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To prepare for the CTFL-UT exam, candidates can take advantage of various resources, including training courses, study materials, and practice tests. CTFL-UT exam can be taken online or at a testing center, and it consists of multiple-choice questions. Candidates must achieve a passing score to earn the certification, which is valid for three years.

The CTFL-UT certification exam is designed for professionals who want to specialize in usability testing. CTFL-UT exam covers the fundamental concepts of usability testing, including the planning and design of tests, the execution of tests, and the reporting of results. Candidates are also tested on their knowledge of usability metrics, usability testing tools and techniques, and the different types of usability tests.

ISQI CTFL-UT Certification Exam is an excellent choice for individuals who want to enhance their skills and knowledge in usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is particularly relevant for software testers, UX

designers, software developers, and project managers. CTFL-UT exam is conducted by the International Software Testing Qualifications Board (ISTQB), which is a globally recognized organization that sets the standards for software testing. Upon passing the exam, candidates will receive a certificate that demonstrates their expertise in usability testing, which can significantly enhance their career prospects and earning potential.

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

NEW QUESTION # 22

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

Answer: D

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 # 23

A company distributes its products over a web shop where users can put items in their shopping cart. After they click on "checkout", the checkout process starts and users cannot go back anymore to correct possible mistakes. The only way is to hit the "back" button of the browser, which might lead to an expired session and therefore losing all items in the shopping cart.

Which of the following heuristics would best describe this usability issue?

- A. Visibility of system status
- B. Help and documentation
- **C. User control and freedom**
- D. Aesthetic and minimalist design

Answer: C

Explanation:

The described issue violates the usability heuristic "User control and freedom," as defined by Jakob Nielsen.

This principle emphasizes that users should have the ability to undo and redo actions and navigate freely without being trapped in irreversible sequences. In the scenario, users are forced into the checkout process without a clear way to return or correct mistakes, except through the unreliable and disruptive back button.

This design flaw undermines user autonomy and can result in lost progress or frustration.

References:

Nielsen Norman Group: 10 Usability Heuristics for User Interface Design ISO 9241-110:2020 - Interaction Principles

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NEW QUESTION # 24

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

Answer: A

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

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NEW QUESTION # 25

What's the difference between an informal usability review and an expert usability review?

- A. Contrary to an expert review, an informal usability review is based on opinion
- B. An informal review only requires one reviewer
- C. An expert usability review is a formal review, not an informal review
- D. No formal usability qualifications are required for an informal usability review

Answer: D

Explanation:

An informal usability review can be conducted by anyone, including stakeholders or developers, and does not require formal usability training or qualifications. It is typically subjective and based on general impressions.

In contrast, an expert usability review (also called heuristic evaluation) is conducted by a trained usability expert who applies recognized usability principles. This is what differentiates the two approaches most clearly. Options A and C are misleading; expert reviews can be informal in format, and informal reviews aren't necessarily based solely on opinion. Option D is incorrect since both informal and expert reviews can be conducted individually or in groups.

References:

Nielsen Norman Group: Heuristic Evaluation

ISO 9241-110:2020 - Interaction Principles

Usability.gov: Expert Review vs Informal Review

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NEW QUESTION # 26

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

Answer: B

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 # 27

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