Foundation Level Syllabus

Usability Tester

Sample Exam

Answers

Version 2017

Provided by German Testing Board

GTB
German Testing Board
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Revision History

Version	Date	Remarks
2016	21st October 2016	GA Release for 2016 Version
2017	21st July 2017	Rework and GTB Release

0   Introduction

0.1   Purpose of this document

This document contains the answers to the sample exam provided bythe GTB for the Foundation Level Usability Tester certification.

These answers have no relevance for any official examination. Exam participants can use them to prepare themselves for the examination.

Please refer to relevant docuement containing the sample exam questions for further information.

1 Answers and Justifications

Question	Correct Answer	Explanation / Rationale	Learning Objective (LO)
1	A	A is correct. B is incorrect. The usability definition is correct, but the second part refers to user experience, not accessibility. C is incorrect. The first part is Usability and the second part is user experience. D is incorrect. Both parts refer to user experience.	UTFL-1.1.1
2	D	D is correct. A is not correct, this is a usability test. B is not correct, this is a factor in user experience. C is not correct, this is a factor in user experience.	UTFL-1.1.2
3	B	B is correct. These evaluation areas are included only for the evaluation of user experience.	UTFL-1.2.1
4	D	D is correct. The usability review includes expert-based approaches, which do not necessarily require users to be involved. A is incorrect. An accessibility evaluation, just like a usability evaluation, may use one of the three other mentioned approaches. B is incorrect. Usability testing definitely needs users to be performed C is incorrect. User surveys, as the name states, needs users to answer the survey.	UTFL-1.2.2
5	A	A is correct. Formative is designed to identify and analyze usability problems and is a qualitative technique that is used during design. Summative is focused on obtaining measurements and is quantitative in nature and is used after the product has been released to production (or near to release).	UTFL-1.2.3
6	B	B is correct. All activities can be found in key elements of human-centered design: Users are included, prototypes are evaluated and then refined. A is incorrect. Developing the software is not explicitly part of human-centered design: . C is incorrect. Although this approach takes the prototyping aspect and the evaluation into consideration, the users are only shown the	UTFL-1.3.1

Question	Correct Answer	Explanation / Rationale	Learning Objective (LO)
		design. They must be directly involved in creating it. D is incorrect. This approach may take the users and evaluation aspects into consideration, but automating usability tests is not part of human-centered design.	
7	C	C is correct per the syllabus. The human-centered design process requires that the user be involved in all phases. They should see the software as it evolves and provide feedback that can be incorporated into the design. A is incorrect. Evaluation does not replace requirements analysis B is incorrect. Evaluation is not performed with the purpose of simplifying the design process D is incorrect. Evaluation helps to provide feedback, but this is not its principal purpose in the context of human-centered design.	UTFL-1.3.2
8	A	A is correct. Rapid Iterative Testing and Evaluation (RITE), informal and quick (discount) usability testing and usability testing conducted consistently on a weekly basis are evaluation approaches that are particularly well-suited for an agile environment. B is not correct because monthly cycle testing would not be fast enough for agile and RAD is a development process. C is not correct because the Rational Unified Process is a development process rather than a usability evaluation approach. D is not correct. REST is a communication protocol and not a usability evaluation approach.	UTFL-1.3.3
9	D	D is correct. The think aloud method is used by the moderator to understand what the user is thinking as they are conducting their tests.	Term
10	B	B is the correct definition per the syllabus / glossary	Term
11	B	B is the correct definition per the syllabus / glossary	Term
12	A	A is the correct definition per the syllabus / glossary	Term
13	D	D is the correct definition per the syllabus / glossary	Term
14	B	B is correct. This is a problem with the user experience which includes the entire user experience around the product, not just working with the product itself. A is not correct because this is not an accessibility risk.	UTFL-2.2.1

Question	Correct Answer	Explanation / Rationale	Learning Objective (LO)
		C is not correct because this is a user experience risk dealing with entire user experience, not just usability. D is not correct because the risk is not related to the supportability of the product but rather the people in the support department.	
15	A	A is correct. This is risk in that the users cannot figure out how to install the software and spread their dissatisfaction to their friends. B is not correct because this is actually a user experience risk rather than a usability risk. C is not correct because this is an accessibility risk rather than a usability risk. D is not correct because this is a project risk.	UTFL-2.2.2
16	A	A is correct. This example appears in the Syllabus, section 3.1. B is incorrect. This is a heuristic, not a user interface guideline. C is incorrect. This is the dialogue principle "Error tolerance", it is not a user interface guideline. D is incorrect. This is the dialogue principle. "Suitability for the task" is not a user interface guideline.	UTFL-3.1.1
17	B	B is correct. This suggestion addresses images – that is, non-text content. The example is included in the Syllabus, section 3.2.2. It originates from http://www.w3.org/standards/webdesign/accessibility. A, C and D are incorrect. The suggestions addresses text, not "non-text content".	UTFL-3.2.1
18	B	B is correct. This is highlighted in the ADA regarding private websites. A is not correct. It does not specifically reference web sites. C is not correct. This act was enacted in 1973 and refers to Federal agencies. D is not correct because it has a more general focus that everyone should have the same access to information.	UTFL-3.2.2
19	C	C is correct. The more realistic the UI, the more accurate and effective the review will be. A is not correct because a detailed overview of the system architecture doesn't provide the look and feel that a real UI does. B is not correct for the same reason as A. D is not correct. This might help in testing, but not during the usability review since that review is usually conducted by experts and those familiar with how the software must work.	UTFL-4.1.1

Question	Correct Answer	Explanation / Rationale	Learning Objective (LO)
20	**B**	B is correct. This is an informal usability review with people who may have some awareness of usability, but are not recognized experts. A is not correct because a formal usability review requires usability experts. C is not correct because six months does not constitute an expert. D is not correct because this review has been planned and prepared.	UTFL-4.2.1
21	**D**	D is correct. The user is being asked to remember the driver's license number and re-enter it. The software should supply the number (since it just assigned it) rather than requiring the user to recall it. A, B, and C are checklist items but are not applicable to this scenario.	UTFL-4.2.2
22	**B**	B is correct. The post-session interview is part of the test session and is used to get the user's feedback and impressions.	UTFL-5.2.1
23	**A**	A is correct. The moderator's name is normally included in the test plan so it is determined during the test planning. B and C are not correct because they refer to previous tests and defects that may not be relevant for this testing. Known defects could change though if testing is on-going. D is not correct because these details are not usually known at the time the test plan is written and are likely to change. The briefing instructions are included in the usability test scripts which are prepared after planning is complete.	UTFL-5.3.1
24	**D**	D is correct. The pre-session and post-session interview questions to be used by the moderator are included in the usability test script.	UTFL-5.3.2
25	**D**	D is correct. The first task should be simple and easy for the user. Taking the simplest path should allow users to have a good experience with their first use of the software. A is not correct because we want them to follow a script rather than explore. B is not correct because this will be gathered in the post-session interview. C is not correct. A good test task is relevant from the test participant's point of view. Simply entering name and address is not relevant from the test participant's point of view.	UTFL-5.3.3

Question	Correct Answer	Explanation / Rationale	Learning Objective (LO)
26	A	A is correct. Observers should be able to come and go without interfering with the test. B is not correct because mobility in the observers is often necessary, particularly for long sessions. C is not correct because it is a regulation that limits the observers. D is not correct because the moderator interacts with the user at the beginning and end of the session, not the observers.	UTFL-5.3.4
27	B	B is correct. This is a risk with a usability lab because it may not be representative of the real environment. A is not a disadvantage because observers can collaborate with each other without disturbing the test. C and D are all advantages to using a usability lab.	UTFL-5.3.5
28	C	C is correct. The moderator should only step in if the user is completely stuck and then should help by directing the user to the next task. The point of the moderator is to observe and encourage the user to think aloud, not to help the user.	UTFL-5.4.1
29	B	B is correct. Positive usability findings include feedback to the development team about which features should not be modified or deleted. A is incorrect because a defect is not a positive find. C is incorrect. It relates to a usaibilty test task and not the software application. D is incorrect. It relates to a usaibilty test environment and not the software application.	UTFL-5.5.2
30	C	C is correct. 80 defects included on the report is too high and must be reduced A is not correct because the descriptions should be breif and not wordy. Making them more extensive may make them less understandable. B is not correct. Providing the e-mail addresses of participants goes against the best practice of respecting private information. D is not correct because the executive summary is an important part of the report.	UTFL-5.6.1
31	B	B is correct. A whole-team approach encourages exchange of views and shared ownership of usability. This will help to reduce internal resistance to usabilty findings.	UTFL-5.6.2

Question	Correct Answer	Explanation / Rationale	Learning Objective (LO)
		A is not correct. Just because there are "frequent changes" does not means there is a tendency to accept usability issues more easily. C is not correct. Usabilty is not considered to be "more important" in agile projects. D is not correct Just because there is less documentation does not means there is a tendency to accept usability issues more easily.	
32	D	D is correct. This is the best way to get the developers to understand the problems that the users are experiencing and to get them to understand that the users aren't just being stupid but that they are legitimately confused. A will not help because it won't create the understanding that's needed from the developers. B is not correct because an open confrontation won't build understanding. C is not correct because the developers need to observe not instruct.	UTFL-5.6.3
33	A	A is correct. The usability test script describes how usability test sessions should be run. B is not correct because the plan does not describe the test sessions at the appropriate level. C is not correct because the sessions should be conducted by a moderator. D is not correct because the sessions are usually documented in reports rather than in the test management system.	UTFL-5.7.1
34	C	C is correct. The biggest issue is that the results may arrive too late for the developers to be able to make the changes. A is not correct because, although the testers may be time compressed as well, it doesn't matter because the developers don't have time to make the changes. B is not correct. It's not a problem that's isolated to the usability testing happening late in the schedule. This can be a problem regardless of when the tests are run. D is not correct because usability testing is usually done during or after system testing and would not delay system testing.	UTFL-5.8.1
35	A	A is correct. Evaluating the level of user satisfaction is the primary goal of a usability survey.	UTFL-6.2.1

Question	Correct Answer	Explanation / Rationale	Learning Objective (LO)
36	C	C is correct. SUS is the System Usability Scale and uses a 10 item questionnaire to provide a high-level subjective assessment of usability. A is not correct because SUMI has 50 questions so is not "short". B is not correct because WAMMI is focused on web software. This is not web software. D is not correct. RITE it not a standardized questionnaire. It is a test method.	UTFL-6.3.1
37	B	B is correct. This is a team with a low usability maturity and they are most likely to value feedback from real users now that the code has been developed. A is not correct because the results from the review are likely to be dismissed by this immature team. C is not correct because that assessment is not really needed at this point. It's clear that they have a low level of maturity because they asked a few users and then picked and chose which comments they wanted to take. D is not correct because a formative analysis should be done during design, not after implementation.	UTFL-7.1.1
38	A	A is correct. This form of usability testing is both informal and quick. It is done in an informal environment, such as a café, and is usually conducted in short time periods such as 15 minutes. B, C and D are not correct. There is not enough time to conduct these forms of evaluation.	Term
39	B	B is correct. Selecting an appropriate questionnaire is a principle task of the usability tester.	UTFL-8.1.1
40	A	A is correct. Conducting the post-session interview is the responsibility of the moderator of the usability test.	UTFL-8.2.1