

CPUX-UT

Public Test Questions (for training purposes)

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CPUX-UT Public Test Questions (for training purposes)

Contents

1	Purpose	3
2	Overview of CPUX-UT Documents	3
3	Practical examination – Instructions	4
4	Practical examination – Sample test task	5
5	Theoretical examination – Instructions	6
5.1	Assessment of questions	6
5.2	Correcting choices	6
6	Theoretical examination – Test questions for training purposes	8
7	Theoretical examination – Answers to test questions	42
8	Important changes compared to previous versions	44

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CPUX-UT Public Test Questions (for training purposes)

1 Purpose

This document contains examples of a practical test task and a full set of 40 theoretical test questions for the practical and theoretical examinations for the Certified Professional for Usability and User Experience – Usability Testing and Evaluation (CPUX-UT) certification.

The practical test task and the set of 40 theoretical test questions are provided for training purposes. They are realistic examples of what you will encounter at a certification test. None of the examples in this document are used for real certification tests.

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

2 Overview of CPUX-UT Documents

The following CPUX-UT documents are at your disposal:

- *CPUX-UT Curriculum*
Describes the extent of the test. This document defines all the concepts that certification test questions can address
- *CPUX-UT Examination Regulations*,
in particular the section *Part 2 of the Examination – Practical Examination*
- *CPUX-UT Public Test Questions (for training purposes)*
(this document)

These documents are available free of cost on the webpage of the User Experience Qualification Board, www.uxqb.org.

CPUX-UT Public Test Questions (for training purposes)

3 Practical examination – Instructions

The practical examination consists of conducting a usability test of an interactive system determined by the UXQB. Each candidate must plan and conduct a usability test, and document the results in a report and on video without assistance from others.

A detailed description of the approach is:

- a) On the starting date selected by the candidate the Certification Provider, for example iSQL, will send the candidate an exact description of the task. The task description names the website to be tested and briefly outlines the purpose of the usability test.
- b) In order to simplify the recruitment process for candidates, the interactive system to be tested is always publicly available and is relevant to a large part of the population. An example of a website that the UXQB could use in a practical examination is www.accuweather.com. See the example in section 4.
- c) The usability test must be conducted with 4 test tasks and at least 3 test participants. All test participants must belong to the same primary user group of the website. This user group must be identified and described in the usability test report.
- d) Each usability test session must last between 15 and 30 minutes.
- e) Each usability test session must be recorded on video. The video must show the complete usability test session. The video must show briefing, pre-session interview, moderation, and post-session interview.

Each video recording must show

- (1) The test participant's interaction with the interactive system (screen recording)
 - (2) Frontal view of the test participant and the moderator. Both individuals must be visible and their actions and statements must be comprehensible in context. Candidates may use their own software for the recording or download free trial versions of suitable software, for example Camtasia or Morae from TechSmith.
- f) The candidate must hand in the results of the practical examination to the Certification Provider no later than 7 days after receiving the task description. The key deliverables are the usability test report, the unedited videos of the 3 usability test sessions, and the recruitment screener.

The above instructions are a subset of the full instructions. For the full instructions, please see *CPUX-UT Examination Regulations*, in particular section *Part 2 of the Examination – Practical Examination*

CPUX-UT Public Test Questions (for training purposes)

4 Practical examination – Sample test task

Please conduct a usability test of the website:

www.accuweather.com

The test should be conducted with three representative users without previous knowledge of the website and without significant knowledge of the subject of meteorology. A pilot usability test session is not required. A usability lab is not required.

The purpose of the usability test is to identify usability problems related to the following general tasks:

- a) Determine current weather in a given city
- b) Find weather forecast for a given city

Please write four suitable usability test tasks that cover these general tasks.

For this usability test, please observe the rules in the following documents

- a) *CPUX-UT Examination Regulations*, in particular the section *Part 2 of the Examination – Practical Examination*
- b) *CPUX-UT Curriculum*
- c) *CPUX-F Curriculum*

If you decide not to strictly adhere to one or more rules in the above documents in this usability test, please explain your concerns and rationale in an appendix at the end of your usability test report.

A description of the results that you must hand in at the end of the examination period is provided in the section *Handing in the Results of the Practical Examination* in the CPUX-UT document *Examination Regulations*. The *Examination Regulations* can be downloaded from www.uxqb.org/en/

CPUX-UT Public Test Questions (for training purposes)

5 Theoretical examination – Instructions

A set of CPUX-UT test questions for the theoretical examination always contains 40 test questions.

You have 90 minutes to answer the test questions. If the examination is not in your first language, you have 105 minutes.

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 in the header of each test 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 choice 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.

In order to obtain the CPUX-UT certificate, you must score at least 70 points out of the maximum, which is 100 (70%).

Fully correct answers to questions are awarded with either two or four points. The maximum number of points awarded for a fully correct answer (2 or 4 points) appears in the header of each question. There are 30 two-point questions and 10 four-point questions.

5.1 Assessment of questions

If a question has one correct choice and you have marked solely the correct choice, you score the maximum number of points. Otherwise, you score 0 points.

If a question has two correct choices, you score 1 (2) points for each correctly marked choice. 1 (2) points are subtracted for each incorrectly marked choice.

If a question has three correct choices, you score 2/3 (4/3) point for each correctly marked choice. 2/3 (4/3) point is subtracted for each incorrectly marked choice.

The total score for a question can never be negative.

5.2 Correcting choices

If you change your mind about a choice, cross out the wrong “x”. Then mark the desired choice.

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Stop!

The following pages contain a complete set of 40 multiple-choice test questions for the theoretical part of the CPUX-UT examination.

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

CPUX-UT Public Test Questions (for training purposes)

6 Theoretical examination – Test questions for training purposes

**Complete set of 40 questions to be answered within 90 minutes
(105 minutes if English is not your first language)**

Question 1	1 correct choice	4 points	LO 1.1-a(M)
<p>Consider the following statements about usability test, inspection and user surveys:</p> <ul style="list-style-type: none"> A. Usability tests are conducted with users. Inspections never involve users B. Inspection is always based on heuristics. Usability testing and user surveys do not involve heuristics C. Usability testing will find more usability problems than inspection and user surveys D. Inspections and questionnaires in user surveys should be tested with users E. Usability tests and inspections must be carried out by UX professionals <p>Which one of the following choices is correct?</p>			
<ul style="list-style-type: none"> 1 - A and B are correct. C and E are incorrect 2 - All five statements are incorrect 3 - All five statements are correct 4 - A is correct. B, C, D and E are incorrect 5 - A and D are correct. B and C are incorrect 6 - C is correct. A, B, D and E are incorrect 			

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Question 2**1 correct choice****2 points**

LO 1.2-a(U)

John has just been hired by Applyance, Inc. Applyance manufactures appliances, such as advanced food processors with a complex graphical user interface. John is the first UX person in the company. He was hired by the CEO because of troubling feedback from customers and bad ratings in consumer review reports regarding the usability of the company's appliances.

Applyance is developing a new food processor. The CEO has asked John to evaluate the user interface of the new food processor. The product manager is skeptical towards usability evaluations, which he just considers "an expensive way of applying common sense".

Which one of the following usability evaluation methods should John prefer?

- 1 - Face-to-face usability test
- 2 - Unmoderated usability test
- 3 - Usability review conducted by representative users
- 4 - Usability review carried out by John
- 5 - Heuristic evaluation
- 6 - User survey

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Question 3

1 correct choice

2 points

LO 1.3-a(U)

Which one of the following statements about quality criteria for a usability evaluation is NOT correct?

- 1 - The quality of a usability evaluation is the degree to which it fulfills commonly accepted requirements for professional usability evaluation
- 2 - The quality of a usability evaluation can be assessed by comparing the approach and output of the usability evaluation to commonly accepted requirements for usability evaluation as specified in recognized textbooks
- 3 - The quality of a usability evaluation can be assessed by having the approach to usability evaluation reviewed by one or more qualified, neutral outsiders
- 4 - Humility and openness to constructive criticism is useful for increasing the quality of usability evaluations. Reviews and quality assurance are opportunities, not nuisances
- 5 - If stakeholders criticize a usability evaluation, it's because they lack usability maturity
- 6 - Usability testers should pay attention to comments and criticism from peers – that is, other usability professionals, test participants, and stakeholders

CPUX-UT Public Test Questions (for training purposes)

Question 4

1 correct choice

4 points

LO 2.0.2-a(M)

Here's a list of possible steps in an inspection:

- A. Determine goals in cooperation with stakeholders
- B. Select appropriate method: heuristic evaluation, usability review, expert usability review, or cognitive walkthrough
- C. Select evaluators, for example usability experts and subject matter experts
- D. Recruit representative users for the inspection
- E. Present the interactive system to the evaluators
- F. The evaluators evaluate the interactive system in solitude and write down their findings
- G. The evaluators meet and try to reach consensus on highlights and lowlights
- H. The evaluators present the findings on which a majority agree to the author and stakeholders
- I. The evaluators present all findings to the author and stakeholders
- J. One of the evaluators writes the inspection report

Which one of the following choices represents a reasonable approach to inspection?

- 1 - A, B, C, D, E, F, G, H, I, J
- 2 - A, B, C, E, F, G, H, J
- 3 - B, A, C, E, F, H, J
- 4 - C, E, I, J
- 5 - A, D, E, F, I, J
- 6 - A, B, C, E, G, I, J

CPUX-UT Public Test Questions (for training purposes)

Question 5 **1 correct choice** **2 points** LO 2.0.4-a(U)

Each of the following choices is a usability finding for an anti-virus program (AVP). Each choice exemplifies one of Nielsen's 10 heuristics. Which one best exemplifies the heuristic "Match between system and the real world"?

- 1 - The AVP crashes when the "Contact information" link is clicked
- 2 - The AVP uses terms like "false positives" and "wildcards in file names", which are hard to understand for users who are not very familiar with computers
- 3 - Once a virus scan of a drive has been started, it is impossible to cancel the scan
- 4 - No FAQs, help system or user assistance is available
- 5 - The status bar that shows the progress of a virus scan is informative and easy to understand
- 6 - During update of the virus database, the AVP sometimes displays the message "Something went wrong". The message should be more constructive

Question 6 **1 correct choice** **2 points** LO 2.0.5-a(K)

Which one of the following is NOT a valid quality criterion for a set of heuristics?

- 1 - Generally recognized – it must have stood the test of time
- 2 - Comprehensible
- 3 - Useful
- 4 - Error tolerant
- 5 - Manageable – that is, not too many heuristics
- 6 - Easy to understand

CPUX-UT Public Test Questions (for training purposes)

Question 7

1 correct choice

2 points

LO 2.0.6-a(U)

Which one of the following statements about usability review is correct?

- 1 - A valid result from a usability review of an insurance company's website is "The insurance conditions are reasonable"
- 2 - Usability reviews never involve heuristics
- 3 - Usability experts can be involved in usability reviews
- 4 - Two or more evaluators are required for a usability review
- 5 - Usability reviews are often based on usability test findings
- 6 - Usability reviews never report positive findings

CPUX-UT Public Test Questions (for training purposes)

Question 8**2 correct choices****2 points**

LO 2.0.9-a(U)

Which two of the following statements about the similarities and differences between heuristic evaluation, usability review, expert usability review and cognitive walkthrough are correct?

- 1 - Users are involved in cognitive walkthroughs but neither in heuristic evaluation nor usability review
- 2 - An expert usability review that is based solely on heuristics is essentially a heuristic evaluation
- 3 - Heuristic evaluations and cognitive walkthroughs are used mainly to evaluate high-fidelity prototypes, while usability reviews and expert usability reviews can be used to evaluate both low- and high-fidelity prototypes
- 4 - The only difference between a usability review and an expert usability review is that the latter is carried out solely by experts
- 5 - A cognitive walkthrough is similar to a heuristic evaluation that is based on just 3 heuristics:
 - Discoverability: Will the user try to achieve the right effect?
 - Feedback: Will the user notice that the correct action is available?
 - Comprehensibility: Will the user associate the correct action with the effect that the user is trying to achieve?
- 6 - Personas and scenarios are used solely in persona based usability reviews; they are never used in usability reviews, expert usability reviews or heuristic evaluations

CPUX-UT Public Test Questions (for training purposes)

Question 9

1 correct choice

2 points

LO 2.1.1-a(U)

Which one of the following choices about the evaluator role in an inspection is correct?

- 1 - The evaluator manages a team of inspectors who assess the user interface
- 2 - The evaluator must be a usability expert
- 3 - A user or a usability professional with limited experience can be an evaluator in an inspection
- 4 - The author and the evaluator can be the same person
- 5 - The evaluator develops or maintains the interactive system that is the subject of the inspection
- 6 - The evaluator sits with the user in each usability inspection session and moderates the usability inspection session

CPUX-UT Public Test Questions (for training purposes)

Question 10

1 correct choice

2 points

LO 3.0.1-a(M)

A colleague who is not completely familiar with usability test moderation asks you: “In a usability test session, the briefing usually takes place before the pre-session interview. Would it be OK to conduct the pre-session interview first and then the briefing?”

Which one of the following choices is the best answer?

- 1 - No. The test participant must be informed “We’re not testing you” before the briefing
- 2 - No. We can’t get started before the NDA or the ICA are signed
- 3 - No. The test participant must be asked to “think aloud” ahead of the pre-session interview
- 4 - Yes. The pre-session interview is a good way to start. It motivates the test participant, because all questions are focussed on the test participant
- 5 - Yes. The pre-session interview must be first to get the NDA signed
- 6 - Yes. The briefing can be improved if the moderator knows a bit about the test participant from the pre-session interview

CPUX-UT Public Test Questions (for training purposes)

Question 11**3 correct choices****4 points**

LO 3.0.2-a(U)

Paul is a usability engineer. He tells you about problems in his organisation: “Actually, our management supports us quite well. We have a great usability lab, even in a separate building. Unfortunately, hardly anyone from the development ever shows up, even though their user interfaces are lousy. Our most recent test uncovered more than 90 problems. We document everything – our most recent report had 50 pages. Of course we communicate our findings in the most modern ways. For this test, for example, I created a 15-minute video where I described all problems and their causes in some details. But of course as so often before nothing happened.”

Which three of the following choices describe the most important causes of Paul’s troubles?

- 1 - Developers are not sufficiently aware of usability; they should be told by management to attend usability test sessions
- 2 - Paul’s usability test reports are too long
- 3 - Paul’s remarks show insufficient respect for the development team
- 4 - The high number of problems found indicates that developers should learn about basic usability to prevent usability problems
- 5 - The video is too short; at least 30 minutes are required to fully understand the usability problems
- 6 - The usability test sessions should be conducted in rooms that are closer to the places where developers work

CPUX-UT Public Test Questions (for training purposes)

Question 12**1 correct choice****4 points**

LO 3.0.3-a(M)

John is a UX professional working in the UX department of an airline. He regularly conducts usability tests of the airline's website. John feels that the tests are successful because they find important usability problems. His manager, Sheila, says that within 4 months she needs data that justifies the cost of the UX department.

Which one of the following plans best meets Sheila's needs, irrespective of what the plans cost to implement?

- 1 - Track the number of usability findings from qualitative usability tests with 10 users using think-aloud. Use the numbers to show the large number of usability problems found and corrected
- 2 - Run a qualitative usability test with 10 users every month for three months. Count the number of problems uncovered by qualitative usability testing and subsequently corrected. Use the data to show progress
- 3 - Same plan as in choice 2, but with 30 users every month
- 4 - Run a quantitative usability test without think aloud with 10 users every month for 3 months. Use the task completion time data to show progress
- 5 - Run a quantitative usability test without think aloud with 30 users every month for 3 months. Measure the same 6 carefully selected key tasks each time. Focus on optimizing the key tasks. Use the task completion time data to show progress
- 6 - Same plan as in choice 5, but with think aloud and 50 users every month

CPUX-UT Public Test Questions (for training purposes)

Question 13

1 correct choice

4 points

LO 3.1.1-a(M)

A colleague shows you a list of the main sections of his usability test plan for a new e-commerce website that sells drones:

- A. The goals of the usability test
- B. The user group or user groups for the usability test
- C. A reference to the user requirements for the interactive system (if the purpose of the usability test is to evaluate the design against user requirements)
- D. Number of planned test participants
- E. Approximate length of each usability test session
- F. Name of moderator
- G. Time plan
- H. A resource estimate for the usability test

Which one of the following choices represents reasonable advice that you could give him?

- 1 - The physical location where the usability test will be conducted should be added, for example usability lab or office room
- 2 - The usability test tasks should be added
- 3 - A description of how the findings will be communicated should be added
- 4 - Personas describing the usability test participant profile should be added
- 5 - The number of planned test participants and the approximate length of each usability test session are not required
- 6 - A CV of the moderator should be added

CPUX-UT Public Test Questions (for training purposes)

Question 14 **1 correct choice** **2 points** LO 3.1.2-a(U)

You have been asked to conduct a quantitative usability test of the airline easyjet's website. The goal is to measure the task completion time for purchasing flight tickets on the website.

Which one of the following statements about the number of test participants required for this usability test is correct?

- 1 - At least 20 test participants are required
- 2 - At least 50 test participants are required
- 3 - 5 users are required, because they are enough to find 75% or more of the usability problems related to the task
- 4 - 5 users are enough to drive a useful iterative cycle
- 5 - 5 users per user group are required, so the number of test participants depends on the number of user groups addressed by the usability test
- 6 - 1-3 test participants can provide important insight as exemplified by the RITE method

Question 15 **2 correct choices** **2 points** LO 3.1.3-a(M)

Which two of the following pieces of information are NOT required in a usability test script?

- 1 - Executive summary
- 2 - Usability test tasks
- 3 - Pre-session interview questions
- 4 - Post-session interview questions
- 5 - Briefing
- 6 - Purpose of the study

CPUX-UT Public Test Questions (for training purposes)

Question 16

2 correct choices

2 points

LO 3.1.4-a(U)

Which two of the following pieces of information are NOT required in the confirmation to a test participant?

- 1 - Date and time of the usability test session
- 2 - “The test will take place in a lab”
- 3 - “We are not evaluating you. We are evaluating the product”
- 4 - Information about how to get to the test location
- 5 - Name and contact information in case of a delay
- 6 - The topic of the usability test

CPUX-UT Public Test Questions (for training purposes)

Question 17

1 correct choice

2 points

LO 3.1.5-a(U)

Which one of the following choices belongs in a non-disclosure agreement (NDA) but not in an informed consent agreement (ICA) for a usability test?

- 1 - The purpose of the usability evaluation
- 2 - "The usability evaluation session will be video recorded" (if this is indeed the case)
- 3 - "Your participation in this evaluation is completely voluntary. You are free to leave any time if you feel uncomfortable. Even if you leave early you will still get your gift. If you need a break, just tell us"
- 4 - "We are not evaluating you. We are evaluating the product."
- 5 - "You will be working with a product that is still being developed. Any information you acquire about this product is confidential and proprietary and is being disclosed to you only so that you can participate in the evaluation. By signing this form, you agree not to talk about this product to anyone"
- 6 - "Nothing in this non-disclosure agreement prevents you from making any disclosure of the confidential information required by law or by any competent authority"

CPUX-UT Public Test Questions (for training purposes)

Question 18

1 correct choice

2 points

LO 3.1.7-a(U)

Which one of the following statements about pilot usability test sessions is correct?

- 1 - Pilot usability test sessions are not required for unmoderated usability tests
- 2 - Pilot usability test sessions are mandatory for remote usability tests
- 3 - Colleagues should never be used as test participants – not even in pilot usability test sessions
- 4 - Findings from pilot usability test sessions may be included in the usability test report if the findings seem valid
- 5 - Pilot usability test sessions must include an open-ended task
- 6 - Stakeholders should not observe pilot usability test sessions

CPUX-UT Public Test Questions (for training purposes)

Question 19**1 correct choice****2 points**

LO 3.2.1-a(M)

A colleague is planning a usability test of the airline easyjet's website. The following ordered list of activities have been suggested for the usability test session:

- A. Greet the test participant
- B. Conduct the briefing
- C. Conduct the pre-session interview
- D. Hand out usability test tasks to the test participant
- E. Observe the test participant during usability test task solution
- F. Conduct the post-session interview
- G. Hand over incentive and say goodbye

Which one of the following series of comments on this list is appropriate?

- 1 - A debriefing is missing after the post-session interview (activity F)
- 2 - The pre-session interview should be conducted before the briefing
- 3 - The activity "Demonstrate the correct solution to each test task and ask the test participant to comment on the solution" should be added after the post-session interview (activity F)
- 4 - The test participant should be interviewed after each task, not just observed
- 5 - The test participant should be asked to explore the website for about 5 minutes after the pre-session interview (activity C)
- 6 - The list contains no problems

CPUX-UT Public Test Questions (for training purposes)

Question 20 **2 correct choices** **2 points** LO 3.2.3-a(K)

You have been asked to outfit a usability lab, but your budget is limited. Which two of the following items are essential?

- 1 - Separate test and observation room
- 2 - One-way mirror
- 3 - Possibility of video and audio transmission from the test room to the observation room
- 4 - Waiting room for test participants
- 5 - Beamer
- 6 - Eye tracker

Question 21 **2 correct choices** **2 points** LO 3.2.4-a(U)

Which two of the following actions are NOT part of the activities that happen shortly before the test participant arrives for a usability test session?

- 1 - Turn off unwanted applications such as mail, softphone, automatic backup service
- 2 - Check that all usability test tasks can be solved with the interactive system
- 3 - Set up or reset the equipment to match the starting condition defined in the usability test script. This includes deleting any data from the previous usability test session, including cookies
- 4 - Put the cards with the usability test tasks in the right order
- 5 - Clear the browser cache
- 6 - Call the test participant to reconfirm the appointment

CPUX-UT Public Test Questions (for training purposes)

Question 22

1 correct choice

2 points

LO 3.2.5-a(M)

Which one of the following choices is NOT appropriate in the checklist for a briefing?

- 1 - Briefly introduce yourself and any other people who are in the room
- 2 - Ask test participants to read and sign the NDA or the ICA
- 3 - Explain what usability is and why it is important
- 4 - Say “We are not evaluating you. We are evaluating the product”
- 5 - Briefly explain that we want the test participant to think aloud
- 6 - Say “You are welcome to ask questions at any time. Do you have any questions right now?”

CPUX-UT Public Test Questions (for training purposes)

Question 23

1 correct choice

4 points

LO 3.2.6-a(M)

You are writing the usability test script for a usability test of the airline easyjet's website. Little information about usability test participants is available, except that they are familiar with shopping on the web. The following questions have been suggested for the pre-session interview:

- A. What is your profession?
- B. What is your age and sex?
- C. Tell me about a recent shopping experience you had on the web
- D. Tell me about your favourite websites
- E. Have you ever flown?
- F. Tell me about the last time you flew on a commercial airline
- G. Have you used easyjet's website before? If yes, tell me what you used it for, and what the results were
- H. Have you used easyjet's website before? What do you think of the website's usability?
- I. Have you used the websites of other airlines before? If yes, tell me what you used them for, and what the results were

Which one of the following combinations of questions is appropriate?

- 1 - G
- 2 - A, F, G, I
- 3 - A, B, F, G, H, I
- 4 - A, G, I
- 5 - A, B, C, D, E, F, G, I
- 6 - A, B, C, D, E, F, G, H, I

CPUX-UT Public Test Questions (for training purposes)

Question 24

2 correct choices

2 points

LO 3.2.7-a(M)

During a usability test session the participant gets more and more quiet. Finally, he stops talking completely but continues to work on the task at hand.

Which two of the following choices represent suitable actions?

- 1 - Urge the test participant to speak out loud and clear
- 2 - Observe what is catching the attention of the test participant
- 3 - Ask open and neutral questions to find out what the test participant is thinking
- 4 - Shorten the session because the test participant is not useful
- 5 - Politely remind the test participant of the previous request to think out loud, but don't insist
- 6 - Break off the session for a few minutes to show the test participant how to think aloud

CPUX-UT Public Test Questions (for training purposes)

Question 25**3 correct choices****4 points**

LO 3.2.8-a(U)

During a usability test session of a website that sells classical music, the following conversation takes place between the test participant (TP) and the Moderator (M):

TP: "Sorry. I can't find any music by the composer Schostakovitsch"

M: "That's because you made a mistake. His name is spelled s-h-o-s-t-a-k-o-v-i-c-h"

TP: "Yes. Now it works, and the search result list includes the symphony you asked for. Thank you. I never heard of this composer before even though I think I know quite a bit about classical music. Sorry that my spelling is so bad. Tell me a bit about him"

M: "Information about composers is available on the website. Shostakovich is quite well known to people who know about classical music. He was a Soviet composer and pianist, and a prominent figure of 20th-century music. He achieved fame in the Soviet Union under the patronage of Soviet chief of staff Mikhail Tukhachevsky, but later had a complex and difficult relationship with the government. Nevertheless, he received accolades and state awards and served in the Supreme Soviet of the Soviet Union from 1962 until his death"

Which three of the following moderation problems are apparent in this conversation?

- 1 - The moderator talks too much
- 2 - The moderator defends the interactive system
- 3 - The moderator's remarks are derogative
- 4 - The moderator asks leading questions
- 5 - The moderator provides clues
- 6 - The moderator expresses his own views on the interactive system

CPUX-UT Public Test Questions (for training purposes)

Question 26**1 correct choice****2 points**

LO 3.2.9-a(M)

A colleague shows you the following two usability test tasks for the Avis car rental website:

- A “Rent a car at London Heathrow airport starting next Thursday. Pick-up time is around 15.00. The car will be returned on the following Monday around 09.00. Car size Intermediate. Include Loss Damage Waiver (LDW) insurance”
- B “Are you planning a business trip or a vacation? Where are you going? Please rent a car that fits your taste and budget from your destination airport for an appropriate period”

Both tasks are basically correct but one of them contains a problem. Which one of the following choices correctly describes an important problem in one of these usability test tasks?

- 1 - Task A is a pretender task
- 2 - Task A is unrealistic
- 3 - Task A contains clues
- 4 - Task B is too open-ended; analysis of the findings will be difficult or impossible
- 5 - Task B does not include pick-up time and return time
- 6 - Task B does not include the destination airport

CPUX-UT Public Test Questions (for training purposes)

Question 27

1 correct choice

4 points

LO 3.2.11-a(M)

Consider the following questions in a post-session interview after a face-to-face usability test of a smartwatch.

These questions are not of equal importance. Let's assume that you have limited time for the post-session interview and need to prioritize the questions.

- A. "What do you think of the usability of the smartwatch?"
- B. "Do you like the design of the smartwatch?"
- C. "Which 2-3 things did you like most about the smartwatch?"
- D. "Which 2-3 things are most in need of improvement?"
- E. "Would you buy this smartwatch? If yes, how much would you be willing to pay for it?"
- F. "How likely are you to recommend this smartwatch to a friend or colleague? What makes you say so?"
- G. "What tasks are missing from the task set that you have worked on?"

Which one of the following sequences shows a reasonable priority order of these questions: Most important question first, least important last, unimportant questions are omitted.

- 1 - C, D
- 2 - E, F, A, B
- 3 - A, B, E, F, G
- 4 - A, B, C, D
- 5 - E, F
- 6 - A, B, C, D, E, F, G

CPUX-UT Public Test Questions (for training purposes)

Question 28

1 correct choice

2 points

LO 3.3.2-a(U)

As part of the KJ-method, findings are put on a wall and grouped. The groups are named.

Which one of the following choices best describes what the group names are used for?

- 1 - They are used to write appropriate usability test tasks for the next usability test of the interactive system
- 2 - They can be used as section headings in the usability test report
- 3 - They are used to prioritise the findings
- 4 - They are used to combine descriptions of the same usability problem
- 5 - They are used as subtitles in the executive summary of the usability test report
- 6 - They are used solely to provide a better overview of the findings on the wall

CPUX-UT Public Test Questions (for training purposes)

Question 29

1 correct choice

4 points

LO 3.3.3-a(M)

Here's a list of activities for the analysis of usability findings from a usability test:

- A. Each usability session is video recorded. After each session, the note-taker reviews the video with the test participant. Together, they extract and prioritize findings
- B. After each usability test session, the note-taker, the moderator and the host meet to discuss the observations from the usability test session while everyone still remembers what happened
- C. During each usability test session, the note-taker records usability observations, usually by writing them down
- D. Each usability session is video recorded. After all sessions have been completed, the moderator, the note-taker and the host review the videos and record usability problems
- E. After all usability test sessions have been completed, the moderator, the note-taker and the communicator meet and have a frank discussion about their findings. The result is a common list consisting of 20-30 usability problems and 5-10 positive findings
- F. After all usability test sessions have been completed, the moderator and the note-taker separately extract 20-30 usability findings and 5-10 positive findings each from their observations. These findings reflect the observations that they consider most important

Which one of the following choices describes the most efficient order of these activities?

- 1 - C, B, F, E
- 2 - D
- 3 - A, C, B, E
- 4 - C, E
- 5 - A, F, E
- 6 - A, E

CPUX-UT Public Test Questions (for training purposes)

Question 30**1 correct choice****2 points**

LO 3.3.5-a(M)

Under which one of the following circumstances should your usability test report contain a recommendation for improvement for a finding?

- 1 - Stakeholders expect recommendations from the communicator: "That's why we hired you!"
- 2 - The solution is obvious
- 3 - The communicator knows the stakeholders well enough to trust that they don't really need help
- 4 - The communicator is not sufficiently familiar with all the constraints (technical, business, legal, political, etc.)
- 5 - The communicator lacks confidence that the recommendation is a good one
- 6 - The problem is large enough in scope that the communicator can't easily describe a solution in a few sentences.

Question 31**1 correct choice****2 points**

LO 3.4.1-a(M)

Which one of the following roles in a usability test is responsible for moderating a KJ-session?

- 1 - The host
- 2 - The moderator
- 3 - The observers
- 4 - The usability test participant
- 5 - The communicator
- 6 - The note-taker

CPUX-UT Public Test Questions (for training purposes)

Question 32

1 correct choice

2 points

LO 3.4.2-a(U)

John is the host of a usability test session of the website of an insurance company.

Which one of the following remarks from the observers is NOT relevant for John in his role as a host?

- 1 - "I need some information about the background of the current test participant"
- 2 - "It would be wonderful if you had a coffee machine in here"
- 3 - "Who's the developer that wrote the code for this part of the website?"
- 4 - "It's shocking for me to see the problems that the test participant has understanding the text of the insurance conditions. We should learn from our competitor Alpha Insurances' way of writing insurance conditions"
- 5 - "Does anyone have a copy of the test tasks that are being used?"
- 6 - "Who's the moderator? Does she know anything about insurance?"

CPUX-UT Public Test Questions (for training purposes)

Question 33

1 correct choice

4 points

LO 3.5.1-a(U)

Paul tells you about a quantitative usability test of a washing machine that he is planning:

- A. I have a budget that allows me to test 30 test participants who have never used this washing machine before but who are familiar with other washing machines
- B. I plan to measure task completion time, failure rate and disaster rate
- C. In addition to the measurements, I plan to report the most important qualitative findings
- D. I plan to report the geometric mean, the confidence interval and outliers for the task completion time
- E. Each test session will take approximately 30 minutes. Test participants will be asked to add washing powder and other consumables, load the washing machine, start several programs in separate tasks and unload the washing machine

Which one of the following comments on Paul's plans is correct?

- 1 - The number of test participants is too low to obtain a reasonable confidence in the results. Test at least 50 test participants
- 2 - Paul should report the standard deviation instead of the outliers for the task completion time
- 3 - Paul should report the mean instead of the geometric mean
- 4 - Participants should be trained in the use of the washing machine before the test starts; at least ask test participants to study the instruction manual at the start of the usability test
- 5 - Qualitative findings from a quantitative test are invalid
- 6 - All Paul's suggestions look good

CPUX-UT Public Test Questions (for training purposes)

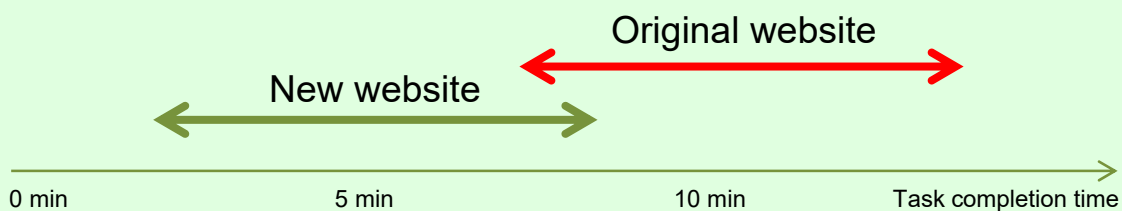
Question 34

1 correct choice

2 points

LO 3.5.3-a(U)

The figure shows 90%-confidence intervals for the task completion time for the key task “Rent a car” on a car rental website with 20 test participants. The figure shows data from quantitative usability tests of the original and new website.



Which one of the following is a correct choice to the question “Can we say with 90% confidence that the new website is more efficient for renting a car than the original website?”

- 1 - Yes, because the mean of the task completion times for the new system are clearly lower than for the original system
- 2 - Yes, because the geometric mean of the task completion times for the new system are clearly lower than for the original system
- 3 - Yes, because the overlap between the intervals is negligible
- 4 - Yes. The two intervals overlap by 10%, so with 90% certainty the new system is better than the original system
- 5 - No, because the two confidence intervals overlap
- 6 - No. The new website is definitely not better than the original website, because the two confidence intervals overlap

CPUX-UT Public Test Questions (for training purposes)

Question 35 **2 correct choices** **2 points** LO 3.6.1-a(U)

Which two of the following describe characteristics of a discount usability test?

- 1 - No moderator
- 2 - Moderator, note-taker, communicator and administrator roles are handled by one person
- 3 - Limit the test to 5 test participants
- 4 - Limit the test to 1 or 2 test participants
- 5 - Use of a discount usability lab
- 6 - No incentives

Question 36 **1 correct choice** **2 points** LO 3.6.5-a(K)

Which one of the following statements about eye-tracking is NOT correct?

- 1 - The definition of eye-tracking is: "Tracking and recording test participants' eye movement during a usability test"
- 2 - The purpose of eye-tracking is to get an understanding of where test participants look at the screen, and where they do not look
- 3 - Eye tracking often generates a heat map showing where test participants looked over a period of time, for example while solving part of a usability test task
- 4 - Eye tracking shows test participants' thought activity
- 5 - Eye tracking rarely generates important insight that could not have been achieved through an ordinary usability test.
- 6 - Findings from a usability test that includes eye tracking are often more easily accepted by stakeholders than results from an ordinary usability test

CPUX-UT Public Test Questions (for training purposes)

Question 37**1 correct choice****2 points**

LO 3.7.2-a(U)

During a usability test session, the test participant has problems solving a usability test task. The moderator jokingly says “If you can’t solve this task, you won’t get your gift.” Everybody – including the test participant – smiles at this remark and the test participant arrives at the right answer shortly after.

Which one of the following choices is a correct choice to the question “Is there an ethical issue?”

- 1 - Yes. The moderator’s remark violates the promise “We’re not testing you”
- 2 - Yes. The moderator’s remark is sarcastic
- 3 - Yes. The moderator’s remark violates the test participant’s right to privacy
- 4 - No. It was just a joke, and everybody understood this
- 5 - No. The basic rule is “At the end of the usability test session the test participant must feel at least as comfortable as at the start”. The smiles show that this rule was not violated
- 6 - No. The moderator does not indicate that the test participant has done anything stupid or wrong

CPUX-UT Public Test Questions (for training purposes)

Question 38	2 correct choices	2 points	LO 4.0.3-a(U)					
Which two of the following are the most appropriate rating scales in a quantitative user survey?								
1 -	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Can't answer		
2 -	Strongly disagree	Disagree	Agree	Strongly agree	Can't answer			
3 -	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree			
4 -	Strongly disagree	Disagree	Agree	Strongly agree				
5 -	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree	Can't answer
6 -	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree	

CPUX-UT Public Test Questions (for training purposes)

Question 39 **1 correct choice** **2 points** LO 4.0.5-a(U)

Which one of the following pieces of advice regarding the usability of a questionnaire is NOT correct?

- 1 - Explain the purpose of the questionnaire clearly at the start
- 2 - Provide a realistic estimate of the time it takes to fill out the questionnaire at the start
- 3 - Each question must contribute significantly to the purpose of the questionnaire
- 4 - Start by asking about the age and sex of the user survey participant to get the basics right
- 5 - Keep user survey participants informed of their progress while they complete the questionnaire
- 6 - Questions must be unambiguous

Question 40 **1 correct choice** **2 points** LO 4.2.1-a(U)

Which one of the following statements about SUS and UMUX-LITE is correct?

- 1 - UMUX means Usability Measurement of Usability Experience
- 2 - UMUX-LITE has 4 questions
- 3 - SUS has 10 questions
- 4 - SUS means System-User Satisfaction
- 5 - UMUX-LITE has been widely used in the evaluation of a range of interactive systems
- 6 - UMUX-LITE questions are answered using a 4-point scale: Strongly disagree; Disagree; Agree; Strongly agree

End of the 40 test questions

CPUX-UT Public Test Questions (for training purposes)

7 Theoretical examination – Answers to test questions

Question	Choice	Notes
1	2	A is wrong: Inspection can be done by users B is wrong: Usability reviews do not have to be based on heuristics C is wrong: No data to support this D is wrong: Inspections cannot be usability tested E is wrong: Inspections can be carried out by laymen
2	1	The description indicates a low usability maturity
3	5	
4	2	D and I are incorrect. G is required. See the overview of the steps in an inspection in section 2.0.
5	2	An important interpretation of “Match between system and the real world” is “Speak the users’ language”
6	4	2 and 6 are both correct even though they are quite similar
7	3	
8	2+4	5 is incorrect because the 3 questions are not heuristics
9	3	
10	2	This question also tests whether candidates know the meaning of ICA and NDA.
11	2+3+6	1+4 are attempts to blame the problems on the developers; there is no indication that Paul has tried seriously to sell usability in the organisation
12	5	1+2+3 are incorrect because the data is based on a qualitative approach. The curriculum defines a quantitative usability test as “A usability evaluation that focuses on obtaining figures for the effectiveness or efficiency of an interactive system.” Choice 1+2+3 might be acceptable if the word “quantitative” had been used instead of “qualitative”. Anyway, simply counting usability problems irrespective of severity is not recommended. 4 is incorrect because the number of participants is too small. 6 is incorrect because it uses think aloud
13	3	
14	1	
15	1+6	
16	2+6	
17	5	6 is unnecessary legalese
18	4	
19	6	
20	1+3	
21	2+6	

CPUX-UT Public Test Questions (for training purposes)

Question	Choice	Notes
22	3	
23	4	
24	2+5	
25	1+3+5	3: "Shostakovich is actually quite well known." 5: "Information about composers is available on the website."
26	3	"Intermediate" and "Loss Damage Waiver (LDW)" are clues. These terms are not used by ordinary users, but they are probably used on the website. Answer 4 is wrong. Task B is indeed open-ended, but according to the curriculum, open-ended tasks are useful, even though they may require some additional analysis.
27	1	
28	2	
29	1	Reviews of video recordings provide some insight, but they are not efficient
30	1	
31	5	
32	4	4 is the correct choice because it's a usability finding, which is of interest to the note-taker. 1, 2, 5, 6 are requests for a better service, for which the host is responsible.
33	6	
34	5	
35	2+3	
36	4	
37	1	
38	1+5	3, 4 and 6 do not include "Not applicable". 2 and 4 have an even number of steps, which is discouraged by the Curriculum
39	4	Choice 4 is correct. It is wrong because the first questions in a questionnaire must match the user survey participants' understanding of the purpose of the questionnaire.
40	3	

CPUX-UT Public Test Questions (for training purposes)

8 Important changes compared to previous versions

Date, version	Change
20-09-2016, Version 2.06	Completely revised. First version with multiple choice questions. Previous versions had free text questions.
09-02-2017, Version 2.07	Time-on-task changed to task completion time (reflects change in Curriculum) Question 10, answer 1 modified. Note to question 10 in Answers section modified. Question 27, answer 1 and 4 modified. Question 30: Question slightly rephrased. Question 32, answer 3 and 4 interchanged. The new answer 4 is correct.