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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q15-Q20):

NEW QUESTION # 15

What does the Equality Act address?

- A. It states that websites have to adhere to the WCAG conformity level A
- **B. It protects people from discrimination in the workplace and in wider society**
- C. It obligates organizations to make sites accessible at all costs
- D. It states that websites have to adhere to the WCAG conformity level AA

Answer: B

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

GOV.UK: Accessibility Requirements for Public Sector Bodies

NEW QUESTION # 16

What is the System Usability Scale (SUS)?

- A. A requirement on the usability of a component of system
- **B. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.**
- C. 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.
- D. 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.

Answer: B

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 # 17

Which of these basic approaches to a software development project follows all key elements of human-centered evaluation?

- A. Iteratively develop prototypes, perform expert reviews, and integrate found issues
- B. Interview users, develop the software, and perform acceptance test
- **C. Interview users, iteratively develop prototypes, and evaluate the software**
- D. Define requirements, develop the software, and perform acceptance test

Answer: C

Explanation:

Human-centered design, as defined by ISO 9241-210, emphasizes early user involvement, iterative design, and continuous usability evaluation. Option D aligns with this model as it begins with understanding user needs (interview users), proceeds through iterative prototyping (which allows for continuous improvement), and involves user evaluation. This ensures that the final product is shaped by real user input and feedback.

Options A and B lack iteration and continuous evaluation, while option C, although partially aligned, lacks explicit user involvement in the evaluation process, focusing only on expert reviews.

References:

ISO 9241-210:2019 - Human-Centered Design

NEW QUESTION # 18

Which of the following is a key activity in a usability test session?

- A. Talk to the participant during the completion of a task
- B. Extract usability findings and recommendations
- C. Test the set up and modify the test script if needed
- **D. Moderate the usability test**

Answer: D

Explanation:

Moderating the usability test is a core activity during the actual usability test session. The moderator guides participants through tasks, ensures the session stays on track, and avoids introducing bias. Option A (testing the setup) happens before the session, during preparation. Option C (extracting findings) occurs during analysis, after the test. Option D (talking during task execution) should be minimized unless necessary, to avoid influencing user behavior. Therefore, option B is the only correct answer aligned with best practices in usability testing.

References:

Nielsen Norman Group: Role of the Usability Test Moderator

ISO 25062:2006 - Usability Test Documentation

Usability.gov: Conducting a Usability Test

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NEW QUESTION # 19

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

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

Answer: A

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 # 20

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