



**Swedish Software Testing Board (SSTB)
International Software Testing Qualifications Board (ISTQB)**

**Foundation Level
Usability Testing Certificate
in Software Testing
Version 2018**

**Examination Questions
2019-06-18**

**Time allowed: 1:00
(For non-native English speakers 1:15)**

**There are 40 questions, each question 1 point
You need 26 points or more to pass**

You must follow directives given to you by the invigilator during the whole exam

**Mark your answers in the provided answer sheet. Try to answer all 40 questions.
Select one option per question if nothing else indicated. Erase any answer you
decide to change and mark your new chosen answer clearly.**

**You are not allowed to keep the questionnaire, other documents or notes. All
papers must be handed back to the invigilator at the end of the exam.**

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<p>1.</p>	<p>Which of these basic approaches to a software development project follows all key elements of human-centered evaluation?</p> <ul style="list-style-type: none">a) Interview users, iteratively develop prototypes, and evaluate the softwareb) Iteratively develop prototypes, perform expert reviews, and integrate found issuesc) Interview users, develop the software, and perform acceptance testd) Define requirements, develop the software, and perform acceptance test <p>Please select exactly 1 option</p>
<p>2.</p>	<p>You have just purchased a new defect tracking tool, but you have some problems with the installation. You have called the customer support number and they helped you install the software but also said that you should have been able to figure it out yourself and told you to read the manual before you call them again. Given your experience, what type of risk has been realized?</p> <ul style="list-style-type: none">a) Accessibility riskb) Usability riskc) User experience riskd) Support risk <p>Please select exactly 1 option</p>
<p>3.</p>	<p>Which of the following is a disadvantage to using a usability lab?</p> <ul style="list-style-type: none">a) Observers can come and go during the sessionb) Observers are restricted to a specific areac) The room may feel unrealistic to the userd) Each test will be conducted in a similar environment <p>Please select exactly 1 option</p>
<p>4.</p>	<p>You are conducting an evaluation that includes the online purchase, the download and installation, the actual use, and the support the customer receives from the call center for a given product. What type of evaluation are you conducting?</p> <ul style="list-style-type: none">a) Usability and User experienceb) Accessibilityc) User experienced) Usability <p>Please select exactly 1 option</p>

<p>5.</p>	<p>Your company has developed a new printer that is meant to automatically configure itself when installed.</p> <p>Previous versions of the printer have had installation issues resulting in the printer either failing to install or installing incorrectly and disabling the color printing capability. When this occurred, most people brought the printer back and demanded a refund even though the printer itself functioned correctly.</p> <p>Given this experience, what is a reasonable usability risk that should be tracked for the new printer release?</p> <ul style="list-style-type: none">a) The user documentation is not enough to help with the installation issues and the support team is slow in answering the phoneb) The lack of color printing capability causes an accessibility issue for people who need color printing to be able to read certain medical formsc) Users cannot figure out the installation issues and as a result they report their dissatisfaction to their friends on social media creating a negative image of the companyd) The lack of time available for the design team is causing poor usability design and analysis <p>Please select exactly 1 option</p>
<p>6.</p>	<p>You are creating tasks to be completed during a usability test.</p> <p>The software is used for people to register for a driver's license. This software gathers the user's information and assigns a driver's license number. Once the person has their number, they are then given a series of questions regarding their insurance information.</p> <p>Given this information, what would be a good first task for the usability testers?</p> <ul style="list-style-type: none">a) To write down their impressions of the home pageb) To conduct some exploratory testing and get a general impression of the softwarec) To enter their name and address into the applicationd) To take the simplest path all the way through the software including answering the insurance questions <p>Please select exactly 1 option</p>
<p>7.</p>	<p>What is the purpose of the evaluation step in the human-centered design process?</p> <ul style="list-style-type: none">a) To implement feedback and improve the product until the usability requirements are achievedb) To allow the user to see and use versions of the software as it evolvesc) To simplify the design processd) To reduce the need for requirements analysis <p>Please select exactly 1 option</p>

8.	<p>Which of the following is true?</p> <ul style="list-style-type: none">a) Usability is measured in terms of effectiveness, efficiency and satisfaction; Accessibility deals with a person's perceptions and responses resulting from using the software productb) User experience deals with a person's perceptions and responses resulting from using the software product; accessibility deals with a person's emotions, beliefs and perceptionsc) Usability deals with specified users achieving specified goals in a specified context of use with a software product; User experience deals with a person's perceptions and responses resulting from using the software productd) User experience deals with specified users achieving specified goals in a specified context of use with a software product; Usability deals with a person's perceptions and responses resulting from using the software product <p>Please select exactly 1 option</p>
9.	<p>Which of the following laws specifically requires private websites to be accessible to blind or visually impaired Internet users?</p> <ul style="list-style-type: none">a) Section 508b) The Rehabilitation Actc) The Americans with Disabilities Actd) The Equality Act <p>Please select exactly 1 option</p>
10.	<p>If a planned usability review is being conducted and the most experienced person in the review has six months of usability testing experience, what type of review is this?</p> <ul style="list-style-type: none">a) An expert usability reviewb) An ad hoc usability reviewc) A formal usability reviewd) An informal usability review <p>Please select exactly 1 option</p>

<p>11.</p>	<p>You have written a usability test report and have included the detailed findings and recommendations, the objectives of the test, the purpose of the test, and a description of the evaluation method that was used during the testing.</p> <p>You have included a single page executive summary. Your findings list includes the 35 defects that were found including a proposed resolution for each defect and the stakeholder's description of the problem.</p> <p>What should you change to align the report with best practices for this type of report?</p> <ul style="list-style-type: none">a) Remove the less important defects from the list to keep the list to no more than 25 defectsb) Remove the executive summary because that should be written as a separate documentc) Remove the proposed solutions and leave that to the developer to figure outd) Remove the stakeholder's descriptions of the problems and use a technical description <p>Please select exactly 1 option</p>
<p>12.</p>	<p>What is accessibility?</p> <ul style="list-style-type: none">a) Usability of a software product by people of different nationalities and languagesb) Usability of a software product by people with limited vision, hearing, dexterity, cognition or physical mobilityc) Usability of a software product by everyone regardless of capabilities or disabilitiesd) Usability of the software product focusing on the direct interaction of the software with the user <p>Please select exactly 1 option</p>
<p>13.</p>	<p>AWCAG guideline 1.1.1 says "Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language."</p> <p>Which of the following suggestions best illustrates the WCAG guideline?</p> <ul style="list-style-type: none">a) Images should include equivalent alternative text in the markup/codeb) Braille (embossed text for blind people) equivalents should be available for all textc) For all text that is difficult to understand, a simplified text alternative should be offeredd) Users should be able to easily magnify text up to 300% <p>Please select exactly 1 option</p>

14.	Which of the following is the correct description of the user interface? a) The user interface consists of all components of a software product that provide information and controls for the user to accomplish specific tasks with the software product b) The user interface is a process through which information about the usability of a software product is gathered in order to improve the software product or to assess the value of the software product's usability c) The user interface is a software defect which results in difficulty for the user when using the software product d) The user interface describes a person's perceptions and responses that result from the use and/or anticipated use of a product, system or service Please select exactly 1 option
15.	Which of the following is the most common problem that occurs when the usability tests are scheduled too late? a) The management is not interested in the results of the test because they do not understand the goals of usability testing b) The results may be received when the development team does not have time to address the issues c) The system testing schedule will be delayed waiting for the completion of usability testing d) The test team does not have time to support the test effort as they are busy with the final release testing Please select exactly 1 option
16.	Gathering comments from the users is a part of which principal step in usability testing? a) Communicating the findings from the test session b) Conducting the usability test session c) Preparing the usability test d) Conducting the retrospective after the testing has completed Please select exactly 1 option

17.	<p>Your company has recently released software that supports an ultrasound medical device and is interested in how the usability is perceived by the end users.</p> <p>Marketing wants to use a short questionnaire that will allow the user to respond subjectively to a small set of statements.</p> <p>Which questionnaire would be most appropriate to use to gather this information?</p> <ul style="list-style-type: none">a) RITEb) WAMMIc) SUMId) SUS <p>Please select exactly 1 option</p>
18.	<p>Which of the following actions should be taken as part of usability test planning?</p> <ul style="list-style-type: none">a) Selecting the moderator for the testsb) Determining how to analyze the results of previous usability testsc) Presenting the briefing instructions to the usersd) Deciding where to document known defects in the software <p>Please select exactly 1 option</p>
19.	<p>If a company has just launched a new mobile application, what information would they expect to get from a usability evaluation?</p> <ul style="list-style-type: none">a) An assessment of the market reception of the software and predictive sales informationb) An understanding of any learnability issues with the softwarec) An assessment of the efficiency and effectiveness of the softwared) An understanding of the users' satisfaction with the software <p>Please select exactly 1 option</p>

20.	<p>In what way does the Agile software development methodology help reduce internal resistance to usability findings?</p> <ul style="list-style-type: none">a) Because the software is evolving all the time, no one is really invested in its design, so changes are accepted easilyb) Because the whole-team approach is used, the team is accustomed to exchanging views freelyc) Because multiple users are a part of the team, they can be involved in the design and usability decisionsd) Because the scrum master guides the project, he will be able to determine which usability issues are valid <p>Please select exactly 1 option</p>
21.	<p>Which of the following is a reasonable goal of accessibility evaluation?</p> <ul style="list-style-type: none">a) To ensure that within a specific context of use, anyone can use the softwareb) To ensure learnability of the softwarec) To verify that the external influencing factors, such as presentation, are working effectively for the overall user experienced) To verify that the software is usable by people with specific disabilities <p>Please select exactly 1 option</p>
22.	<p>Which of the following is a valid example of a user interface guideline?</p> <ul style="list-style-type: none">a) Error messages must be constructive, precise, comprehensible and politeb) The user interface must be suitable for the taskc) Errors must be handled in a polite and tolerant way, never blaming the user for an errord) The company logo must appear in the upper left corner of each page. Its position must be the same as on the home page. Clicking the logo must cause the home page to be displayed <p>Please select exactly 1 option</p>

23.	<p>You are conducting usability testing on software that is used by people to register for a driver's license. This software gathers the user's information and assigns a driver's license number. The user is then taken to another page where they are asked about car insurance information. On that page they are required to enter their newly acquired driver's license number.</p> <p>Given this information, which heuristic should be used to identify a problem with the software?</p> <ul style="list-style-type: none">a) User control and freedomb) Error preventionc) Recognition rather than recalld) Visibility of system status <p>Please select exactly 1 option</p>
24.	<p>When considering a location for a usability test, what requirements do observers have?</p> <ul style="list-style-type: none">a) They should be able to interact with the user during the testb) They should not have access to refreshments in the observation roomc) They should be constrained and focused on the users during the entire testd) They should be able to come and go as needed <p>Please select exactly 1 option</p>
25.	<p>You are asked to evaluate the usability of a specialized medical software application. Due to time and budget constraints, it is not possible to include users in the evaluation process. Which of the following is a valid approach for evaluating the usability in this case?</p> <ul style="list-style-type: none">a) Accessibility Evaluationb) Usability Reviewc) User surveysd) Usability testing <p>Please select exactly 1 option</p>

26.	<p>In a project that is employing usability evaluation practices, which of the following should come first?</p> <ul style="list-style-type: none">a) Formative testingb) Formative and summative should occur at the same time during designc) Formative and summative should occur at the same time during requirements gatheringd) Summative testing <p>Please select exactly 1 option</p>
27.	<p>Your organization needs to create a usability survey that will gather the information needed to evaluate and improve the usability of your new product. Who should be responsible for these tasks?</p> <ul style="list-style-type: none">a) The usability testerb) The test managerc) The usability test moderatord) The project manager <p>Please select exactly 1 option</p>
28.	<p>What is an important component of an effective usability review?</p> <ul style="list-style-type: none">a) Screen layouts and narrative descriptionsb) A visible user interface, either real or simulatedc) A list of known usability issuesd) A detailed design document <p>Please select exactly 1 option</p>
29.	<p>If you are evaluating the services that a user receives prior to using the software, what type of evaluation are you doing?</p> <ul style="list-style-type: none">a) Accessibilityb) User experiencec) User servicesd) Usability <p>Please select exactly 1 option</p>

30.	<p>While doing the usability re-design, the developers asked several user representatives for early feedback. However, feedback was inconsistent. When they implemented the code, the developers ignored some of the feedback. Given this information, what is the best approach to use to verify the usability?</p> <ul style="list-style-type: none">a) A usability review should be used to ensure that the design is optimalb) A usability maturity assessment should be conducted to ensure the team is using best practicesc) A usability test should be conducted to ensure the feedback is not dismissed as opiniond) A formative usability analysis should be conducted to ensure the design contains important usability characteristics <p>Please select exactly 1 option</p>
31.	<p>What is “think aloud” usability testing?</p> <ul style="list-style-type: none">a) It is a form of post-session review where the usability tester discusses what they were thinking as they ran the testsb) It is a method used to encourage the user to voice their thoughts as they are conducting their testsc) It is testing conducted by a pair of usability testers who discuss the tests as they execute themd) It is a method used during formative evaluation to “talk through” the proposed user interface <p>Please select exactly 1 option</p>
32.	<p>You have conducted several usability lab sessions and it is becoming clear that the software is quite difficult to use. The users can't figure out what to do and end up frustrated with the software when trying to complete simple tasks. You have shared these results with the developers, but they don't think there is a problem. What approach should you take to convince the developers that an issue exists?</p> <ul style="list-style-type: none">a) Have the developers sit with the users and walk them through the software so the users don't get frustratedb) Explain to the developer the issue is likely design-relatedc) Have the developers observe a usability session to better understand where the users are getting confusedd) Write defect reports for each issue and give each a high severity rating <p>Please select exactly 1 option</p>

33.	<p>If a user has become confused and frustrated during a test session, what actions should the moderator take?</p> <ul style="list-style-type: none">a) The moderator should point the user to the documentation but should not helpb) The moderator should help the user and provide instructions as needed to get them back on trackc) The moderator should have no interaction with the user regardless of how confused or frustrated the user getsd) The moderator should wait until the user is blocked before helping the user move to the next test task <p>Please select exactly 1 option</p>
34.	<p>Which of the following is the best usability evaluation approach for an agile software development lifecycle?</p> <ul style="list-style-type: none">a) RAD, informal and quick, monthly cycle testingb) RITE, discount, weekly testingc) REST, formative, daily usability labsd) RUP, usability reviews, usability acceptance criteria <p>Please select exactly 1 option</p>
35.	<p>You are in a café and have 10-15 minutes available with potential mobile application users. What is your best option regarding usability testing?</p> <ul style="list-style-type: none">a) Perform a survey-based testb) Perform an informal test session where the potential users try to use the productc) Perform formative testing for 15 minutesd) Perform a questionnaire-based test <p>Please select exactly 1 option</p>
36.	<p>At the end of the usability session, the users will be interviewed to gather their opinions on what worked and what didn't work, what they liked and what they found difficult to use. Who should conduct this interview?</p> <ul style="list-style-type: none">a) The usability test moderatorb) The usability testerc) The test managerd) The project manager <p>Please select exactly 1 option</p>

37.	When conducting quality control activities for a usability test, why should you observe the first two or three test sessions? a) To ensure the sessions are conducted in accordance with the usability test script b) To ensure the sessions are conducted by a test manager c) To ensure the sessions are documented properly in the test management system d) To ensure the sessions are conducted in accordance with the usability test plan Please select exactly 1 option
38.	Questions that are asked of the user at the conclusion of the usability session are included in which usability testing documentation? a) The usability risk register b) The usability test script c) The usability test plan d) The usability checklist Please select exactly 1 option
39.	Which of the following is an example of a positive usability finding? a) A user was able to follow the steps of the scenario b) The moderator did not have to redirect the user at any point c) A user found a defect that will need to be fixed prior to release d) A user complimented the easy to use help feature Please select exactly 1 option
40.	If the users are made uncomfortable by the software when they use it, what type of issue is this? a) Efficiency b) Effectiveness c) Functional d) Satisfaction Please select exactly 1 option

Please return this questionnaire and all your notes together with your answer sheet at the end of the examination.

Sample Exam