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ISQI CTFL-UT certification exam is a valuable asset for professionals in software testing and related fields who want to advance their careers. It assesses the candidate's knowledge of usability testing and their ability to apply it to software products to evaluate their usability. Passing CTFL-UT exam demonstrates to employers that the professional has expertise in usability testing and can enhance their organization's software quality, ultimately leading to a better user experience.

The CTFL-UT Certification Exam covers a range of topics, including usability testing concepts and terminology, usability testing techniques, and usability test planning and execution. It also covers topics such as user interface design, user needs and expectations, and accessibility. CTFL-UT exam is designed to test the candidate's ability to apply these concepts and techniques in practical scenarios, as well as their understanding of the underlying principles.

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The CTFL-UT certification program covers different aspects of usability testing, including usability testing techniques, usability metrics, user experience, and usability testing tools. The program provides a comprehensive understanding of the usability testing process, including planning, execution, and reporting. The CTFL-UT Certification program also focuses on the importance of user-centered design, which is crucial in ensuring that a product meets the needs of its users.

## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q37-Q42):

### NEW QUESTION # 37

Which of the following elements are addressed by the WCAG?

- i. Resizability of text
- ii. Visually appealing design
- iii. Text alternatives

- iv. Keyboard accessibility
- v. Mouse input

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

**Answer: C**

Explanation:

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

- i. Text resizability (SC 1.4.4),
- iii. Text alternatives for non-text content (SC 1.1.1),
- iv. Keyboard accessibility (SC 2.1.1),
- v. 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](http://w3.org/WAI/WCAG21))

ISO/IEC 40500:2012 - WCAG 2.0

W3C: Understanding WCAG Success Criteria

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### NEW QUESTION # 38

You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire.

You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements.

Which of the following user questionnaires allow benchmarking against previous usability measurements?

- i. SUS
- ii. SUMI
- iii. WAMMI

- A. i, ii and iii are true
- B. i is true, ii & iii are false
- C. i & ii are true, iii is false
- D. ii & iii are true, i is false

**Answer: A**

Explanation:

SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.

Therefore, all three-i, ii, and iii-are true, making D the correct answer.

References:

Brooke, J. (1996). SUS - A Quick and Dirty Usability Scale

Kirakowski, J. (1994). SUMI Development

Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:

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### NEW QUESTION # 39

Which of the following statements best describe Rapid Iterative Testing and Evaluation?

- A. Testing happens on a regular basis, e.g. each Monday
- B. Testing is informal and many potential users can be accessed
- C. Testing is quantitative
- D. Testing focuses on instant redesigns and confirming made changes

**Answer: D**

Explanation:

Rapid Iterative Testing and Evaluation (RITE) is a usability method in which usability issues are identified and addressed in short cycles. Unlike traditional usability testing, RITE allows for immediate redesigns and retesting of the improved version within the same study. The goal is to refine the design quickly based on observed usability issues. Option A confuses scheduling with methodology, B is too vague, and D inaccurately characterizes RITE as quantitative, while it is typically qualitative. Therefore, C accurately reflects the purpose and approach of RITE.

References:

- \* Medlock et al. (2002). The RITE Method: A Rapid Iterative Testing and Evaluation Method
- \* Nielsen Norman Group: Rapid Iterative Testing
- \* Usability.gov: RITE Method Overview

**NEW QUESTION # 40**

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

**Answer: B**

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 # 41**

You're asked to evaluate the direct interaction between ordinary users and the software product. Which kinds of evaluations would be suited for that?

- A. Usability maturity assessment
- B. Accessibility evaluation
- **C. Usability evaluation**
- D. Risk assessment

**Answer: C**

Explanation:

A usability evaluation is specifically designed to assess how real users interact with a software product. It focuses on effectiveness, efficiency, and user satisfaction in completing tasks. This may involve usability testing, expert reviews, or heuristic evaluations. The goal is to identify any usability problems and understand user behavior during real use.

Option A (Accessibility evaluation) targets inclusivity for users with disabilities, not general user interaction.

Option B (Usability maturity assessment) evaluates the organization's usability practices, and Option C (Risk assessment) evaluates potential project or system risks. Only option D directly involves observing and measuring user interaction.

References:

- ISO 9241-11:2018 - Usability Definitions and Concepts
- Usability.gov: Usability Evaluation Basics
- Nielsen Norman Group: Types of Usability Evaluations

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## NEW QUESTION # 42

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