

Quiz ISQI - CTFL-UT - Useful ISTQB Certified Tester- Foundation Level - Usability Testing Actual Tests



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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample

Questions (Q26-Q31):

NEW QUESTION # 26

In a short conversation, a potential customer mentions that accessibility is of great importance to them. What does this mean?

- A. They also seek to address users with limitations
- B. They focus on agile development
- C. They focus on quantitative usability evaluations
- D. They use prototyping in their development process

Answer: A

Explanation:

When a customer emphasizes the importance of accessibility, it means they are concerned with ensuring that users with disabilities or limitations are not excluded from using their products or services. Accessibility is about inclusiveness-providing equal access and opportunity to all users regardless of physical or cognitive ability. Option C directly reflects this understanding. The other options (A, B, and D) are aspects of usability or development methodologies but do not relate to addressing the needs of users with disabilities, which is the core focus of accessibility.

References:

W3C: Accessibility Fundamentals

ISO 9241-171 and 210 - Accessibility and Human-Centered Design

ADA (Americans with Disabilities Act) in Digital Accessibility Contexts

NEW QUESTION # 27

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

Answer: B

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-Centered Design

Usability.gov: Planning and Conducting Usability Testing

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NEW QUESTION # 28

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

Answer: B

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 # 29

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

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

Answer: D

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 # 30

What does the Equality Act address?

- **A. It protects people from discrimination in the workplace and in wider society**
- B. It obligates organizations to make sites accessible at all costs
- C. It states that websites have to adhere to the WCAG conformity level AA
- D. It states that websites have to adhere to the WCAG conformity level A

Answer: A

Explanation:

The Equality Act 2010 (UK) is legislation designed to protect individuals from discrimination in various areas, including employment and access to goods and services-this includes digital products like websites.

While it does not directly mandate WCAG compliance levels (A or AA), it implies that digital services must be accessible to users

with disabilities. Organizations are required to make "reasonable adjustments" to avoid discrimination. Therefore, the most accurate and comprehensive answer is B.

References:

UK Equality Act 2010 - Legislation.gov.uk

GOV.UK: Accessibility Requirements for Public Sector Bodies

NEW QUESTION # 31

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