Free Questions for CPUX-F by certscare

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Question 1

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?

Options:

A- Accessibility

B- Completeness

C- Efficiency

D- Effectiveness

E- Satisfaction

F- Speed

Answer:

D

Explanation:

ISO 9241 -A family of standards covering human-centred design.

Note: 1.

ISO 9241 includes standards related to

a. Software ergonomics;

b. The human-centred design process;

c. Displays and display related hardware;

d. Physical input devices;

e. Workplace ergonomics;

f. Environment ergonomics;

g. Control centres

Effectiveness	The accuracy and completeness with which users achieve specified **goals**. Notes: 1. Accuracy is the extent to which an actual outcome matches an intended outcome. 2. Completeness is the extent to which the use of the system, product, or service produces all intended outcomes. 3. Completeness can be measured as the success rate: (Number of users who achieve a specified goal) / (Number of users who attempt to reach the specified goal). 4. Effectiveness is the attribute of **usability** that focuses on being able to accomplish **tasks**. Example: 1. A car rental website does not offer **users** any opportunity to cancel a reservation. An analysis of the **context of use** shows that **users** need this function. There is a problem with the effectiveness of the website. 2. A car rental website enables users to cancel a reservation. A **usability test** shows that only 5 out of 100 **users** are able to figure out how to cancel their reservation. Those who are able to figure out how to do it, do so quickly. There is a problem with the effectiveness but not with the **efficiency** of the website.
Efficiency	The **resources** used in relation to the results achieved. Notes: 1. **Resources** include time, human effort, financial and material **resources**. 2. Efficiency is the attribute of **usability** that focuses on being able to accomplish a **task** using acceptable amounts of **resources**. Example: 1. A car rental website enables **users** to cancel a reservation. A **usability test** shows that the cancellation procedure is needlessly complicated even though all **usability test participants** finally manage to cancel their reservations. The **effectiveness** of the website is OK, since all **users** manage to achieve their **goal**. There is a problem with the efficiency of the website. 2. Sluggish response caused for example by an overloaded **interactive system** is a **usability problem**.

Question 2

Select four true statements about heuristic evaluation.

Options:

A- Users are asked to report subjective data into a questionnaire based on their experience of using an interactive system

B- A heuristic evaluation is a specific form of a usability inspection that is guided by a list of approximately 10 heuristics.

C- Can be used to evaluate users1 satisfaction with an interactive system and to gather information on the context of use.

D- A usability inspection in which one or more evaluators compare an interactive system to a list of heuristics and identify where the interactive system does not follow those heuristics.

E- Heuristics are a problem-solving method that uses shortcuts to produce good-enough solutions given a limited time frame or deadline.

F- Heuristic evaluation is a usability inspection method

Answer:

B, D, E, F

Explanation:

Usability inspection is a form of usability evaluation. It is based on the judgment of one or more evaluators who examine or use an interactive system to identify potential usability problems, and deviations from established dialogue principles, heuristics, user interface guidelines and user requirements. The evaluators base their evaluation on their experience as user experience professionals or as users of the interactive system that is being evaluated.

A heuristic evaluation is a specific form of a usability inspection that is guided by a list of approximately 10 heuristics.

User surveys evaluate users' satisfaction with an interactive system. In a user survey, users report subjective data into a questionnaire based on their experience of using an interactive system. The usability of a questionnaire is important; for example, the questions in the questionnaire must be easy to understand and the questionnaire must keep users informed of their progress.

User surveys are also used to gather context of use information as part of understanding the context of use.

Question 3

Question Type: MultipleChoice

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

Options:

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

Answer:

B

Explanation:

The context of use is described in user group profiles and personas (who are the users), as-is scenarios (how do users currently do tasks), task models (details about what the tasks are) and user journey maps (how users interact with the interactive system and the organisation providing it).

A user group profile is a generalised description of a collection of users with the same or similar personal characteristics and context of use related to the interactive system.

A persona is a description of a fictitious but realistic user and what he or she intends to do when using the interactive system.

An as-is scenario is a narrative text description of the procedure a specific user currently follows to complete one or more tasks,

A task model is a list of subtasks for each task which the user has to complete to reach their goals. Task models help the design team to design the right solution for each task. User journey maps provide an overview of the touchpoints where users interact with the interactive system and the organisation providing the interactive system. They help stakeholders and user experience professionals understand and optimise the user experience.

The main purpose of personas and as-is scenarios is to identify user needs and make it easier for designers, developers and other stakeholders to understand who the users are, what they do, what their obstacles are, and to facilitate discussions within the design team.

Question 4

Question Type: MultipleChoice

What are qualitative user requirements?

Options:

A- Qualitative user requirements set measurable goals for usability and user experience.

B- Qualitative user requirements address the way in which the interactive system is used to arrive at a user goal

C- Qualitative user requirements address the way in which the system is designed

D- Qualitative user requirements provide a basis for the design of the interactive system and can be verified by evaluating the interactive system.

E- Qualitative user requirements qualify the need for the user requirement in question

F- Qualitative user requirements set measurable design on quantitative user requirements

Answer:

B, D

Question 5

Question Type: MultipleChoice

Which one of the following statements is INCORRECT?

Options:

A- Usability evaluation is always required in human-centred design

B- Usability evaluation is a key element in an iterative humancentred 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

Answer:

C

Explanation:

Usability evaluation is a part of the phase: 'Evaluate the design against user requirements'

Usability tests may occur at any time during the human-centred design process, from early analysis through interactive system delivery and beyond. Usability tests may be based on paper sketches or display mock-ups, as well as on interactive systems under design and completed interactive systems.

Question 6

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

Options:

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)

Answer:

D

Question 7

Question Type: MultipleChoice

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

Options:

A- Contextual interviews

B- Remote usability testing

C- Information architecture analysis through card sorting

D- Creating personas

E- Creating a storyboard
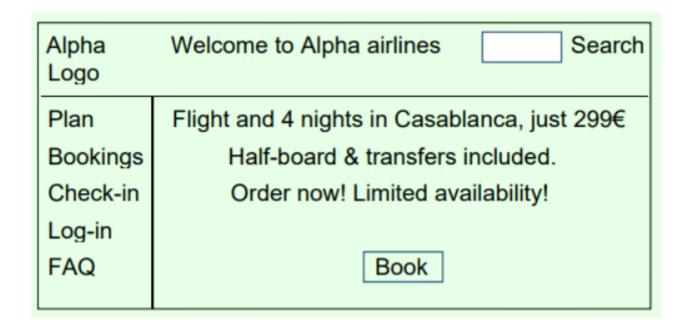
F- Heuristic evaluation

Answer:

B, F

Question 8

Question Type: MultipleChoice

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

Alpha Logo	Welcome to Alpha airlines	[ ] Search

Plan	Flight and 4 nights in Casablanca, just 299€
Bookings	Half-board & transfers included.
Check-in	Order now! Limited availability!
Log-in	
FAQ	[Book]

Options:

A- Design pattern

B- Persona

C- Use scenario O

D- Style guide

E- Storyboard

F- Wireframe

Question 9

Question Type: **MultipleChoice**

Usability inspections are carried out by:

Options:

A- By those that decided the requirements

B- Only by IT-professionals

C- By either users or experienced professionals

D- By any participant ready for the task

E- Solely by users themselfes

F- Solely by user experience professionals

Answer:

F

Explanation:

Se side 44 i https://uxqb.org/wp-conten17uploads/documents/CPUX-F_EN_Curriculum-and-Glossary.pdf

Question 10

Question Type: MultipleChoice

What are usability evaluation methods? Choose two.

Options:

A- Two or more rooms that are specially equipped for usability tests or focus groups.

B- The purpose of a usability evaluation is to determine whether or not an interactive system, or a prototype of an interactive system, meets the user requirements and applicable dialogue principles, heuristics and user interface guidelines.

C- A checklist used by a moderator in a usability test to keep track of briefing and presession interview questions, usability test tasks, and post-session interview questions

D- A process through which information about the usability of an interactive system is gathered in order to improve the interactive system (known as formative usability evaluation) or to assess the merit or worth of an interactive system (known as summative usability evaluation).

Answer:

B, D

Question 11

Question Type: **MultipleChoice**

What are dialogue principles?

A- Dialogue principles and heuristics are general guidance for the design of the system architecture.

B- Dialogue principles and heuristics are general guidance for the design of usable boot technologies.

C- Dialogue principles and heuristics are general guidance for the design of usable programming interfaces

D- Dialogue principles and heuristics are general guidance for the design of usable dialogues.

Answer:

D

Question 12

Question Type: **MultipleChoice**

24. "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?

Options:

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

Answer:

A