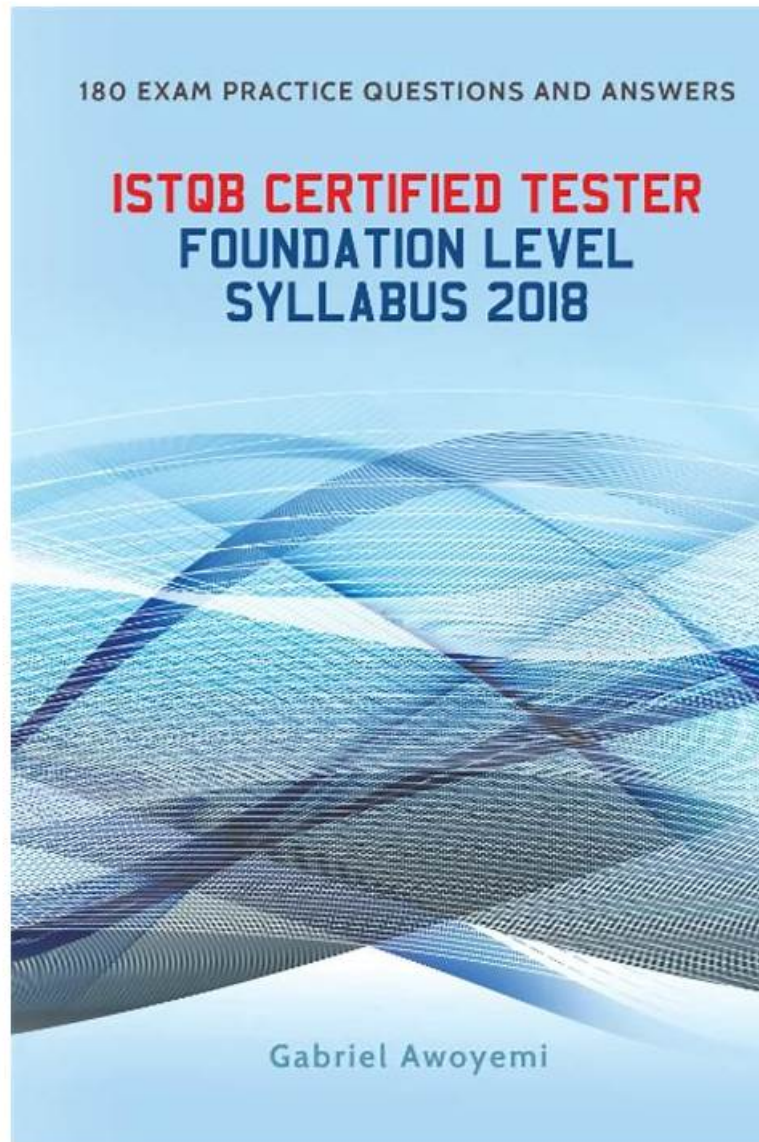


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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q22-Q27):

NEW QUESTION # 22

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 # 23

Which of the following statements about usability testing is true?

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

Answer: D

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

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NEW QUESTION # 24

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 consumed resources regularly and compare with the estimates
- B. Check that findings are communicated to the stakeholders
- C. Check whether the usability test report conforms to the best practices
- D. Check that the usability test plan has been properly reviewed

Answer: A

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 # 25

Which of the following is a principal task of the usability test moderator role?

- A. Create a survey plan
- B. Define testing tasks
- C. Log usability problems
- D. Write a usability test plan

Answer: B

Explanation:

The usability test moderator plays a crucial role during the execution phase of a usability test. Their principal task is to facilitate the test sessions by guiding participants through predefined testing tasks, observing behaviors, and ensuring that the test environment is neutral and free from bias. Defining testing tasks, however, is primarily done during the test design phase by the usability test designer or analyst, but the moderator ensures these tasks are clearly communicated and administered to participants during the session. Logging usability problems (option C) is often done by observers or analysts reviewing session recordings or notes, not directly by the moderator during live testing. Creating a survey plan (option A) and writing the usability test plan (option D) are preparatory activities generally done before the test sessions and are not the moderator's main focus. Therefore, the principal role of the moderator centers on conducting the sessions and managing task delivery effectively to obtain authentic user interaction with the system under test.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Process for usability testing

NEW QUESTION # 26

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. Usability maturity assessment
- B. Usability evaluation
- C. Risk assessment

- D. Accessibility evaluation

Answer: B

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

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NEW QUESTION # 27

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