



CPUX-F

Public Test Questions (for training purposes)

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CPUX-F Public Test Questions (for training purposes)

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CPUX-F Public Test Questions (for training purposes)

1 Purpose of the public test questions

This document is for training purposes. It contains a set of 40 public test questions for the Certified Professional for Usability and User Experience – Foundation Level (CPUX-F) certification.

These public test questions are realistic examples of the questions you will encounter during your certification test, and will give you an idea of the range and level of difficulty you should expect to prepare for.

None of the public test questions in this document are used for certifications.

We recommend that you study the Curriculum and Glossary, along with the instructions in this document, before you begin this test. Doing so will allow you to devote the time available to answering the questions.

The answers to the questions are given at the end of this document.

1.1 Acknowledgments

This document was created by the following persons:

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2 Overview of CPUX-F Documents

The following documents have been designed to help you in your studies:

- Curriculum and glossary
This document defines all of the concepts that could be reflected in certification test questions.
- Public test questions (this document)

These documents are freely available on the User Experience Qualification Board website, www.uxqb.org.

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3 Information about the CPUX-F certification test

You will have 75 minutes to answer 40 test questions.

You are not allowed to use any aids such as computers, notes or textbooks during the certification test.

Exception

You are allowed to bring a paper dictionary to the certification test. The dictionary can be an English-English dictionary or a dictionary that translates English to a language of your choice. For example, if Danish is your primary language, you may bring an English-Danish paper dictionary.

Each test question is multiple-choice with six options to choose from. The number of correct answers – one, two or three – is clearly indicated for each question. Check the options that are correct or match the curriculum more closely than the other options.

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

3.1 How the scoring works

You must score at least 28 points out of a possible 40 (70%), to obtain the CPUX-F certificate.

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 single question can never be negative.

Example:

A question has two correct answers:

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

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3.2 Tips

1. During the certification test, you are allowed to write notes on a separate sheet of paper. You are not allowed to take this sheet with you when you leave the certification test.
2. Some questions may seem a bit complex at first glance. For example, question 11 in this set contains outlines of the personas: Alice, Bob, Carol and David – your task is to determine which of these four personas are primary, secondary and indirect users. The options are various combinations of suggestions for each persona.

The best strategy for solving such questions is to initially ignore the answers. Start by writing down the names of each persona (Alice, Bob, Carol, David) on your separate sheet of paper (see tip 1). Then, for each persona, write down whether they are primary, secondary or indirect users. Finally, check if one of the answer options is a combination that matches your classification of each persona.
3. Each question will always inform you about the number of correct answers, both in a header and in the question. The formatting and colouring of the questions may differ significantly from the format used in this document.
4. The practical implementation of the certification test varies considerably among certification providers. Some deliver questions and answer options on paper; in some cases, answers have to be given on a separate sheet of paper Others deliver questions and answer options on tablets. Contact your training provider or certification provider for more information.
5. Certification providers have many different certification test sets. This means that you may not get the same certification test questions as your colleagues, although some questions can appear in more than one certification test set.

It also means that if you have to take the certification test again, you will most likely get almost entirely new test questions.
6. Most certification providers will send you your certification test results per email. The time it takes before you get your certification test results varies considerably. Some certification providers will send you the results 15 minutes after the certification test is over; for others it may take a week or more.

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4 Public test questions

A complete set of 40 test questions, to be answered within 75 minutes, begins on the next page

CPUX-F Public Test Questions (for training purposes)

Question 1 **1 correct answer** LO 1.1 U

Which one of the following must be included in a human-centred design process?

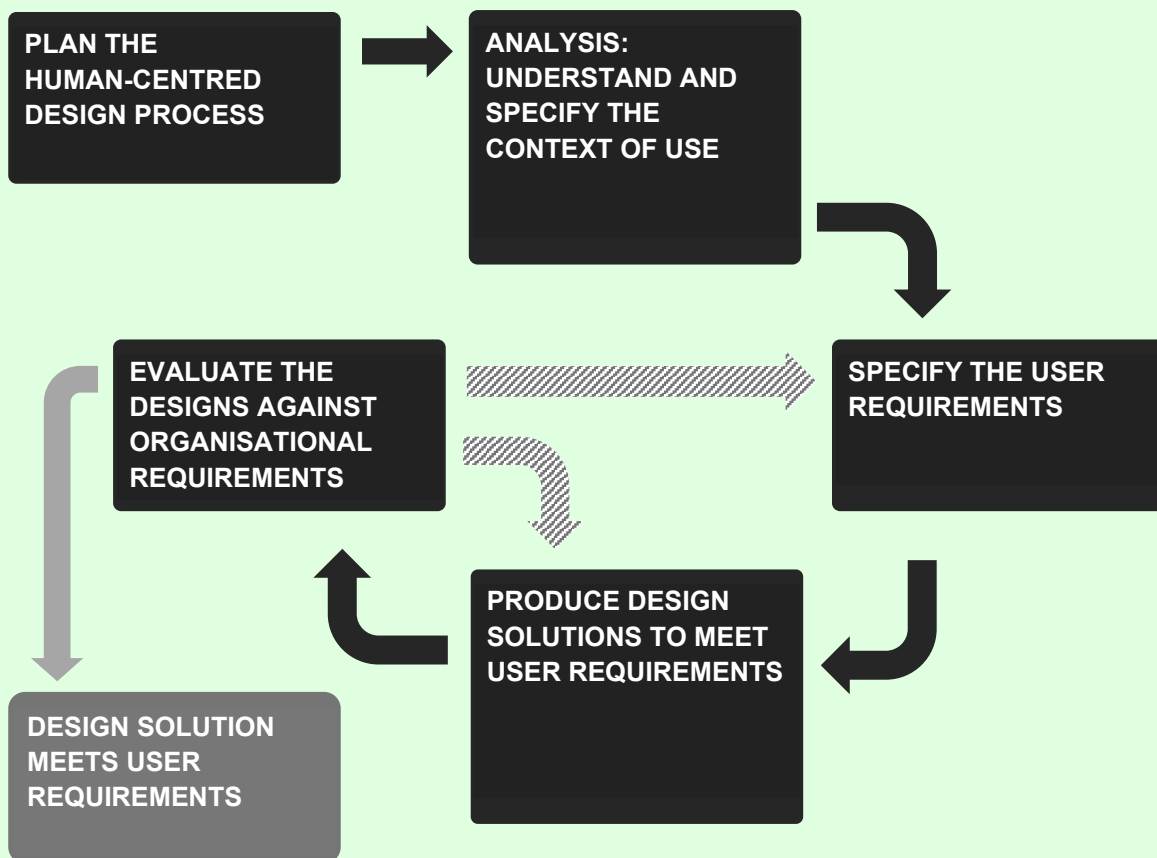
- A - A clear commitment from management to usability and human-centred design
- B - An interest from management in innovation
- C - Analysis of competitors' products to understand potential pitfalls
- D - Involvement of users throughout the design process
- E - Regular demonstrations to users of the evolving interactive system
- F - Exact timelines for usability milestones so progress can be monitored

CPUX-F Public Test Questions (for training purposes)

Question 2 2 correct answers LO 1.2 U

The figure below shows the relationship between human-centred design activities according to ISO 9241-210.

Which two errors does this drawing contain?



- A - The activity "Management approves user requirements" is missing
- B - The activity "Create prototypes" is missing
- C - The activity "Specify user-centred functions" is missing
- D - The title "Specify the user requirements" should be "Specify the user requirements to meet the context of use"
- E - One of the grey, hatched arrows denoting iteration is missing
- F - The title "Evaluate the designs against organisational requirements" should be "Evaluate the designs against user requirements"

CPUX-F Public Test Questions (for training purposes)

Question 3 **3 correct answers** LO 1.3 U

Which three of the following deliverables are created during the activity "Understand and specify the context of use"?

- A - User needs
- B - Description of the context of use
- C - Personas
- D - As-is scenarios
- E - User requirements
- F - Low-fidelity prototype

CPUX-F Public Test Questions (for training purposes)

Question 4 **1 correct answer** LO 2.1 U

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 one aspect of the ISO 9241 definition of usability is violated by this website?

- A - Accessibility
- B - Completeness
- C - Efficiency
- D - Effectiveness
- E - Satisfaction
- F - Speed

CPUX-F Public Test Questions (for training purposes)

Question 5 1 correct answer

LO 2.2 U

Alice and Bob have a passion for the theatre. For Bob's birthday, Alice decides to buy them both theatre tickets. She goes online to find and book tickets for a production that she thinks they will both enjoy. After the performance, Alice talks to Bob about the whole experience

1. The online ads that attracted Alice to the website claimed "Buy your tickets in under 60 seconds! Guaranteed!" It took Alice about 5 minutes to buy her tickets. "I couldn't work out how to select my tickets - that made me feel stupid", Alice explains to Bob
2. Alice thought the website looked attractive
3. Once she had selected the tickets, the checkout process seemed easy
4. When Alice and Bob arrived at the theatre, they were told that their printed tickets were not valid; they argued with the usher for ten minutes before someone in the box office confirmed their tickets were genuine and they were allowed in
5. Alice pre-ordered their interval drinks on the website, as they were offering a 2-for-1 deal. When she went to collect the drinks the barman had no record of her order.
6. The description of the credit card transaction that appeared on Alice's bank account was unintelligible; Alice was only able to work out what the transaction was because she recognised the amount

Which one of the following statements about Alice's user experience of the website is correct?

- A - All issues 1-6 affect the user experience
- B - Only issues 2 and 3 affect the user experience
- C - Only issue 3 affects the user experience
- D - All issues except 6 affect the user experience
- E - Only issues 1, 2 and 3 affect the user experience
- F - None of the issues 1-6 affect the user experience

CPUX-F Public Test Questions (for training purposes)

Question 6 **2 correct answers** LO 2.3 U

Which two of the following affect the user experience of an airline's website, but not its usability?

- A - The graphics on the website are attractive
- B - Luggage costs are hidden until users have entered their names
- C - It is possible to cancel a ticket and get part of the fare refunded but all users struggled to find out how to get a refund
- D - Users consider the fares shown on the website to be quite high
- E - The airport search is not error tolerant. For example, a search for 'Strassbourg' does not suggest 'Strasbourg'
- F - After the flight, users are annoyed by unsolicited marketing emails from the airline

CPUX-F Public Test Questions (for training purposes)

Question 7 **3 correct answers** LO 2.5 U

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

- A - Accelerator
- B - Number plate
- C - Gear stick
- D - Bumper
- E - Rear-view mirror
- F - Brake disc

CPUX-F Public Test Questions (for training purposes)

Question 8 **1 correct answer** LO 3.2 U

Which one of the following is NOT a human-centred quality objective for a next-generation cash machine?

- A - Users must be able to withdraw money twice as quickly as before
- B - Users must have a feeling of complete privacy when using the cash machine
- C - Only users with a genuine bank card must be allowed to withdraw money. Fake or stolen bank cards must be retained by the cash machine.
- D - Users who are blind must be able to withdraw money without help from another person
- E - Users must be able to withdraw money with any valid national or foreign bank card
- F - Users who request a receipt must be able to understand it

CPUX-F Public Test Questions (for training purposes)

Question 9 **1 correct answer**

LO 4.1 U

Which one of the following methods is NOT suitable for determining the context of use of a cash machine?

- A - Present the idea of the new cash machine to representative bank customers
- B - Interview front-line bank clerks
- C - Interview users of a current cash machine
- D - Observe users while they are using a current cash machine
- E - Conduct usability tests with cash machines from competitors
- F - Conduct focus groups regarding user needs for future cash machines

CPUX-F Public Test Questions (for training purposes)

Question 10 1 correct answer

LO 4.2 U

Gerry works in a bank. One of his responsibilities is to check the amount of cash in the cash machine and reload it to the required level. He does this each morning and on Friday afternoons, in preparation for the weekend.

Which one of the following best describes Gerry?

- A - Not a user of the cash machine since he does not withdraw money
- B - A primary user of the cash machine
- C - A secondary user of the cash machine
- D - An indirect user of the cash machine
- E - A stakeholder in the cash machine who is not a user
- F - A user of the cash machine who is not a stakeholder

CPUX-F Public Test Questions (for training purposes)

Question 11 1 correct answer

LO 4.3 U

“HappyHolidays” sells package holidays through their website, happyholidays.com

Alice and Bob are friends. Alice books a trip to Crete on happyholidays.com for her and Bob; she emails the boarding passes to Bob to print out.

David is a customer service representative for HappyHolidays; he uses happyholidays.com to help people who phone the call centre.

Carol is a retired surgeon. She is struggling to book a holiday to Nice on happyholidays.com so she calls HappyHolidays and talks to David; David talks Carol through completing the booking herself.

Which one of the following statements is correct?

- A - Alice and Carol are primary users of happyholidays.com;
David is a secondary user of happyholidays.com;
Bob is an indirect user of happyholidays.com
- B - Alice is a primary user of happyholidays.com;
Carol and David are secondary users of happyholidays.com;
Bob is not a user of happyholidays.com
- C - Alice, Carol and David are primary users of happyholidays.com;
Bob is not a user of happyholidays.com
- D - Alice is a primary user of happyholidays.com;
Bob, Carol and David are secondary users of happyholidays.com
- E - Alice is a primary user of happyholidays.com;
Bob, Carol and David are indirect users of happyholidays.com
- F - Alice, Bob, Carol and David are primary users of happyholidays.com

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Question 12 2 correct answers

LO 4.4 U

Which two of the following are considered stakeholders but NOT users of a car rental website?

- A - A trainer who is teaching staff at a call centre how to use the car rental website
- B - A call centre employee who is using the car rental website to reserve cars on behalf of a customer
- C - A designer who is responsible for the user interface design of the car rental website
- D - An accounts administrator who receives an email invoice for a reservation from the car rental website
- E - A customer who contacts a call centre employee and asks them to reserve a car for them on the car rental website
- F - A marketing executive who is running a "10% off car insurance" promotion on the car reservation website, for all users who reserve a car directly through the website

CPUX-F Public Test Questions (for training purposes)

Question 13 **1 correct answer**

LO 4.5 K

Which one of the following statements best describes a user group?

- A - A group of users whose personal characteristics and context of use with respect to the interactive system are similar or identical
- B - A collection of personas whose personal characteristics and context of use with respect to the interactive system are similar or identical
- C - 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
- D - 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
- E - A description of a fictitious but realistic group of users and what they intend to do when using an interactive system
- F - 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)

Question 14 2 correct answers

LO 4.6 U

Which two of the following statements best describe why it's important to distinguish between tasks and subtasks?

- A - Tasks are for primary users; subtasks are for secondary and indirect users
- B - According to the master-apprentice model: tasks are for the master; subtasks are for the apprentice
- C - Tasks can be used to create usability test tasks; subtasks should be avoided as the basis for usability test tasks, because they have no inherent value in isolation
- D - Tasks are the main basis for use scenarios, whereas subtasks are the main basis for task models
- E - Tasks are used to derive user needs. Both tasks and subtasks are used to derive user requirements
- F - When defining the navigation structure, it's important to focus on tasks. Subtasks are less important than tasks

CPUX-F Public Test Questions (for training purposes)

Question 15 **1 correct answer**

LO 4.11 K

Which one of the following statements best describes the purpose of a focus group?

- A - To gather focused information from a group of users in a usability test session
- B - To gather contextual information relating to user needs without interfering with users' work
- C - To collect contextual information relating to user needs by talking to users with particular focus on a user group
- D - To gather ideas for personas and scenarios
- E - To discuss a set of questions on specific topics
- F - To evaluate an interactive system

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Question 16 **3 correct answers** LO 4.13 U

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

- A - The interview must be contextual
- B - The interview must not be contextual
- C - The interviewer is the master and the user is the apprentice
- D - The user is the master and the interviewer is the apprentice
- E - The interviewer must ask neutral questions
- F - The interviewer must ask leading questions

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Question 17 **2 correct answers** LO 4.17 U

A colleague is planning interviews with users of a restaurant review system. Among other questions, their interview checklist includes the question

How do you choose a restaurant?

Which two of the following terms best characterise this interview question?

- A - Closed
- B - Formative
- C - Leading
- D - Neutral
- E - Open
- F - Summative

CPUX-F Public Test Questions (for training purposes)

Question 18 2 correct answers

LO 4.18 U

Which two of the following statements are valid as-is scenarios for an existing car rental website?

- A - Rachel visits the car rental website to rent a small car so she can drive from Reading to Keswick to visit her brother. She compares the cars available for the dates she wants to travel and chooses the one she likes best. She reserves the car for collection on the evening of the day before her trip.
- B - Rachel visits the car rental website to rent a small car so she can drive from Reading to Keswick to visit her brother. It is unclear whether the cars she is considering are available for the dates she wants to travel. Rachel looks for a phone number to speak to someone at the rental company but she can only find a web chat service which is currently offline. Frustrated, Rachel leaves the website and searches for an alternative car rental company.
- C -
1. Establish the required departure time;
 2. Establish the costs for each available vehicle;
 3. Choose a vehicle (based on cost, size, personal preferences);
 4. Reserve the car;
 5. Collect the car.
- D - When renting a car, customers need to know which cars are available for their chosen dates so they can complete their journey on time.
- E - When renting a car, customers must be able to select their chosen dates so the website can display the cars which are available.
- F - Rachel lives in a village outside Reading. She drives but doesn't own a car as her village has good public transport links to the nearest town, where she works, and she finds the bus convenient and cheap. Rachel occasionally visits her brother in Keswick for the weekend. It is too expensive for her to make this journey by train, and the bus takes too long, so she usually rents a car.

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Question 19 1 correct answer

LO 4.19 U

Which one of the terms below best characterises the following description?

Elena Montgomery, Human Resources Coordinator, Fluid Pharmaceuticals

Elena is 35 years old. She shares an apartment with her boyfriend of 4 years - they have no children. Her favourite pastimes are dancing tango and preparing wonderful tapas. She speaks conversational Spanish.

Elena spends most of her day processing forms that are needed to hire, transfer, or discharge employees in the Marketing department. If something is incomplete or unclear, she takes the time she needs to find the answer. She is an expert in all relevant forms and procedures.

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

- A - Prototype
- B - Persona
- C - As-is scenario
- D - Use scenario
- E - User group
- F - User group profile

CPUX-F Public Test Questions (for training purposes)

Question 20 **2 correct answers** LO 5.1 K

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

- A - User needs are always expressed from the user's point of view
- B - User needs for a user group may differ from user needs for another user group with the same context of use
- C - User needs are part of the information architecture
- D - User needs are always quantified
- E - User needs are identical to user goals
- F - User needs are used to write good error messages

CPUX-F Public Test Questions (for training purposes)

Question 21 **1 correct answer**

LO 5.3 U

Which one of the terms below best describes the following statement?

80% of 25 users who have used the car rental website at least twice before must be able to rent a car at Frankfurt Airport (Germany) for two days starting tomorrow at 09.00. Users must complete the task in under 5 minutes.

- A - Low-fidelity prototype requirement
- B - Use scenario
- C - Test task
- D - User need
- E - Quantitative user requirement
- F - Qualitative user requirement

CPUX-F Public Test Questions (for training purposes)

Question 22 **2 correct answers** LO 5.4 U

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

- A - At least 80% of 25 users who use the website for the first time must be able to rent a car within 10 minutes
- B - The company logo must appear in the top left-hand corner of each web page
- C - The website must be at least as usable as those of the two main competitors
- D - The website must have a help system
- E - The colour scheme of the website must reflect the standard colours of the company
- F - Users must be able to cancel a reservation

CPUX-F Public Test Questions (for training purposes)

Question 23 **2 correct answers**

LO 6.0.2 K

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

- A - Style guide
- B - User interface guidelines
- C - Specification of graphic design
- D - The words used in the user interface, for navigation and content
- E - Wireframe
- F - Content hierarchy

CPUX-F Public Test Questions (for training purposes)

Question 24 **1 correct answer**

LO 6.0.3 K

Which one of the following methods is most useful in helping to develop the navigation structure of a new website?

- A - Contextual interview
- B - Focus group
- C - Heuristic evaluation of a low-fidelity prototype
- D - Heuristic evaluation of a high-fidelity prototype
- E - Card sorting
- F - Storyboard

CPUX-F Public Test Questions (for training purposes)

Question 25 1 correct answer

LO 6.0.5 U

Which one of the following terms best characterises the drawing below?

Alpha Logo	Welcome to Alpha airlines <input type="text"/> Search
Plan Bookings Check-in Log-in FAQ	Flight and 4 nights in Casablanca, just 299€ Half-board & transfers included. Order now! Limited availability! <input type="button" value="Book"/>

- A - Design pattern
- B - Persona
- C - Use scenario
- D - Style guide
- E - Storyboard
- F - Wireframe

CPUX-F Public Test Questions (for training purposes)

Question 26 **1 correct answer**

LO 6.0.6 K

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?

- A - User interface guideline
- B - Low-fidelity prototype
- C - High-fidelity prototype
- D - Wireframe
- E - Style guide
- F - Storyboard

CPUX-F Public Test Questions (for training purposes)

Question 27 **3 correct answers** LO 6.1.2 K

Which three of the following are dialogue principles?

- A - Conformity with user expectations
- B - Suitability for learning
- C - Suitability for usability
- D - Suitability for the task
- E - Suitability for engagement
- F - Accessibility

CPUX-F Public Test Questions (for training purposes)

Question 28 **1 correct answer**

LO 6.1.5 K

Which one of the following statements best describes the term, "mental model"?

- A - A description of a fictitious but realistic user and what they intend to do when using an interactive system
- B - A description of the subtasks within a task that have to be carried out in order to reach the user's goals
- C - A person's thought process about how an interactive system works
- D - A low-cost, simple model of a design or concept used to gather feedback from users and other stakeholders during the early stages of design
- E - Information to help a user to interact with an interactive system
- F - A data model of how usability test participants felt about an interactive system following a usability test session

CPUX-F Public Test Questions (for training purposes)

Question 29 1 correct answer

LO 6.1.6 U

Which one of the following statements demonstrates the importance of user interface guidelines?

- A - User interface guidelines enforce the human-centred design process by allowing primary users to participate directly in the design process
- B - The non-specific nature of user interface guidelines gives designers the freedom to implement user interface elements however they like
- C - The specific nature of user interface guidelines ensures that any number of designers are able to implement the same user interface elements in a similar way
- D - User interface guidelines allow designers to come up with differences in the appearance and behaviour of user interfaces across an organisation
- E - User interface guidelines are primarily intended to devolve responsibility for the design of user interfaces across the whole design team, rather than it being the sole responsibility of the user interface designer
- F - User interface guidelines are used in heuristic evaluations to determine whether or not a design meets the organisational requirements

CPUX-F Public Test Questions (for training purposes)

Question 30 **1 correct answer**

LO 6.1.9 K

Which one of the following statements best describes the term, “design pattern”?

- A - A collection of buttons of different shapes and colours for use on a website
- B - A collection of personas with very similar characteristics
- C - A collection of user groups with very similar characteristics
- D - A collection of 4 to 8 icons that appear in a fixed order on the display
- E - A number of different approaches to solving a task in a given context of use; the approaches must have been observed in several, separate usability test sessions
- F - A solution to a commonly occurring design problem within a given context of use, that describes a design problem, a general solution, and examples of how to apply it

CPUX-F Public Test Questions (for training purposes)

Question 31 **2 correct answers** LO 7.1.1 U

Which two of the following are frequently used usability evaluation methods?

- A - Contextual interviews
- B - Remote usability testing
- C - Information architecture analysis through card sorting
- D - Creating personas
- E - Creating a storyboard
- F - Heuristic evaluation

CPUX-F Public Test Questions (for training purposes)

Question 32 **1 correct answer**

LO 7.1.2 U

Which one of the following statements is **INCORRECT**?

- A - Usability evaluation is always required in human-centred design
- B - Usability evaluation is a key element in an iterative human-centred design process
- C - Usability evaluation is most important during the phase “Analysis: understand and specify the context of use”
- D - Usability evaluations should be conducted as early as possible, because problems that are discovered early are cheaper to correct than problems that are detected late in the development
- E - Paper prototypes are suitable for usability evaluation
- F - Usability evaluation continues until the user requirements are met

CPUX-F Public Test Questions (for training purposes)

Question 33 **1 correct answer**

LO 7.1.3 U

Which one of the following statements best characterises a usability test?

- A - A moderated, problem-oriented discussion between representative users
- B - An expert carefully evaluates the interactive system to uncover usability problems
- C - Representative users are asked to give their opinion about the interactive system
- D - Representative users evaluate the interactive system using a questionnaire
- E - Representative users are observed while they solve representative, given tasks using the interactive system
- F - Representative users test the interactive system in order to find faults and defects

CPUX-F Public Test Questions (for training purposes)

Question 34 1 correct answer

LO 7.1.5 U

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 during its design. Your manager now asks you to conduct a usability test. Your team members are sceptical towards usability.

If we assume that there are no major budget constraints, which one of the following actions would be most beneficial for the project?

- A - Conduct a usability test with 20 representative users. Invite team members to observe test sessions
- B - Conduct a usability test with 5 representative users. Correct any usability problems before conducting a further usability test with 5 different representative users. Invite team members to observe test sessions
- C - Conduct a focus group with 10 representative users where the new website is presented and discussed. Invite team members to observe the focus group
- D - Conduct a focus group with 4 representative users, where the new website is presented and discussed. Invite team members to observe the focus group
- E - Ask each of your team members to carry out a number of representative tasks on the website so they can "feel the users' pain"
- F - Conduct a heuristic evaluation of the website

CPUX-F Public Test Questions (for training purposes)

Question 35 **1 correct answer**

LO 7.1.9 U

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

- A - Find a phone number that you can call to talk to someone about your rental contract
- B - Tell me what you think of the website's home page
- C - Rent a car that meets your needs from a location and for a period that suits you and your budget
- D - Rent a compact car from London Heathrow Airport. You need to collect the car tomorrow morning at 9 and return it to the same location, 4 days later at noon
- E - Cancel a reservation that you had previously made
- F - What is the charge for renting a GPS?

CPUX-F Public Test Questions (for training purposes)

Question 36 **1 correct answer**

LO 7.1.11 U

Which one of the following best describes a “Post-session interview”?

- A - The information that the moderator provides to the test participant ahead of the usability test session
- B - The interview that takes place before the usability test session
- C - The questions that the moderator asks the test participant during the usability test session
- D - The interview that takes place immediately after the usability test session
- E - The questions that the moderator asks the test participants approximately one week after the usability test session to gauge their long-term user experience
- F - The set of questions asked at the end of a contextual interview

CPUX-F Public Test Questions (for training purposes)

Question 37 **1 correct answer**

LO 7.1.14 U

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

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

CPUX-F Public Test Questions (for training purposes)

Question 38 **1 correct answer**

LO 7.1.16 K

Which one of the following is NOT a typical rating of a usability finding?

- A - Positive finding
- B - Minor problem
- C - Major problem
- D - Critical problem
- E - Essential problem (must be fixed regardless of cost)
- F - Catastrophic problem (life-threatening problem)

CPUX-F Public Test Questions (for training purposes)

Question 39 **1 correct answer**

LO 7.2.1 K

Which one of the following statements best characterises a usability inspection?

- A - A meeting where designers brainstorm ideas for a new interactive system
- B - An evaluation of a storyboard
- C - An evaluation of an interactive system where experts identify potential usability problems
- D - A focused discussion where an inspector leads a group of participants through a set of questions on a particular topic
- E - An evaluation that involves representative users performing specific tasks with the interactive system to enable identification of usability problems
- F - An examination (inspection) of the results of a contextual interview

CPUX-F Public Test Questions (for training purposes)

Question 40 3 correct answers LO 7.2.4 K

Which three of the following are good examples of survey questions?

A - Please indicate below which chronic condition(s) you have:

- Diabetes High cholesterol High blood pressure
 Heart Problems I have none of the conditions listed

B - Have you had a particularly good or bad experience with the National Health Service in the UK?

- Yes No

C - Do you think that the National Health Service in the UK is very good (circle the most appropriate answer)?

- Yes No

D - Would you disagree that our website is hard to use (circle one answer)?

- | | | | | |
|-------------------|----------|----------------------------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |

E - I felt confident while using the website (circle one answer)

- | | | | | |
|-------------------|----------|----------------------------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |

F - How could we improve the National Health Service's website?

.....

This is the end of the 40 test questions

CPUX-F Public Test Questions (for training purposes)

5 Answers to the public test questions

Question	Answer	Notes
1	D	
2	E+F	
3	B+C+D	
4	D	
5	A	<p>The question is about the user experience of the website.</p> <p>1 is a user's perceptions and responses that result from the anticipated use of the website.</p> <p>2+3 are about the usability of the website and thus affect the user experience.</p> <p>4 is about the user experience of the website because the tickets originated from the use of the website.</p> <p>5 is user experience because Alice ordered the drinks on the website.</p> <p>6 is about the user experience of the website because the transaction resulted from an interaction with the website.</p>
6	D+F	<p>Answer A is both user experience and usability/satisfaction</p> <p>Answer D is correct according to the definition of "satisfaction", example 4. It's also more correct than answer A, B, C and E.</p>
7	A+C+E	
8	C	
9	A	<p>Answer A describes a one-way communication. During analysis, we want to hear what users have to say.</p>
10	C	
11	A	
12	C+F	
13	A	
14	C+F	
15	E	
16	A+D+E	
17	D+E	
18	A+B	<p>Answer C is less correct than answer A and B because it is not narrative and because it is not about a specific user – that is, a persona.</p> <p>Answer F describes a persona; it is not narrative.</p>
19	B	
20	A+B	
21	E	
22	A+F	
23	D+F	

CPUX-F Public Test Questions (for training purposes)

Question	Answer	Notes
24	E	
25	F	The drawing cannot be a design pattern as suggested by answer A. 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.
26	B	
27	A+B+D	
28	C	
29	C	
30	F	
31	B+F	
32	C	
33	E	
34	B	Answer B is better than answer A. If you have the resources to usability test with 20 users, start by testing with for example 5 users, then correct the most critical problems and test again with another 5 users. Answer F is not optimal because “Your team members are sceptical towards usability.”
35	B	
36	D	
37	C	
38	E	Answer E is incorrect because “Essential problem (must be fixed regardless of cost)” is not listed in the curriculum. Also “(must be fixed regardless of cost)” oversteps the charter of the user experience professional.
39	C	
40	A+E+F	

CPUX-F Public Test Questions (for training purposes)

6 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>
30-10-2017, Version 2.14	<p>“Question:” removed in all questions.</p> <p>Editorial changes and clarifications to question E2 answer 5; question 5; question 23 answer 3; question 27 answer 1-5;</p> <p>Question 30: The question has been edited, all answers have been modified.</p> <p>Question 36: Answer 4 has been rewritten; the previous answer was ambiguous.</p> <p>Misprints corrected in question 10 answer 2; question 23 answer 4; question 28 answer 2; question 36; question 38.</p>
23-03-2018, Version 3.15	<p>All questions have been renumbered and the appropriate LO has been added to each question.</p> <p>Answers are now named A through F instead of 1-6.</p> <p>New questions: 2, 5, 6, 8, 10, 11, 12, 14, 15, 18, 24, 28, 29, 31, 32, 38, 40</p> <p>Revised questions: 1, 7, 9, 13, 19, 23, 25, 27, 30</p> <p>Editorial changes and clarifications to question 16, 17, 21, 22, 33, 34, 35, 36, 39</p> <p>No changes: 3, 4, 20, 26, 37</p> <p>The sections “3.2 Correcting answers” and “4 Three initial examples of test questions” have been deleted in order to shorten the document. The deleted test questions are still valid.</p> <p>A section containing tips for the exam (3.2) has been added.</p>