

DUMPS ARENA

UXQB Certified Professional for Usability and User Experience - Foundation Level

iSQI CPUX-F

Version Demo

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QUESTION NO: 1

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

Elena Montgomery, Human Resources Coordinator, Fluid Pharmaceuticals

Elena is 35 years old. She shares an apartment with her boyfriend of 4 years - they have no children. Her favourite pastimes are dancing tango and preparing wonderful tapas. She speaks conversational Spanish.

Elena spends most of her day processing forms that are needed to hire, transfer, or discharge employees in the Marketing department. If something is incomplete or unclear, she takes the time she needs to find the answer. She is an expert in all relevant forms and procedures.

Elena's goals: Advance in HR, excellence through accuracy; helpfulness; do not fall behind.

- A. Prototype
- B. Persona
- C. As-is scenario
- D. Use scenario
- E. User group
- F. User group profile

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.

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.

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 NO: 2

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
To discuss a set of questions on specific topics
- E. 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 NO: 3

"The level of understanding and implementation of a systematic human-centred design process within an organisation" is:

- A. LeanUX
- B. Usability Maturity
- C. Humancentred design
- D. Effectiveness
- E. Satisfaction
- F. Accessibility

ANSWER: B

QUESTION NO: 4

Which one of the following statements best describes the term, "design pattern"?

- A. A collection of buttons of different shapes and colours for use on a website
- B. A collection of personas with very similar characteristics
- C. A collection of user groups with very similar characteristics
- D. A collection of 4 to 8 icons that appear in a fixed order on the display
- E. A number of different approaches to solving a task in a given context of use; the approaches must have been observed in several, separate usability test sessions
- F. A solution to a commonly occurring design problem within a given context of use, that describes a design problem, a general solution, and examples of how to apply it

ANSWER: F

QUESTION NO: 5

A colleague is planning interviews with users of a restaurant review system. Among other questions, their interview checklist includes the question

How do you choose a restaurant?

Which two of the following terms best characterise this interview question?

- A. Closed
- B. Formative
- C. Leading
- D. Neutral
- E. Open
- F. Summative

ANSWER: D E

QUESTION NO: 6

Which three of the following components are part of the user interface of a car for the driver of the car?

- A. Accelerator
- B. Number plate
- C. Gear stick

- D. Bumper
- E. Rear-view mirror
- F. Brake disc

ANSWER: A C E

Explanation:

User interface

All components of an interactive system (software or hardware) that provide information and controls for the user, to allow them to accomplish specific tasks with the interactive system.

Dialogue

An interaction between a user and an interactive system that consists of user actions (input) and responses from the interactive system (output) in order to achieve a goal.

Interactive system

A combination of hardware, software and services that users interact with in order to achieve specific goals. Notes:

1. This includes, where appropriate, packaging, user documentation, on-line help, support and training.
2. Even systems that do not accept input from users are covered by this definition, for example destination boards in an airport or signs in a train station.

QUESTION NO: 7

What are usability evaluation methods? Choose two.

- 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 pre-session 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 NO: 8

Choose two statements about card sorting that are correct

- A. Card sorting can be used to create a human-centred navigation structure.

- B. Ordering cards with correspondence to predictable contextual needs of the user and to commonly accepted conventions.
- C. Card sorting is developed to order viable sorting algorithms
- D. A method for structuring information - such as menus in a navigation structure - that involves writing key concepts onto different cards and asking users to sort these cards into groups.
- E. Card sorting is helpful to create story boards
- F. Card sorting is helpful to create a heuristic evaluation of a low-fidelity prototype

ANSWER: A D

QUESTION NO: 9

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

- 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:

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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 NO: 10 - (SIMULATION)

A context of use description describes:

- a. _____ in the form of user group profiles and personas;
- b. _____ in the form of as-is scenarios;
- c. _____ in the form of task models, as-is scenarios or user journey maps;
- d. _____ in the form of lists or as-is scenarios;
- e. _____ in the form of as-is scenarios.

ANSWER: See answers below.

Explanation:

1. Users
2. Goals
3. Tasks
4. Resources
5. Environments