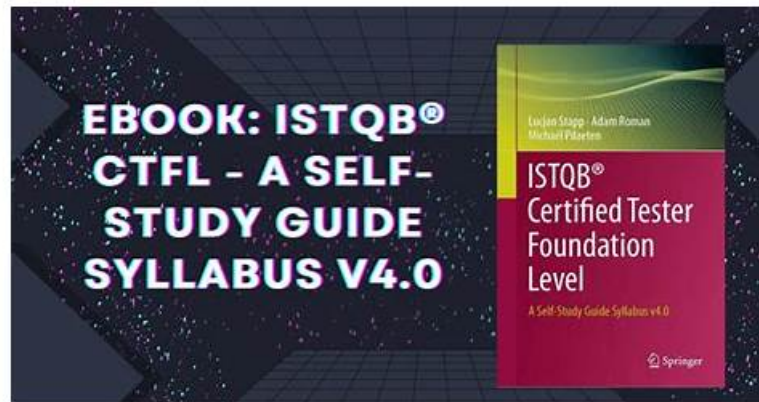


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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q10-Q15):

NEW QUESTION # 10

In the last project, the usability tests substantially exceeded the budget of the test plan. Which quality control task could have been used to avoid this?

- A. Check whether the usability test report conforms to the best practices
- **B. Check consumed resources regularly and compare with the estimates**
- C. Check that findings are communicated to the stakeholders
- D. Check that the usability test plan has been properly reviewed

Answer: B

Explanation:

To prevent usability testing from exceeding budget, active monitoring and control of project resources are critical. The best practice is to regularly check consumed time, costs, and effort against the original estimates, allowing timely adjustments to scope or resources. This is a classic quality control practice aligned with ISO 9001 principles and standard project management methodologies. Option A relates to test preparation, option C concerns reporting and communication, and option D applies after test execution. Only option B deals directly with budget control during the test.

References:

- * ISO 9001:2015 - Quality Management Systems
- * ISTQB: Usability Testing Guidelines
- * Nielsen Norman Group: Budgeting for Usability Testing

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NEW QUESTION # 11

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

- A. Positive usability findings should be used to communicate to the development team which features should not be modified or deleted.
- B. Positive usability findings make it easier to sell the need for correcting usability problems by giving a balanced view.
- C. Positive usability findings allow a better view of the usability of the product.
- **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 # 12

During a usability test, a user suggested that a quick search box on every page would help a lot for several of the main tasks. You added this finding to the list.

What's the correct classification for these kinds of findings?

- **A. Good idea**
- B. Functional problem
- C. Positive finding
- D. Usability problem

Answer: A

Explanation:

In usability evaluations, a distinction is made between actual usability problems (where a user struggles to complete a task or is confused by the interface) and suggestions or ideas that users provide based on their preferences or perceived improvements. When a participant offers a new feature idea (such as a quick search box), this is classified as a "good idea" or "feature suggestion," not necessarily a usability problem. It may inform future design enhancements but does not indicate a failure in usability for existing functionality.

References:

Usability.gov: Types of Usability Findings

Nielsen Norman Group: Reporting Usability Test Results

ISO 25062:2006 - Usability Test Reports

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NEW QUESTION # 13

What location is NOT suitable for conducting a usability test?

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

Answer: C

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 # 14

You're asked to evaluate the direct interaction between ordinary users and the software product. Which kinds of evaluations would be suited for that?

- A. Risk assessment
- B. Accessibility evaluation
- **C. Usability evaluation**
- D. Usability maturity assessment

Answer: C

Explanation:

A usability evaluation is specifically designed to assess how real users interact with a software product. It focuses on effectiveness, efficiency, and user satisfaction in completing tasks. This may involve usability testing, expert reviews, or heuristic evaluations. The goal is to identify any usability problems and understand user behavior during real use.

Option A (Accessibility evaluation) targets inclusivity for users with disabilities, not general user interaction.

Option B (Usability maturity assessment) evaluates the organization's usability practices, and Option C (Risk assessment) evaluates potential project or system risks. Only option D directly involves observing and measuring user interaction.

References:

ISO 9241-11:2018 - Usability Definitions and Concepts

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Types of Usability Evaluations

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NEW QUESTION # 15

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