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Start Your Preparation for ISTQB Usability Testing (CT-UT) Certification Exam

In the past ten years, our company has never stopped improving the ISTQB Certified Tester Usability Tester exam cram. For a long time, we have invested much money to perfect our products. At the same time, we have introduced the most advanced technology and researchers to perfect our ISTQB Certified Tester Usability Tester exam questions. At present, the overall strength of our company is much stronger than before. We are the leader in the market and master the most advanced technology. In fact, our CT-UT Test Guide has occupied large market shares because of our consistent renovating. We have built a powerful research center and owned a strong team. Up to now, we have got a lot of patents about the CT-UT test guide. In the future, we will continuously invest more money on researching.

ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• Usability Reviews: This domain evaluates the skills of Usability Testers in conducting reviews of software interfaces without user involvement. It differentiates informal reviews from expert reviews and introduces heuristic evaluation as a structured method. The section describes step-by-step approaches to preparing for and conducting reviews, emphasizing the importance of consensus and clear communication of findings.
Topic 2	• User Surveys: This part assesses the ability of Usability Test Analysts to design and use surveys to gather user feedback on software usability. It describes how to prepare user surveys, select appropriate questionnaires, and analyze survey responses to measure user satisfaction and other quality attributes from the user's perspective.
Topic 3	• Basic Concepts: This section measures the skills of Usability Analysts and covers fundamental definitions and ideas related to usability, user experience, and accessibility. It explains what usability means in terms of effectiveness, efficiency, and satisfaction within software products. User experience concepts related to emotions, perceptions, and responses before, during, and after use are included. It also addresses accessibility, focusing on usage by people with diverse abilities.
Topic 4	• Usability Testing: This section measures the practical knowledge of Usability Testers in planning, conducting, analyzing, and reporting formal usability test sessions with users. It outlines test preparation activities including writing test plans, test scripts, and tasks, as well as considerations for test locations and pilot sessions. It explains how to moderate sessions, analyze findings, classify problems by severity, and communicate results effectively to stakeholders.

Topic 5	• Risks in Usability, User Experience and Accessibility: This domain assesses the ability of Risk Analysts to identify and analyze common risks that can affect usability, user experience, and accessibility. It differentiates between product risks—such as users being unable to use a product effectively—and project risks, including lack of expertise or insufficient usability evaluation processes. Understanding these risks helps in planning effective usability testing and evaluation.

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ISTQB Certified Tester Usability Tester Sample Questions (Q32-Q37):

NEW QUESTION # 32
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. The usability of the website is bad - five minutes is way too long
- B. The usability of the website is good - five minutes is a fair amount of time
- C. That depends on the context of use as users may have different expectations
- D. That depends on the accessibility of the website

Answer: C

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 # 33
Which of the following elements are addressed by the WCAG?
i. Resizability of text
ii. Visually appealing design
iii. Text alternatives
iv. Keyboard accessibility
v. Mouse input

- A. i, ii, & iii are true, iv & v are false
- B. i, iii, iv & v are true, ii is false
- C. iv & v are true, i, ii & iii are false
- D. i & iii are true, ii, iv & v are false

Answer: B

Explanation:
The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities.

They specifically address:
i. Text resizability (SC 1.4.4),
iii. Text alternatives for non-text content (SC 1.1.1),
iv. Keyboard accessibility (SC 2.1.1),
v. Device independence, which includes not relying solely on mouse input.
Visually appealing design (ii) is not an accessibility requirement and is thus not a WCAG focus. The correct answer is D: i, iii, iv & v are true; ii is false.
References:
WCAG 2.1 Guidelines by W3C (w3.org/WAI/WCAG21)
ISO/IEC 40500:2012 - WCAG 2.0
W3C: Understanding WCAG Success Criteria
##

NEW QUESTION # 34
Why are positive usability findings of high importance? Which of the following statements is wrong?

- A. Positive usability findings allow a better view of the usability of the product.
- B. Positive usability findings make it easier to sell the need for correcting usability problems by giving a balanced view.
- C. Positive findings are of high importance because they can be used in the report to justify the costs of the test.
- D. Positive usability findings should be used to communicate to the development team which features should not be modified or deleted.

Answer: C

Explanation:
Positive usability findings play a key role in reinforcing what is working well in the user interface. They help:
A: Build developer confidence and soften criticism when pointing out issues.
C: Provide a complete picture of usability strengths and weaknesses.
D: Inform developers what should remain unchanged during redesign.
However, B is incorrect because justifying usability test costs should not rely solely on positive findings. Cost justification should come from the overall impact of usability on user satisfaction, performance, and business outcomes-not just good results.
References:
Nielsen Norman Group: Communicating Usability Findings
Usability.gov: Best Practices for Usability Reporting
ISO 25062 - Usability Test Report Content
##

NEW QUESTION # 35
You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire.
You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements.
Which of the following user questionnaires allow benchmarking against previous usability measurements?
i. SUS
ii. SUMI
iii. WAMMI

- A. ii & iii are true, i is false
- B. i is true, ii & iii are false
- C. i & ii are true, iii is false
- D. i, ii and iii are true

Answer: D

Explanation:
SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.
Therefore, all three-i, ii, and iii-are true, making D the correct answer.
References:

Brooke, J. (1996). SUS - A Quick and Dirty Usability Scale
Kirakowski, J. (1994). SUMI Development
Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:
##

NEW QUESTION # 36

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 test in the lab
- D. Usability review

Answer: D

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 # 37

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