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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q12-Q17):

NEW QUESTION # 12

A web shop owner used Google Analytics to gather information about her users. She found out that most users take about five minutes to place an order. Is the usability of the website good or bad?

- A. The usability of the website is bad - five minutes is way too long
- B. The usability of the website is good - five minutes is a fair amount of time
- C. That depends on the context of use as users may have different expectations
- D. That depends on the accessibility of the website

Answer: C

Explanation:
Usability is defined in ISO 9241-11 as the extent to which a system can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use. Without knowing the context-such as product complexity, user familiarity, device type, or purchasing habits-it is impossible to judge whether five minutes is good or bad. For complex items, five minutes may be reasonable, while for one-click purchases, it may be excessive. Thus, usability cannot be assessed solely based on one metric like time-it must be evaluated within its full usage context.
References:
ISO 9241-11:2018 - Usability Definitions and Concepts
Nielsen Norman Group: Context of Use in Usability Testing
Usability.gov: Usability and Context of Use
##

NEW QUESTION # 13

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
##

NEW QUESTION # 14

A "usability test participant" ...

- A. ... helps to set up the system used for the usability test.
- B. ... can be the organizer of a usability test.
- C. ... is a representative user who solves typical tasks in a usability test.
- D. ... is a person who observes a usability test.

Answer: C

Explanation:
A usability test participant is a person selected to represent the target user group and asked to perform specific tasks in a usability

test. Their actions, reactions, and feedback help identify usability issues and evaluate the system's effectiveness, efficiency, and user satisfaction. This role is strictly observational and does not involve organizing, observing, or setting up the test. Options A, B, and C describe other roles (e.g., technical support, observers, or moderators). Only option D accurately reflects the definition of a usability test participant.
References:
ISO 9241-210:2019 - Human-Centered Design
Usability.gov: Roles in a Usability Test
Nielsen Norman Group: Recruiting Test Participants
##

NEW QUESTION # 15

Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.
Which part of the human-centered design process did she miss?

- A. The "iterate"-part
- B. The "analyze"-part
- C. The "evaluate"-part
- D. The "design"-part

Answer: A

Explanation:
The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeated iteratively. Hence, option D ("iterate") is correct.
References:
ISO 9241-210:2019 - Human-Centered Design Processes
Usability.gov: Human-Centered Design Activities
Nielsen Norman Group: Iterative Design in UX
##

NEW QUESTION # 16

What is good accessibility?

- A. Good usability of a software product by people with limited knowledge of the software
- B. Good usability regardless of disturbances like bright sunlight, noise or wind
- C. Good usability of a software product on all devices (smart phone, computer, etc.)
- D. Good usability of a software product by people with limited vision, hearing, dexterity, cognition or physical mobility

Answer: D

Explanation:
Accessibility refers to designing products so that people with disabilities or limitations (permanent or temporary) can use them effectively. According to the Web Content Accessibility Guidelines (WCAG) and ISO standards, accessibility focuses on ensuring that users with vision, hearing, cognitive, or mobility impairments can access digital interfaces. Option D captures this intent accurately. The other options relate to general usability or responsiveness (e.g., device adaptability or user experience in noisy environments) but do not address the inclusive nature of accessibility as defined by official guidelines.
References:
WCAG 2.1 Guidelines - W3C
ISO 9241-171:2008 - Guidance on software accessibility
Usability.gov: Accessibility Basics
##

NEW QUESTION # 17

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