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

**NEW QUESTION # 20**
Which of the following is the best description for a usability test session?

- A. A document specifying a sequence of actions for the execution of a usability test.
- B. A test activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- C. A period of time in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers.
- D. A black-box test technique in which test cases are designed to execute usability scenarios.

**Answer: C**

Explanation:
A usability test session is a controlled period during which a test participant performs tasks using the system under test while being observed by a moderator and sometimes additional stakeholders or observers. The goal is to understand how users interact with the interface and identify usability problems. Option A describes an individual task, not the whole session. Option C refers to a test plan or test script, and Option D describes a test technique rather than a usability session. Thus, option B provides the most accurate and comprehensive definition.
References:
ISO 25062:2006 - Common Industry Format (CIF)
Nielsen Norman Group: Usability Testing 101
Usability.gov: Usability Test Sessions
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**NEW QUESTION # 21**
What's the difference between an informal usability review and an expert usability review?

- A. An informal review only requires one reviewer
- B. An expert usability review is a formal review, not an informal review
- C. Contrary to an expert review, an informal usability review is based on opinion
- D. No formal usability qualifications are required for an informal usability review

**Answer: D**

Explanation:
An informal usability review can be conducted by anyone, including stakeholders or developers, and does not require formal usability training or qualifications. It is typically subjective and based on general impressions.
In contrast, an expert usability review (also called heuristic evaluation) is conducted by a trained usability expert who applies recognized usability principles. This is what differentiates the two approaches most clearly. Options A and C are misleading; expert reviews can be informal in format, and informal reviews aren't necessarily based solely on opinion. Option D is incorrect since both informal and expert reviews can be conducted individually or in groups.
References:
Nielsen Norman Group: Heuristic Evaluation
ISO 9241-110:2020 - Interaction Principles
Usability.gov: Expert Review vs Informal Review
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**NEW QUESTION # 22**
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. ii & iii are true, i is false
- D. i & ii are true, iii 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 # 23

You're defining usability test tasks for a web shop for mobile phones and smartphones. Finding out whether users are able to place an order easily has been identified as the main goal of the usability test.
Which of the following is a reasonable task definition to include in the test?

- A. Your phone broke and you're looking for a new smartphone. Your budget is 200$ and it should have an infrared sensor as you like to operate your home entertainment system with it. Find a suited smartphone and order it!
- B. Put the first phone you find in your shopping cart!
- C. Enter the item number "1469483" in the search box and click "OK". Put the first item in the cart by clicking "add to bag". Then, click on "checkout" in order to start the order process. After that, fill in the form and click on "submit".
- D. Which mobile operating system do you prefer?

**Answer: A**

Explanation:
Option B represents a realistic, goal-oriented scenario that reflects how an actual user would interact with the website. It incorporates context, user intent, constraints, and desired outcome-all characteristics of well- designed usability tasks. Option A is vague and lacks real-world motivation. Option C is too prescriptive and limits insight into user behavior, while D is a survey question, not a usability task. According to Nielsen Norman Group and ISO 25062, the best usability tasks are scenario-based, realistic, and outcome-driven- making B the correct answer.
References:
Nielsen Norman Group: Writing Effective Usability Tasks
Usability.gov: Scenario-Based Usability Tasks
ISO 25062 - Usability Test Reporting
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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 accessibility of the website
- B. The usability of the website is bad - five minutes is way too long
- C. That depends on the context of use as users may have different expectations
- D. The usability of the website is good - five minutes is a fair amount of time

**Answer: C**

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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## NEW QUESTION # 25

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