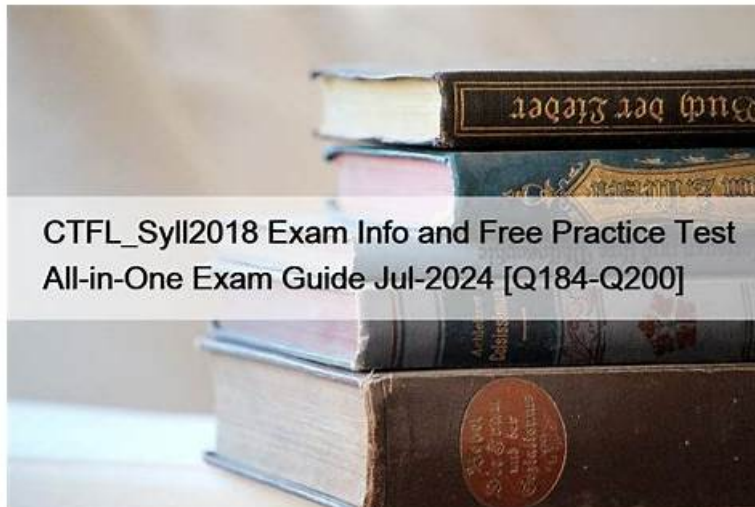


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Usability testing is a critical aspect of software development and is focused on ensuring that software products are user-friendly and meet the needs of their intended users. The ISQI CTFL-UT Certification Exam covers a range of topics related to usability testing, including user-centered design, usability testing techniques, and usability evaluation methods.

## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q20-Q25):

### NEW QUESTION # 20

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

**Answer: B**

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 # 21

What is a usability test task?

- A. 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)
- B. A test session in usability testing in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers
- **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 document specifying a sequence of actions for the execution of a usability test. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post- session interview questions

**Answer: C**

Explanation:

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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### NEW QUESTION # 22

Which of the following is the highest WCAG conformance level, promising the most accessible content?

- A. Quadruple A (AAAA)
- **B. Triple A (AAA)**
- C. Single A (A)
- D. Double A (AA)

**Answer: B**

Explanation:

The Web Content Accessibility Guidelines (WCAG) define three levels of conformance for web content accessibility:

Level A (Single A) is the minimum level of compliance.

Level AA (Double A) is the standard recommended for most websites, balancing accessibility and design.

Level AAA (Triple A) is the highest and most comprehensive level of accessibility, covering the widest range of needs.

There is no such level as "Quadruple A (AAAA)," making option D invalid.

Thus, WCAG Triple A (AAA) promises the most accessible content, even though it may not always be practically achievable for all types of content.

References:

W3C: WCAG 2.1 Conformance Requirements

ISO/IEC 40500:2012 (WCAG 2.0)

W3C: How to Meet WCAG

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### NEW QUESTION # 23

Why are positive usability findings of high importance? Which of the following statements is wrong?

- **A. Positive findings are of high importance because they can be used in the report to justify the costs of the test.**
- B. Positive usability findings make it easier to sell the need for correcting usability problems by giving a balanced view.
- C. Positive usability findings allow a better view of the usability of the product.
- D. Positive usability findings should be used to communicate to the development team which features should not be modified or deleted.

**Answer: A**

Explanation:

Positive usability findings play a key role in reinforcing what is working well in the user interface. They help:

A: Build developer confidence and soften criticism when pointing out issues.

C: Provide a complete picture of usability strengths and weaknesses.

D: Inform developers what should remain unchanged during redesign.

However, B is incorrect because justifying usability test costs should not rely solely on positive findings. Cost justification should come from the overall impact of usability on user satisfaction, performance, and business outcomes-not just good results.

References:

Nielsen Norman Group: Communicating Usability Findings

Usability.gov: Best Practices for Usability Reporting

ISO 25062 - Usability Test Report Content

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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. The usability of the website is good - five minutes is a fair amount of time
- C. The usability of the website is bad - five minutes is way too long
- D. That depends on the accessibility of the website

**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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