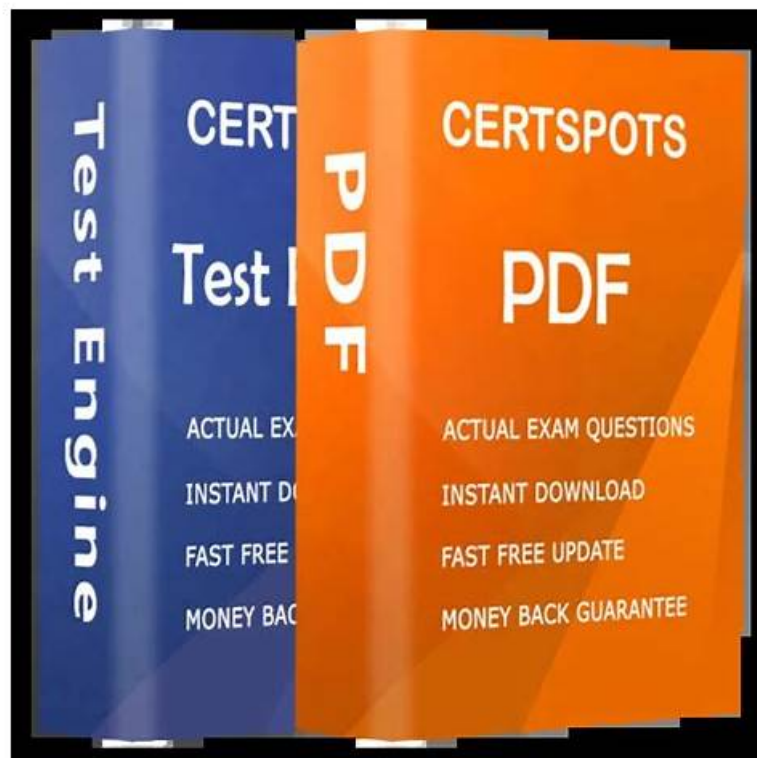


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The CTFL-UT Certification Exam is designed to test the candidate's knowledge and understanding of usability testing concepts, principles, and methodologies. CTFL-UT exam covers topics such as usability testing planning, preparation, execution, analysis, and reporting. It also evaluates the candidate's ability to apply usability testing techniques and tools effectively.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q34-Q39):

NEW QUESTION # 34

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

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

Answer: A

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 # 35

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

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

Answer: D

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 # 36

What is the System Usability Scale (SUS)?

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

Answer: C

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 # 37

A large customer complained that a business application developed by your company sometimes transfers the wrong amount of money to clients, although there are no complaints of the actual users. The expected amount differs from the actually transferred amount by a factor of 10 or 100. After analyzing the log files, you found out that the application itself works fine. The problem seems to be caused by confusing text fields and labels for the decimal place, leading to user errors.

Which usability risk should be reasonably addressed for the next release?

- A. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- B. Users resist using a software product which is essential for their daily work because it lacks usability
- **C. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface**
- D. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction

Answer: C

Explanation:

The scenario describes a situation where the interface misleads users into making serious financial mistakes due to poor design, such as confusing decimal separators. Even though the system functions correctly, it facilitates critical user errors. This constitutes a major usability risk with potential legal and financial consequences. Therefore, the correct risk to address is increased liability due to financial loss caused by a poorly designed or deceptive interface (option D). The other options focus on usability-related dissatisfaction, resistance, or lack of adoption, which are not the key concern in this scenario.

References:

ISO 9241-210:2019 - Risk Management in Usability Engineering

Nielsen Norman Group: Error Prevention in UI Design

IEEE 1028: Standard for Software Reviews and Risk-Based Usability

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NEW QUESTION # 38

During a usability test, a user suggested that a quick search box on every page would help a lot for several of the main tasks. You added this finding to the list.

What's the correct classification for these kinds of findings?

- A. Usability problem
- **B. Good idea**
- C. Positive finding
- D. Functional problem

Answer: B

Explanation:

In usability evaluations, a distinction is made between actual usability problems (where a user struggles to complete a task or is confused by the interface) and suggestions or ideas that users provide based on their preferences or perceived improvements. When a participant offers a new feature idea (such as a quick search box), this is classified as a "good idea" or "feature suggestion," not necessarily a usability problem. It may inform future design enhancements but does not indicate a failure in usability for existing functionality.

References:

Usability.gov: Types of Usability Findings
Nielsen Norman Group: Reporting Usability Test Results
ISO 25062:2006 - Usability Test Reports

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NEW QUESTION # 39

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