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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q21-Q26):

NEW QUESTION # 21
What is good accessibility?

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

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 # 22

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 # 23

A "usability test participant" ...

- A. ... helps to set up the system used for the usability test.
- B. ... can be the organizer of a usability test.
- C. ... is a person who observes a usability test.
- D. ... is a representative user who solves typical tasks in a usability test.

Answer: D

Explanation:
A usability test participant is a person selected to represent the target user group and asked to perform specific tasks in a usability test. Their actions, reactions, and feedback help identify usability issues and evaluate the system's effectiveness, efficiency, and user satisfaction. This role is strictly observational and does not involve organizing, observing, or setting up the test. Options A, B, and C describe other roles (e.g., technical support, observers, or moderators). Only option D accurately reflects the definition of a usability test participant.
References:
ISO 9241-210:2019 - Human-Centered Design
Usability.gov: Roles in a Usability Test
Nielsen Norman Group: Recruiting Test Participants
##

NEW QUESTION # 24

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 accessibility of the website

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

Answer: D

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
###

NEW QUESTION # 25
Which of the following statements about usability test scripts is wrong?

- A. It contains post-session interview questions.
- B. It is a checklist used by the moderator of a usability test.
- C. It contains pre-session interview questions.
- D. It contains answers to the test questions.

Answer: D

Explanation:
A usability test script is a structured document used by the moderator to ensure consistency across test sessions. It typically includes pre-session briefing text, pre- and post-session interview questions, and the specific usability tasks to be performed. However, it does not include answers to the test questions, as usability tests focus on observing user behavior and performance-not testing users' knowledge. Providing answers would bias results and invalidate findings. Thus, option D is incorrect and the best choice.
References:
Usability.gov: Creating a Test Script
Nielsen Norman Group: Usability Testing Tools and Documentation
ISO 25062 - Guidelines for Usability Reporting
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NEW QUESTION # 26
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