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## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q27-Q32):

### NEW QUESTION # 27

In the last project, the usability tests substantially exceeded the budget of the test plan. Which quality control task could have been used to avoid this?

- A. Check consumed resources regularly and compare with the estimates
- B. Check that findings are communicated to the stakeholders
- C. Check that the usability test plan has been properly reviewed
- D. Check whether the usability test report conforms to the best practices

**Answer: A**

Explanation:

To prevent usability testing from exceeding budget, active monitoring and control of project resources are critical. The best practice is to regularly check consumed time, costs, and effort against the original estimates, allowing timely adjustments to scope or resources. This is a classic quality control practice aligned with ISO

9001 principles and standard project management methodologies. Option A relates to test preparation, option C concerns reporting and communication, and option D applies after test execution. Only option B deals directly with budget control during the test.

References:

- \* ISO 9001:2015 - Quality Management Systems
- \* ISTQB: Usability Testing Guidelines
- \* Nielsen Norman Group: Budgeting for Usability Testing

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## NEW QUESTION # 28

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

**Answer: B**

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 # 29

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.

**Answer: A**

Explanation:

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-Centred Design
- Usability.gov: Roles in a Usability Test
- Nielsen Norman Group: Recruiting Test Participants

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## NEW QUESTION # 30

Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations mostly rely on experts, formative evaluations require users
- B. Summative evaluations mostly rely on user tests, formative evaluations require experts
- **C. Summative evaluations assess the outcome, formative evaluations focus on improvement**
- D. Summative evaluations focus on improvement, formative evaluations assess the outcome

**Answer: C**

Explanation:

Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.

References:

ISO 9241-210:2019 - Human-Centered Design for Interactive Systems

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Formative vs Summative Usability Testing

## NEW QUESTION # 31

Your last 20-pages usability test report wasn't received well by the developers; only two of the 25 usability problems have been fixed. This time, you want to stick to the best practices in order to obtain better acceptance by the development team.

What are you going to do differently this time?

- **A. Include positive findings in the report, not only usability problems**
- B. Include contact details of the test participants so that the development team can contact them in case they have questions
- C. Make the report more detailed and longer
- D. Add the low-priority findings you didn't include in the first report

**Answer: A**

Explanation:

Usability test reports are more effective when they are balanced and include not only problems but also what worked well. Including positive findings increases credibility, encourages the development team, and helps them understand what should remain unchanged. Option B violates privacy and ethical standards. Option C may dilute focus, and D could worsen the problem by making the report less accessible. Thus, the best practice supported by usability.gov and Nielsen Norman Group is to include both positive and negative findings.

References:

Usability.gov: Reporting Usability Findings

Nielsen Norman Group: Writing Usability Reports that Developers Will Read ISO 25062 - Usability Test Report Format

## NEW QUESTION # 32

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