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ISQI CTFL-UT Exam is intended for anyone involved in software development, testing, or quality assurance, including software developers, testers, project managers, and quality assurance professionals. ISTQB Certified Tester-Foundation Level - Usability Testing certification is particularly beneficial for those working in industries with a strong emphasis on user-centered design, such as web and mobile app development, e-commerce, and healthcare IT.

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

NEW QUESTION # 12

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

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

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 # 13

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-repeated 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

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NEW QUESTION # 14

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 pre-session interview questions.
- C. It contains post-session interview questions.
- **D. It contains answers to the test questions.**

Answer: D

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

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NEW QUESTION # 15

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

Answer: B

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 # 16

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

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