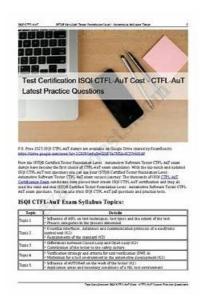
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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q22-Q27):

NEW OUESTION #22

You're defining usability test tasks for a web shop for mobile phones and smartphones. Finding out whether users are able to place an order easily has been identified as the main goal of the usability test.

Which of the following is a reasonable task definition to include in the test?

- A. Put the first phone you find in your shopping cart!
- B. Enter the item number "1469483" in the search box and click "OK". Put the first item in the cart by clicking "add to bag". Then, click on "checkout" in order to start the order process. After that, fill in the form and click on "submit".
- C. Your phone broke and you're looking for a new smartphone. Your budget is 200\$ and it should have an infrared sensor as you like to operate your home entertainment system with it. Find a suited smartphone and order it!
- D. Which mobile operating system do you prefer?

Answer: C

Explanation:

Option B represents a realistic, goal-oriented scenario that reflects how an actual user would interact with the website. It incorporates context, user intent, constraints, and desired outcome-all characteristics of well- designed usability tasks. Option A is vague and lacks real-world motivation. Option C is too prescriptive and limits insight into user behavior, while D is a survey question, not a usability task. According to Nielsen Norman Group and ISO 25062, the best usability tasks are scenario-based, realistic, and outcome-driven- making B the correct answer.

References:

Nielsen Norman Group: Writing Effective Usability Tasks

Usability.gov: Scenario-Based Usability Tasks

ISO 25062 - Usability Test Reporting

NEW QUESTION #23

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

Answer: B

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

NEW QUESTION #24

Which of the following statements about usability testing is true?

- A. The conditions under which a usability test is done are irrelevant
- B. Before the usability test sessions, a pilot usability test session can be conducted
- C. A usability test consists of one usability test session
- D. The preparation of a usability test is optional

Answer: B

Explanation:

A pilot usability test session is a critical step prior to conducting the actual usability test. Its purpose is to ensure that the test setup, task design, and moderator instructions are clear and function as expected.

According to ISO 9241-210 and the Nielsen Norman Group's best practices, pilot testing helps detect unforeseen issues and fine-tune the process. Options A and B are incorrect because testing conditions must reflect realistic scenarios, and thorough preparation is essential to gather meaningful usability data. Option D is also incorrect; a usability test typically consists of multiple sessions with different users to gather sufficient data for analysis. The pilot session ensures everything works smoothly before involving real participants.

References:

ISO 9241-210:2019, Ergonomics of human-system interaction - Human-centred design Nielsen Norman Group: Usability Testing 101 Usability.gov: Pilot Testing

NEW OUESTION #25

A web shop owner used Google Analytics to gather information about her users. She found out that most users take about five minutes to place an order. Is the usability of the website good or bad?

- A. That depends on the context of use as users may have different expectations
- B. The usability of the website is good five minutes is a fair amount of time
- C. The usability of the website is bad five minutes is way too long
- D. That depends on the accessibility of the website

Answer: A

Explanation:

Usability is defined in ISO 9241-11 as the extent to which a system can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use. Without knowing the context-such as product complexity, user familiarity, device type, or purchasing habits-it is impossible to judge whether five minutes is good or bad. For complex items, five minutes may be reasonable, while for one-click purchases, it may be excessive. Thus, usability cannot be assessed solely based on one metric like time-it must be evaluated within its full usage context.

References

ISO 9241-11:2018 - Usability Definitions and Concepts Nielsen Norman Group: Context of Use in Usability Testing

Usability.gov: Usability and Context of Use

NEW QUESTION #26

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

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

NEW QUESTION #27

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