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A client with burns develops a wound infection. The nurse plans to teach the client that local wound infections primarily are treated with what type of antibiotics?

- a) Oral
- b) Topical
- c) Intravenous
- d) Intramuscular ----- Correct Answer ----- b) Topical

Topical antibiotics are applied directly to the wound and are effective against many gram-positive and gram-negative organisms found on the skin. Although oral, intravenous, and intramuscular antibiotics may be administered, they are most effective for systemic rather than local infections; the vasculature in and around a burn is impaired and the medication may not reach the organisms in the wound.

While conducting a cardiac assessment for a patient who is 78 years old, the nurse notes that the patient is suffering from sinus dysrhythmias. Which cells are reduced in this condition?

- a) Conduction cells in the bundle of His
- b) Conduction cells in the internodal tracts
- c) Conduction cells in the bundle branches
- d) Pacemaker cells in the sinoatrial (SA) node ----- Correct Answer ----- d) Pacemaker cells in the sinoatrial (SA) node

A reduction in the number of pacemaker cells in the SA node may account for sinus dysrhythmias in the older adult patient. Reductions in the number of conduction cells in the internodal tracts, bundle of His, and bundle branches contribute to the development of atrial dysrhythmias and heart blocks.

A nurse is preparing a patient with left-sided heart failure for diagnostic imaging. The nurse anticipates the diagnostic imaging will show which anomaly?

- a) Splenomegaly
- b) Hepatomegaly
- c) Pleural effusion
- d) Mediastinal shift ----- Correct Answer ----- c) Pleural effusion

Left-sided heart failure leads to pleural effusion. Right-sided heart failure leads to splenomegaly and hepatomegaly. Left-sided heart failure does not lead to mediastinal shift.

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The CTFL-UT certification program covers different aspects of usability testing, including usability testing techniques, usability metrics, user experience, and usability testing tools. The program provides a comprehensive understanding of the usability testing process, including planning, execution, and reporting. The CTFL-UT Certification program also focuses on the importance of user-centered design, which is crucial in ensuring that a product meets the needs of its users.

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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q22-Q27):

NEW QUESTION # 22

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

Answer: D

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 # 23

During a usability test, a user suggested that a quick search box on every page would help a lot for several of the main tasks. You added this finding to the list.

What's the correct classification for these kinds of findings?

- **A. Good idea**
- B. Functional problem
- C. Positive finding
- D. Usability problem

Answer: A

Explanation:

In usability evaluations, a distinction is made between actual usability problems (where a user struggles to complete a task or is confused by the interface) and suggestions or ideas that users provide based on their preferences or perceived improvements. When a participant offers a new feature idea (such as a quick search box), this is classified as a "good idea" or "feature suggestion," not necessarily a usability problem. It may inform future design enhancements but does not indicate a failure in usability for existing functionality.

References:

Usability.gov: Types of Usability Findings

Nielsen Norman Group: Reporting Usability Test Results

ISO 25062:2006 - Usability Test Reports

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NEW QUESTION # 24

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

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

Answer: C

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 # 25

Your last 20-pages usability test report wasn't received well by the developers; only two of the 25 usability problems have been fixed. This time, you want to stick to the best practices in order to obtain better acceptance by the development team. What are you going to do differently this time?

- A. Make the report more detailed and longer
- **B. Include positive findings in the report, not only usability problems**
- C. Add the low-priority findings you didn't include in the first report
- D. Include contact details of the test participants so that the development team can contact them in case they have questions

Answer: B

Explanation:

Usability test reports are more effective when they are balanced and include not only problems but also what worked well. Including positive findings increases credibility, encourages the development team, and helps them understand what should remain unchanged. Option B violates privacy and ethical standards. Option C may dilute focus, and D could worsen the problem by making the report less accessible. Thus, the best practice supported by usability.gov and Nielsen Norman Group is to include both positive and negative findings.

References:

Usability.gov: Reporting Usability Findings

Nielsen Norman Group: Writing Usability Reports that Developers Will Read ISO 25062 - Usability Test Report Format

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NEW QUESTION # 26

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

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

Answer: B

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 # 27

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