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The CTFL-UT Exam covers a wide range of topics such as understanding the principles of usability testing, how to plan, design and conduct usability tests, and how to analyze and report on the results of usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification also focuses on the importance of incorporating user-centered design principles into the software development lifecycle, emphasizing the user experience and creating software that is intuitive, easy to use, and accessible to all users.

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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q18-Q23):

NEW QUESTION # 18
Which of the following statements about usability test scripts is wrong?

- A. It contains pre-session interview questions.
- B. It contains post-session interview questions.
- C. It contains answers to the test questions.
- D. It is a checklist used by the moderator of a usability test.

Answer: C

Explanation:
A usability test script is a structured document used by the moderator to ensure consistency across test sessions. It typically includes pre-session briefing text, pre- and post-session interview questions, and the specific usability tasks to be performed. However, it does not include answers to the test questions, as usability tests focus on observing user behavior and performance-not testing users' knowledge. Providing answers would bias results and invalidate findings. Thus, option D is incorrect and the best choice.
References:
Usability.gov: Creating a Test Script
Nielsen Norman Group: Usability Testing Tools and Documentation
ISO 25062 - Guidelines for Usability Reporting
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NEW QUESTION # 19
What is a usability test task?

- A. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time
- B. A document specifying a sequence of actions for the execution of a usability test. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post- session interview questions
- C. A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)
- D. A test session in usability testing in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers

Answer: A

Explanation:
A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product"). The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.
References:
* ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports
* Nielsen Norman Group: Writing Effective Usability Tasks
* Usability.gov: Usability Test Task Design
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NEW QUESTION # 20
Which of the following statements about usability testing is true?

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

Answer: A

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 # 21
You are asked to evaluate the usability of a software application for a law firm. Due to time and budget constraints, it is not possible to include users in the evaluation process.
Which of the following is a valid approach for evaluating the usability in this case?

- A. User surveys
- B. Accessibility Evaluation
- C. Usability testing
- D. Usability Review

Answer: D

Explanation:
When actual users cannot be included, a usability review (often an expert or heuristic evaluation) is the most practical method.
Trained evaluators examine the interface against usability principles and standards to identify potential issues. Surveys require user input, and usability testing cannot proceed without users.
Accessibility evaluation targets inclusivity for users with impairments, which is related but not a substitute for overall usability evaluation. Therefore, option A is the only valid method under these constraints.
References:
Nielsen Norman Group: Heuristic Evaluation
Usability.gov: Expert Reviews and Inspections
ISO 9241-110 - Usability Principles

NEW QUESTION # 22
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. Add the low-priority findings you didn't include in the first report
- C. Include contact details of the test participants so that the development team can contact them in case they have questions
- D. Make the report more detailed and longer

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

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NEW QUESTION # 23

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