PASS

iSQI

CPUX-F

UXQB Certified Professional for Usability and User Experience - Foundation Level

Question: 35

A low-fidelity prototype is:
A. A low-cost, simple illustration of a design or concept used to gather feedback from users and other stakeholders during the early stages of design.
B. A software prototype of the user interface to the interactive system that is being designed. A high-fidelity prototype more closely resembles the finished interactive system.
C. a conveyed idea in the form of mental images.

Answer: A

Question: 36

CORRECT TEXT

Fill in the blank:

Heuristics in user design is a generally recognised_____ that helps to achieve usability.

Answer: rule of thum

Explanation:

See page 38 in https://uxqb.org/wp-content/uploads/documents/CPUX-F_EN_Curriculum-and-Glossary.pdf

Question: 37

Which one of the following statements does NOT illustrate an important principle for the human-centred design of a new e-commerce website?
A. "We continue to do usability evaluation until user requirements have been met"
B. "The design also addresses what happens before and after users use the new website, for example, promotional ads in other media, and emails that users receive after completing a purchase71
C. "We include users throughout our design process"
D. "During interviews, prospective users came up with suggestions for all kinds of interesting features for the new website. Whenever this happened, we gathered feedback on those suggestions from other users"
E. "We include management throughout our design process and ask them to approve the needs of our users"
F. "The results of the most recent usability test showed that we haven't fully understood the user needs, so we need to interview more users"

Question: 38

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Question: 39

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?
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

Question: 40

A low-fidelity prototype is:
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C. a conveyed idea in the form of mental images.

Answer: A

Question: 41

Fill in the blank:

A _____ is a representation of all or part of an interactive system that, although limited in some way, can be used for analysis, design and usability evaluation.

Answer: 1. prototype

Question: 42

A low-fidelity prototype is:
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C. a conveyed idea in the form of mental images.

Answer: A

Question: 43

The options below include some of the activities in a human-centred design process .

Which one of these options lists those activities in the correct order?
A. Specify the user requirements > Plan the human-centred design process > Evaluate the designs against user requirements
B. Understand and specify the context of use > Specify the user requirements > Produce design solutions to meet user requirements
C. Understand and specify the context of use > Evaluate the designs against user requirements > Release the draft prototype
D. Specify the user requirements > Understand and specify the context of use > Evaluate the designs against user requirements
E. Plan the human-centred design process > Evaluate the designs against user requirements > Incorporate the organisational requirements
F. Understand and specify the organisational requirements > Understand the user requirements > Produce design solutions to meet organisational requirements

Answer: B

Question: 44

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: 45

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

Answer: B,C,D

Explanation:

Context of use = A combination of users, goals, tasks, resources, and environments.

The purpose of "Analysis: understand and specify the context of use" is to understand and describe who the users are, what they do, what problems they have, and what their needs are, with respect to the planned interactive system. To understand users and their needs, we can observe users performing tasks, interview users and conduct focus groups.

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)

Question: 46

Design solution meets user requirements
A. 1. 3. 2. 6. 5. 4. 7 or repeat
B. 6. 3. 2. 1. 5. 4. 7 or repeat
C. 6. 2. 3. 1. 5. 4. 7 or repeat
D. 6. 3. 2. 1. 4. 5. 7 or repeat
E. 6. 3. 2. 5. 4. 7. 2 or repeat
F. 6. 3.2.4.5. 1.7 or repeat

Answer: B

Question: 47

CORRECT TEXT

Fill in the blank:

The context of use description is the basis for identifying _____ and tracing them back to their_____.

Answer: user needs, source

Question: 48

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

Answer: E

Explanation:

Focus group

A focused discussion where a moderator leads a group of participants through a set of

questions on specific topics.

Note: 1.

Do not use focus groups for usability evaluation. Focus groups are about attitude and opinion. In comparison, usability tests are about observing actual user behaviour.

Question: 49

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Answer: A

Question: 50

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

Answer: B,F

SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

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