Foundation Level Syllabus

Usability Tester

Sample Exam

Version 2017

Provided by German Testing Board

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 a full sample exam following the rules described in the Foundation Level Exam Structure and Rules document. The sample questions, answer sets and associated justifications in this document have been created by a team of subject matter experts and experienced question writers with the aim of assisting Testing Boards and Exam Boards in their question writing activities as well as people planning to take the GTB Foundation Level Usability Tester examination.

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. Furthermore training providers can use these questions as part of their training to prepare participants for the examination.

0.2 Instructions

The question and answer sets are organized in the following way:
- Learning Objective and K-level
- Question - including any scenario followed by the question stem
- Answer Set
- Correct answer – including justification of the answers (The correct answer and justifications are contained in a separate document – 'CTFL SampleExam Justifications')

0.3 General Information on the sample exam paper

Number of questions: 40
Standard Duration of the examination: 60 minutes
Total number of marks possible: 40
Pass mark: 26 (or more)

1   Basic Concepts

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.

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

Question #3 (1 point)

When the evaluation includes the services received prior to and after the use of the software product, what type of evaluation is being conducted?

    A. Usability

    B. User experience

    C. Accessibility

    D. Usability and User experience

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

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

Question #6 (1 point)

Which of the following options decribe activities found in the key elemments of human-centered design?

    A.   Observe users at work, develop the software, refine prototypes
    B.   Interview users, evaluate a prototype by watching people use it, refine prototypes
    C.   Develop prototypes, perform expert usability reviews, show the design to users
    D.   Interview users, automate usability tests, refine prototypes

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

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

Question #9 (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

Question #10 (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

Question #11 (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

Question #12 (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.

Question #13 (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

2 Risks in Usability, User Experience and Accessibility

Question #14 (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 would you associate with this situation?

    A. Accessibility risk
    B. User experience risk
    C. Usability risk
    D. Support risk

Question #15 (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

Question #16 (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.

3   Usability and Accessbility Standards

Question #17 (1 point)

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."

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.

Question #18 (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

4 Usability Reviews

Question #19 (1 point)

What is an important input to an effective usability review?

- A. A detailed overview of the system architecture
- B. Questionairre templates for the user survey
- C. A visible user interface, either real or simulated
- D. A list of known usability issues

Question #20 (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

5 Usability Testing

Question #21 (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 item on the heuristic checklist would identify a usability problem with this software?

    A. User control and freedom
    B. Error prevention
    C. Visibility of system status
    D. Recognition rather than recall

Question #22 (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

Question #23 (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

Question #24 (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

Question #25 (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 you suggest as a good first task for the usability participants?

    A. Conduct detailed exploratory testing
    B. Write down their impressions of the home page
    C. Try to enter their name and address into the application
    D. Take the simplest path through the application

Question #26 (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

Question #27 (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 artificial to the user
    C. Each test will be conducted in a similar environment
    D. Observers can come and go during the session

Question #28 (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

Question #29 (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 mentioned that a feature should not be changed
- C. A user was able to follow the steps of the scenario

The user told the moderator that they liked the feeling of privacy provided by the usability test lab

Question #30 (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 one page executive summary. Your findings list includes 80 defects that were found including for each defect a brief description and a proposed resolution The report includes an anonymized list of test participants. What should you change to align the report with best practices for this type of report?

- A. Make the problem descriptions more extensive so that the stakeholders can understand the problems more easily
- B. Provide e-mail addresses of test participants to ensure they can be contacted if there are any follow-up questions
- C. Remove the less important defects from the list to keep the list to a more suitable size
- D. Remove the executive summary because that should be written as a separate document

Question #31 (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, usability findings are raised more often and they are therefore more easy to accept
- B. Because the whole-team approach is used, the team is accustomed to freely exchanging views about usability
- C. Because agile projects place more importance on usability issues, resistance to usability findings is lower
- D. Because there is often no formal documentation there is more acceptance for design and usability decisions

Question #32 (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

Question #33 (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

Question #34 (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 make any necessary changes
D. The system testing schedule will be delayed waiting for the completion of usability testing

6 User Survey

Question #35 (1 point)

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

    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

Question #36 (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

7	**Selecting Appropriate Methods**

Question #37 (1 point)

You have been asked to develop an approach to verify the usability for a new software product that will control irrigation systems for farms. The development organization hired a third party group to design the user interface, but then decided they didn't like the design and re-worked it. In doing the re-design, they 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

Question #38 (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

8 Summary of Roles and Responsibilities

Question #39 (1 point)

Your organization has a need to perform a usability survey. Who is responsible for selecting an appropriate questionnaire?

    A. The usability test moderator
    B. The usability tester
    C. The test manager
    D. The project manager

Question #40 (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