Sample Exam – Questions
Sample Exam set A
Version 1.2

ISTQB® Usability Tester Syllabus Specialist
Compatible with Syllabus version 2018

International Software Testing Qualifications Board

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Document Responsibility

The ISTQB® Examination Working Group is responsible for this document.

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Revision History

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Version	Date	Remarks
1.2	June 15, 2021	Update of Copyright Notice Update of layout
1.1	September 25, 2018	GA Release for 2018 Version Name changed to usability testing Change to questions: #3, #16, and #32 Minor typos corrected
1.0	October 21, 2016	GA Release for 2016 Version

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Introduction

Purpose of this document

The sample questions and answers and associated justifications in this sample exam set have been created by a team of Subject Matter Experts and experienced question writers with the aim of assisting ISTQB® Member Boards and Exam Boards in their question writing activities.

These questions cannot be used as-is in any official examination, but they should serve as guidance for question writers. Given the wide variety of formats and subjects, these sample questions should offer many ideas for the individual Member Boards on how to create good questions and appropriate answer sets for their examinations.

Instructions

In this document you may find:

- Questions[1], including for each question:
  - Any scenario needed by the question stem
  - Point value
  - Response (answer) option set
- Additional questions, including for each question [does not apply to all sample exams]:
  - Any scenario needed by the question stem
  - Point value
  - Response (answer) option set

- *Answers, including justification are contained in a separate document*

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[1] In this sample exam the questions are sorted by the LO they target; this cannot be expected of a live exam.

Questions

Question #1 (1 point)
Which of the following is true?

    a) 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 product
    b) Usability is measured in terms of effectiveness, efficiency and satisfaction; Accessibility deals with a person's perceptions and responses resulting from using the software product
    c) 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
    d) 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 perceptions

Select ONE option.

Question #2 (1 point)
Which of the following is a reasonable goal of accessibility evaluation?

    a) To ensure that within a specific context of use, anyone can use the software
    b) To verify that the external influencing factors, such as presentation, are working effectively for the overall user experience
    c) To ensure learnability of the software
    d) To verify that the software is usable by people with specific disabilities

Select ONE option.

Question #3 (1 point)
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?

    a) Usability
    b) User experience
    c) Accessibility
    d) Usability and User experience

Select ONE option.

Question #4 (1 point)

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?

    a) Accessibility Evaluation
    b) Usability testing
    c) User surveys
    d) Usability Review

Select ONE option.

Question #5 (1 point)

In a project that is employing usability evaluation practices, which of the following should come first?

    a) Formative testing
    b) Summative testing
    c) Formative and summative should occur at the same time during requirements gathering
    d) Formative and summative should occur at the same time during design

Select ONE option.

Question #6 (1 point)

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

    a) Define requirements, develop the software, and perform acceptance test
    b) Interview users, iteratively develop prototypes, and evaluate the software
    c) Iteratively develop prototypes, perform expert reviews, and integrate found issues
    d) Interview users, develop the software, and perform acceptance test

Select ONE option.

Question #7 (1 point)

What is the purpose of the evaluation step in the human-centered design process?

    a) To reduce the need for requirements analysis
    b) To simplify the design process
    c) To allow the user to see and use versions of the software as it evolves
    d) To implement feedback and improve the product until the usability requirements are achieved

Select ONE option.

Question #8 (1 point)

Which of the following are the best usability evaluation approaches for an agile software development lifecycle?

    a) RITE, discount, weekly testing
    b) RAD, informal and quick, monthly cycle testing
    c) RUP, usability reviews, usability acceptance criteria
    d) REST, formative, daily usability labs

Select ONE option.

Question #9 (1 point)

You have just purchased a new defect tracking tool but you are having 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?

    a) Accessibility risk
    b) User experience risk
    c) Usability risk
    d) Support risk

Select ONE option.

Question #10 (1 point)

Your company has developed a new printer that is meant to automatically configure itself when installed. 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. Given this experience, what is a reasonable usability risk that should be tracked for the new printer release?

    a) 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 company
    b) The user documentation is not sufficient to help with the installation issues and the support team is slow in answering the phone
    c) The lack of color printing capability causes an accessibility issue for people who need color printing to be able to read certain medical forms
    d) The lack of time available for the design team is causing poor usability design and analysis

Select ONE option.

Question #11 (1 point)

Which of the following is a valid example of a user interface guideline?

a) The company logo must appear in the upper left corner of each page. Its position must be exactly the same as on the home page. Clicking the logo must cause the home page to be displayed
b) Error messages must be constructive, precise, comprehensible and polite
c) Errors must be handled in a polite and tolerant way, never blaming the user for an error
d) The user interface must be suitable for the task

Select ONE option.

Question #12 (1 point)

WCAG 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".

Which of the following suggestions best illustrates the WCAG guideline?

a) Users should be able to easily magnify text up to 300%
b) Images should include equivalent alternative text in the markup/code
c) Braille (embossed text for blind people) equivalents should be available for all text
d) For all text that is difficult to understand, a simplified text alternative should be offered

Select ONE option.

Question #13 (1 point)

Which of the following laws specifically requires private websites to be accessible to blind or visually impaired Internet users?

a) The Equality Act
b) The Americans with Disabilities Act
c) The Rehabilitation Act
d) Section 508

Select ONE option.

Question #14 (1 point)

What is an important component of an effective usability review?

a) A detailed design document
b) Screen layouts and narrative descriptions
c) A visible user interface, either real or simulated
d) A list of known usability issues

Select ONE option.

Question #15 (1 point)

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?

a) A formal usability review
b) An informal usability review
c) An expert usability review
d) An ad hoc usability review

Select ONE option.

Question #16 (1 point)

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.

Given this information, which heuristic should be used to identify a problem with the software?

a) User control and freedom
b) Error prevention
c) Visibility of system status
d) Recognition rather than recall

Select ONE option.

Question #17 (1 point)

Gathering comments from the users is a part of which principal step in usability testing?

a) Preparing the usability test
b) Conducting the usability test session
c) Communicating the findings from the test session
d) Conducting the retrospective after the testing has completed

Select ONE option.

Question #18 (1 point)

Which of the following actions should be taken as part of usability test planning?

a) Selecting the moderator for the tests
b) Determining how to analyze the results of previous usability tests
c) Deciding where to document known defects in the software
d) Presenting the briefing instructions to the users

Select ONE option.

Question #19 (1 point)

Questions that are asked of the user at the conclusion of the usability session are included in which usability testing documentation?

    a) The usability test plan
    b) The usability risk register
    c) The usability checklist
    d) The usability test script

Select ONE option.

Question #20 (1 point)

You are creating tasks to be completed during a usability test. 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. Given this information, what would be a good first task for the usability testers?

    a) To conduct some exploratory testing and get a general impression of the software
    b) To write down their impressions of the home page
    c) To enter their name and address into the application
    d) To take the simplest path all the way through the software including answering the insurance questions

Select ONE option.

Question #21 (1 point)

When considering a location for a usability test, what requirements do observers have?

    a) They should be able to come and go as needed
    b) They should be constrained and focused on the users during the entire test
    c) They should not have access to refreshments in the observation room
    d) They should be able to interact with the user during the test

Select ONE option.

Question #22 (1 point)

Which of the following is a disadvantage to using a usability lab?

    a) Observers are restricted to a specific area
    b) The room may feel unrealistic to the user
    c) Each test will be conducted in a similar environment
    d) Observers can come and go during the session

Select ONE option.

Question #23 (1 point)

If a user has become confused and frustrated during a test session, what actions should the moderator take?

    a) The moderator should help the user and provide instructions as needed to get them back on track
    b) The moderator should point the user to the documentation but should not help
    c) The moderator should wait until the user is blocked before helping the user move to the next test task
    d) The moderator should have no interaction with the user regardless of how confused or frustrated the user gets

Select ONE option.

Question #24 (1 point)

Which of the following is an example of a positive usability finding?

    a) A user found a defect that will need to be fixed prior to release
    b) A user complimented the easy to use help feature
    c) A user was able to follow the steps of the scenario
    d) The moderator did not have to redirect the user at any point

Select ONE option.

Question #25 (1 point)

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. 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. What should you change to align the report with best practices for this type of report?

    a) Remove the stakeholder's descriptions of the problems and use a technical description
    b) Remove the proposed solutions and leave that to the developer to figure out
    c) Remove the less important defects from the list to keep the list to no more than 25 defects
    d) Remove the executive summary because that should be written as a separate document

Select ONE option.

Question #26 (1 point)

In what way does the Agile software development methodology help reduce internal resistance to usability findings?

    a) Because the software is evolving all the time, no one is really invested in its design so changes are accepted easily
    b) Because the whole-team approach is used, the team is accustomed to exchanging views freely
    c) Because the scrum master guides the project, he will be able to determine which usability issues are valid
    d) Because multiple users are a part of the team, they can be involved in the design and usability decisions

Select ONE option.

Question #27 (1 point)

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 fairly 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?

    a) Write defect reports for each issue and give each a high severity rating
    b) Explain to the developer the issue is likely design-related
    c) Have the developers sit with the users and walk them through the software so the users don't get frustrated
    d) Have the developers observe a usability session to better understand where the users are getting confused

Select ONE option.

Question #28 (1 point)

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 in accordance with the usability test plan
    c) To ensure the sessions are conducted by a test manager
    d) To ensure the sessions are documented properly in the test management system

Select ONE option.

Question #29 (1 point)

Which of the following is the most common problem that occurs when the usability tests are scheduled too late?

a) The test team does not have time to support the test effort as they are busy with the final release testing
b) The management is not interested in the results of the test because they do not understand the goals of usability testing
c) The results may be received when the development team does not have time to address the issues
d) The system testing schedule will be delayed waiting for the completion of usability testing

Select ONE option.

Question #30 (1 point)

If a company has just launched a new mobile application, what information would they expect to get from a usability evaluation?

a) An understanding of the users' satisfaction with the software
b) An understanding of any learnability issues with the software
c) An assessment of the efficiency and effectiveness of the software
d) An assessment of the market reception of the software and predictive sales information

Select ONE option.

Question #31 (1 point)

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. Marketing wants to use a short questionnaire that will allow the user to respond subjectively to a small set of statements. Which questionnaire would be most appropriate to use to gather this information?

a) SUMI
b) WAMMI
c) SUS
d) RITE

Select ONE option.

Question #32 (1 point)

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?

a) A usability review should be used to ensure that the design is optimal
b) A usability test should be conducted to ensure the feedback is not dismissed as opinion
c) A usability maturity assessment should be conducted to ensure the team is using best practices
d) A formative usability analysis should be conducted to ensure the design contains important usability characteristics

Select ONE option.

Question #33 (1 point)

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?

a) The usability test moderator
b) The usability tester
c) The test manager
d) The project manager

Select ONE option.

Question #34 (1 point)

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?

a) The usability test moderator
b) The usability tester
c) The test manager
d) The project manager

Select ONE option.

Question #35 (1 point)

What is "think aloud" usability testing?

a) It is testing conducted by a pair of usability testers who discuss the tests as they execute them
b) It is a form of post-session review where the usability tester discusses what they were thinking as they ran the tests
c) It is a method used during formative evaluation to "talk through" the proposed user interface
d) It is a method used to encourage the user to voice their thoughts as they are conducting their tests

Select ONE option.

Question #36 (1 point)

You are in a café and have 10-15 minutes available with potential mobile application users. What is your best option regarding usability testing?

a) Perform an informal test session where the potential users try to use the product

B. Perform a survey-based test

C. Perform a questionnaire-based test

D. Perform formative testing for 15 minutes

Select ONE option.

Question #37 (1 point)

What is accessibility?

a) Usability of a software product by everyone regardless of capabilities or disabilities
b) Usability of a software product by people with limited vision, hearing, dexterity, cognition or physical mobility
c) Usability of a software product by people of different nationalities and languages
d) Usability of the software product focusing on the direct interaction of the software with the user

Select ONE option.

Question #38 (1 point)

If you are evaluating the services that a user receives prior to using the software, what type of evaluation are you doing?

a) Usability
b) User experience
c) Accessibility
d) User services

Select ONE option.

Question #39 (1 point)

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 software defect which results in difficulty for the user when using the software product
c) 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
d) 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.

Select ONE option.

Question #40 (1 point)

If the users are made uncomfortable by the software when they use it, what type of issue is this?

    a) Efficiency
    b) Functional
    c) Effectiveness
    d) Satisfaction

Select ONE option.