

# Complete coverage CT-UT Online Learning Environment



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## ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>User Surveys:</b> This part assesses the ability of Usability Test Analysts to design and use surveys to gather user feedback on software usability. It describes how to prepare user surveys, select appropriate questionnaires, and analyze survey responses to measure user satisfaction and other quality attributes from the user's perspective.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Basic Concepts:</b> This section measures the skills of Usability Analysts and covers fundamental definitions and ideas related to usability, user experience, and accessibility. It explains what usability means in terms of effectiveness, efficiency, and satisfaction within software products. User experience concepts related to emotions, perceptions, and responses before, during, and after use are included. It also addresses accessibility, focusing on usage by people with diverse abilities.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Usability Testing:</b> This section measures the practical knowledge of Usability Testers in planning, conducting, analyzing, and reporting formal usability test sessions with users. It outlines test preparation activities including writing test plans, test scripts, and tasks, as well as considerations for test locations and pilot sessions. It explains how to moderate sessions, analyze findings, classify problems by severity, and communicate results effectively to stakeholders.</li></ul>

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## ISTQB Certified Tester Usability Tester Sample Questions (Q17-Q22):

### NEW QUESTION # 17

Which of the following is a principal task of the usability test moderator role?

- A. Log usability problems
- B. Write a usability test plan
- C. Define testing tasks
- D. Create a survey plan

**Answer: C**

Explanation:

The usability test moderator plays a crucial role during the execution phase of a usability test. Their principal task is to facilitate the test sessions by guiding participants through predefined testing tasks, observing behaviors, and ensuring that the test environment is neutral and free from bias. Defining testing tasks, however, is primarily done during the test design phase by the usability test designer or analyst, but the moderator ensures these tasks are clearly communicated and administered to participants during the session. Logging usability problems (option B) is often done by observers or analysts reviewing session recordings or notes, not directly by the moderator during live testing. Creating a survey plan (option C) and writing the usability test plan (option D) are preparatory activities generally done before the test sessions and are not the moderator's main focus. Therefore, the principal role of the moderator centers on conducting the sessions and managing task delivery effectively to obtain authentic user interaction with the system under test.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Process for usability testing

### NEW QUESTION # 18

A large customer complained that a business application developed by your company sometimes transfers the wrong amount of money to clients, although there are no complaints of the actual users. The expected amount differs from the actually transferred amount by a factor of 10 or 100. After analyzing the log files, you found out that the application itself works fine. The problem seems to be caused by confusing text fields and labels for the decimal place, leading to user errors.

Which usability risk should be reasonably addressed for the next release?

- A. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction
- B. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- C. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface
- D. Users resist using a software product which is essential for their daily work because it lacks usability

**Answer: C**

Explanation:

The scenario describes a situation where the interface misleads users into making serious financial mistakes due to poor design, such as confusing decimal separators. Even though the system functions correctly, it facilitates critical user errors. This constitutes a major usability risk with potential legal and financial consequences. Therefore, the correct risk to address is increased liability due to financial loss caused by a poorly designed or deceptive interface (option D). The other options focus on usability-related dissatisfaction, resistance, or lack of adoption, which are not the key concern in this scenario.

References:

ISO 9241-210:2019 - Risk Management in Usability Engineering

Nielsen Norman Group: Error Prevention in UI Design

IEEE 1028: Standard for Software Reviews and Risk-Based Usability

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### NEW QUESTION # 19

What does the Equality Act address?

- A. It states that websites have to adhere to the WCAG conformity level AA
- B. It states that websites have to adhere to the WCAG conformity level A
- C. It obligates organizations to make sites accessible at all costs

- **D. It protects people from discrimination in the workplace and in wider society**

**Answer: D**

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](http://legislation.gov.uk)

GOV.UK: Accessibility Requirements for Public Sector Bodies

### NEW QUESTION # 20

You're redesigning the web shop of a customer and found out that they are using legacy web design techniques like HTML tables for design matters, making the website hard to be operated using alternative input and output devices (e.g. screen readers).

Which kind of risk is most likely to occur?

- A. Usability risk
- **B. Accessibility risk**
- C. There's no risk predictable
- D. User experience risk

**Answer: B**

Explanation:

The use of HTML tables for layout instead of proper semantic HTML and responsive design violates accessibility guidelines, particularly those defined in the Web Content Accessibility Guidelines (WCAG).

Such a design makes it difficult or impossible for users relying on screen readers, keyboard navigation, or other assistive technologies to interact effectively with the site. Therefore, this creates a significant accessibility risk, which is distinct from general usability or user experience risks. Accessibility ensures inclusion of users with physical or cognitive impairments, making option B the correct choice.

References:

\* W3C: Web Content Accessibility Guidelines (WCAG) 2.1

\* ISO 9241-171:2008 - Software Accessibility

\* Usability.gov: Accessibility Guidelines

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### NEW QUESTION # 21

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

**Answer: C**

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

## NEW QUESTION # 22

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