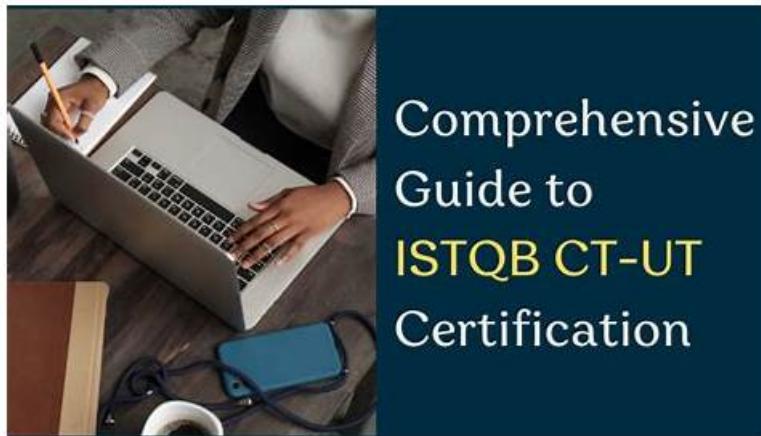


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ISTQB Certified Tester Usability Tester Sample Questions (Q14-Q19):

NEW QUESTION # 14

Which of the following is the best description for a usability test session?

- A. A test 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.
- 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

NEW QUESTION # 15

Which of the following statements about usability test scripts is wrong?

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

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

NEW QUESTION # 16

What location is NOT suitable for conducting a usability test?

- A. A public place, such as a cafe.
- **B. A room where no action of the user can be seen or recorded by any means.**
- C. Two office rooms that are connected by a video link.
- D. A room at the place where the test participant lives or works.

Answer: B

Explanation:

The primary goal of usability testing is to observe and record user behavior while interacting with the system.

A location where user actions cannot be seen or recorded (option A) completely undermines the test's purpose and is therefore not suitable.

While options B, C, and D are not ideal in all cases, they can still be valid settings depending on the context.

Testing in a user's natural environment (B) increases ecological validity. Remote testing via video link (C) is widely accepted. Testing in a public setting (D) can be useful for mobile apps or services intended for real-world use.

References:

Usability.gov: Conducting Usability Testing

Nielsen Norman Group: Choosing a Usability Testing Location

NEW QUESTION # 17

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 "analyze"-part

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

Answer: B

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 # 18

In a short conversation, a potential customer mentions that accessibility is of great importance to them. What does this mean?

- A. They focus on quantitative usability evaluations
- B. They also seek to address users with limitations
- C. They focus on agile development
- D. They use prototyping in their development process

Answer: B

Explanation:

When a customer emphasizes the importance of accessibility, it means they are concerned with ensuring that users with disabilities or limitations are not excluded from using their products or services. Accessibility is about inclusiveness-providing equal access and opportunity to all users regardless of physical or cognitive ability. Option C directly reflects this understanding. The other options (A, B, and D) are aspects of usability or development methodologies but do not relate to addressing the needs of users with disabilities, which is the core focus of accessibility.

References:

W3C: Accessibility Fundamentals

ISO 9241-171 and 210 - Accessibility and Human-Centered Design

ADA (Americans with Disabilities Act) in Digital Accessibility Contexts

NEW QUESTION # 19

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