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## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q20-Q25):

### NEW QUESTION # 20

You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire. You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements. Which of the following user questionnaires allow benchmarking against previous usability measurements?

- i. SUS
- ii. SUMI
- iii. WAMMI

- A. ii & iii are true, i is false
- B. i is true, ii & iii are false
- C. i & ii are true, iii is false

- D. i, ii and iii are true

**Answer: D**

Explanation:

SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.

Therefore, all three-i, ii, and iii-are true, making D the correct answer.

References:

Brooke, J. (1996). SUS - A Quick and Dirty Usability Scale

Kirakowski, J. (1994). SUMI Development

Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:

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### NEW QUESTION # 21

Why are positive usability findings of high importance? Which of the following statements is wrong?

- A. Positive usability findings make it easier to sell the need for correcting usability problems by giving a balanced view.
- B. Positive usability findings allow a better view of the usability of the product.
- C. Positive findings are of high importance because they can be used in the report to justify the costs of the test.
- D. Positive usability findings should be used to communicate to the development team which features should not be modified or deleted.

**Answer: C**

Explanation:

Positive usability findings play a key role in reinforcing what is working well in the user interface. They help:

A: Build developer confidence and soften criticism when pointing out issues.

C: Provide a complete picture of usability strengths and weaknesses.

D: Inform developers what should remain unchanged during redesign.

However, B is incorrect because justifying usability test costs should not rely solely on positive findings. Cost justification should come from the overall impact of usability on user satisfaction, performance, and business outcomes-not just good results.

References:

Nielsen Norman Group: Communicating Usability Findings

Usability.gov: Best Practices for Usability Reporting

ISO 25062 - Usability Test Report Content

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### NEW QUESTION # 22

Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations mostly rely on user tests, formative evaluations require experts
- B. Summative evaluations focus on improvement, formative evaluations assess the outcome
- C. Summative evaluations assess the outcome, formative evaluations focus on improvement
- D. Summative evaluations mostly rely on experts, formative evaluations require users

**Answer: C**

Explanation:

Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.

References:

ISO 9241-210:2019 - Human-Centered Design for Interactive Systems

Usability.gov: Usability Evaluation Basics

**NEW QUESTION # 23**

Which of the following statements about usability test scripts is wrong?

- A. It is a checklist used by the moderator of a usability test.
- B. It contains post-session interview questions.
- **C. It contains answers to the test questions.**
- D. It contains pre-session interview questions.

**Answer: C**

Explanation:

A usability test script is a structured document used by the moderator to ensure consistency across test sessions. It typically includes pre-session briefing text, pre- and post-session interview questions, and the specific usability tasks to be performed. However, it does not include answers to the test questions, as usability tests focus on observing user behavior and performance-not testing users' knowledge. Providing answers would bias results and invalidate findings. Thus, option D is incorrect and the best choice.

References:

Usability.gov: Creating a Test Script  
Nielsen Norman Group: Usability Testing Tools and Documentation  
ISO 25062 - Guidelines for Usability Reporting  
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**NEW QUESTION # 24**

What location is NOT suitable for conducting a usability test?

- A. A public place, such as a café.
- **B. A room where no action of the user can be seen or recorded by any means.**
- C. A room at the place where the test participant lives or works.
- D. Two office rooms that are connected by a video link.

**Answer: B**

Explanation:

The primary goal of usability testing is to observe and record user behavior while interacting with the system. A location where user actions cannot be seen or recorded (option A) completely undermines the test's purpose and is therefore not suitable.

While options B, C, and D are not ideal in all cases, they can still be valid settings depending on the context. Testing in a user's natural environment (B) increases ecological validity. Remote testing via video link (C) is widely accepted. Testing in a public setting (D) can be useful for mobile apps or services intended for real- world use.

References:

Usability.gov: Conducting Usability Testing  
Nielsen Norman Group: Choosing a Usability Testing Location

**NEW QUESTION # 25**

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