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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q11-Q16):

NEW QUESTION # 11

What's the difference between an informal usability review and an expert usability review?

- A. Contrary to an expert review, an informal usability review is based on opinion
- **B. No formal usability qualifications are required for an informal usability review**
- C. An informal review only requires one reviewer
- D. An expert usability review is a formal review, not an informal review

Answer: B

Explanation:

An informal usability review can be conducted by anyone, including stakeholders or developers, and does not require formal usability training or qualifications. It is typically subjective and based on general impressions.

In contrast, an expert usability review (also called heuristic evaluation) is conducted by a trained usability expert who applies recognized usability principles. This is what differentiates the two approaches most clearly. Options A and C are misleading: expert reviews can be informal in format, and informal reviews aren't necessarily based solely on opinion. Option D is incorrect since both informal and expert reviews can be conducted individually or in groups.

References:

Nielsen Norman Group: Heuristic Evaluation

ISO 9241-110:2020 - Interaction Principles

Usability.gov: Expert Review vs Informal Review

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NEW QUESTION # 12

Which of the following is the correct distinction between formative and summative usability evaluation?

- **A. Summative evaluations assess the outcome, formative evaluations focus on improvement**
- B. Summative evaluations mostly rely on experts, formative evaluations require users
- C. Summative evaluations mostly rely on user tests, formative evaluations require experts
- D. Summative evaluations focus on improvement, formative evaluations assess the outcome

Answer: A

Explanation:

Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.

References:

ISO 9241-210:2019 - Human-Centered Design for Interactive Systems

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Formative vs Summative Usability Testing

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NEW QUESTION # 13

In the last project, the usability tests substantially exceeded the budget of the test plan. Which quality control task could have been used to avoid this?

- A. Check that findings are communicated to the stakeholders
- B. Check that the usability test plan has been properly reviewed
- **C. Check consumed resources regularly and compare with the estimates**
- D. Check whether the usability test report conforms to the best practices

Answer: C

Explanation:

To prevent usability testing from exceeding budget, active monitoring and control of project resources are critical. The best practice is to regularly check consumed time, costs, and effort against the original estimates, allowing timely adjustments to scope or resources. This is a classic quality control practice aligned with ISO 9001 principles and standard project management methodologies. Option A relates to test preparation, option C concerns reporting and communication, and option D applies after test execution. Only option B deals directly with budget control during the test.

References:

- * ISO 9001:2015 - Quality Management Systems
- * ISTQB: Usability Testing Guidelines
- * Nielsen Norman Group: Budgeting for Usability Testing

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NEW QUESTION # 14

Which of the following statements about usability test plans is true?

- A. It contains the results of the test sessions
- **B. It contains a schedule**
- C. It should be very elaborate and at least 10 pages
- D. It should contain the briefing instructions

Answer: B

Explanation:

A usability test plan is a foundational document created before conducting usability testing. It outlines the objectives, scope, methodology, participants, tasks, and schedule for the testing activities. One of its essential components is the schedule, which details when and how test sessions will occur to ensure proper resource allocation and time management. Including a schedule helps coordinate between test moderators, participants, observers, and stakeholders, making the testing process organized and efficient. While briefing instructions (Option B) may be related to the usability test, they are typically documented separately or included in participant materials rather than the formal test plan itself. The test plan should be concise and focused; it need not be overly elaborate or lengthy (Option C), as clarity and usability of the plan are more important than length. The results of the test sessions (Option D) are not included in the test plan but rather compiled afterward in a test report or analysis document. Therefore, the correct statement is that the usability test plan contains a schedule, ensuring a structured timeline for the usability testing activities.

References:

- Usability.gov, Usability Testing Plan Template
- Nielsen Norman Group, Usability Test Planning
- ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing process

NEW QUESTION # 15

Which of the following is a principal task of the usability tester role?

- A. Perform pre-session briefing of participants
- B. Discuss findings from usability test
- C. Define testing tasks
- **D. Communicate with test participant**

Answer: D

Explanation:

The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data. Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the test execution.

Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.

References:

- Usability.gov, Usability Testing Basics
- Nielsen Norman Group, Moderating Usability Tests
- ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities

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