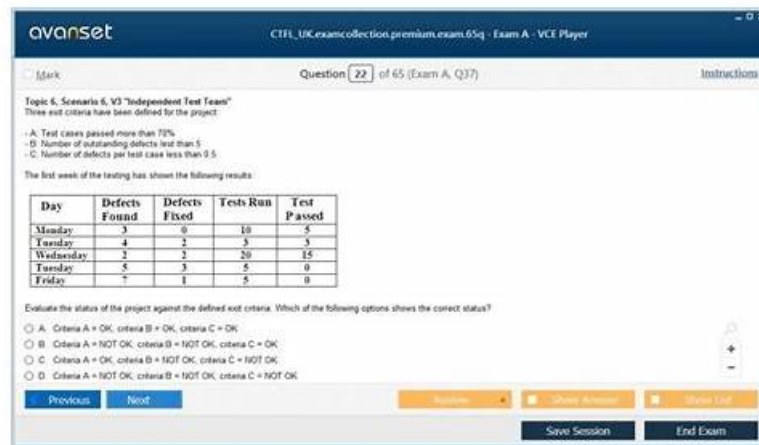


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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q31-Q36):

NEW QUESTION # 31

Which of the following is the highest WCAG conformance level, promising the most accessible content?

- A. Double A (AA)
- B. Single A (A)
- C. Triple A (AAA)
- D. Quadruple A (AAAA)

Answer: C

Explanation:

The Web Content Accessibility Guidelines (WCAG) define three levels of conformance for web content accessibility:

Level A (Single A) is the minimum level of compliance.

Level AA (Double A) is the standard recommended for most websites, balancing accessibility and design.

Level AAA (Triple A) is the highest and most comprehensive level of accessibility, covering the widest range of needs.

There is no such level as "Quadruple A (AAAA)," making option D invalid.

Thus, WCAG Triple A (AAA) promises the most accessible content, even though it may not always be practically achievable for all types of content.

References:

W3C: WCAG 2.1 Conformance Requirements

ISO/IEC 40500:2012 (WCAG 2.0)

W3C: How to Meet WCAG

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NEW QUESTION # 32

Which of these basic approaches to a software development project follows all key elements of human-centered evaluation?

- **A. Interview users, iteratively develop prototypes, and evaluate the software**
- B. Interview users, develop the software, and perform acceptance test
- C. Define requirements, develop the software, and perform acceptance test
- D. Iteratively develop prototypes, perform expert reviews, and integrate found issues

Answer: A

Explanation:

Human-centered design, as defined by ISO 9241-210, emphasizes early user involvement, iterative design, and continuous usability evaluation. Option D aligns with this model as it begins with understanding user needs (interview users), proceeds through iterative prototyping (which allows for continuous improvement), and involves user evaluation. This ensures that the final product is shaped by real user input and feedback.

Options A and B lack iteration and continuous evaluation, while option C, although partially aligned, lacks explicit user involvement in the evaluation process, focusing only on expert reviews.

References:

ISO 9241-210:2019 - Human-Centered Design

Nielsen Norman Group: Human-Centered Design Principles

Usability.gov: Human-Centered Design Process

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NEW QUESTION # 33

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 assess the outcome, formative evaluations focus on improvement**
- C. Summative evaluations mostly rely on experts, formative evaluations require users
- D. Summative evaluations focus on improvement, formative evaluations assess the outcome

Answer: B

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

Nielsen Norman Group: Formative vs Summative Usability Testing

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NEW QUESTION # 34

What is a usability test task?

- A. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time
- B. A test session in usability testing in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers
- C. A document specifying a sequence of actions for the execution of a usability test. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post-session interview questions
- D. A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)

Answer: A

Explanation:

A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product"). The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.

References:

* ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports

* Nielsen Norman Group: Writing Effective Usability Tasks

* Usability.gov: Usability Test Task Design

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NEW QUESTION # 35

A "usability requirement" is:

- A. A requirement on the usability of a component or system
- B. A requirement needed for a usability tester
- C. A requirement how to conduct a usability test
- D. A requirement needed to define the size of a mobile phone used in a usability test

Answer: A

Explanation:

A usability requirement specifies how usable a product or component must be, often in terms of effectiveness, efficiency, and user satisfaction, as defined in ISO 9241-11. These requirements ensure that the product meets specific human-centered design goals, such as allowing users to complete tasks accurately and quickly.

Options A and C describe procedural or test setup elements, not actual usability requirements. Option B refers to personnel qualifications, which are not the same as usability requirements related to system behavior or performance.

References:

ISO 9241-11:2018 - Usability: Definitions and Concepts

ISO/IEC 25010:2011 - Product Quality Model (Usability as a quality characteristic) Usability.gov: Defining Usability Requirements

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NEW QUESTION # 36

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