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ISQI CTFL-UT certification exam is designed to test the skills and knowledge of individuals in the field of usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is based on the International Software Testing Qualifications Board (ISTQB) Certified Tester-Foundation Level and focuses specifically on usability testing. CTFL-UT exam is intended for individuals who are interested in becoming certified usability testers, as well as those who are already working in the field and wish to validate their skills and knowledge.

The CTFL-UT Certification program covers various topics related to usability testing, including the fundamentals of usability, usability testing techniques, usability metrics, and usability testing tools. ISTQB Certified Tester-Foundation Level - Usability Testing certification program is designed for software testers who want to enhance their skills in usability testing and gain a competitive advantage in their careers. ISTQB Certified Tester-Foundation Level - Usability Testing certification also helps organizations in identifying and hiring skilled usability testers who can ensure a high-quality user experience for their products.

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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q36-Q41):

NEW QUESTION # 36

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

Answer: C

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 # 37

In a short conversation, a potential customer mentions that accessibility is of great importance to them. What does this mean?

- A. They use prototyping in their development process
- B. They focus on quantitative usability evaluations
- **C. They also seek to address users with limitations**
- D. They focus on agile development

Answer: C

Explanation:

When a customer emphasizes the importance of accessibility, it means they are concerned with ensuring that users with disabilities or limitations are not excluded from using their products or services. Accessibility is about inclusiveness-providing equal access and opportunity to all users regardless of physical or cognitive ability. Option C directly reflects this understanding. The other options (A, B, and D) are aspects of usability or development methodologies but do not relate to addressing the needs of users with disabilities, which is the core focus of accessibility.

References:

W3C: Accessibility Fundamentals

ISO 9241-171 and 210 - Accessibility and Human-Centered Design

ADA (Americans with Disabilities Act) in Digital Accessibility Contexts

NEW QUESTION # 38

Which of the following are common mistakes made in usability testing?

- i. The user is too active
- ii. Critical results are ignored
- iii. No observers involved
- iv. Scheduling too late
- v. Incorrect focus

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

Answer: D

Explanation:

Common mistakes in usability testing include:

Ignoring critical results (ii): A significant issue if findings are not acted upon.

Scheduling the test too late (iv): This can lead to usability problems being discovered too late to be addressed effectively.

Having the wrong focus (v): For instance, focusing on aesthetics instead of usability goals.

Option i ("user is too active") is not a problem-active participation is necessary. Option iii ("no observers involved") is not a typical mistake, since tests can still be valid even with recorded sessions and later review.

Hence, the correct answer is A: ii, iv & v are true.

References:

Nielsen Norman Group: Common Mistakes in Usability Testing

ISO 9241-210:2019 - Human-Centered Design

Usability.gov: Planning and Conducting Usability Testing

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NEW QUESTION # 39

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

Answer: D

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 # 40

Which of the following elements are addressed by the WCAG?

- i. Resizability of text
- ii. Visually appealing design
- iii. Text alternatives
- iv. Keyboard accessibility
- v. Mouse input

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

Answer: A

Explanation:

The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities. They specifically address:

- i. Text resizing (SC 1.4.4),
- iii. Text alternatives for non-text content (SC 1.1.1),
- iv. Keyboard accessibility (SC 2.1.1),
- v. Device independence, which includes not relying solely on mouse input.

Visually appealing design (ii) is not an accessibility requirement and is thus not a WCAG focus. The correct answer is D: i, iii, iv & v are true; ii is false.

References:

WCAG 2.1 Guidelines by W3C (w3.org/WAI/WCAG21)

ISO/IEC 40500:2012 - WCAG 2.0

W3C: Understanding WCAG Success Criteria

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NEW QUESTION # 41

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