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ISQI CTFL-UT Exam is an excellent certification program for individuals who are interested in pursuing a career in software testing, particularly in the field of usability testing. CTFL-UT exam covers a wide range of topics and is designed to test the knowledge and skills of individuals at the foundation level of usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is recognized globally and is highly valued by employers in the software testing industry, making it a valuable asset for anyone looking to advance their career in this field.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q14-Q19):

NEW QUESTION # 14

Which of the following is a principal task of the usability tester role?

- A. Define testing tasks
- B. Discuss findings from usability test
- C. **Communicate with test participant**

- D. Perform pre-session briefing of participants

Answer: C

Explanation:

The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data.

Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the test execution.

Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities

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NEW QUESTION # 15

Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Functional requirements
- B. Statutory Code of Practice
- **C. Usability standards**
- D. Opinion of the management

Answer: C

Explanation:

Usability reviews evaluate a system or interface against established usability principles or standards to identify potential issues before user testing. A recognized criterion for such reviews includes adherence to usability standards such as ISO 9241 or the Web Content Accessibility Guidelines (WCAG). These standards are derived from years of research and user-centered design principles. Options A and C do not directly relate to usability. Functional requirements (option B) refer to what the system should do, not how usable it is.

Hence, option D is correct as usability standards provide a consistent, objective basis for evaluating usability.

References:

ISO 9241-110:2020 - Interaction Principles

WCAG 2.1 - Web Content Accessibility Guidelines

Nielsen Norman Group - Heuristic Evaluation

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NEW QUESTION # 16

Which of the following statements about usability testing is true?

- A. The conditions under which a usability test is done are irrelevant
- B. A usability test consists of one usability test session
- C. The preparation of a usability test is optional
- **D. Before the usability test sessions, a pilot usability test session can be conducted**

Answer: D

Explanation:

A pilot usability test session is a critical step prior to conducting the actual usability test. Its purpose is to ensure that the test setup, task design, and moderator instructions are clear and function as expected.

According to ISO 9241-210 and the Nielsen Norman Group's best practices, pilot testing helps detect unforeseen issues and fine-tune the process. Options A and B are incorrect because testing conditions must reflect realistic scenarios, and thorough preparation

is essential to gather meaningful usability data. Option D is also incorrect; a usability test typically consists of multiple sessions with different users to gather sufficient data for analysis. The pilot session ensures everything works smoothly before involving real participants.

References:

ISO 9241-210:2019, Ergonomics of human-system interaction - Human-centred design Nielsen Norman Group: Usability Testing 101 Usability.gov: Pilot Testing

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NEW QUESTION # 17

Which of the following are common mistakes made in usability testing?

- i. The user is too active
- ii. Critical results are ignored
- iii. No observers involved
- iv. Scheduling too late
- v. Incorrect focus

- A. ii, iv & v are true, i & iii are false
- B. i, ii & iii are true, iv & v are false
- C. ii & iv are true, i, iii & v are false
- D. i & iii are true, ii, iv & v are false

Answer: A

Explanation:

Common mistakes in usability testing include:

Ignoring critical results (ii): A significant issue if findings are not acted upon.

Scheduling the test too late (iv): This can lead to usability problems being discovered too late to be addressed effectively.

Having the wrong focus (v): For instance, focusing on aesthetics instead of usability goals.

Option i ("user is too active") is not a problem-active participation is necessary. Option iii ("no observers involved") is not a typical mistake, since tests can still be valid even with recorded sessions and later review.

Hence, the correct answer is A: ii, iv & v are true.

References:

Nielsen Norman Group: Common Mistakes in Usability Testing

ISO 9241-210:2019 - Human-Centred Design

Usability.gov: Planning and Conducting Usability Testing

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NEW QUESTION # 18

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

Answer: A

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:

NEW QUESTION # 19

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