CPUX-UT
Public Test Questions

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Publisher: UXQB e. V.

Contact: info@uxqb.org

www.uxqb.org

Contents

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.

> The instructions in section 4, 5 and 6 are a subset of the full regulations. For the full regulations, please see the *CPUX-UT Examination Regulations*.

> We recommend that you study the CPUX-UT 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.

3 Acknowledgements

This document was created by the following persons:

Andreas Bleiker
Thomas Geis
John Goodall
Felix Leist
Rolf Molich (Editor)
Knut Polkehn
Matthias Reisemann
Bernard Rummel (Co-Editor)

4 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:

1. On the starting date selected by the candidate the Certification Provider sends 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.

2. 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 5.

3. 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.

4. Each usability test session must last at most 30 minutes.

5. Each test participant must sign the "Informed Consent Declaration" in section 8 of the "CPUX-UT Examination Regulations".

6. The candidate must sign and submit the "Declaration of original work and consent agreement" in section 10 of the "CPUX-UT Examination Regulations".

7. Each usability test session must be recorded on video. The video must show briefing, interview, moderation, and debriefing.

    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.

8. 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 and the unedited videos of the 3 usability test sessions.

The above instructions are a part of the complete instructions. You can find the complete instructions in the "CPUX-UT Examination Regulations", in particular the section "Part 2 of the examination – Practical examination".

5 Practical examination – Sample test task

Please conduct a usability test of the website:

www.accuweather.com

with 3 typical users who don't have previous knowledge of this website.

A pilot usability test session is not necessary. A usability lab is not required.

The goal of the study is to identify usability problems in the following general task areas:
1. Determining current weather in a given city
2. Forecasting weather for a given city

Create a total of four appropriate usability test tasks exclusively for these general task areas.

For the usability test, heed the content of the following documents:
1. "The most important reasons for failing the practical examination" in the document "Checklist for the evaluation of the practical examination for the CPUX-UT certificate"
2. CPUX-UT Examination Regulations, in particular the section "Part 2 of the Examination – Practical Examination";
3. CPUX-UT Curriculum;
4. CPUX-F Curriculum.

In case you feel that one or more of the contents of the above documents describes requirements towards the preparation, execution and analysis of usability tests that are not applicable to the present usability test, please provide your reasoning in an appendix to your usability test report.

A description of the required material can be found in section 6.7 "Handing in the Results of the Practical Examination" of the CPUX-UT Examination Regulations.

6 Theoretical examination – Instructions

The examination consists of forty multiple-choice questions. Each question has six suggested answers. One, two or three of the suggested answers are significantly more correct than the remaining answers. The candidate should mark the correct answers. The number of correct answers is clearly shown for each question.

30 of the 40 questions are two-point questions. The remaining ten questions are four-point questions.

No study aids such as the curriculum text, seminar documentation, textbooks, personal notes, computers, phones, smartphones, or other electronic devices may be used during the examination.

The examination is overseen by an exam supervisor present.

Communication with others during the examination is forbidden.

Once the examination has commenced, candidates will only be allowed to leave the examination room subject to the condition that they do not return. Toilet breaks are not permitted.

Candidates are allowed to make notes on the examination form or on a separate sheet of paper, which is provided by the RCB. They are not allowed to take their notes with them when they leave the examination room.

An examination may take place using paper and pencil or dedicated devices, for example tablets, supplied by the RCB. Private computers owned by a candidate or the RTP must only be used for the examination if the software system has been approved by the UXQB.

6.1 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 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 point for each correctly marked choice. 2/3 (4/3) point is subtracted for each incorrectly marked choice.

The above figures apply for two-point questions. For four-point questions, double the scores.

The total score for a question can never be negative.

7 Theoretical examination – Sample set of 40 test questions for training purposes

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 have studied the curriculum and are ready to solve all 40 test questions.

| Question 1 | 1 correct choice | 4 points | LO 1.1(U) |

Consider the following statements about usability test, inspection and user surveys:

1. Usability tests are conducted with users. Inspections never involve users

2. Inspection is always based on heuristics. Usability testing and user surveys do not involve heuristics

3. Usability testing will find more usability problems than inspection and user surveys

4. Inspections and questionnaires in user surveys should be tested with users

Which one of the following choices is correct?

A - 1 and 2 are correct. 3 and 4 are incorrect

B - All four statements are incorrect

C - All four statements are correct

D - 1 is correct. 2, 3 and 4 are incorrect

E - 1 and 4 are correct. 2 and 3 are incorrect

F - 3 is correct. 1, 2 and 4 are incorrect

Question 2	1 correct choice	2 points	LO 1.2(U)

Applyance manufactures appliances, such as advanced food processors with a complex graphical user interface. John is the first UX person in the company. He has just been 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 sceptical 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?

A - Face-to-face usability test

B - Unmoderated usability test

C - Usability inspection conducted by representative users

D - Usability inspection carried out by John

E - Heuristic evaluation

F - User survey

Question 3	1 correct choice	2 points	LO 1.3(U)

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

A - The quality of a usability evaluation is the degree to which it fulfils commonly accepted requirements for professional usability evaluation

B - 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

C - The quality of a usability evaluation can be assessed by having the approach to usability evaluation reviewed by one or more qualified, neutral outsiders

D - Humility and openness to constructive criticism is useful for increasing the quality of usability evaluations. Reviews and quality assurance are opportunities, not nuisances

E - If stakeholders criticize a usability evaluation, it's because they lack usability maturity

F - Usability testers should pay attention to comments and criticism from peers – that is, other user experience professionals, test participants, and stakeholders

Question 4	1 correct choice	4 points	LO 2.0.2(U)

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

1. Determine goals in cooperation with stakeholders

2. Select appropriate method: usability inspection, heuristic evaluation or cognitive walkthrough

3. Select evaluators, for example usability professionals and subject matter experts

4. Inform the evaluators about the interactive system

5. The evaluators meet and try to reach consensus on highlights and lowlights

6. The evaluators present the findings on which a majority agree to the author and stakeholders

Which one of the following suggestions is correct?

A - Remove "cognitive walkthrough" in step 2

B - Change step 3 to "Select evaluators, who must be usability experts"

C - Add "Recruit representative users for the inspection" after step 3

D - Add "The evaluators evaluate the interactive system in solitude and write down their findings" after step 4

E - Remove step 5

F - Change step 6 to "The evaluators present all findings to the author and stakeholders"

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

Below are 6 usability findings for an anti-virus program (AVP).

Which one best adheres to the heuristic "Match between system and the real world"?

A - The AVP crashes when the "Contact information" link is clicked

B - 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

C - Once a virus scan of a drive has been started, it is impossible to cancel the scan

D - No FAQs, help system or user assistance is available

E - The status bar that shows the progress of a virus scan is informative and easy to understand

F - 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(K)

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

A - Generally recognized – it must have stood the test of time

B - Comprehensible

C - Useful

D - Error tolerant

E - Manageable – that is, not too many heuristics

F - Easy to understand

Question 7	1 correct choice	2 points	LO 2.0.6(U)

Which one of the following statements about cognitive walkthrough is correct?

A - A valid result from a cognitive walkthrough of an insurance company's website is "The insurance conditions are reasonable"

B - Cognitive walkthroughs are based on heuristics

C - Cognitive walkthroughs are often carried out in the context of a scenario and a persona.

D - Two or more evaluators are required for a cognitive walkthrough

E - Cognitive walkthroughs are often based on usability test findings

F - Cognitive walkthroughs never report positive findings

Question 8	2 correct choices	2 points	LO 2.0.7(U)

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

A - Users are involved in cognitive walkthrough but not in heuristic evaluation

B - A usability inspection that is based solely on heuristics is essentially a heuristic evaluation

C - Heuristic evaluations and cognitive walkthroughs are used mainly to evaluate high-fidelity prototypes, while usability inspection can be used to evaluate both low- and high-fidelity prototypes

D - The role "moderator" is never involved in usability inspection, heuristic evaluation and cognitive walkthrough

E - 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?

F - Personas and scenarios are used solely in heuristic evaluation; they are never used in cognitive walkthroughs

Question 9	1 correct choice	2 points	LO 3.0.1(U)

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 interview of the test participant. Would it be OK to conduct the interview first and then the briefing?"

Which one of the following choices is the best answer?

A - No. The test participant must be informed "We're not testing you" before the briefing

B - No. We can't get started before the test participant has consented to the NDRD and the DPS

C - No. The test participant must be asked to "think aloud" ahead of the interview

D - Yes. The interview is a good way to start. It motivates the test participant, because all questions are focussed on the test participant

E - Yes. The interview must be first to get the NDRD signed

F - Yes. The briefing can be improved if the moderator knows a bit about the test participant from the interview

Question 10   1 correct choice   4 points   LO 3.0.2(U)

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?

A - 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

B - 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

C - Same plan as in choice B, but with 30 users every month

D - 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

E - 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

F - Same plan as in choice E, but with think aloud and 50 users every month

Question 11 1 correct choice 4 points LO 3.1.1(U)

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

1. The goals of the usability test

2. The user group or user groups for the usability test

3. 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)

4. Number of planned test participants

5. Approximate length of each usability test session

6. Name of moderator

7. Time plan

8. A resource estimate for the usability test

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

A - The physical location where the usability test will be conducted should be added, for example usability lab or office room

B - The usability test tasks should be added

C - A description of how the findings will be communicated should be added

D - Personas describing the test participant profile should be added

E - The number of planned test participants and the approximate length of each usability test session are not required

F - A CV of the moderator should be added

Question 12	1 correct choice	2 points	LO 3.1.2(U)

Bob has been asked to conduct a quantitative usability test of Gamma Airline'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?

A - At least 20 test participants are required

B - At least 50 test participants are required

C - 5 users are required, because they are enough to find 75% or more of the usability problems related to the task

D - 5 users are enough to drive a useful iterative cycle

E - 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

F - 1-3 test participants can provide important insight as exemplified by the RITE method

Question 13	2 correct choices	2 points	LO 3.1.3(A)

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

A - Executive summary

B - Usability test tasks

C - Questions for the interview of the test participant

D - Debriefing questions

E - Briefing instructions

F - Purpose of the study

Question 14	2 correct choices	2 points	LO 3.1.4(U)

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

A - Date and time of the usability test session

B - "The test will take place in a lab"

C - "We are not evaluating you. We are evaluating the product"

D - Information about how to get to the test location

E - Name and contact information in case of a delay

F - The topic of the usability test

Question 15	1 correct choice	2 points	LO 3.1.6(K)

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

A - Pilot usability test sessions are not required for unmoderated usability tests

B - Pilot usability test sessions are mandatory for remote usability tests

C - Colleagues should never be used as test participants – not even in pilot usability test sessions

D - Findings from pilot usability test sessions may be included in the usability test report if the findings seem valid

E - Pilot usability test sessions must include an open-ended task

F - Stakeholders should not observe pilot usability test sessions

Question 16   **1 correct choice**   **2 points**   LO 3.2.1(U)

A colleague is planning a usability test of Epsilon Airline's website. The following ordered list of activities has been suggested for the usability test session:

1. Greet the test participant

2. Conduct the briefing

3. Interview the test participant

4. Hand out usability test tasks to the test participant

5. Observe the test participant during usability test task solution

6. Conduct the debriefing

7. Hand over incentive and say goodbye

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

A - A post-session interview is missing after the debriefing (activity 6)

B - The interview of the test participant should be conducted before the briefing

C - 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 debriefing (activity 6)

D - The test participant should be interviewed after each task, not just observed

E - The test participant should be asked to explore the website for about 5 minutes after the interview (activity 3)

F - The list contains no problems

Question 17	2 correct choices	2 points	LO 3.2.3(K)

You have been asked to outfit a usability lab, but your budget is limited.

Which two of the following items are essential?

A - Separate test and observation room

B - One-way mirror

C - Video and audio transmission from the test room to the observation room

D - Waiting room for test participants

E - Beamer

F - Eye tracker

Question 18	2 correct choices	2 points	LO 3.2.4(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?

A - Turn off unwanted applications such as mail, softphone, automatic backup service

B - Check that all usability test tasks can be solved with the interactive system

C - 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

D - Put the cards with the usability test tasks in the right order

E - Clear the browser cache

F - Call the test participant to reconfirm the appointment

Question 19	1 correct choice	2 points	LO 3.2.5(A)

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

A - Briefly introduce yourself and any other people who are in the room

B - Ask test participants to read and sign the NDRD or the ICD

C - Explain what usability is and why it is important

D - Say "We are not evaluating you. We are evaluating the product"

E - Briefly explain that we want the test participant to think aloud

F - Say "You are welcome to ask questions at any time. Do you have any questions right now?"

Question 20	1 correct choice	4 points	LO 3.2.6(U)

A colleague suggests the following questions for the interview of the test participant for a usability test of Gamma Airline's website. Little information about test participants is available, except that they are familiar with shopping on the web.

1. What is your profession?

2. Have you used Gamma Airline's website before?
   If so, tell me what you used it for, and what the results were

Which one of the following comments is the best?

A - Add "What is your age and sex?" before question 1

B - Remove question 1

C - Add "Tell me about a recent shopping experience you had on the web" after question 1

D - Add "Tell me about the last time you flew on a commercial airline" after question 1

E - Add "What do you think of the website's usability?" after "If so, tell me what you used it for, and what the results were" in question 2

F - Add "Have you used the websites of other airlines before?
    If so, tell me what you used them for, and what the results were" after question 2

Question 21	2 correct choices	2 points	LO 3.2.7(A)

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?

A - Urge the test participant to speak out loud and clear

B - Observe what is catching the attention of the test participant

C - Ask open and neutral questions to find out what the test participant is thinking

D - Shorten the session because the test participant is not useful

E - Politely remind the test participant of the previous request to think out loud, but don't insist

F - Break off the session for a few minutes to show the test participant how to think aloud

Question 22	3 correct choices	4 points	LO 3.2.8(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?

A - The moderator talks too much

B - The moderator defends the interactive system

C - The moderator's remarks are derogative

D - The moderator asks leading questions

E - The moderator provides clues

F - The moderator expresses his own views on the interactive system

Question 23   1 correct choice   2 points   LO 3.2.9(A)

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

1. "Rent a car at London Heathrow airport starting next Thursday. Pick-up time is around 15.00. The car needs to be returned on the following Monday around 09.00. Car size Intermediate. Include Loss Damage Waiver (LDW) insurance"

2. "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"

Which one of the following choices correctly describes an important problem in one of the two usability test tasks?

A - Task 1 is a pretender task

B - Task 1 is a silly task

C - Task 1 contains clues

D - Task 2 is too open-ended; analysis of the findings will be difficult or impossible

E - Task 2 does not include pick-up time and return time

F - Task 2 does not include the destination airport

Question 24	1 correct choice	4 points	LO 3.2.11(A)

Consider the following questions in a debriefing after a face-to-face usability test of a smartwatch.

1. "Which 2-3 things did you like most about the smartwatch?"

2. "Which 2-3 things are most in need of improvement?"

3. "What do you think of the usability of the smartwatch?"

4. "Do you like the design of the smartwatch?"

5. "Would you buy this smartwatch?
   If so, how much would you be willing to pay for it?"

6. "How likely are you to recommend this smartwatch to a friend or colleague? What makes you say so?"

Let's assume that you only have time to ask two of these questions in the post-session interview. Which one of the following choices is correct?

A - Ask question 1 and 2

B - Ask question 2 and 3

C - Ask question 2 and 4

D - Ask question 3 and 4

E - Ask question 4 and 5

F - Ask question 4 and 6

Question 25	3 correct choices	4 points	LO 3.3.2(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. We communicate our findings in the most modern ways. For the last test, I created a 15-minute video where I described all the problems and their causes in detail. But of course, as is so often the case, nothing has happened."

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

A - Developers are not sufficiently aware of usability; they should be told by management to attend usability test sessions

B - Paul's usability test reports are too long

C - Paul's remarks show insufficient respect for the development team

D - The high number of problems found indicates that developers should learn about basic usability to prevent usability problems

E - The video is too short; at least 30 minutes are required to fully understand the usability problems

F - The usability test sessions should be conducted in rooms that are closer to the places where developers work

Question 26	1 correct choice	2 points	LO 3.3.3(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?

A - They are used to write appropriate usability test tasks for the next usability test of the interactive system

B - They can be used as section headings in the usability test report

C - They are used to prioritise the findings

D - They are used to combine descriptions of the same usability problem

E - They are used as subtitles in the executive summary of the usability test report

F - They are used solely to provide a better overview of the findings on the wall

Question 27	1 correct choice	4 points	LO 3.3.4(A)

Which one of the following choices is NOT acceptable, for reasons of efficiency in the analysis of usability findings from a usability test?

A - Each usability session is video recorded. After each session, the test participant reviews the video and comments on their thoughts and actions. The note-taker makes notes.

B - After each usability test session, the note-taker and the moderator 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 - During each usability test session, the moderator records usability observations, usually by writing them down

E - 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

F - 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

Question 28	1 correct choice	2 points	LO 3.3.6(A)

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

A - Stakeholders expect recommendations from the communicator

B - The solution is obvious

C - The communicator knows the stakeholders well enough to trust that they don't really need help

D - The communicator is not sufficiently familiar with all the constraints (technical, business, legal, political, etc.)

E - The communicator lacks confidence that the recommendation is a good one

F - The problem is large enough in scope that the communicator can't easily describe a solution in a few sentences.

Question 29	1 correct choice	2 points	LO 3.4.1(U)
Which one of the following roles in a usability test is responsible for moderating a KJ-session?			

- A - The host
- B - The moderator
- C - The observers
- D - The test participant
- E - The communicator
- F - The note-taker

Question 30	1 correct choice	2 points	LO 3.4.2(U)

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

Which one of the following tasks is NOT John's responsibility?

A - Managing test participants

B - Making sure that test participants receive their incentive

C - Briefing test participants

D - Scheduling test sessions

E - Communicating with test participants before the usability test session

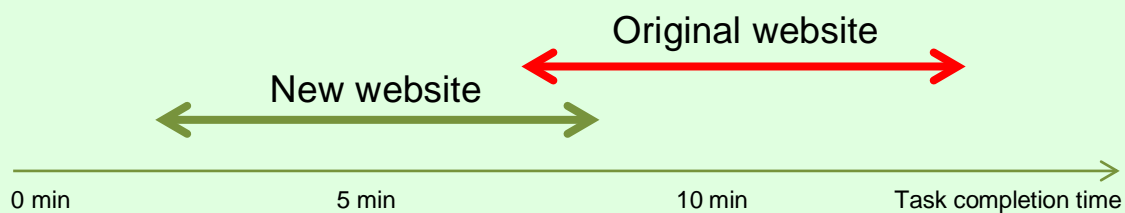F - Communicating with test participants after the usability test session

| Question 31 | 1 correct choice | 4 points | LO 3.5.1(U) |

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

1. 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

2. I plan to measure and report the task completion time, success rate, failure rate and disaster rate

3. In addition to the measurements, I plan to report the most important qualitative findings

4. I plan to report the confidence interval for the task completion time

5. 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?

A - The number of test participants is too low to obtain a reasonable confidence in the results. Test at least 50 test participants

B - Paul should report the task completion rate and the success time

C - Paul should report the maximum and minimum task completion time

D - 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

E - Qualitative findings from a quantitative test are invalid

F - All Paul's suggestions look good

Question 32   1 correct choice   2 points   LO 3.5.3(U)

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

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

A - Yes, because the mean of the task completion times for the new website is clearly lower than for the original website

B - Yes, because the task completion times for the new website are clearly lower than those for the original website

C - Yes, because the overlap between the intervals is negligible

D - Yes. The two intervals overlap by 10%, so with 90% certainty the new system is better than the original system

E - No, because the two confidence intervals overlap

F - No. The new website is less efficient than the original website, because the two confidence intervals overlap

Question 33	2 correct choices	2 points	LO 3.6.1(U)

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

A - No moderator

B - Moderator, note-taker, communicator and administrator roles are handled by one person

C - Limit the test to 5 test participants

D - Limit the test to 1 or 2 test participants

E - Use of a discount usability lab

F - No incentives

| Question 34 | 1 correct choice | 2 points | LO 3.6.5(K) |

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

A - The definition of eye-tracking is: "Tracking and recording test participants' eye movement during a usability test"

B - The purpose of eye-tracking is to get an understanding of where test participants look at the screen, and where they do not look

C - 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

D - Eye tracking shows test participants' thought activity

E - Eye tracking rarely generates important insight that could not have been achieved through an ordinary usability test.

F - Findings from a usability test that includes eye tracking are often more easily accepted by stakeholders than results from an ordinary usability test

| Question 35 | 1 correct choice | 2 points | LO 3.7.2(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?"

A - Yes. The moderator's remark violates the promise "We're not testing you"

B - Yes. The moderator's remark is sarcastic

C - Yes. The moderator's remark violates the test participant's right to privacy

D - No. It was just a joke, and everybody understood this

E - 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

F - No. The moderator does not indicate that the test participant has done anything stupid or wrong

Question 36	1 correct choice	2 points	LO 3.8.1(U)

Which one of the following choices about the NDRD is correct?

A - NDRD means "Non-Disclosure Research Declaration"

B - The NDRD is an agreement that signed by the test participant and the moderator.

C - Among other things, the NDRD describes who is collecting the data, what data is collected and why, and how long data is stored.

D - The NDRD discloses the use of any information about a particular person, or information that can be used to identify a particular person.

E - If an NDRD is used, the use of an informed consent declaration is not required.

F - The NDRD allows the moderator's organization to use any ideas the test participants voice in the sessions.

Question 37	1 correct choice	2 points	LO 3.8.2(K)

Which one of the following choices about the Data Privacy Statement (DPS) is NOT correct?

The DPS describes:

A - The test participant's data protection and information rights,

B - How test participants can exercise those rights, for example, the moderator's name and contact information

C - What data is collected and why,

D - Who may access the data,

E - Who is collecting the data,

F - Where data is stored.

Question 38	2 correct choices	2 points	LO 4.0.3(U)

Which two of the following are the most appropriate rating scales in a quantitative user survey?

A -

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Can't answer

B -

Strongly disagree	Disagree	Agree	Strongly agree	Can't answer

C -

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree

D -

Strongly disagree	Disagree	Agree	Strongly agree

E -

Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree	Can't answer

F -

Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree

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

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

A - Explain the purpose of the questionnaire clearly at the start

B - Provide a realistic estimate of the time it takes to fill out the questionnaire at the start

C - Each question must contribute significantly to the purpose of the questionnaire

D - Start by asking about the age and sex of the user survey participant to get the basics right

E - Keep user survey participants informed of their progress while they complete the questionnaire

F - Questions must be unambiguous

Question 40	1 correct choice	2 points	LO 4.2.1(U)
Which one of the following statements about SUS and UMUX-LITE is correct?			

A - UMUX means "Usability Measurement of Usability Experience"

B - UMUX-LITE has 4 questions

C - SUS has 10 questions

D - SUS means System-User Satisfaction

E - UMUX-LITE has been widely used in the evaluation of a range of interactive systems

F - UMUX-LITE questions are answered using a 4-point scale: Strongly disagree; Disagree; Agree; Strongly agree

End of the 40 test questions

8 Theoretical examination – Answers to test questions

Notes refer to paragraphs in the definition. Example: "Note 2" is the second paragraph after the definition.

Question	Choice	Notes
1	B	See "Usability inspection." 1 Incorrect: Users can be evaluators 2 Incorrect: Cognitive walkthroughs do not involve heuristics 3 Incorrect: No data to support this 4 Incorrect: Usability inspections cannot be tested with users
2	A	See "Selecting a usability evaluation method", criterion 2 The description indicates that Applyance has a low usability maturity.
3	E	See "Quality of a usability evaluation", note 5
4	D	See the overview of the steps in an inspection in section 2.0.~~of the curriculum~~
5	B	See "Match between system and the real world" An important aspect of this heuristic is "Speak the users' language"
6	D	See "Heuristic", note 3 B and F are both correct even though they are quite similar.
7	C	A Incorrect. The statement is about the insurance conditions, not about the comprehensibility of the insurance conditions. B Incorrect. Heuristics are not mentioned in the definition of Cognitive walkthrough. C Correct. See "Cognitive walkthrough", note 2. D Incorrect. Cognitive walkthroughs are variants of inspections, which are carried out by one or more evaluators. E Incorrect. Usability test findings are not mentioned in the definition of Cognitive walkthrough. F Incorrect. See "Usability inspection report", note 4
8	B+D	A See "Usability inspection", note 1 B Correct according to the definition of heuristic evaluation C No such restriction is mentioned in "Heuristic evaluation" or "Cognitive walkthrough" D Correct. Moderators are used in usability testing. E The 3 questions are not heuristics F See "Cognitive walkthrough", note 2

Question	Choice	Notes
9	B	A See "Briefing", checklist, item 7 B Correct. See "Briefing", checklist, item 3+5 C "Think aloud" is not relevant for the interview D See "Usability test session", note 3 E See "Briefing", note 3. The NDRD must be signed before or at the very start of the usability test session F See "Usability test session", note 3
10	E	A+B+C 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 A+B+C might be acceptable if the word "quantitative" had been used instead of "qualitative". Anyway, simply counting usability problems irrespective of severity is not recommended. D Incorrect because the number of participants is too small. F Incorrect because it uses think aloud
11	C	A could also appear in the usability test plan, but C is more important than A. C is listed in "Usability test plan", note 3; A is not. B belongs in the usability test script
12	A	See "Number of test participants", note 3 D, E and F are about qualitative usability tests
13	A+F	See "Usability test script"
14	B+F	See "Confirmation to test participant". A, C, D and E are correct according to note 1. B Incorrect according to note 2. F Incorrect because this information must not be disclosed before the NDRD has been signed.
15	D	D Correct according to "Pilot usability test session" note 4.
16	F	See "usability test session", note 3
17	A+C	See "Usability lab", note 1. B Incorrect because a one-way mirror is not essential.
18	B+F	A+C+D+E See "Preparation of usability test session". B is part of writing the usability test tasks F See "Recruiting", note 4
19	C	See "Briefing", note 1. C Conflicts with note 2; it is neither required nor efficient.
20	F	F Correct according to "Interview test participant", note 1, item 4 E is less valuable because the answer is an opinion. This question is not part of note 1, item 3

Question	Choice	Notes
21	B+E	See "Think aloud", in particular note 3.
22	A+C+E	A The moderator talks too much, for example the excessive explanation of Shostakovich's life C "Shostakovich is actually quite well known" and "That's because you made a mistake" are derogative E "Information about composers is available on the website" is a clue
23	C	A Incorrect. None of the tasks fit the definition of "Pretender task" B Incorrect. None of the tasks fit the definition of "Silly task" C Correct. Task 1 contains clues: "Intermediate" and "Loss Damage Waiver (LDW)". These terms are not used by ordinary users, but they are probably used on the website. See "Clue". Task 2 is OK. D Incorrect. Task 2 is indeed open-ended, but according to "Open-ended usability test task," open-ended tasks are useful, even though they may require additional analysis. E+F Incorrect. This information should not be included in an open-ended task.
24	A	See "Debriefing," note 3, which only lists question 1 and 2. The other questions are less relevant because of note 7.
25	B+C+F	See "Selling usability findings" and "Involving stakeholders". A+D Incorrect. They are attempts to blame the problems on the developers; there is no indication that Paul has tried seriously to sell usability in the organisation. E Incorrect. See "Video summary", note 2.
26	B	See "KJ-method", step 7.
27	A	Reviews of video recordings provide some insight, but they are not efficient. See "Analysis of usability findings" and "Retrospective recall", note 1.
28	A	See "Recommendation for improvement". A is note 1, bullet 2 B+C+D+E+F are valid arguments against including recommendations.
29	E	See "Communicator".
30	C	See "Administrator". C is handled by the moderator as part of the briefing.

Question	Choice	Notes
31	F	A Incorrect. See "Confidence interval", note 4 B Incorrect. "Task completion rate" and "success time" are not defined in the curriculum. C Incorrect. According to "Task completion time", note 3, the mean should be reported, not the maximum and minimum D Incorrect. This would create an unrealistic situation, since users are usually not trained E Incorrect. See "Quantitative usability test", note 11
32	E	See "Confidence interval", note 6, bullet 3 and 4 (figure 4 and 5)
33	B+C	A Incorrect. A usability test without a moderator is an unmoderated usability test, not a discount usability test D Incorrect. See "Discount usability test", note 1, bullet 3. A usability test with 1-2 participants is a RITE-test. E Incorrect. The concept "Discount usability lab" does not exist F Incorrect. See "Recruiting", note 4
34	D	See "Eye-tracking". A+B+C+E+F are listed in the definition, note 1, 2 and 4. D Incorrect according to note 3.
35	A	See "Ethical rules for usability tests", in particular note 4, item 1 and 3, and "Briefing", note 1, bullet 7
36	F	See "Non-Disclosure and Release Declaration". A Incorrect. See the definition B Incorrect. See note 3 C Incorrect. This is part of the Data privacy statement D Incorrect. This is part of the Data privacy statement E Incorrect. The NDRD and the Informed consent declaration serve different purposes and are independent F Correct. See note 2
37	F	See "Data Privacy Statement", note 2. Choice A, B, C, D and E are listed. F is not.
38	A+E	C, D and F Incorrect because they do not include "Can't answer". B and D have an even number of steps, which is discouraged in "Quantitative user survey", note 5. "Can't answer" is not considered a step.
39	D	A, B, C, E and F Correct statements according to "Questionnaire", note 1 and 2. D Correct. It is an incorrect statement because the first questions in a questionnaire must match the user survey participants' understanding of the purpose of the questionnaire. See "Questionnaire", note 1, bullet 5.

Question	Choice	Notes
40	C	See "SUS" and "UMUX-LITE"

9   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.
19-03-2019, Version 3.01	Q4, Q23, Q27, Q29 completely rewritten Q4, Q23, Q32: Correct answer changed Q14, Q19, Q34, minor inaccuracies corrected
01-11-2020, Version 3.02	Q36, Q37 completely rewritten. These questions replace the former Q9 and Q32. Q30 major changes Q1, Q8-F, Q9, Q19, Q23-B, Q31 minor changes in content Q3, Q11, Q13, Q16, Q20, Q24, Q27, Q29, Q32-B minor editorial changes Notes have been added in section 8 so notes are now available for all questions