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ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) exam is a certification program that is designed to test the knowledge and skills of individuals who are involved in the field of usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is globally recognized and is ideal for professionals who want to demonstrate their expertise in the area of usability testing. CTFL-UT Exam covers a wide range of topics such as usability testing principles, process, techniques, and tools.

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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 misses positive findings

- B. The report misses a description of the evaluation method
- C. The report is too long
- 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

NEW QUESTION # 28

Which of the following elements are addressed by the WCAG?

- Resizability of text
- Visually appealing design
- Text alternatives
- Keyboard accessibility
- Mouse input

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

Answer: C

Explanation:

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

They specifically address:

- Text resizability (SC 1.4.4),
- Text alternatives for non-text content (SC 1.1.1),
- Keyboard accessibility (SC 2.1.1),
- 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

NEW QUESTION # 29

Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.

Which part of the human-centered design process did she miss?

- A. The "evaluate"-part
- B. The "iterate"-part
- C. The "design"-part
- D. The "analyze"-part

Answer: B

Explanation:

The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeatedly iteratively. Hence, option D ("iterate") is correct.

References:

ISO 9241-210:2019 - Human-Centered Design Processes

Usability.gov: Human-Centered Design Activities

Nielsen Norman Group: Iterative Design in UX

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NEW QUESTION # 30

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

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

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 # 31

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. Put the first phone you find in your shopping cart!
- B. **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!**
- C. 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".
- D. Which mobile operating system do you prefer?

Answer: B

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 # 32

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