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## ISTQB Certified Tester Usability Tester Sample Questions (Q31-Q36):

### NEW QUESTION # 31

Which of the following is a key activity in a usability test session?

- A. Extract usability findings and recommendations
- B. Test the set up and modify the test script if needed
- C. Talk to the participant during the completion of a task
- D. Moderate the usability test

**Answer: D**

Explanation:

Moderating the usability test is a core activity during the actual usability test session. The moderator guides participants through tasks, ensures the session stays on track, and avoids introducing bias. Option A (testing the setup) happens before the session, during preparation. Option C (extracting findings) occurs during analysis, after the test. Option D (talking during task execution) should be minimized unless necessary, to avoid influencing user behavior. Therefore, option B is the only correct answer aligned with

best practices in usability testing.

References:

Nielsen Norman Group: Role of the Usability Test Moderator

ISO 25062:2006 - Usability Test Documentation

Usability.gov: Conducting a Usability Test

## NEW QUESTION # 32

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

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

**Answer: A**

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

## NEW QUESTION # 33

As an expert for usability, you're in charge of the usability part of the development of a business application for a large customer. You have worked as a usability expert with the development team for two years and are operating well together; the developers value your feedback and give their bests implementing your suggestions. The product is in an early stage, so there's only a rudimentary prototype available.

Given this information, what is the best approach to verify the usability at the current stage?

- A. Usability maturity assessment
- B. Unmoderated usability test
- C. Usability review
- D. Usability test in the lab

**Answer: C**

Explanation:

At an early development stage where only a rudimentary prototype exists, a usability review (e.g., expert or heuristic review) is the most effective method. It allows usability specialists to identify potential usability issues without the need for a fully functioning product. Reviews can provide immediate, actionable feedback to guide design improvements before moving into more resource-intensive usability testing. An unmoderated usability test (B) or lab test (D) may be impractical at this stage due to limited interactivity. A usability maturity assessment (C) evaluates organizational processes and is not applicable to evaluating a specific prototype.

References:

Nielsen Norman Group: When to Use Heuristic Evaluation

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

Usability.gov: Usability Evaluation Types

## NEW QUESTION # 34

What is good accessibility?

- A. Good usability of a software product on all devices (smart phone, computer, etc.)
- B. **Good usability of a software product by people with limited vision, hearing, dexterity, cognition or physical mobility**
- C. Good usability regardless of disturbances like bright sunlight, noise or wind
- D. Good usability of a software product by people with limited knowledge of the software

**Answer: B**

Explanation:

Accessibility refers to designing products so that people with disabilities or limitations (permanent or temporary) can use them effectively. According to the Web Content Accessibility Guidelines (WCAG) and ISO standards, accessibility focuses on ensuring that users with vision, hearing, cognitive, or mobility impairments can access digital interfaces. Option D captures this intent accurately. The other options relate to general usability or responsiveness (e.g., device adaptability or user experience in noisy environments) but do not address the inclusive nature of accessibility as defined by official guidelines.

References:

WCAG 2.1 Guidelines - W3C

ISO 9241-171:2008 - Guidance on software accessibility

Usability.gov: Accessibility Basics

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### NEW QUESTION # 35

A web shop owner used Google Analytics to gather information about her users. She found out that most users take about five minutes to place an order. Is the usability of the website good or bad?

- A. **That depends on the context of use as users may have different expectations**
- B. The usability of the website is good - five minutes is a fair amount of time
- C. That depends on the accessibility of the website
- D. The usability of the website is bad - five minutes is way too long

**Answer: A**

Explanation:

Usability is defined in ISO 9241-11 as the extent to which a system can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use. Without knowing the context—such as product complexity, user familiarity, device type, or purchasing habits—it is impossible to judge whether five minutes is good or bad. For complex items, five minutes may be reasonable, while for one-click purchases, it may be excessive. Thus, usability cannot be assessed solely based on one metric like time—it must be evaluated within its full usage context.

References:

ISO 9241-11:2018 - Usability Definitions and Concepts

Nielsen Norman Group: Context of Use in Usability Testing

Usability.gov: Usability and Context of Use

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### NEW QUESTION # 36

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