

# CPUX-F

## Public Test Questions (for training purposes)

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## CPUX-F Public Test Questions (for training purposes)

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### Contents

<b>1</b>	<b>Purpose</b>	<b>3</b>
<b>2</b>	<b>Overview of CPUX-F Documents</b>	<b>3</b>
<b>3</b>	<b>Instructions</b>	<b>4</b>
3.1	Assessment	4
3.2	Correcting answers	5
3.3	Answers to the test questions in this example	6
<b>4</b>	<b>Three initial examples of test questions</b>	<b>7</b>
4.1	Answers to the three initial examples of test questions	10
<b>5</b>	<b>Test questions for training purposes</b>	<b>14</b>
<b>6</b>	<b>Answers to test questions</b>	<b>44</b>
<b>7</b>	<b>Important changes compared to previous versions</b>	<b>46</b>

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## CPUX-F Public Test Questions (for training purposes)

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### 1 Purpose

This document contains a set of 40 public certification test questions for training purposes for the certification test for the Certified Professional for Usability and User Experience – Foundation Level (CPUX-F) certification. The 40 test questions form a complete and realistic example of a set of questions you will encounter at a real certification test. None of the public test questions in this document are used for real certifications.

The set of questions is intended for preparing for the CPUX-F certification test. The set provides an impression of the extent and difficulty of the CPUX-F test.

The next section, Instructions, describes how a certification test is conducted. The instructions are the same for every test.

We recommend that you study the Curriculum and Glossary, and the instructions in this document carefully before you start the training certification test so you can devote the full available time to answer the test questions.

In addition to the 40 test questions, we have included 3 initial examples of test questions so you can get an idea of what test questions look like before you start working on the full training certification test.

The 3 test questions appear in section 3.

The solutions to the test questions appear in section 3.1.

The 40 questions in the full training certification test appear in section 4.

The solutions to the 40 questions can be found in section 5.

### 2 Overview of CPUX-F Documents

The following CPUX-F documents are at your disposal:

- Curriculum and glossary  
Describes the extent of the test. This document defines all the concepts that certification test questions can address.
- Public test questions (this document)

These documents are available free of cost on the webpage of the User Experience Qualification Board, [www.uxqb.org](http://www.uxqb.org).

## CPUX-F Public Test Questions (for training purposes)

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### 3 Instructions

A set of test questions like the one you find in this document always contains 40 test questions.

You have 75 minutes to answer the questions.

No aids such as computer, notes or textbooks are allowed during the test.

Each test question is a multiple choice question with 6 choices. One of these choices is significantly more correct than the other choices. For some questions, two or three choices are significantly more correct than the other choices. The number of correct choices is clearly indicated for each question.

Please mark the choice or the choices that you consider correct with an “x”. We recommend that you place your “x” immediately to the left of the number of the correct answer as shown in the example on the next page.

At the end of the certification test, the questions and your answers will be collected by the test team. You are not allowed to take the test questions with you.

#### 3.1 Assessment

In order to obtain the CPUX-F certificate, you must score at least 28 points out of the maximum, which is 40 (70%).

If a question has one correct answer, you score one point if you have marked solely the correct answer.

If a question has two correct answers, you score  $\frac{1}{2}$  point for each correctly marked answer.  $\frac{1}{2}$  point is subtracted for each incorrectly marked answer.

If a question has three correct answers, you score  $\frac{1}{3}$  point for each correctly marked answer.  $\frac{1}{3}$  point is subtracted for each incorrectly marked answer.

The total score for a question can never be negative.

Example:

A question has two correct answers.

- You mark no answers. You get 0 points.
- You mark one answer. The answer is wrong. You get 0 points.
- You mark one answer. The answer is correct. You get  $\frac{1}{2}$  point.
- You mark two answers. Both answers are wrong. You get 0 points.
- You mark two answers. One is correct, the other is wrong. You get  $\frac{1}{2} - \frac{1}{2} = 0$  points.
- You mark two answers. Both answers are correct. You get  $\frac{1}{2} + \frac{1}{2} = 1$  point.

## CPUX-F Public Test Questions (for training purposes)

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### 3.2 Correcting answers

If you change your mind about an answer, cross out the wrong “x”. Then mark the desired answer as shown in the following examples.

Question E2   3 correct answers	UXQB Code D.6.d
Question: Which three of the following components should always be included in a persona description? The persona belongs to a product that is being developed.	
<ul style="list-style-type: none"> <li>✗ 1 - Name</li> <li>✗ 2 - Age</li> <li>3 - Marital status</li> <li>4 - Names of children, if applicable</li> <li>5 - Essential knowledge of the topic area of the product</li> <li>✗ 6 - Knowledge of smartphones</li> </ul>	

Let's assume that you have marked answer 1, 2 and 6 (above). Subsequently you regret your choice of answer 6 and change it to answer 5 (below).

Question E2   3 correct answers	UXQB Code D.6.d
Question: Which three of the following components should always be included in a persona description? The persona belongs to a product that is being developed.	
<ul style="list-style-type: none"> <li>✗ 1 - Name</li> <li>✗ 2 - Age</li> <li>3 - Marital status</li> <li>4 - Names of children, if applicable</li> <li>✗ 5 - Essential knowledge of the topic area of the product</li> <li><del>✗</del> 6 - Knowledge of smartphones</li> </ul>	

It is very important that there is no doubt as to which answer you have chosen.

## CPUX-F Public Test Questions (for training purposes)

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### **3.3 Answers to the test questions in this example**

The section "Answers to test questions" at the end of this document contains answers to all 40 test questions. Please look at the answers only after you have seriously attempted to answer all test questions within 75 minutes.

## CPUX-F Public Test Questions (for training purposes)

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### 4 Three initial examples of test questions

Before you attempt to answer the complete set of 40 test questions, we recommend that you familiarize yourself with the following three sample test questions.

The following 3 questions are NOT part of the 40 test questions.

You can find the answers to these 3 sample test questions on page 11-13.

**Question E1**      **1 correct answer**      UXQB Code P.1.f

Question: What is "usability"?

- 1 - The same as "user experience"
- 2 - Satisfaction based on the appearance of an interactive system and how appealing it is
- 3 - A user's impression of an interactive system after his or her first encounter with the system
- 4 - Extent to which an interactive system can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use
- 5 - Extent to which an interactive system can be used by average and disabled users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use
- 6 - A person's perceptions and responses resulting from the use or anticipated use of an interactive system

## CPUX-F Public Test Questions (for training purposes)

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### Question E2 3 correct answers

UXQB Code D.6.d

Question: Which three of the following components should always be included in a persona description? The persona belongs to a product that is being developed.

- 1 - Name
- 2 - Age
- 3 - Marital status
- 4 - Names of children, if applicable
- 5 - Essential knowledge of the topic area of the product
- 6 - Knowledge of smartphones

### Question E3 1 correct answer

UXQB Code E.2.e

Question: You have been asked to conduct a usability test of the Sixt.com car rental website with ordinary users. Which one of the following usability test tasks is suitable for this usability test?

- 1 - What is the name of the CEO of Sixt?
- 2 - What do you think of Sixt's home page?
- 3 - Let's assume that you are a corporate customer. How can Sixt help you save money?
- 4 - Please rent a small car from Frankfurt Airport. You plan to pick up the car on February 15 at 09.00, and to return it to the same location on February 19 at 11.00
- 5 - What was the topic of Sixt's most recent press release?
- 6 - Let's assume that your name is Donald Duck and that you have reserved a car at Duckburg Airport. Please cancel the reservation. Your user name is Goofy and your password is Daisy



## CPUX-F Public Test Questions (for training purposes)

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**End of the three initial examples.**

## CPUX-F Public Test Questions (for training purposes)

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### 4.1 Answers to the three initial examples of test questions

Question E1	1 correct answer	UXQB Code P.1.f
Question: What is "usability"?		
<p>1 - The same as "user experience" <i>Wrong – the definitions of usability and user experience are different</i></p> <p>2 - Satisfaction based on the appearance of an interactive system and how appealing it is. <i>Wrong – usability is more than appearance and attractiveness</i></p> <p>3 - A user's impression of an interactive system after his or her first encounter with the system. <i>Wrong – usability is more than the experience of the first encounter</i></p> <p>4 - Extent to which an interactive system can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use. <i>Correct – this is the definition of usability according to ISO 9241</i></p> <p>5 - Extent to which an interactive system can be used by average and disabled users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use. <i>Wrong – the definition of usability does not explicitly focus on disabled users</i></p> <p>6 - A person's perceptions and responses resulting from the use or anticipated use of an interactive system. <i>Wrong – this is the definition of user experience</i></p>		

## CPUX-F Public Test Questions (for training purposes)

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### Question E2 3 correct answers

UXQB Code D.6.d

Question: Which three of the following components should always be included in a persona description? The persona belongs to a product that is being developed.

1 - Name

*Correct according to note 2 in the definition of Persona in the CPUX-F curriculum*

2 - Age

*Correct according to note 2 in the definition of Persona in the CPUX-F curriculum*

3 - Marital status

*Wrong*

4 - Names of children, if applicable

*Wrong*

5 - Knowledge about the subject matter of the product

*Correct according to note 2 in the definition of Persona in the CPUX-F curriculum*

6 - Knowledge of smartphones

*Wrong*

## CPUX-F Public Test Questions (for training purposes)

### Question E3 1 correct answer

UXQB Code E.2.e

Question: You have been asked to conduct a usability test of the Sixt.com car rental website with ordinary users. Which one of the following usability test tasks is suitable for this usability test?

- 1 - What is the name of the CEO of Sixt?  
*Wrong – this task is of little interest for ordinary users*
- 2 - What do you think of Sixt's home page?  
*Wrong – a usability test focuses on users' ability to solve tasks and not on their opinions*
- 3 - Let's assume that you are a corporate customer. How can Sixt help you save money?  
*Wrong – this task is of little interest for ordinary users*
- 4 - Please rent a small car from Frankfurt Airport. You plan to pick up the car on February 15 at 09.00, and to return it to the same location on February 19 at 11.00.  
*Correct*
- 5 - What was the topic of Sixt's most recent press release?  
*Wrong – this task is of little interest for ordinary users*
- 6 - Let's assume that your name is Donald Duck and that you have reserved a car at Duckburg Airport. Please cancel the reservation. Your user name is Goofy and your password is Daisy.  
*Wrong – This task is an attempt to be humorous. Humorous names distract from the real task. This task would be OK if the 4 names were changed to ordinary, dull names, like John Smith, Seattle International Airport, JohnSmith and smitzz549j*

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### **Stop!**

The following pages contain a complete set of CPUX-F test questions. The set consists of 40 multiple-choice questions.

Please do not proceed before you are ready to solve all 40 test questions.

The test questions may appear simple when you read them the first time – particularly if you also look at the answers. The tasks are more complicated than they appear – in particular if you are answering them under time pressure.

## CPUX-F Public Test Questions (for training purposes)

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### 5 Test questions for training purposes

**Complete set, 40 questions to be answered within 75 minutes**

**Question 1      1 correct answer**

UXQB Code A.1.a (A.1)

Question: The environment is an important part of the context of use. Which one of the following observation results does NOT relate to the environment of an ATM (Automated Teller Machine)?

- 1 - The ATM is often placed in a recess in the wall
- 2 - Sunshine can make it difficult to read the screen of the ATM
- 3 - ATMs may be placed in open air so the temperature can influence the user
- 4 - Senior citizens prefer personal service over an ATM in money matters
- 5 - Some users of ATMs had their PIN stolen by people who looked them over their shoulder
- 6 - Sometimes people form queues because the ATM is so popular

## CPUX-F Public Test Questions (for training purposes)

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### **Question 2**      **1 correct answer**

UXQB Code A.1.b (A.2)

Question: Which one of the following activities is NOT suitable for analyzing the context of use?

- 1 - Analysis of existing, similar, manual systems
- 2 - Designing the dialogue
- 3 - Interviewing people who know users well
- 4 - Interviewing representative users
- 5 - Observing user behavior
- 6 - Conducting a focus group with users of existing, similar interactive systems

### **Question 3**      **1 correct answer**

UXQB Code A.1.c (A.3)

Question: Which one of the following methods is NOT suitable for determining the context of use of an ATM (Automated Teller Machine)?

- 1 - Demonstrate the new ATM to bank customers using a video
- 2 - Interview front-line bank clerks
- 3 - Interview users of a current ATM
- 4 - Observe users while they are using a current ATM
- 5 - Conduct usability tests with ATMs from competitors
- 6 - Conduct focus groups regarding user needs for future ATMs

## CPUX-F Public Test Questions (for training purposes)

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### **Question 4**      **2 correct answers**

UXQB Code A.1.d (A.6)

Question: Which two of the following aspects are part of a context of use description?

- 1 - Information architecture
- 2 - Task descriptions
- 3 - User group profiles
- 4 - Design solutions
- 5 - User requirements
- 6 - Wireframes

### **Question 5**      **3 correct answers**

UXQB Code A.2.a (A.4)

Question: Which three of the following guidelines are important for a successful interview?

- 1 - The interview must be contextual
- 2 - The interview must not be contextual
- 3 - The interviewer is the master – the user is the apprentice
- 4 - The user is the master – the interviewer is the apprentice
- 5 - Ask neutral questions
- 6 - Ask leading questions



## CPUX-F Public Test Questions (for training purposes)

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### Question 6    2 correct answers

UXQB Code A.2.b (A.5)

Question: Let's assume that a colleague of yours is planning interviews with users of a public restaurant review system. Among other questions, his interview checklist includes the question

*How do you choose a restaurant?*

Which two of the following expressions best characterize this interview question?

- 1 - Closed
- 2 - Formative
- 3 - Leading
- 4 - Neutral
- 5 - Open
- 6 - Summative

## CPUX-F Public Test Questions (for training purposes)

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### Question 7      1 correct answer

UXQB Code A.3.a

Question: Which one of the following statements best describe a user group?

- 1 - A group of users whose personal characteristics and context of use with respect to the interactive system are similar or identical
- 2 - A collection of personas whose personal characteristics and context of use with respect to the interactive system are similar or identical
- 3 - A group of participants in a usability test whose personal characteristics and context of use with respect to the interactive system are similar or identical
- 4 - A group of participants in a focus group whose personal characteristics and context of use with respect to the interactive system are similar or identical
- 5 - A user group is the same as personas
- 6 - A description of a group of users and what they want to do when using the interactive system

## CPUX-F Public Test Questions (for training purposes)

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### Question 8      2 correct answers

UXQB Code A.4.a (A.8)

Question: Which two of the following statements about "user needs" are correct?

- 1 - User needs are always expressed from the user's point of view
- 2 - User needs for a user group may differ from user needs for another user group in the same context of use
- 3 - User needs are part of the information architecture
- 4 - User needs are quantified
- 5 - User needs are identical to user goals
- 6 - User needs are used to write good error messages

### Question 9      1 correct answer

UXQB Code A.5.a (A.9)

Question: Which one of the following expressions best describe the statement

"80% of users who have used the car rental website at least twice before must be able to rent a car from Frankfurt Airport (Germany) for two days starting tomorrow at 09.00. Users must use at most 5 minutes to complete the task."

- 1 - Low-fidelity prototype requirement
- 2 - Use scenario
- 3 - Test task
- 4 - User need
- 5 - Quantitative user requirement
- 6 - Qualitative user requirement

## CPUX-F Public Test Questions (for training purposes)

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### Question 10 2 correct answers

UXQB Code A.5.b (A.10)

Question: Which two of the following statements are valid user requirements for a car rental website (as opposed to organizational requirements and market requirements)?

- 1 - Users who use the website for the first time must be able to rent a car within an average of 10 minutes
- 2 - The company logo must appear in the upper left hand corner of each web page
- 3 - The website must be at least as usable as those of the two main competitors
- 4 - The website must have a help system
- 5 - The color scheme of the website must reflect the standard colors of the company
- 6 - Users must be able to cancel a reservation

### Question 11 1 correct answer

UXQB Code D.1.a (D.1)

Question: Some users of a text processing system erroneously believe that all changes since the last save are lost if the system crashes. This belief reflects a fault in

- 1 - the affordance of the interactive system
- 2 - the error handling capabilities of the interactive system
- 3 - the intuitiveness of the interactive system
- 4 - the users' mental model of the interactive system
- 5 - the persona description
- 6 - the user group profile

## CPUX-F Public Test Questions (for training purposes)

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### Question 12 3 correct answers

UXQB Code D.2.a (D.2)

Question: Which three of the following are dialogue principles?

- 1 - Conformity with user expectations
- 2 - Suitability for learning
- 3 - Suitability for usability
- 4 - Suitability for the task
- 5 - Follow platform conventions
- 6 - Provide appropriate feedback within reasonable time

### Question 13 1 correct answer

UXQB Code D.2.b (D.3)

Question: An application for use by bank employees uses technical terms like "monetary transactions" and "time and savings deposits". Which one of the following dialogue principles justifies the use of these terms?

- 1 - Conformity with user expectations
- 2 - Suitability for learning
- 3 - Suitability for usability
- 4 - Suitability for the task
- 5 - Follow platform conventions
- 6 - Provide appropriate feedback within reasonable time

## CPUX-F Public Test Questions (for training purposes)

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### Question 14 1 correct answer

UXQB Code D.3.a (D.5)

Question: Which one of the following statements best describe the term "design pattern"?

- 1 - A collection of buttons of different shapes and colors for use on a website
- 2 - A collection of personas with very similar characteristics
- 3 - A collection of user groups with very similar characteristics
- 4 - A collection of 4 to 8 icons that appear in a fixed order on the display
- 5 - A number of different but similar approaches to solving a task. The approaches were observed in separate usability test sessions
- 6 - A general, reusable solution to a commonly occurring problem within a given context in software design that describes a design problem, a solution, and where this solution has been found to work

### Question 15 2 correct answers

UXQB Code D.4.a (D.6)

Question: Which two of the following are part of the information architecture?

- 1 - Color scheme
- 2 - User interface guidelines
- 3 - Graphic design specification
- 4 - Navigation structure
- 5 - Wireframe
- 6 - Content structure

## CPUX-F Public Test Questions (for training purposes)

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**Question 16**    **1 correct answer**

UXQB Code D.5.a (D.7)

Question: Which one of the following best describe a "task object"?

- 1 - A task for a test participant in a usability test. Usability test tasks are often referred to as "objects"
- 2 - One of the components of the context of use. The others are people, context and technology
- 3 - A synonym for "user need"
- 4 - A unit of information, or data, with which users interact in order to carry out their tasks
- 5 - An objective unit of work carried out by a persona
- 6 - An object that users can enter into the interactive system, for example a password

## CPUX-F Public Test Questions (for training purposes)

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### Question 17 1 correct answer

UXQB Code D.5.b (D.8)

Question: On a certain website users are required to enter their credit card number as 16 consecutive digits without blanks. If the user enters one or more blanks, the website displays the message "Illegal input!". From a usability viewpoint which one of the following is the best way to improve this interaction between the user and the website?

- 1 - Prevent the problem by not displaying any blanks that the user enters
- 2 - Change the website so it displays the credit card number exactly as the user enters it. Start the processing of the credit card number by removing input characters that are not digits
- 3 - Change "Illegal input!" to "Blanks are not allowed"
- 4 - Change "Illegal input!" to "Enter credit card number as xxxxxxxxxxxxxxxx "
- 5 - Change "Illegal input!" to "Unfortunately this website does not allow blanks in credit card numbers. Enter the credit card number as xxxxxxxxxxxxxxxx, for example 1234567890123456"
- 6 - There is no need to change the interaction. For experienced users it will be totally clear from the context what the problem is so there is no need to bother them with a message



## CPUX-F Public Test Questions (for training purposes)

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### Question 18 1 correct answer

UXQB Code D.6.a (A.7)

Question: Which one of the following terms best characterizes the following description?

*Elena Montgomery, Human Resources Coordinator, Amino Pharmaceuticals*

*Elena is 35 years old. She has no children and is single. For the past 4 years she has had a boyfriend. Her favorite pastimes are dancing tango and preparing wonderful tapas. She speaks Spanish passably.*

*Elena spends most of her day processing forms that are needed to hire, transfer, or discharge employees in the R&D (Research and Development) department. If something is incomplete or unclear, she takes the necessary time to find the answer. She's an expert in all necessary forms and procedures.*

*Elena's goals: Advance in HR, excellence through accuracy; helpfulness; do not fall behind.*

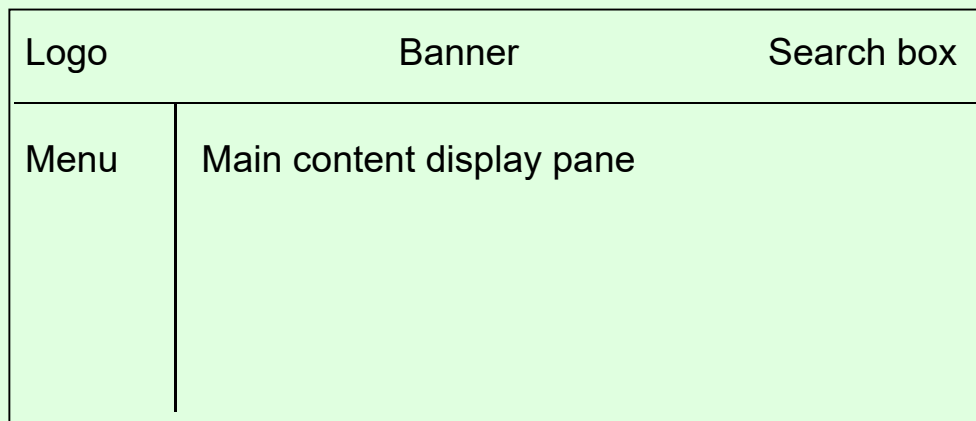
- 1 - Prototype
- 2 - Persona
- 3 - As-is scenario
- 4 - Use scenario
- 5 - User group
- 6 - User need

## CPUX-F Public Test Questions (for training purposes)

### Question 19 1 correct answer

UXQB Code D.6.b (D.9)

Question: Which one of the following terms best characterizes the drawing below?



- 1 - Design Pattern
- 2 - Persona
- 3 - Use scenario
- 4 - Styleguide
- 5 - Storyboard
- 6 - Wireframe

## CPUX-F Public Test Questions (for training purposes)

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### Question 20 1 correct answer

UXQB Code D.6.c (D.10)

Question: For an internal demonstration one of your colleagues has sketched a new ordering system on a few sheets of paper. Each sheet represents a screen. The contents of the screens are hand-drawn and incomplete. Your colleague changes the screens when someone "clicks" on a button by touching it with a pencil. Which one of the following terms best describes this sketch?

- 1 - User interface guideline
- 2 - Low-fidelity prototype
- 3 - High-fidelity prototype
- 4 - Wireframe
- 5 - Styleguide
- 6 - Storyboard

## CPUX-F Public Test Questions (for training purposes)

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### Question 21 1 correct answer

UXQB Code E.1.a (E.1)

Question: Which one of the following statements best characterize a usability test?

- 1 - A moderated, problem-oriented discussion between representative users
- 2 - An expert carefully evaluates the interactive system to uncover usability problems
- 3 - Representative users are asked to give their opinion about the interactive system.
- 4 - Representative users evaluate the interactive system using a questionnaire
- 5 - Representative users are observed while they solve representative, given tasks using the interactive system
- 6 - Representative users test the interactive system in order to find faults and defects

## CPUX-F Public Test Questions (for training purposes)

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### Question 22 1 correct answer

UXQB Code E.1.b (E.2)

Question: Which one of the following statements best characterize a summative usability evaluation?

- 1 - A usability evaluation that occurs early in the development cycle for a new interactive system. It focuses on user needs
- 2 - A usability evaluation that occurs late in the development cycle for a new interactive system
- 3 - A report that summarizes the results of several usability evaluations
- 4 - A report that summarizes the results of an evaluation carried out by a focus group
- 5 - A method for usability evaluation where two representative users jointly solve usability evaluation tasks. The moderator summarizes their conversation in a summative usability evaluation report
- 6 - A method for usability evaluation where a crowd of representative users (usually 3-5) jointly solve usability evaluation tasks. The moderator summarizes their conversation in a summative usability evaluation report

## CPUX-F Public Test Questions (for training purposes)

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### Question 23 1 correct answer

UXQB Code E.1.c (E.6)

Question: Which one of the following statements best characterize a usability inspection?

- 1 - A meeting where designers brainstorm ideas for a new interactive system
- 2 - An evaluation of a storyboard
- 3 - An evaluation of an interactive system where reviewers identify potential usability problems
- 4 - A focused discussion where a an inspector leads a group of participants through a set of questions on a particular topic
- 5 - An evaluation that involves representative users performing specific tasks with the interactive system to enable identification of usability problems
- 6 - An examination (inspection) of the usability results of a contextual inquiry

## CPUX-F Public Test Questions (for training purposes)

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### Question 24 1 correct answer

UXQB Code E.2.a (E.10)

Question: Your team is ready to launch a new car rental website. Because of time constraints you have not had time to conduct usability tests of the website. Your manager now asks you to conduct a usability test. Your team members are skeptical towards usability. If we assume that there are no major budget restraints, which one of the following actions is most beneficial for the project?

- 1 - Conduct a usability test with 20 representative users. Invite team members to observe test sessions
- 2 - Conduct a usability test with 5 representative users. Correct the usability problems. Then conduct another usability test with 5 representative users. Invite team members to observe test sessions
- 3 - Conduct a focus group with 10 representative users where the new website is presented and discussed. Invite team members to observe the focus group
- 4 - Conduct a focus group with 4 representative users where the new website is presented and discussed. Invite team members to observe the focus group
- 5 - Ask each of your team members to carry out a number of given representative tasks on the website so they can "feel the users' pain"
- 6 - Conduct a heuristic evaluation of the website

## CPUX-F Public Test Questions (for training purposes)

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### Question 25 2 correct answers

UXQB Code E.2.b (E.3)

Question: You are planning a usability test of the website of a van rental company. Your budget allows you to conduct a test with 10 users



Van

Which two of the following user groups would you recruit for the usability test?

- 1 - Experienced front-office workers who know customers and customer behavior very well
- 2 - Investors
- 3 - People looking for a job
- 4 - People who want to buy a used van.
- 5 - Rental customers – Private individuals who are moving
- 6 - Rental customers from small enterprises



## CPUX-F Public Test Questions (for training purposes)

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### Question 26 1 correct answer

UXQB Code E.2.c (E.4)

Question: You have been asked to conduct a usability test of the Avis car rental website for your country. Which one of the following is NOT an appropriate task for the usability test?

- 1 - Find a telephone number that you can call to talk to a human being about your rental contract
- 2 - Tell me what you think of Avis' home page
- 3 - Rent a car that suits your needs from a location and for a period that suits you and your financial abilities
- 4 - Rent a compact car in London Heathrow Airport starting tomorrow at 9.00 in the morning. You are planning to return the car 4 days later at noon at the same location
- 5 - Cancel a reservation that you made previously
- 6 - What is the charge for renting a GPS?

## CPUX-F Public Test Questions (for training purposes)

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### Question 27 1 correct answer

UXQB Code E.2.d (E.5)

Question: Which one of the following best describe a “Post-session interview” in a usability test?

- 1 - The information that the moderator provides to the test participant ahead of the usability test
- 2 - The interview that takes place before the usability test
- 3 - The questions that the moderator asks the test participant during the usability test
- 4 - The interview that takes place immediately after the usability test
- 5 - The questions that the moderator asks the test participants approximately one week after the usability test to gauge their long term user experience
- 6 - The expression "Post-session interviews" is used only in connection with contextual interviews, not in connection with usability testing

## CPUX-F Public Test Questions (for training purposes)

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### Question 28 1 correct answer

UXQB Code E.3.a (E.7)

Question: You are conducting a heuristic evaluation of a new car rental website. Which one of the following comments is NOT appropriate for this evaluation?

- 1 - "A 'Cancel reservation' button is missing on the home page"
- 2 - "The animated ads on the right hand side of the home page annoyed and distracted me"
- 3 - "The rental prices are too high"
- 4 - "Technical terms like CDW, Collision Damage Waiver, are explained well"
- 5 - "I found it difficult to determine the total costs of a rental"
- 6 - "I was unable to figure out whether I can rent a car in Paris and return it in Madrid"

### Question 29 3 correct answers

UXQB Code E.4.a (E.8)

Question: You are conducting a user survey for a car rental website. The purpose of the survey is to determine user satisfaction with the website. Questions are answered using a scale with the ending points "strongly disagree" and "strongly agree". Which three of the following statements are suitable for this survey?

- 1 - The cost of renting a car on this website is reasonable
- 2 - The website has appealing colors
- 3 - It is simple to rent a car on this website
- 4 - I did not find it difficult to find my way on this website
- 5 - The conditions for the insurance are acceptable
- 6 - The website looks messy

## CPUX-F Public Test Questions (for training purposes)

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### Question 30 1 correct answer

UXQB Code E.4.b (E.9)

Question: Your team is responsible for maintaining a car rental website. Management has asked you to carry out a user survey with 2,000 users in order to get an impression of how satisfied users are with the website. Which one of the following activities is the most important before you launch the survey?

- 1 - Interview users who have used the website at least five times in order to find out which questions should be included in the questionnaire
- 2 - Ask management to approve the questionnaire
- 3 - Conduct a focus group where 5 representative users discuss the questionnaire
- 4 - Interview 5 representative users of the car rental website. Use the interview results to create a list of user needs for the user survey
- 5 - Conduct a heuristic inspection of the questionnaire
- 6 - Conduct a usability test of the questionnaire with representative users

### Question 31 3 correct answers

UXQB Code P.1.a (P.1)

Question: Which three of the following components are part of the user interface of a car for the driver of the car?

- 1 - Accelerator
- 2 - License plate
- 3 - Stick shift
- 4 - Bumper
- 5 - Tow bar
- 6 - Carburetor

## CPUX-F Public Test Questions (for training purposes)

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### Question 32 3 correct answers

UXQB Code P.1.b (P.2)

Question: Which three of the following are part of the definition of usability in the ISO 9241 standard?

- 1 - Accessibility
- 2 - Completeness
- 3 - Efficiency
- 4 - Effectiveness
- 5 - Satisfaction
- 6 - Response time

### Question 33 1 correct answer

UXQB Code P.1.c (P.3)

Question: A car rental website does not offer users the opportunity to cancel a reservation. An analysis of the context of use shows that users need this function. Which aspect of the ISO 9241 definition of usability is violated by this website?

- 1 - Accessibility
- 2 - Completeness
- 3 - Efficiency
- 4 - Effectiveness
- 5 - Satisfaction
- 6 - Speed

## CPUX-F Public Test Questions (for training purposes)

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### Question 34 1 correct answer

UXQB Code P.1.d (P.4)

Question: What does "user experience" mean?

- 1 - Extent to which an interactive system can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use
- 2 - Usability with particular emphasis on satisfaction based on the appearance and attractiveness of the interactive system
- 3 - The first impression of an interactive system
- 4 - The impression of the interactive system that users have after frequent use for at least 6 months
- 5 - Usability and helpfulness from support of the interactive system – that is, documentation, help, telephone support, etc.
- 6 - A person's perceptions and responses resulting from the use or anticipated use of an interactive system

### Question 35 3 correct answers

UXQB Code P.1.e (P.5)

Question: Some users of a website have cognitive or physical impairments. Which three of the following activities mainly improve the accessibility of the website?

- 1 - Usability test of the website with people with limited eye-sight
- 2 - Measure the percentage of time where the website is accessible – that is, available and operational
- 3 - Design the website so users can easily change the font size
- 4 - Offer clear and short texts
- 5 - Offer visible and constructive error messages
- 6 - Support screen-readers. A screen-reader is a software tool that can read display text aloud

## CPUX-F Public Test Questions (for training purposes)

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### Question 36 3 correct answers

UXQB Code P.2.a

Question: Which three of the following products are created during the phase "Understand and specify the context of use"?

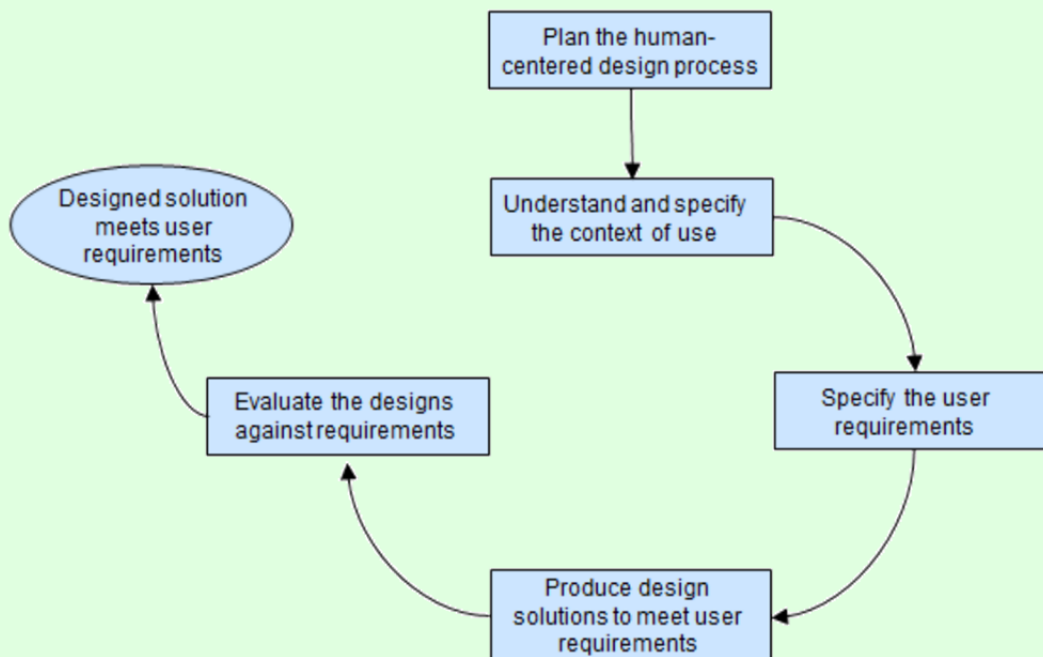
- 1 - User needs
- 2 - Description of the context of use
- 3 - Personas
- 4 - Scenarios
- 5 - User requirements
- 6 - Low-fidelity prototype

## CPUX-F Public Test Questions (for training purposes)

### Question 37 1 correct answer

UXQB Code P.2.b (P.7)

Question: The diagram below shows the mutual dependencies between the activities in a human-centered design process according to the ISO 9241-210 standard.



However, the diagram might contain an intentional error. What is wrong?

- 1 - All connectors must have arrows in both directions, for example from "Evaluate the designs against requirements" to "Produce design solutions to meet user requirements"
- 2 - The box "Check and freeze user requirements" is missing between "Specify the user requirements" and "Produce design solutions to meet user requirements"
- 3 - The box "Marketing adapts user requirements to the results of their customer surveys" is missing between "Specify the user requirements" and "Produce design solutions to meet user requirements"
- 4 - The box "Management approval" is missing between "Evaluate the designs against requirements" and "Designed solution meets user requirements"
- 5 - The box "Evaluate the designs against requirements" must have connectors with an arrow pointing back to each of the previous boxes with the text "Iterate, where appropriate"
- 6 - Nothing – the diagram is essentially correct



## CPUX-F Public Test Questions (for training purposes)

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### Question 38 1 correct answer

UXQB Code P.2.c (P.8)

Question: Which one of the following must be contained in a process for human-centered design:

- 1 - A clear commitment from management to usability and human-centered design
- 2 - An interest from management in innovation
- 3 - Analysis of competitors' products to understand potential pitfalls
- 4 - Effective user feedback in all phases
- 5 - Regular demonstrations of the evolving interactive system to users
- 6 - Exact timelines for usability milestones so progress can be monitored

## CPUX-F Public Test Questions (for training purposes)

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### Question 39 1 correct answer

UXQB Code P.2.d (P.9)

Question: You are developing a new car rental website with a colleague. You have described the prospective users of the website and the typical tasks that users will carry out on the website. You have also analyzed the contexts in which the website will be used and the equipment that users will use to access the website.

Your descriptions and analyses were reviewed and approved by users, management and a competent usability engineer. Which one of the following is the next step?

- 1 - Plan the human-centered design process
- 2 - Understand and specify the context of use
- 3 - Specify the user requirements
- 4 - Create low-fidelity prototypes
- 5 - Produce design solutions to meet user requirements
- 6 - Evaluate the designs against requirements

### Question 40 1 correct answer

UXQB Code P.3.a (P.10)

Question: Who is responsible for creating personas?

- 1 – The usability engineer
- 2 – The user requirements engineer
- 3 - The interaction designer
- 4 - The information architect
- 5 - The user interface designer
- 6 - The usability tester

## CPUX-F Public Test Questions (for training purposes)

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**End of the 40 test questions**

## CPUX-F Public Test Questions (for training purposes)

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### 6 Answers to test questions

Question	Answer	Notes
1	4	
2	2	
3	1	
4	2+3	
5	1+4+5	
6	4+5	
7	1	
8	1+2	
9	5	
10	1+6	
11	4	
12	1+2+4	3 is rubbish, 5+6 are heuristics, not dialogue principles
13	1	1 is correct according to ISO 9241-110, section 4.5.1. 5+6 are heuristics, not dialogue principles
14	6	
15	4+6	
16	4	
17	2	This is the only question where the German version differs substantially from the English version.
18	2	
19	6	The drawing can not be a design pattern as suggested by answer 1. According to the Glossary, a design pattern “describes a design problem, a solution, and where this solution has been found to work”. The question does not contain a description of a design problem.
20	2	
21	5	
22	2	
23	3	
24	2	Answer 2 is better than answer 1. If you have the resources to usability test with 20 users, start by testing with 6 users, then correct the most critical problems and test again with another 6 users.
25	5+6	
26	2	
27	4	
28	3	

## CPUX-F Public Test Questions (for training purposes)

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Question	Answer	Notes
29	2+3+6	Answer 4 is not optimal because of the phrase "I did not find it difficult ...". If "I did not find it difficult ..." was replaced by "I found it easy ..." answer 4 would be acceptable. Refer to the Curriculum, Questionnaire, Note 2b "Questions must be easy to understand". "Disagree" in connection with "did not find it difficult" is hard to understand.
30	6	
31	1+3+5	
32	3+4+5	
33	4	
34	6	
35	1+3+6	
36	2+3+4	
37	5	
38	4	
39	3	
40	2	

## CPUX-F Public Test Questions (for training purposes)

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### 7 Important changes compared to previous versions

Date, version	Change
17-07-2015, Version 2.11	<p>Example added in section 2.1 to illustrate how the score is computed in questions that have 2 correct answers.</p> <p>Choices in question E.2 revised</p>
01-02-2016, Version 2.13	<p>Editorial changes to question 3; question 15; question 17 answer 1; question 18 answer 1+3; question 19; question 21 answer 6; question 22 answer 2; question 24; question 25; question 29 answer 6; question 30 answer 6; question 31; questions 33; question 35; question 37 font size in figure increased; question 39.</p> <p>Question 8: Answer 2 has been rewritten; the previous answer was controversial.</p> <p>Question 19: A justification for the correct answer has been added to the notes in section 6.</p> <p>Question 23: Answer 4+5+6 have been rewritten; the previous answers were trivial</p> <p>Question 24: Answer 2 has been rewritten to reflect the important point that testing iteratively with 5+5 users is much better than testing with 20 users.</p> <p>Question 29: The note in section 6 why answer 4 is wrong has been elaborated.</p>