

# Latest Version: 6.0

## Question: 1

What is a contextual interview?

- A. A contextual interview takes place at any other location than the location where the user's interaction with the interactive system usually takes place, for example in a neutral environment, not their home or in a shop.
- B. An contextual interview takes place in a neutral environment, for example in a meeting room.
- C. A contextual interview takes place at the location where the user's interaction with the interactive system usually takes place, for example the user's workplace, their home or in a shop
- D. Establishes focus groups

**Answer: C**

## Question: 2

Fill in the blanks:

The first activity in a usability test is to write the \_\_\_\_\_. This describes the purpose of the usability test And Provides \_\_\_\_\_ and time estimates.

**Answer: 1. Usability test plan, 2. Cost**

## Question: 3

Fill in the blanks:

The primary purpose of a prototype is to serve as the basis for a \_\_\_\_\_ often a \_\_\_\_\_.

**Answer:**

- 1. Usability evaluation, 2. usability test

## Question: 4

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?

**Answer: B**

### Question: 5

Fill in the blanks:

A usability\_\_\_\_\_ shows what representative users are able to accomplish with the interactive system when they carry out representative\_\_\_\_\_. Eliciting\_\_\_\_\_ opinions from users, or \_\_\_\_\_ them, is not part of a usability\_\_\_\_\_.

**Answer:**

- 1. test or tests
- 2. tasks or task
- 3. Personal
- 4. Discussing
- 5. test or tests