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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q35-Q40):

NEW QUESTION # 35
A "usability test participant" ...

- A. ... is a representative user who solves typical tasks in a usability test.
- B. ... can be the organizer of a usability test.
- C. ... is a person who observes a usability test.
- D. ... helps to set up the system used for the 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 # 36
Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations mostly rely on user tests, formative evaluations require experts
- B. Summative evaluations mostly rely on experts, formative evaluations require users
- C. Summative evaluations assess the outcome, formative evaluations focus on improvement
- D. Summative evaluations focus on improvement, formative evaluations assess the outcome

Answer: C

Explanation:
Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.
References:
ISO 9241-210:2019 - Human-Centered Design for Interactive Systems
Usability.gov: Usability Evaluation Basics
Nielsen Norman Group: Formative vs Summative Usability Testing
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NEW QUESTION # 37
What does the Equality Act address?

- A. It obligates organizations to make sites accessible at all costs
- B. It states that websites have to adhere to the WCAG conformity level A
- C. It protects people from discrimination in the workplace and in wider society
- D. It states that websites have to adhere to the WCAG conformity level AA

Answer: C

Explanation:
The Equality Act 2010 (UK) is legislation designed to protect individuals from discrimination in various areas, including employment and access to goods and services-this includes digital products like websites.
While it does not directly mandate WCAG compliance levels (A or AA), it implies that digital services must be accessible to users with disabilities. Organizations are required to make "reasonable adjustments" to avoid discrimination. Therefore, the most accurate and comprehensive answer is B.
References:
UK Equality Act 2010 - Legislation.gov.uk
GOV.UK: Accessibility Requirements for Public Sector Bodies

NEW QUESTION # 38
In a short conversation, a potential customer mentions that accessibility is of great importance to them. What does this mean?

- A. They use prototyping in their development process
- B. They focus on quantitative usability evaluations
- C. They focus on agile development
- D. They also seek to address users with limitations

Answer: D

Explanation:
When a customer emphasizes the importance of accessibility, it means they are concerned with ensuring that users with disabilities or limitations are not excluded from using their products or services. Accessibility is about inclusiveness-providing equal access and opportunity to all users regardless of physical or cognitive ability. Option C directly reflects this understanding. The other options (A, B, and D) are aspects of usability or development methodologies but do not relate to addressing the needs of users with disabilities, which is the core focus of accessibility.
References:
W3C: Accessibility Fundamentals
ISO 9241-171 and 210 - Accessibility and Human-Centered Design
ADA (Americans with Disabilities Act) in Digital Accessibility Contexts

NEW QUESTION # 39
You are asked to evaluate the usability of a software application for a law firm. Due to time and budget constraints, it is not possible to include users in the evaluation process.
Which of the following is a valid approach for evaluating the usability in this case?

- A. Usability testing
- B. User surveys
- C. Usability Review
- D. Accessibility Evaluation

Answer: C

Explanation:
When actual users cannot be included, a usability review (often an expert or heuristic evaluation) is the most practical method. Trained evaluators examine the interface against usability principles and standards to identify potential issues. Surveys require user input, and usability testing cannot proceed without users.
Accessibility evaluation targets inclusivity for users with impairments, which is related but not a substitute for overall usability evaluation. Therefore, option A is the only valid method under these constraints.
References:
Nielsen Norman Group: Heuristic Evaluation
Usability.gov: Expert Reviews and Inspections
ISO 9241-110 - Usability Principles

NEW QUESTION # 40
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