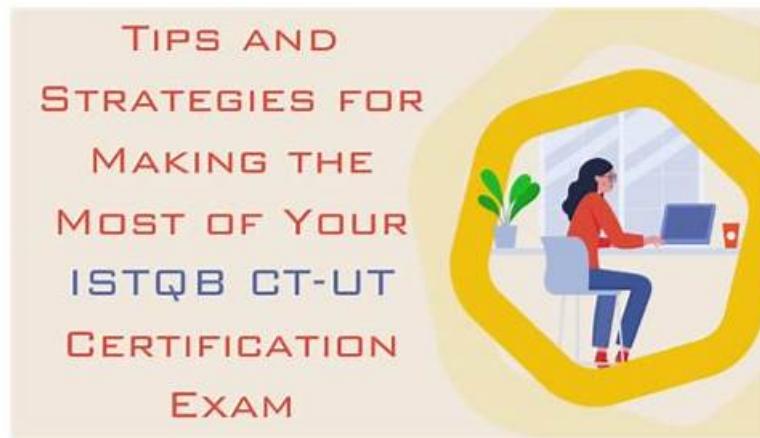


# ISTQB - CT-UT - Perfect Valid Test ISTQB Certified Tester Usability Tester Tutorial



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## ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>

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## ISTQB Certified Tester Usability Tester Sample Questions (Q16-Q21):

### NEW QUESTION # 16

Which of the following are advantages of using a usability lab?

- i. The context is natural
- ii. Test sessions are easy to observe
- iii. Inexpensive setup
- iv. Similar conditions for all sessions
- v. Easy recording of sessions

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

**Answer: C**

Explanation:

Usability labs provide a controlled environment that offers several advantages for observing and recording usability test sessions. Specifically, they allow for easy observation of participants (ii), standardized conditions for each session (iv), and facilitate audio and video recording for detailed analysis (v). However, the context is not natural (i), because the lab is an artificial setting rather than the user's actual environment.

Also, setting up a professional usability lab is not inexpensive (iii); it typically involves significant costs for equipment, space, and staffing. Therefore, options ii, iv, and v are true, while i and iii are false.

References:

Nielsen Norman Group: Usability Labs - Pros and Cons

ISO 25062:2006 - Usability Test Reporting

Usability.gov: Setting Up a Usability Lab

### NEW QUESTION # 17

What is a usability test task?

- A. A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)
- B. A document specifying a sequence of actions for the execution of a usability test. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post- session interview questions
- **C. 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**
- D. A test session in usability testing in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers

**Answer: C**

Explanation:

A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product"). The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.

References:

\* ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports

\* Nielsen Norman Group: Writing Effective Usability Tasks

\* Usability.gov: Usability Test Task Design

### NEW QUESTION # 18

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 # 19

Which of the following is the highest WCAG conformance level, promising the most accessible content?

- A. Double A (AA)
- B. **Triple A (AAA)**
- C. Quadruple A (AAAA)
- D. Single A (A)

**Answer: B**

Explanation:

The Web Content Accessibility Guidelines (WCAG) define three levels of conformance for web content accessibility:

Level A (Single A) is the minimum level of compliance.

Level AA (Double A) is the standard recommended for most websites, balancing accessibility and design.

Level AAA (Triple A) is the highest and most comprehensive level of accessibility, covering the widest range of needs.

There is no such level as "Quadruple A (AAAA)," making option D invalid.

Thus, WCAG Triple A (AAA) promises the most accessible content, even though it may not always be practically achievable for all types of content.

References:

W3C: WCAG 2.1 Conformance Requirements

ISO/IEC 40500:2012 (WCAG 2.0)

W3C: How to Meet WCAG

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### NEW QUESTION # 20

A "usability test participant" ...

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

**Answer: A**

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

## ANSWER

## NEW QUESTION # 21

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