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Pass Guaranteed Updated CTFL-UT - ISTQB Certified Tester-Foundation Level - Usability Testing Dumps Collection

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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q27-Q32):

NEW QUESTION # 27

You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire. You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements. Which of the following user questionnaires allow benchmarking against previous usability measurements?

- i. SUS
- ii. SUMI
- iii. WAMMI

- A. ii & iii are true, i is false
- B. i & ii are true, iii is false
- C. i is true, ii & iii are false
- **D. i, ii and iii are true**

Answer: D

Explanation:

SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.

Therefore, all three-i, ii, and iii-are true, making D the correct answer.

References:

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

Kirakowski, J. (1994). SUMI Development

Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:

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NEW QUESTION # 28

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. ii & iv are true, i, iii & v are false
- B. iii, iv & v are true, i & ii are false
- **C. ii, iv & v are true, i & iii are false**
- D. i, ii & v are true, iii & iv 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 # 29

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

Answer: A

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

Usability.gov: Usability Evaluation Types

NEW QUESTION # 30

You're defining usability test tasks for a web shop for mobile phones and smartphones. Finding out whether users are able to place an order easily has been identified as the main goal of the usability test.

Which of the following is a reasonable task definition to include in the test?

- A. Which mobile operating system do you prefer?
- B. Put the first phone you find in your shopping cart!
- C. Your phone broke and you're looking for a new smartphone. Your budget is 200\$ and it should have an infrared sensor as you like to operate your home entertainment system with it. Find a suited smartphone and order it!
- D. Enter the item number "1469483" in the search box and click "OK". Put the first item in the cart by clicking "add to bag". Then, click on "checkout" in order to start the order process. After that, fill in the form and click on "submit".

Answer: C

Explanation:

Option B represents a realistic, goal-oriented scenario that reflects how an actual user would interact with the website. It incorporates context, user intent, constraints, and desired outcome—all characteristics of well-designed usability tasks. Option A is vague and lacks real-world motivation. Option C is too prescriptive and limits insight into user behavior, while D is a survey question, not a usability task. According to Nielsen Norman Group and ISO 25062, the best usability tasks are scenario-based, realistic, and outcome-driven—making B the correct answer.

References:

Nielsen Norman Group: Writing Effective Usability Tasks

Usability.gov: Scenario-Based Usability Tasks

ISO 25062 - Usability Test Reporting

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NEW QUESTION # 31

Which of the following elements are addressed by the WCAG?

- i. Resizability of text
- ii. Visually appealing design
- iii. Text alternatives
- iv. Keyboard accessibility
- v. Mouse input

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

Answer: C

Explanation:

The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities. They specifically address:

- i. Text resizing (SC 1.4.4),

- iii. Text alternatives for non-text content (SC 1.1.1),
 - iv. Keyboard accessibility (SC 2.1.1),
 - v. Device independence, which includes not relying solely on mouse input.
- Visually appealing design (ii) is not an accessibility requirement and is thus not a WCAG focus. The correct answer is D: i, iii, iv & v are true; ii is false.

References:

WCAG 2.1 Guidelines by W3C (w3.org/WAI/WCAG21)

ISO/IEC 40500:2012 - WCAG 2.0

W3C: Understanding WCAG Success Criteria

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NEW QUESTION # 32

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