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## ISTQB Certified Tester-Foundation Level - Usability Testing free exam pdf & CTFL-UT useful dumps are the best choice for you

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## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q34-Q39):

### NEW QUESTION # 34

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

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

**Answer: D**

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

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**NEW QUESTION # 35**

What is the System Usability Scale (SUS)?

- **A. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.**
- B. Testing to evaluate the degree to which the system can be used by specified users with effectiveness, efficiency and satisfaction in a specified context of use.
- 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 requirement on the usability of a component of system

**Answer: A**

Explanation:

The System Usability Scale (SUS) is a standardized, reliable tool used to measure perceived usability. It consists of 10 items with five response options (from strongly agree to strongly disagree). It is widely used due to its simplicity and effectiveness in providing a single score to reflect a user's overall satisfaction with a system. Option A refers to ISO's definition of usability testing, B describes a task in usability testing, and D refers to a usability requirement, not SUS. Therefore, the correct description of SUS is option C.

References:

Brooke, J. (1996). SUS: A Quick and Dirty Usability Scale.

Usability.gov: System Usability Scale (SUS)

ISO/IEC 25062 - Common Industry Format for Usability Test Reports

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**NEW QUESTION # 36**

Which of the following statements about usability test scripts is wrong?

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

**Answer: C**

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 # 37**

Why are positive usability findings of high importance? Which of the following statements is wrong?

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

**Answer: B**

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  
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**NEW QUESTION # 38**

Which of the following is a principal task of the usability tester role?

- A. Perform pre-session briefing of participants
- B. Define testing tasks
- C. Discuss findings from usability test
- **D. Communicate with test participant**

**Answer: D**

Explanation:

The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data.

Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the test execution.

Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.

References:

Usability.gov, Usability Testing Basics  
Nielsen Norman Group, Moderating Usability Tests  
ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities  
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