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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q38-Q43):

NEW QUESTION # 38

Which of the following statements about usability testing is true?

- A. The conditions under which a usability test is done are irrelevant
- B. A usability test consists of one usability test session
- C. The preparation of a usability test is optional
- D. Before the usability test sessions, a pilot usability test session can be conducted

Answer: D

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 # 39

A "usability requirement" is:

- A. A requirement how to conduct a usability test
- B. A requirement needed to define the size of a mobile phone used in a usability test
- **C. A requirement on the usability of a component or system**
- D. A requirement needed for a usability tester

Answer: C

Explanation:

A usability requirement specifies how usable a product or component must be, often in terms of effectiveness, efficiency, and user satisfaction, as defined in ISO 9241-11. These requirements ensure that the product meets specific human-centered design goals, such as allowing users to complete tasks accurately and quickly.

Options A and C describe procedural or test setup elements, not actual usability requirements. Option B refers to personnel qualifications, which are not the same as usability requirements related to system behavior or performance.

References:

ISO 9241-11:2018 - Usability: Definitions and Concepts

ISO/IEC 25010:2011 - Product Quality Model (Usability as a quality characteristic) Usability.gov: Defining Usability Requirements

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NEW QUESTION # 40

Which of the following elements are addressed by the WCAG?

- Resizability of text
- Visually appealing design
- Text alternatives
- Keyboard accessibility
- Mouse input

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

Answer: B

Explanation:

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

They specifically address:

- Text resizability (SC 1.4.4),
- Text alternatives for non-text content (SC 1.1.1),
- Keyboard accessibility (SC 2.1.1),
- 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 # 41

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

Answer: C

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 # 42

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. Statutory Code of Practice
- B. Opinion of the management
- C. Functional requirements
- 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 # 43

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