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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 (ISTQB Certified Tester-Foundation Level - Usability Testing) Certification Exam is an important certification for professionals involved in the testing and evaluation of software products, websites, or mobile applications. It validates an individual's knowledge and skills in usability testing and demonstrates a commitment to professional development. Achieving the CTFL-UT Certification can provide a competitive advantage in the job market and lead to career advancement opportunities.

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

NEW QUESTION # 21

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

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NEW QUESTION # 22

Which of the following statements about usability test plans is true?

- A. It contains the results of the test sessions
- B. It should be very elaborate and at least 10 pages
- C. It should contain the briefing instructions
- D. It contains a schedule

Answer: D

Explanation:

A usability test plan is a foundational document created before conducting usability testing. It outlines the objectives, scope, methodology, participants, tasks, and schedule for the testing activities. One of its essential components is the schedule, which details when and how test sessions will occur to ensure proper resource allocation and time management. Including a schedule helps coordinate between test moderators, participants, observers, and stakeholders, making the testing process organized and efficient. While briefing instructions (Option B) may be related to the usability test, they are typically documented separately or included in participant materials rather than the formal test plan itself. The test plan should be concise and focused; it need not be overly elaborate or lengthy (Option C), as clarity and usability of the plan are more important than length. The results of the test sessions (Option D) are not included in the test plan but rather compiled afterward in a test report or analysis document.

Therefore, the correct statement is that the usability test plan contains a schedule, ensuring a structured timeline for the usability testing activities.

References:

Usability.gov, Usability Testing Plan Template

Nielsen Norman Group, Usability Test Planning

ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing process

NEW QUESTION # 23

A "usability test participant" ...

- A. ... is a person who observes a usability test.
- B. ... helps to set up the system used for the usability test.
- C. ... can be the organizer of 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

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NEW QUESTION # 24

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

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

Answer: C

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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NEW QUESTION # 25

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. Unmoderated usability test
- **B. Usability review**
- C. Usability test in the lab
- D. Usability maturity assessment

Answer: B

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

NEW QUESTION # 26

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