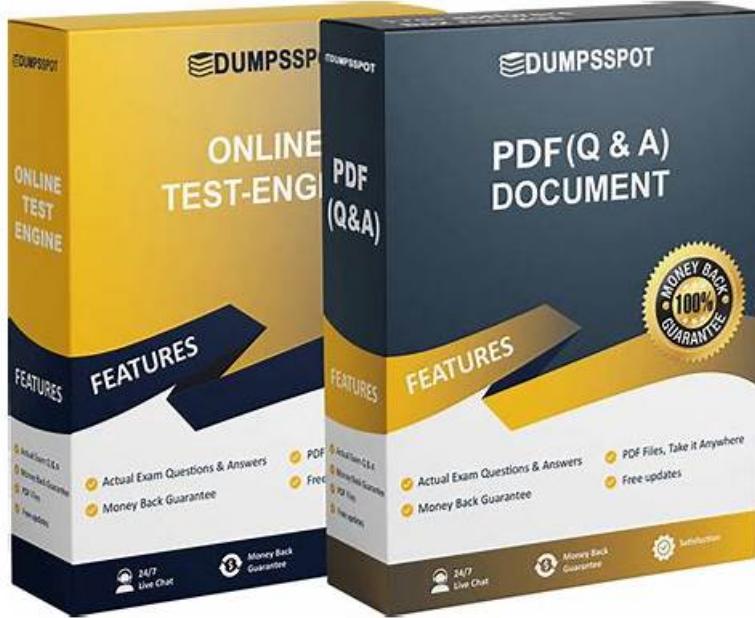


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## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q29-Q34):

### NEW QUESTION # 29

Which of the following are common mistakes made in usability testing?

- i. The user is too active
  - ii. Critical results are ignored
  - iii. No observers involved
  - iv. Scheduling too late
  - v. Incorrect focus
- A. ii & iv are true, i, iii & v are false
  - B. i & iii are true, ii, iv & v are false

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

#### Answer: D

Explanation:

Common mistakes in usability testing include:

Ignoring critical results (ii): A significant issue if findings are not acted upon.

Scheduling the test too late (iv): This can lead to usability problems being discovered too late to be addressed effectively.

Having the wrong focus (v): For instance, focusing on aesthetics instead of usability goals.

Option i ("user is too active") is not a problem-active participation is necessary. Option iii ("no observers involved") is not a typical mistake, since tests can still be valid even with recorded sessions and later review.

Hence, the correct answer is A: ii, iv & v are true.

References:

Nielsen Norman Group: Common Mistakes in Usability Testing

ISO 9241-210:2019 - Human-Centered Design

Usability.gov: Planning and Conducting Usability Testing

#### NEW QUESTION # 30

Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.

Which part of the human-centered design process did she miss?

- A. The "iterate"-part
- B. The "analyze"-part
- C. The "evaluate"-part
- D. The "design"-part

#### Answer: A

Explanation:

The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeatedly iteratively. Hence, option D ("iterate") is correct.

References:

ISO 9241-210:2019 - Human-Centered Design Processes

Usability.gov: Human-Centered Design Activities

Nielsen Norman Group: Iterative Design in UX

#### NEW QUESTION # 31

Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations focus on improvement, formative evaluations assess the outcome
- B. Summative evaluations mostly rely on user tests, formative evaluations require experts
- C. Summative evaluations assess the outcome, formative evaluations focus on improvement
- D. Summative evaluations mostly rely on experts, formative evaluations require users

#### Answer: C

Explanation:

Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.

References:

ISO 9241-210:2019 - Human-Centered Design for Interactive Systems

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Formative vs Summative Usability Testing

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**NEW QUESTION # 32**

A company distributes its products over a web shop where users can put items in their shopping cart. After they click on "checkout", the checkout process starts and users cannot go back anymore to correct possible mistakes. The only way is to hit the "back" button of the browser, which might lead to an expired session and therefore losing all items in the shopping cart.

Which of the following heuristics would best describe this usability issue?

- A. Help and documentation
- B. Visibility of system status
- **C. User control and freedom**
- D. Aesthetic and minimalist design

**Answer: C**

Explanation:

The described issue violates the usability heuristic "User control and freedom," as defined by Jakob Nielsen.

This principle emphasizes that users should have the ability to undo and redo actions and navigate freely without being trapped in irreversible sequences. In the scenario, users are forced into the checkout process without a clear way to return or correct mistakes, except through the unreliable and disruptive back button.

This design flaw undermines user autonomy and can result in lost progress or frustration.

References:

Nielsen Norman Group: 10 Usability Heuristics for User Interface Design ISO 9241-110:2020 - Interaction Principles

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**NEW QUESTION # 33**

Which of these basic approaches to a software development project follows all key elements of human- centered evaluation?

- A. Interview users, develop the software, and perform acceptance test
- **B. Interview users, iteratively develop prototypes, and evaluate the software**
- C. Iteratively develop prototypes, perform expert reviews, and integrate found issues
- D. Define requirements, develop the software, and perform acceptance test

**Answer: B**

Explanation:

Human-centered design, as defined by ISO 9241-210, emphasizes early user involvement, iterative design, and continuous usability evaluation. Option D aligns with this model as it begins with understanding user needs (interview users), proceeds through iterative prototyping (which allows for continuous improvement), and involves user evaluation. This ensures that the final product is shaped by real user input and feedback.

Options A and B lack iteration and continuous evaluation, while option C, although partially aligned, lacks explicit user involvement in the evaluation process, focusing only on expert reviews.

References:

ISO 9241-210:2019 - Human-Centered Design

Nielsen Norman Group: Human-Centered Design Principles

Usability.gov: Human-Centered Design Process

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**NEW QUESTION # 34**

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