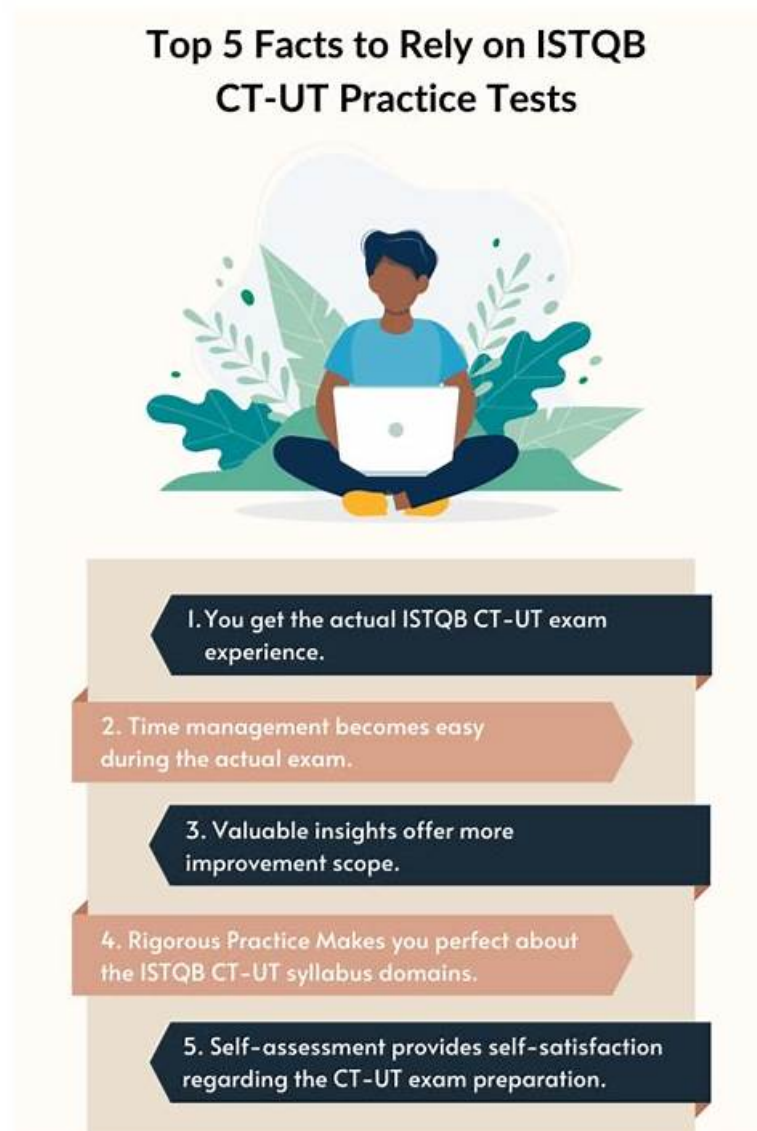


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ISTQB Certified Tester Usability Tester Sample Questions (Q11-Q16):

NEW QUESTION # 11

You're redesigning the web shop of a customer and found out that they are using legacy web design techniques like HTML tables for design matters, making the website hard to be operated using alternative input and output devices (e.g. screen readers).

Which kind of risk is most likely to occur?

- A. User experience risk
- B. Usability risk
- C. Accessibility risk
- D. There's no risk predictable

Answer: C

Explanation:

The use of HTML tables for layout instead of proper semantic HTML and responsive design violates accessibility guidelines, particularly those defined in the Web Content Accessibility Guidelines (WCAG).

Such a design makes it difficult or impossible for users relying on screen readers, keyboard navigation, or other assistive technologies to interact effectively with the site. Therefore, this creates a significant accessibility risk, which is distinct from general usability or user experience risks. Accessibility ensures inclusion of users with physical or cognitive impairments, making option B the correct choice.

References:

* W3C: Web Content Accessibility Guidelines (WCAG) 2.1

* ISO 9241-171:2008 - Software Accessibility

* Usability.gov: Accessibility Guidelines

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NEW QUESTION # 12

Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Opinion of the management
- B. Functional requirements
- C. Statutory Code of Practice
- D. Usability standards

Answer: D

Explanation:

Usability reviews evaluate a system or interface against established usability principles or standards to identify potential issues before user testing. A recognized criterion for such reviews includes adherence to usability standards such as ISO 9241 or the Web Content Accessibility Guidelines (WCAG). These standards are derived from years of research and user-centered design principles. Options A and C do not directly relate to usability. Functional requirements (option B) refer to what the system should do, not how usable it is.

Hence, option D is correct as usability standards provide a consistent, objective basis for evaluating usability.

References:

ISO 9241-110:2020 - Interaction Principles

WCAG 2.1 - Web Content Accessibility Guidelines

Nielsen Norman Group - Heuristic Evaluation

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NEW QUESTION # 13

Which of the following statements about usability testing is true?

- A. Before the usability test sessions, a pilot usability test session can be conducted
- B. The preparation of a usability test is optional

- C. The conditions under which a usability test is done are irrelevant
- D. A usability test consists of one usability test session

Answer: A

Explanation:

A pilot usability test session is a critical step prior to conducting the actual usability test. Its purpose is to ensure that the test setup, task design, and moderator instructions are clear and function as expected.

According to ISO 9241-210 and the Nielsen Norman Group's best practices, pilot testing helps detect unforeseen issues and fine-tune the process. Options A and B are incorrect because testing conditions must reflect realistic scenarios, and thorough preparation is essential to gather meaningful usability data. Option D is also incorrect; a usability test typically consists of multiple sessions with different users to gather sufficient data for analysis. The pilot session ensures everything works smoothly before involving real participants.

References:

ISO 9241-210:2019, Ergonomics of human-system interaction - Human-centred design Nielsen Norman Group: Usability Testing 101 Usability.gov: Pilot Testing

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NEW QUESTION # 14

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

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

Answer: A

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 # 15

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 usability findings should be used to communicate to the development team which features should not be modified or deleted.
- D. Positive findings are of high importance because they can be used in the report to justify the costs of the test.

Answer: D

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

NEW QUESTION # 16

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Because they increase the chance that 'Gear' will be forced to change, CT-UT these dependencies turn minor code tweaks into major undertakings where small changes cascade through the application, forcing many changes.

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