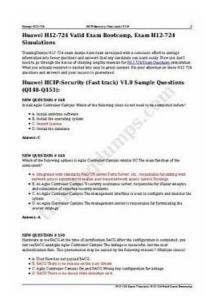
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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q38-Q43):

NEW QUESTION #38

What's the difference between an informal usability review and an expert usability review?

- A. An informal review only requires one reviewer
- B. An expert usability review is a formal review, not an informal review
- C. No formal usability qualifications are required for an informal usability review
- D. Contrary to an expert review, an informal usability review is based on opinion

Answer: C

Explanation:

An informal usability review can be conducted by anyone, including stakeholders or developers, and does not require formal usability training or qualifications. It is typically subjective and based on general impressions.

In contrast, an expert usability review (also called heuristic evaluation) is conducted by a trained usability expert who applies recognized usability principles. This is what differentiates the two approaches most clearly. Options A and C are misleading, expert reviews can be informal in format, and informal reviews aren't necessarily based solely on opinion. Option D is incorrect since both informal and expert reviews can be conducted individually or in groups.

References:

Nielsen Norman Group: Heuristic Evaluation ISO 9241-110:2020 - Interaction Principles Usability.gov: Expert Review vs Informal Review

NEW QUESTION #39

You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire.

You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements.

Which of the following user questionnaires allow benchmarking against previous usability measurements?

i. SUS

ii. SUMI

iii. WAMMI

- A. ii & iii are true, i is false
- B. i is true, ii & iii are false
- C. i, ii and iii are true
- D. i & ii are true, iii is false

Answer: C

Explanation:

SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.

Therefore, all three-i, ii, and iii-are true, making D the correct answer.

References:

Brooke, J. (1996). SUS - A Quick and Dirty Usability Scale

Kirakowski, J. (1994). SUMI Development

Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:

NEW QUESTION #40

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

Answer: C

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

NEW QUESTION #41

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

Answer: A

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 #42

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 pre-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

NEW QUESTION #43

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