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Exam : **CTFL-UT**

Title : ISTQB Certified Tester-
Foundation Level - Usability
Testing

Vendor : ISQI

Version : DEMO

NO.1 What is the System Usability Scale (SUS)?

- A.** Testing to evaluate the degree to which the system can be used by specified users with effectiveness, efficiency and satisfaction in a specified context of use.
- B.** A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- C.** A simple, ten-item attitude scale giving a global view of subjective assessments of usability.
- D.** A requirement on the usability of a component of system

Answer: C

Explanation:

The System Usability Scale (SUS) is a standardized, reliable tool used to measure perceived usability. It consists of 10 items with five response options (from strongly agree to strongly disagree). It is widely used due to its simplicity and effectiveness in providing a single score to reflect a user's overall satisfaction with a system. Option A refers to ISO's definition of usability testing, B describes a task in usability testing, and D refers to a usability requirement, not SUS. Therefore, the correct description of SUS is option C.

References:

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

Usability.gov: System Usability Scale (SUS)

ISO/IEC 25062 - Common Industry Format for Usability Test Reports

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NO.2 You're redesigning the web shop of a customer and found out that they are using legacy web design techniques like HTML tables for design matters, making the website hard to be operated using alternative input and output devices (e.g. screen readers).

Which kind of risk is most likely to occur?

- A.** There's no risk predictable
- B.** Accessibility risk
- C.** User experience risk
- D.** Usability risk

Answer: B

Explanation:

The use of HTML tables for layout instead of proper semantic HTML and responsive design violates accessibility guidelines, particularly those defined in the Web Content Accessibility Guidelines (WCAG).

Such a design makes it difficult or impossible for users relying on screen readers, keyboard navigation, or other assistive technologies to interact effectively with the site. Therefore, this creates a significant accessibility risk, which is distinct from general usability or user experience risks.

Accessibility ensures inclusion of users with physical or cognitive impairments, making option B the correct choice.

References:

* W3C: Web Content Accessibility Guidelines (WCAG) 2.1

* ISO 9241-171:2008 - Software Accessibility

* Usability.gov: Accessibility Guidelines

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NO.3 What is a usability test task?

- A.** A document specifying a sequence of actions for the execution of a usability test. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post-session interview questions
- B.** A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time
- C.** A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)
- D.** A test session in usability testing in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers

Answer: B

Explanation:

A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product"). The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.

References:

- * ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports
- * Nielsen Norman Group: Writing Effective Usability Tasks
- * Usability.gov: Usability Test Task Design

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NO.4 Which of the following is a key activity in a usability test session?

- A.** Test the set up and modify the test script if needed
- B.** Moderate the usability test
- C.** Extract usability findings and recommendations
- D.** Talk to the participant during the completion of a task

Answer: B

Explanation:

Moderating the usability test is a core activity during the actual usability test session. The moderator guides participants through tasks, ensures the session stays on track, and avoids introducing bias. Option A (testing the setup) happens before the session, during preparation. Option C (extracting findings) occurs during analysis, after the test. Option D (talking during task execution) should be minimized unless necessary, to avoid influencing user behavior. Therefore, option B is the only correct answer aligned with best practices in usability testing.

References:

- Nielsen Norman Group: Role of the Usability Test Moderator
- ISO 25062:2006 - Usability Test Documentation
- Usability.gov: Conducting a Usability Test

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