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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q12-Q17):

NEW QUESTION # 12
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. i, ii & v are true, iii & iv are false
- B. iii, iv & v are true, i & ii are false
- C. ii, iv & v are true, i & iii are false
- D. ii & iv are true, i, iii & v are false

Answer: C

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
###

NEW QUESTION # 13
Which of the following statements about usability testing is true?

- A. The conditions under which a usability test is done are irrelevant
- B. A usability test consists of one usability test session
- C. Before the usability test sessions, a pilot usability test session can be conducted
- D. The preparation of a usability test is optional

Answer: C

Explanation:
A pilot usability test session is a critical step prior to conducting the actual usability test. Its purpose is to ensure that the test setup, task design, and moderator instructions are clear and function as expected.
According to ISO 9241-210 and the Nielsen Norman Group's best practices, pilot testing helps detect unforeseen issues and fine-tune the process. Options A and B are incorrect because testing conditions must reflect realistic scenarios, and thorough preparation is essential to gather meaningful usability data. Option D is also incorrect; a usability test typically consists of multiple sessions with different users to gather sufficient data for analysis. The pilot session ensures everything works smoothly before involving real participants.
References:
ISO 9241-210:2019, Ergonomics of human-system interaction - Human-centred design Nielsen Norman Group: Usability Testing 101 Usability.gov: Pilot Testing
###

NEW QUESTION # 14
How can the approach for conducting user surveys be summarized best?

- A. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate
- B. Write survey plan, interview users and stakeholders, select questionnaire, recruit users, remind users, communicate
- C. Write survey plan, write schedule, select questionnaire, recruit users, analyze, communicate
- D. Write survey plan, interview users and stakeholders, select questionnaire, deploy questionnaire, analyze, communicate

Answer: D

Explanation:
Conducting user surveys involves a structured approach that ensures data collection is effective, reliable, and meaningful. The process typically starts with writing a survey plan, which defines the objectives, scope, target population, and methodology. Next, interviewing users and stakeholders is important to gather qualitative insights, refine survey questions, and align the survey with business goals and user needs.
Selecting or designing the questionnaire follows, which includes crafting clear, unbiased questions to capture the desired data. After that, deploying the questionnaire to the recruited participants is essential; this can be done via email, online tools, or in-person, depending on the context. Once the data is collected, it must be analyzed to extract meaningful patterns, trends, and insights. Finally, communicating the findings to stakeholders completes the process by informing decision-making.
Other options miss critical steps such as deploying the questionnaire (Option C), or combine steps incorrectly (Options A and D). Importantly, the step of interviewing users and stakeholders prior to deployment ensures the survey is well-informed and targeted, enhancing the quality and relevance of data collected.
References:
Usability.gov, Surveys in User Research
Nielsen Norman Group, How to Conduct User Surveys
ISO 9241-210:2019 Ergonomics of human-system interaction - User research methodologies

NEW QUESTION # 15
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 accessibility of the website
- 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 context of use as users may have different expectations

Answer: D

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
##

NEW QUESTION # 16
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. Risk assessment
- B. Usability maturity assessment
- C. Usability evaluation
- D. Accessibility evaluation

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 # 17
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