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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q13-Q18):

NEW QUESTION # 13
Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.
Which part of the human-centered design process did she miss?

- A. The "evaluate"-part
- B. The "design"-part
- C. The "analyze"-part
- D. The "iterate"-part

Answer: D

Explanation:
The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeated iteratively. Hence, option D ("iterate") is correct.
References:
ISO 9241-210:2019 - Human-Centered Design Processes
Usability.gov: Human-Centered Design Activities
Nielsen Norman Group: Iterative Design in UX
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NEW QUESTION # 14
Which of the following is the best description for a usability test session?

- A. A period of time in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers.
- B. A test activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- C. A black-box test technique in which test cases are designed to execute usability scenarios.
- D. A document specifying a sequence of actions for the execution of a usability test.

Answer: A

Explanation:
A usability test session is a controlled period during which a test participant performs tasks using the system under test while being observed by a moderator and sometimes additional stakeholders or observers. The goal is to understand how users interact with the interface and identify usability problems. Option A describes an individual task, not the whole session. Option C refers to a test plan or test script, and Option D describes a test technique rather than a usability session. Thus, option B provides the most accurate and comprehensive definition.
References:
ISO 25062:2006 - Common Industry Format (CIF)
Nielsen Norman Group: Usability Testing 101
Usability.gov: Usability Test Sessions
##########

NEW QUESTION # 15
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 good - five minutes is a fair amount of time
- B. The usability of the website is bad - five minutes is way too long
- C. That depends on the accessibility of the website
- D. That depends on the context of use as users may have different expectations

Answer: D

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
##########

NEW QUESTION # 16
How can the approach for conducting user surveys be summarized best?

- A. Write survey plan, write schedule, select questionnaire, recruit users, analyze, communicate
- B. Write survey plan, interview users and stakeholders, select questionnaire, recruit users, remind users, communicate
- C. Write survey plan, interview users and stakeholders, select questionnaire, deploy questionnaire, analyze, communicate
- D. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate

Answer: C

Explanation:
Conducting user surveys involves a structured approach that ensures data collection is effective, reliable, and meaningful. The process typically starts with writing a survey plan, which defines the objectives, scope, target population, and methodology. Next, interviewing users and stakeholders is important to gather qualitative insights, refine survey questions, and align the survey with business goals and user needs.
Selecting or designing the questionnaire follows, which includes crafting clear, unbiased questions to capture the desired data. After that, deploying the questionnaire to the recruited participants is essential; this can be done via email, online tools, or in-person, depending on the context. Once the data is collected, it must be analyzed to extract meaningful patterns, trends, and insights. Finally, communicating the findings to stakeholders completes the process by informing decision-making.
Other options miss critical steps such as deploying the questionnaire (Option C), or combine steps incorrectly (Options A and D). Importantly, the step of interviewing users and stakeholders prior to deployment ensures the survey is well-informed and targeted, enhancing the quality and relevance of data collected.
References:
Usability.gov, Surveys in User Research
Nielsen Norman Group, How to Conduct User Surveys
ISO 9241-210:2019 Ergonomics of human-system interaction - User research methodologies

NEW QUESTION # 17
A "usability test participant" ...

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

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NEW QUESTION # 18

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