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