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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q31-Q36):

NEW QUESTION # 31

What is the System Usability Scale (SUS)?

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

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 # 32

What location is NOT suitable for conducting a usability test?

- A. Two office rooms that are connected by a video link.
- **B. A room where no action of the user can be seen or recorded by any means.**
- C. A room at the place where the test participant lives or works.
- D. A public place, such as a café.

Answer: B

Explanation:

The primary goal of usability testing is to observe and record user behavior while interacting with the system.

A location where user actions cannot be seen or recorded (option A) completely undermines the test's purpose and is therefore not suitable.

While options B, C, and D are not ideal in all cases, they can still be valid settings depending on the context.

Testing in a user's natural environment (B) increases ecological validity. Remote testing via video link (C) is widely accepted. Testing in a public setting (D) can be useful for mobile apps or services intended for real- world use.

References:

Usability.gov: Conducting Usability Testing

Nielsen Norman Group: Choosing a Usability Testing Location

NEW QUESTION # 33

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

- **A. Define testing tasks**
- B. Log usability problems
- C. Create a survey plan
- D. Write a usability test 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 # 34

Your last 20-pages usability test report wasn't received well by the developers; only two of the 25 usability problems have been

fixed. This time, you want to stick to the best practices in order to obtain better acceptance by the development team. What are you going to do differently this time?

- A. Make the report more detailed and longer
- B. Include contact details of the test participants so that the development team can contact them in case they have questions
- **C. Include positive findings in the report, not only usability problems**
- D. Add the low-priority findings you didn't include in the first report

Answer: C

Explanation:

Usability test reports are more effective when they are balanced and include not only problems but also what worked well. Including positive findings increases credibility, encourages the development team, and helps them understand what should remain unchanged. Option B violates privacy and ethical standards. Option C may dilute focus, and D could worsen the problem by making the report less accessible. Thus, the best practice supported by usability.gov and Nielsen Norman Group is to include both positive and negative findings.

References:

Usability.gov: Reporting Usability Findings

Nielsen Norman Group: Writing Usability Reports that Developers Will Read ISO 25062 - Usability Test Report Format

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NEW QUESTION # 35

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

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:

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 # 36

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