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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q19-Q24):

NEW QUESTION # 19

Which of the following statements best describe Rapid Iterative Testing and Evaluation?

- A. Testing is informal and many potential users can be accessed
- B. Testing is quantitative
- C. Testing focuses on instant redesigns and confirming made changes

- D. Testing happens on a regular basis, e.g. each Monday

Answer: C

Explanation:

Rapid Iterative Testing and Evaluation (RITE) is a usability method in which usability issues are identified and addressed in short cycles. Unlike traditional usability testing, RITE allows for immediate redesigns and retesting of the improved version within the same study. The goal is to refine the design quickly based on observed usability issues. Option A confuses scheduling with methodology, B is too vague, and D inaccurately characterizes RITE as quantitative, while it is typically qualitative. Therefore, C accurately reflects the purpose and approach of RITE.

References:

- * Medlock et al. (2002). The RITE Method: A Rapid Iterative Testing and Evaluation Method
- * Nielsen Norman Group: Rapid Iterative Testing
- * Usability.gov: RITE Method Overview

NEW QUESTION # 20

Which of the following are advantages of using a usability lab?

- i. The context is natural
- ii. Test sessions are easy to observe
- iii. Inexpensive setup
- iv. Similar conditions for all sessions
- v. Easy recording of sessions

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

Answer: D

Explanation:

Usability labs provide a controlled environment that offers several advantages for observing and recording usability test sessions. Specifically, they allow for easy observation of participants (ii), standardized conditions for each session (iv), and facilitate audio and video recording for detailed analysis (v). However, the context is not natural (i), because the lab is an artificial setting rather than the user's actual environment.

Also, setting up a professional usability lab is not inexpensive (iii); it typically involves significant costs for equipment, space, and staffing. Therefore, options ii, iv, and v are true, while i and iii are false.

References:

- Nielsen Norman Group: Usability Labs - Pros and Cons
- ISO 25062:2006 - Usability Test Reporting
- Usability.gov: Setting Up a Usability Lab

NEW QUESTION # 21

How can the approach for conducting user surveys be summarized best?

- A. Write survey plan, write schedule, select questionnaire, recruit users, analyze, communicate
- B. Write survey plan, interview users and stakeholders, select questionnaire, deploy questionnaire, analyze, communicate
- C. Write survey plan, interview users and stakeholders, select questionnaire, recruit users, remind users, communicate
- D. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate

Answer: B

Explanation:

Conducting user surveys involves a structured approach that ensures data collection is effective, reliable, and meaningful. The process typically starts with writing a survey plan, which defines the objectives, scope, target population, and methodology. Next, interviewing users and stakeholders is important to gather qualitative insights, refine survey questions, and align the survey with business goals and user needs.

Selecting or designing the questionnaire follows, which includes crafting clear, unbiased questions to capture the desired data. After

that, deploying the questionnaire to the recruited participants is essential; this can be done via email, online tools, or in-person, depending on the context. Once the data is collected, it must be analyzed to extract meaningful patterns, trends, and insights. Finally, communicating the findings to stakeholders completes the process by informing decision-making.

Other options miss critical steps such as deploying the questionnaire (Option C), or combine steps incorrectly (Options A and D). Importantly, the step of interviewing users and stakeholders prior to deployment ensures the survey is well-informed and targeted, enhancing the quality and relevance of data collected.

References:

Usability.gov, Surveys in User Research

Nielsen Norman Group, How to Conduct User Surveys

ISO 9241-210:2019 Ergonomics of human-system interaction - User research methodologies

NEW QUESTION # 22

Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Statutory Code of Practice
- B. Functional requirements
- C. Opinion of the management
- D. **Usability standards**

Answer: D

Explanation:

Usability reviews evaluate a system or interface against established usability principles or standards to identify potential issues before user testing. A recognized criterion for such reviews includes adherence to usability standards such as ISO 9241 or the Web Content Accessibility Guidelines (WCAG). These standards are derived from years of research and user-centered design principles. Options A and C do not directly relate to usability. Functional requirements (option B) refer to what the system should do, not how usable it is.

Hence, option D is correct as usability standards provide a consistent, objective basis for evaluating usability.

References:

ISO 9241-110:2020 - Interaction Principles

WCAG 2.1 - Web Content Accessibility Guidelines

Nielsen Norman Group - Heuristic Evaluation

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NEW QUESTION # 23

The usability team has written a usability test report. The report has the following structure:

Executive summary (1 page)

Table of contents (1 page)

Findings and recommendations (5 pages)

Objectives (2 pages)

Purpose (2 pages)

Contacts (1 page)

Which best practice does this usability test report violate?

- A. The report makes use of usability jargon
- B. **The report misses a description of the evaluation method**
- C. The report misses positive findings
- D. The report is too long

Answer: B

Explanation:

A best practice in usability reporting (based on ISO/IEC 25062:2006 - Common Industry Format for usability test reports) is to include a clear description of the evaluation method used. This includes how the test was designed, how participants were selected, what tasks were performed, and under what conditions the test was conducted. This ensures the results are credible and reproducible. The provided structure omits this essential information. While the report length is not excessive and positive findings may or may not be present, the key missing component is the method description.

References:

NEW QUESTION # 24

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