

# ISQI CTFL-UT Web-based Practice Exam



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## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q11-Q16):

### NEW QUESTION # 11

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

**Answer: A**

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 # 12

What is the System Usability Scale (SUS)?

- A. A requirement on the usability of a component of system
- B. Testing to evaluate the degree to which the system can be used by specified users with effectiveness, efficiency and satisfaction in a specified context of use.
- **C. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.**
- D. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.

**Answer: C**

Explanation:

The System Usability Scale (SUS) is a standardized, reliable tool used to measure perceived usability. It consists of 10 items with five response options (from strongly agree to strongly disagree). It is widely used due to its simplicity and effectiveness in providing a single score to reflect a user's overall satisfaction with a system. Option A refers to ISO's definition of usability testing, B describes a task in usability testing, and D refers to a usability requirement, not SUS. Therefore, the correct description of SUS is option C.

References:

Brooke, J. (1996). SUS: A Quick and Dirty Usability Scale.

Usability.gov: System Usability Scale (SUS)

ISO/IEC 25062 - Common Industry Format for Usability Test Reports

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## NEW QUESTION # 13

A "usability requirement" is:

- A. A requirement needed to define the size of a mobile phone used in a usability test
- **B. A requirement on the usability of a component or system**
- C. A requirement how to conduct a usability test
- D. A requirement needed for a usability tester

**Answer: B**

Explanation:

A usability requirement specifies how usable a product or component must be, often in terms of effectiveness, efficiency, and user satisfaction, as defined in ISO 9241-11. These requirements ensure that the product meets specific human-centered design goals, such as allowing users to complete tasks accurately and quickly.

Options A and C describe procedural or test setup elements, not actual usability requirements. Option B refers to personnel qualifications, which are not the same as usability requirements related to system behavior or performance.

References:

ISO 9241-11:2018 - Usability: Definitions and Concepts

ISO/IEC 25010:2011 - Product Quality Model (Usability as a quality characteristic) Usability.gov: Defining Usability Requirements

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## NEW QUESTION # 14

Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations mostly rely on experts, formative evaluations require users
- **B. Summative evaluations assess the outcome, formative evaluations focus on improvement**

- C. Summative evaluations focus on improvement, formative evaluations assess the outcome
- D. Summative evaluations mostly rely on user tests, formative evaluations require experts

**Answer: B**

Explanation:

Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.

References:

ISO 9241-210:2019 - Human-Centered Design for Interactive Systems

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Formative vs Summative Usability Testing

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## NEW QUESTION # 15

Which of the following statements about usability test scripts is wrong?

- A. It contains pre-session interview questions.
- B. It is a checklist used by the moderator of a usability test.
- C. It contains post-session interview questions.
- D. It contains answers to the test questions.

**Answer: D**

Explanation:

A usability test script is a structured document used by the moderator to ensure consistency across test sessions. It typically includes pre-session briefing text, pre- and post-session interview questions, and the specific usability tasks to be performed. However, it does not include answers to the test questions, as usability tests focus on observing user behavior and performance—not testing users' knowledge. Providing answers would bias results and invalidate findings. Thus, option D is incorrect and the best choice.

References:

Usability.gov: Creating a Test Script

Nielsen Norman Group: Usability Testing Tools and Documentation

ISO 25062 - Guidelines for Usability Reporting

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## NEW QUESTION # 16

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