

- C. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time
- D. A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)

Antwort: C

Begründung:

A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product"). The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.

References:

* ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports

* Nielsen Norman Group: Writing Effective Usability Tasks

* Usability.gov: Usability Test Task Design

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13. Frage

A "usability test participant" ...

- A. ... is a representative user who solves typical tasks in a usability test.
- B. ... is a person who observes a usability test.
- C. ... helps to set up the system used for the usability test.
- D. ... can be the organizer of a usability test.

Antwort: A

Begründung:

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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14. Frage

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 expert usability review is a formal review, not an informal review
- C. No formal usability qualifications are required for an informal usability review
- D. An informal review only requires one reviewer

Antwort: C

Begründung:

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:

15. Frage

What does the Equality Act address?

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

Antwort: B

Begründung:

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

16. Frage

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

Antwort: C

Begründung:

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

17. Frage

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