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ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) Certification Exam is designed to test the candidates' knowledge and skills in usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is ideal for professionals who want to specialize in usability testing and improve their career prospects. It is also suitable for those who want to enhance their understanding of usability testing concepts and techniques.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q27-Q32):

NEW QUESTION # 27

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

Answer: C

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:

ISO/IEC 25062:2006 - Common Industry Format for Usability Test Reports

Nielsen Norman Group: How to Write Usability Reports

Usability.gov: Reporting Usability Test Results

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NEW QUESTION # 28

You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire.

You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements.

Which of the following user questionnaires allow benchmarking against previous usability measurements?

i. SUS

ii. SUMI

iii. WAMMI

- A. i, ii and iii are true
- B. i is true, ii & iii are false
- C. i & ii are true, iii is false
- D. ii & iii are true, i is false

Answer: A

Explanation:

SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted

using benchmark datasets or industry standards.

Therefore, all three-i, ii, and iii-are true, making D the correct answer.

References:

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

Kirakowski, J. (1994). SUMI Development

Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:

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NEW QUESTION # 29

You're defining usability test tasks for a web shop for mobile phones and smartphones. Finding out whether users are able to place an order easily has been identified as the main goal of the usability test.

Which of the following is a reasonable task definition to include in the test?

- A. Your phone broke and you're looking for a new smartphone. Your budget is 200\$ and it should have an infrared sensor as you like to operate your home entertainment system with it. Find a suited smartphone and order it!
- B. Which mobile operating system do you prefer?
- C. Put the first phone you find in your shopping cart!
- D. Enter the item number "1469483" in the search box and click "OK". Put the first item in the cart by clicking "add to bag". Then, click on "checkout" in order to start the order process. After that, fill in the form and click on "submit".

Answer: A

Explanation:

Option B represents a realistic, goal-oriented scenario that reflects how an actual user would interact with the website. It incorporates context, user intent, constraints, and desired outcome-all characteristics of well- designed usability tasks. Option A is vague and lacks real-world motivation. Option C is too prescriptive and limits insight into user behavior, while D is a survey question, not a usability task. According to Nielsen Norman Group and ISO 25062, the best usability tasks are scenario-based, realistic, and outcome-driven- making B the correct answer.

References:

Nielsen Norman Group: Writing Effective Usability Tasks

Usability.gov: Scenario-Based Usability Tasks

ISO 25062 - Usability Test Reporting

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NEW QUESTION # 30

Which of the following is the highest WCAG conformance level, promising the most accessible content?

- A. Triple A (AAA)
- B. Double A (AA)
- C. Quadruple A (AAAA)
- D. Single A (A)

Answer: A

Explanation:

The Web Content Accessibility Guidelines (WCAG) define three levels of conformance for web content accessibility:

Level A (Single A) is the minimum level of compliance.

Level AA (Double A) is the standard recommended for most websites, balancing accessibility and design.

Level AAA (Triple A) is the highest and most comprehensive level of accessibility, covering the widest range of needs.

There is no such level as "Quadruple A (AAAA)," making option D invalid.

Thus, WCAG Triple A (AAA) promises the most accessible content, even though it may not always be practically achievable for all types of content.

References:

W3C: WCAG 2.1 Conformance Requirements

ISO/IEC 40500:2012 (WCAG 2.0)

W3C: How to Meet WCAG

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NEW QUESTION # 31

A company distributes its products over a web shop where users can put items in their shopping cart. After they click on "checkout", the checkout process starts and users cannot go back anymore to correct possible mistakes. The only way is to hit the "back" button of the browser, which might lead to an expired session and therefore losing all items in the shopping cart. Which of the following heuristics would best describe this usability issue?

- A. Help and documentation
- **B. User control and freedom**
- C. Aesthetic and minimalist design
- D. Visibility of system status

Answer: B

Explanation:

The described issue violates the usability heuristic "User control and freedom," as defined by Jakob Nielsen.

This principle emphasizes that users should have the ability to undo and redo actions and navigate freely without being trapped in irreversible sequences. In the scenario, users are forced into the checkout process without a clear way to return or correct mistakes, except through the unreliable and disruptive back button.

This design flaw undermines user autonomy and can result in lost progress or frustration.

References:

Nielsen Norman Group: 10 Usability Heuristics for User Interface Design ISO 9241-110:2020 - Interaction Principles

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NEW QUESTION # 32

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