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

NEW QUESTION #12

A "usability test participant" ...

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

Answer: B

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

NEW QUESTION #13

Why are positive usability findings of high importance? Which of the following statements is wrong?

- A. Positive findings are of high importance because they can be used in the report to justify the costs of the test.
- B. Positive usability findings allow a better view of the usability of the product.
- C. Positive usability findings should be used to communicate to the development team which features should not be modified
 or deleted.
- D. Positive usability findings make it easier to sell the need for correcting usability problems by giving a balanced view.

Answer: A

Explanation:

Positive usability findings play a key role in reinforcing what is working well in the user interface. They help:

A: Build developer confidence and soften criticism when pointing out issues.

C: Provide a complete picture of usability strengths and weaknesses.

D: Inform developers what should remain unchanged during redesign.

However, B is incorrect because justifying usability test costs should not rely solely on positive findings. Cost justification should come from the overall impact of usability on user satisfaction, performance, and business outcomes-not just good results.

References:

Nielsen Norman Group: Communicating Usability Findings

Usability.gov: Best Practices for Usability Reporting

ISO 25062 - Usability Test Report Content

NEW QUESTION #14

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

NEW QUESTION #15

You're asked to evaluate the direct interaction between ordinary users and the software product. Which kinds of evaluations would be suited for that?

- A. Accessibility evaluation
- B. Risk assessment
- C. Usability maturity assessment
- D. Usability evaluation

Answer: D

Explanation:

A usability evaluation is specifically designed to assess how real users interact with a software product. It focuses on effectiveness, efficiency, and user satisfaction in completing tasks. This may involve usability testing, expert reviews, or heuristic evaluations. The goal is to identify any usability problems and understand user behavior during real use.

Option A (Accessibility evaluation) targets inclusivity for users with disabilities, not general user interaction.

Option B (Usability maturity assessment) evaluates the organization's usability practices, and Option C (Risk assessment) evaluates potential project or system risks. Only option D directly involves observing and measuring user interaction.

References:

ISO 9241-11:2018 - Usability Definitions and Concepts

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Types of Usability Evaluations

NEW QUESTION #16

What does the Equality Act address?

- A. It obligates organizations to make sites accessible at all costs
- B. It states that websites have to adhere to the WCAG conformity level AA
- C. It states that websites have to adhere to the WCAG conformity level A
- D. It protects people from discrimination in the workplace and in wider society

Answer: D

Explanation:

The Equality Act 2010 (UK) is legislation designed to protect individuals from discrimination in various areas, including employment and access to goods and services-this includes digital products like websites.

While it does not directly mandate WCAG compliance levels (A or AA), it implies that digital services must be accessible to users with disabilities. Organizations are required to make "reasonable adjustments" to avoid discrimination. Therefore, the most accurate and comprehensive answer is B.

References:

UK Equality Act 2010 - Legislation.gov.uk

GOV.UK: Accessibility Requirements for Public Sector Bodies

NEW QUESTION #17

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