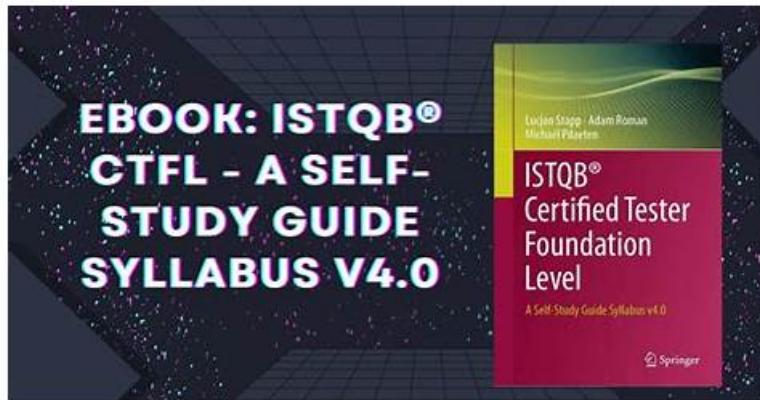


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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q38-Q43):

NEW QUESTION # 38

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. Aesthetic and minimalist design
- **C. User control and freedom**
- D. Help and documentation

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

NEW QUESTION # 39

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

Answer: D

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

NEW QUESTION # 40

Which of the following is a principal task of the usability tester role?

- **A. Communicate with test participant**
- B. Define testing tasks
- C. Perform pre-session briefing of participants
- D. Discuss findings from usability test

Answer: A

Explanation:

The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data.

Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the

test execution.

Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities

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NEW QUESTION # 41

Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.

Which part of the human-centered design process did she miss?

- A. The "design"-part
- B. The "analyze"-part
- **C. The "iterate"-part**
- D. The "evaluate"-part

Answer: C

Explanation:

The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeatedly iteratively. Hence, option D ("iterate") is correct.

References:

ISO 9241-210:2019 - Human-Centred Design Processes

Usability.gov: Human-Centred Design Activities

Nielsen Norman Group: Iterative Design in UX

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NEW QUESTION # 42

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

Answer: C

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 # 43

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