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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q16-Q21):

NEW QUESTION # 16

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

Answer: B

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 # 17

A "usability test participant" ...

- **A. ... is a representative user who solves typical tasks in a usability test.**
- B. ... can be the organizer of a usability test.
- C. ... is a person who observes a usability test.
- D. ... helps to set up the system used for the 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-Centered Design

Usability.gov: Roles in a Usability Test

Nielsen Norman Group: Recruiting Test Participants

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NEW QUESTION # 18

Which of the following is a principal task of the usability tester role?

- **A. Communicate with test participant**
- B. Define testing tasks
- C. Discuss findings from usability test
- D. Perform pre-session briefing of participants

Answer: A

Explanation:

The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data.

Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the test execution.

Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities

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NEW QUESTION # 19

How can the approach for conducting user surveys be summarized best?

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

Answer: C

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 # 20

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. The usability of the website is bad - five minutes is way too long
- **B. That depends on the context of use as users may have different expectations**
- C. That depends on the accessibility of the website
- D. The usability of the website is good - five minutes is a fair amount of time

Answer: B

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 # 21

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