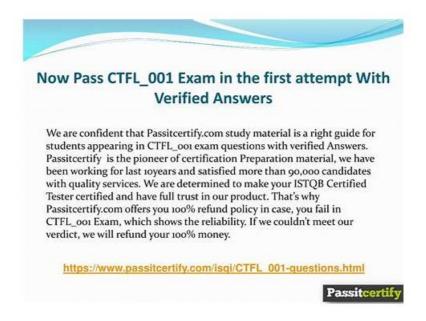# ISQI's Exam Questions for CTFL-UT Ensure 100% Success on Your First Attempt



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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.

The ISQI CTFL-UT Exam covers various topics related to usability testing, including usability testing fundamentals, usability testing methods and techniques, test design, and analysis of test results. It also tests the candidates' understanding of user experience (UX) design principles and their ability to apply them in usability testing.

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## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q39-Q44):

**NEW QUESTION # 39**
Which of the following statements about usability test plans is true?

- A. It contains a schedule
- B. It should be very elaborate and at least 10 pages

- C. It should contain the briefing instructions
- D. It contains the results of the test sessions

**Answer: A**

Explanation:
A usability test plan is a foundational document created before conducting usability testing. It outlines the objectives, scope, methodology, participants, tasks, and schedule for the testing activities. One of its essential components is the schedule, which details when and how test sessions will occur to ensure proper resource allocation and time management. Including a schedule helps coordinate between test moderators, participants, observers, and stakeholders, making the testing process organized and efficient. While briefing instructions (Option B) may be related to the usability test, they are typically documented separately or included in participant materials rather than the formal test plan itself. The test plan should be concise and focused; it need not be overly elaborate or lengthy (Option C), as clarity and usability of the plan are more important than length. The results of the test sessions (Option D) are not included in the test plan but rather compiled afterward in a test report or analysis document.
Therefore, the correct statement is that the usability test plan contains a schedule, ensuring a structured timeline for the usability testing activities.
References:
Usability.gov, Usability Testing Plan Template
Nielsen Norman Group, Usability Test Planning
ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing process

**NEW QUESTION # 40**
A large customer complained that a business application developed by your company sometimes transfers the wrong amount of money to clients, although there are no complaints of the actual users. The expected amount differs from the actually transferred amount by a factor of 10 or 100. After analyzing the log files, you found out that the application itself works fine. The problem seems to be caused by confusing text fields and labels for the decimal place, leading to user errors.
Which usability risk should be reasonably addressed for the next release?

- A. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface
- B. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- C. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction
- D. Users resist using a software product which is essential for their daily work because it lacks usability

**Answer: A**

Explanation:
The scenario describes a situation where the interface misleads users into making serious financial mistakes due to poor design, such as confusing decimal separators. Even though the system functions correctly, it facilitates critical user errors. This constitutes a major usability risk with potential legal and financial consequences. Therefore, the correct risk to address is increased liability due to financial loss caused by a poorly designed or deceptive interface (option D). The other options focus on usability-related dissatisfaction, resistance, or lack of adoption, which are not the key concern in this scenario.
References:
ISO 9241-210:2019 - Risk Management in Usability Engineering
Nielsen Norman Group: Error Prevention in UI Design
IEEE 1028: Standard for Software Reviews and Risk-Based Usability
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**NEW QUESTION # 41**
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 & v are true, i & iii are false
- B. iii, iv & v are true, i & ii are false
- C. ii & iv are true, i, iii & v are false
- D. i, ii & v are true, iii & iv are false

**Answer: A**

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 # 42**
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. i, iii, iv & v are true, ii is false
- B. iv & v are true, i, ii & iii are false
- C. i, ii, & iii are true, iv & v are false
- D. i & iii are true, ii, iv & v are false

**Answer: A**

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)
ISO/IEC 40500:2012 - WCAG 2.0
W3C: Understanding WCAG Success Criteria
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**NEW QUESTION # 43**
Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Usability standards
- B. Opinion of the management
- C. Functional requirements
- D. Statutory Code of Practice

**Answer: A**

Explanation:
Usability reviews evaluate a system or interface against established usability principles or standards to identify potential issues before user testing. A recognized criterion for such reviews includes adherence to usability standards such as ISO 9241 or the Web

Content Accessibility Guidelines (WCAG). These standards are derived from years of research and user-centered design principles.

Options A and C do not directly relate to usability. Functional requirements (option B) refer to what the system should do, not how usable it is.

Hence, option D is correct as usability standards provide a consistent, objective basis for evaluating usability.

References:

ISO 9241-110:2020 - Interaction Principles

WCAG 2.1 - Web Content Accessibility Guidelines

Nielsen Norman Group - Heuristic Evaluation

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## NEW QUESTION # 44

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