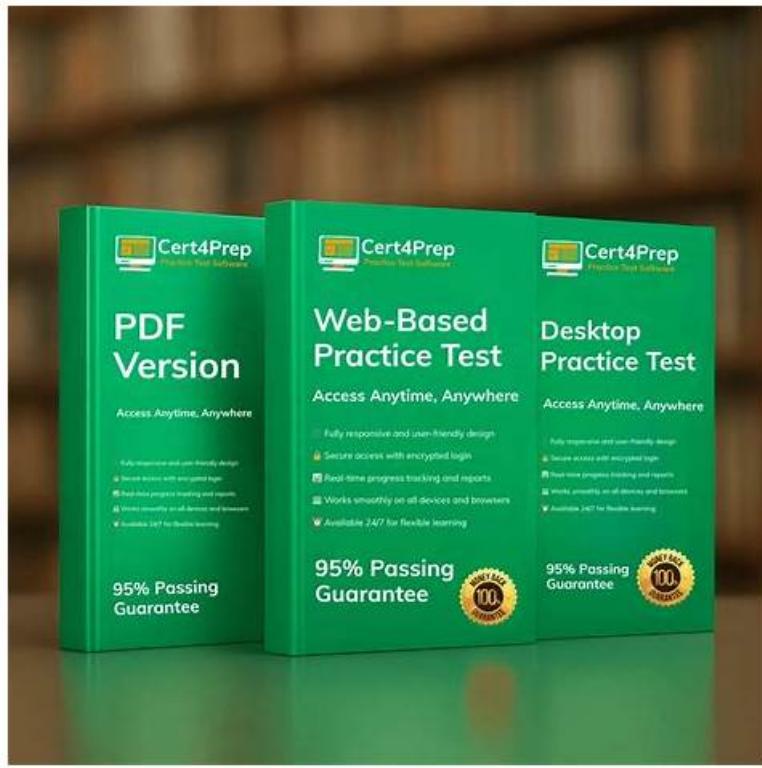


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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q12-Q17):

NEW QUESTION # 12

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

Answer: D

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 # 13

Which of the following statements about usability testing is true?

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

Answer: B

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

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NEW QUESTION # 14

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

Answer: C

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 # 15

What location is NOT suitable for conducting a usability test?

- **A. A room where no action of the user can be seen or recorded by any means.**
- B. A room at the place where the test participant lives or works.
- C. A public place, such as a cafe.
- D. Two office rooms that are connected by a video link.

Answer: A

Explanation:

The primary goal of usability testing is to observe and record user behavior while interacting with the system.

A location where user actions cannot be seen or recorded (option A) completely undermines the test's purpose and is therefore not suitable.

While options B, C, and D are not ideal in all cases, they can still be valid settings depending on the context.

Testing in a user's natural environment (B) increases ecological validity. Remote testing via video link (C) is widely accepted. Testing in a public setting (D) can be useful for mobile apps or services intended for real-world use.

References:

Usability.gov: Conducting Usability Testing

Nielsen Norman Group: Choosing a Usability Testing Location

NEW QUESTION # 16

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

Answer: D

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

NEW QUESTION # 17

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