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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• Basic Concepts: This section measures the skills of Usability Analysts and covers fundamental definitions and ideas related to usability, user experience, and accessibility. It explains what usability means in terms of effectiveness, efficiency, and satisfaction within software products. User experience concepts related to emotions, perceptions, and responses before, during, and after use are included. It also addresses accessibility, focusing on usage by people with diverse abilities.

Topic 2	• Selecting Appropriate Methods: This domain helps Test Managers make decisions on which usability evaluation methods to apply depending on project context, resources, and maturity. It discusses criteria for selecting usability, user experience, and accessibility evaluation methods suited to different stages of development and organizational needs, including agile development scenarios.
Topic 3	• Usability Reviews: This domain evaluates the skills of Usability Testers in conducting reviews of software interfaces without user involvement. It differentiates informal reviews from expert reviews and introduces heuristic evaluation as a structured method. The section describes step-by-step approaches to preparing for and conducting reviews, emphasizing the importance of consensus and clear communication of findings.
Topic 4	• User Surveys: This part assesses the ability of Usability Test Analysts to design and use surveys to gather user feedback on software usability. It describes how to prepare user surveys, select appropriate questionnaires, and analyze survey responses to measure user satisfaction and other quality attributes from the user's perspective.

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ISTQB Certified Tester Usability Tester Sample Questions (Q16-Q21):

NEW QUESTION # 16
Which of the following are advantages of using a usability lab?
i. The context is natural
ii. Test sessions are easy to observe
iii. Inexpensive setup
iv. Similar conditions for all sessions
v. Easy recording of sessions

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

Answer: A

Explanation:
Usability labs provide a controlled environment that offers several advantages for observing and recording usability test sessions. Specifically, they allow for easy observation of participants (ii), standardized conditions for each session (iv), and facilitate audio and video recording for detailed analysis (v). However, the context is not natural (i), because the lab is an artificial setting rather than the user's actual environment.
Also, setting up a professional usability lab is not inexpensive (iii); it typically involves significant costs for equipment, space, and staffing. Therefore, options ii, iv, and v are true, while i and iii are false.
References:
Nielsen Norman Group: Usability Labs - Pros and Cons
ISO 25062:2006 - Usability Test Reporting
Usability.gov: Setting Up a Usability Lab
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NEW QUESTION # 17
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 whether the usability test report conforms to the best practices
- C. Check that findings are communicated to the stakeholders
- D. Check consumed resources regularly and compare with the estimates

Answer: D

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 # 18
How can the approach for conducting user surveys be summarized best?

- A. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate
- B. Write survey plan, write schedule, select questionnaire, recruit users, analyze, 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 # 19
What location is NOT suitable for conducting a usability test?

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

Answer: A

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 # 20
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 & v are true, i & iii 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 are true, i, iii & v are false

Answer: A

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
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NEW QUESTION # 21
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