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ISQI CTFL-UT certification exam, also known as the ISTQB Certified Tester-Foundation Level - Usability Testing, is designed to test the knowledge and skills of individuals in the field of usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is ideal for professionals who are interested in improving the quality of software and web applications by evaluating their usability. CTFL-UT exam covers a wide range of topics including usability testing concepts, usability testing types, usability testing methods, and usability testing tools.

The CTFL-UT Certification Exam is designed for professionals who want to specialize in usability testing. CTFL-UT exam covers the fundamental concepts of usability testing, including the planning and design of tests, the execution of tests, and the reporting of results. Candidates are also tested on their knowledge of usability metrics, usability testing tools and techniques, and the different types of usability tests.

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ISQI CTFL-UT Certification Exam is an excellent way for testing professionals to gain expertise in usability testing. It is a valuable certification that will enhance a candidate's career prospects and provide them with the skills and knowledge required to excel in the field of software testing.

## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q33-Q38):

### NEW QUESTION # 33

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 is too long
- B. The report makes use of usability jargon
- **C. The report misses a description of the evaluation method**
- D. The report misses positive findings

**Answer: C**

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

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#### NEW QUESTION # 34

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

- A. An informal review only requires one reviewer
- **B. No formal usability qualifications are required for an informal usability review**
- C. Contrary to an expert review, an informal usability review is based on opinion
- 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 # 35

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

## Answer: A

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 # 36

You are asked to evaluate the usability of a software application for a law firm. Due to time and budget constraints, it is not possible to include users in the evaluation process.

Which of the following is a valid approach for evaluating the usability in this case?

- A. Accessibility Evaluation
- B. Usability testing
- C. User surveys
- D. Usability Review

## Answer: D

Explanation:

When actual users cannot be included, a usability review (often an expert or heuristic evaluation) is the most practical method. Trained evaluators examine the interface against usability principles and standards to identify potential issues. Surveys require user input, and usability testing cannot proceed without users.

Accessibility evaluation targets inclusivity for users with impairments, which is related but not a substitute for overall usability evaluation. Therefore, option A is the only valid method under these constraints.

References:

Nielsen Norman Group: Heuristic Evaluation

Usability.gov: Expert Reviews and Inspections

ISO 9241-110 - Usability Principles

## NEW QUESTION # 37

How can the approach for conducting user surveys be summarized best?

- A. Write survey plan, write schedule, select questionnaire, recruit users, analyze, communicate
- B. Write survey plan, interview users and stakeholders, select questionnaire, deploy questionnaire, analyze, communicate
- C. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate
- D. Write survey plan, interview users and stakeholders, select questionnaire, recruit users, remind users, communicate

## Answer: B

Explanation:

Conducting user surveys involves a structured approach that ensures data collection is effective, reliable, and meaningful. The process typically starts with writing a survey plan, which defines the objectives, scope, target population, and methodology. Next, interviewing users and stakeholders is important to gather qualitative insights, refine survey questions, and align the survey with business goals and user needs.

Selecting or designing the questionnaire follows, which includes crafting clear, unbiased questions to capture the desired data. After that, deploying the questionnaire to the recruited participants is essential; this can be done via email, online tools, or in-person, depending on the context. Once the data is collected, it must be analyzed to extract meaningful patterns, trends, and insights. Finally, communicating the findings to stakeholders completes the process by informing decision-making.

Other options miss critical steps such as deploying the questionnaire (Option C), or combine steps incorrectly (Options A and D). Importantly, the step of interviewing users and stakeholders prior to deployment ensures the survey is well-informed and targeted, enhancing the quality and relevance of data collected.

## References:

Usability.gov, Surveys in User Research

Nielsen Norman Group, How to Conduct User Surveys

ISO 9241-210:2019 Ergonomics of human-system interaction - User research methodologies

## NEW QUESTION # 38

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