

UXU™ User Experience Certified Ambassador (UXCA)

Sample exam – 10 Questions

Released Version

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User Experience United



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Purpose of this document

This document contains 10 sample exam questions for UXU User Experience Certified Ambassador (UXCA) in the English language.

The sample questions, answer sets, and associated justifications in this document have been created by a team of subject matter experts and experienced question writers with the aim of assisting people who are planning to take the UXU User Experience Certified Ambassador (UXCA) examination.

None of these questions are used in the official UXU User Experience Certified Ambassador (UXCA) examination, but they are written at the same level of difficulty as the official certification exam and intended as a limited sampling, as there are 40 questions in the real exam.

Instructions

The question-and-answer sets are organized in the following way:

- Chapters
- Question - including any scenario followed by the question stem
- Answer Set with explanations

General Information regarding the sample exam paper:

- Number of Questions: 10
- Number of points: 10 (1 per question)
- Please choose only one answer per question

List of Chapters

- Chapter 1 - Introduction to UX, Usability and Accessibility
- Chapter 2 - Usability Reviews
- Chapter 3 - Usability Testing

Question 1*(correct answer is worth 1 point)*

Which **ONE** of the following options **BEST** completes the following sentence?

A product or service is useful when...

- (a) ... it is liked by the stakeholders.
- (b) ... it is easy to use by its target audience.
- (c) ... it uses the language of its target audience.
- (d) ... it serves a purpose for its target audience.

Question 2*(correct answer is worth 1 point)*

Which **ONE** of the following options **BEST** defines qualitative information?

- (a) Insights that are gained from summative research
- (b) Insights that help when identifying patterns, making predictions, and generalizing findings about a target audience or a topic
- (c) Insights that define the 'why' behind actions and help when developing a deeper understanding of a topic or problem
- (d) Insights that define the 'why' behind actions to help when generalizing findings about a target audience or a topic

Question 3*(correct answer is worth 1 point)*

Considering the following project stages:

- I. After the release of the project
- II. During the development stage
- III. During the design stage
- IV. Before starting on the project

Which **ONE** of the following options lists the project stages where it **IS** possible to conduct a usability test?

- (a) In all stages (I, II, III, and IV)
- (b) In stages I, II, and III
- (c) In stages II, III, and IV
- (d) In stages I, III, and IV

Question 4*(correct answer is worth 1 point)*

How many users are generally required for summative evaluations?

- (a) One user
- (b) Ten users
- (c) A large representative sample
- (d) At least 100 users are required

Question 5*(correct answer is worth 1 point)*

Which **ONE** of the following Jakob Nielsen and Rolf Molich heuristics would **MOST LIKELY** be applied when evaluating a notification sound for a voice-based interface?

- (a) Visibility of the system status
- (b) Aesthetic and minimalist design
- (c) Error prevention
- (d) Recognition rather than recall

Question 6*(correct answer is worth 1 point)*

Which **ONE** of the following statements is **MOST CORRECT** about usability expert reviews?

- (a) Usability expert reviews are meant to eliminate assumptions.
- (b) Insights in usability expert reviews are gained from a user's perspective.
- (c) Usability expert reviews are based on guidelines, knowledge, and personal experience.
- (d) Usability expert reviews are used to evaluate the degree to which software can be used by specified users.

Question 7*(correct answer is worth 1 point)*

Which **ONE** of the following options **BEST** completes the following sentence?

An informal report should be presented as...

- (a) ... a presentation.
- (b) ... an email.
- (c) ... a document.
- (d) Any of the above options (A, B, or C).

Question 8*(correct answer is worth 1 point)*

Which **ONE** of the following options is an **INCORRECT** statement?

- (a) Software is considered understandable when it makes text readable and understandable.
- (b) Software is considered understandable when it maximizes compatibility with current and future technologies.
- (c) Software is considered understandable when its content appears and operates in predictable ways.
- (d) Software is considered understandable when it helps users avoid and correct mistakes.

Question 9*(correct answer is worth 1 point)*

Which **ONE** of the following options is **NOT** a question-asking technique?

- (a) Echo technique
- (b) Fountain technique
- (c) Boomerang technique
- (d) Colombo technique

Question 10

(correct answer is worth 1 point)

When considering the relationship between findings and conclusions, which **ONE** of the following perspectives is the **MOST IMPORTANT** in arriving at effective conclusions?

- (a) Conclusions validate the desired findings of the client without bias.
- (b) Conclusions confirm findings while maintaining the expectations of the stakeholders.
- (c) Conclusions utilize findings that identify at least one new requirement.
- (d) Conclusions correctly incorporate and interpret as many findings as possible.

Answer Key:

Question 1

- a) Incorrect
- b) Incorrect
- c) Incorrect
- d) Correct

Question 2

- a) Incorrect
- b) Incorrect
- c) Correct
- d) Incorrect

Question 3

- a) Correct
- b) Incorrect
- c) Incorrect
- d) Incorrect

Question 4

- a) Incorrect
- b) Incorrect
- c) Correct
- d) Incorrect

Question 5

- a) Correct
- b) Incorrect
- c) Incorrect
- d) Incorrect

Question 6

- a) Incorrect
- b) Incorrect
- c) Correct
- d) Incorrect

Question 7

- a) Incorrect
- b) Incorrect
- c) Incorrect
- d) Correct

Question 8

- a) incorrect
- b) Correct
- c) Incorrect
- d) Incorrect

Question 9

- a) Incorrect
- b) Correct
- c) Incorrect
- d) Incorrect

Question 10

- a) Incorrect
- b) Incorrect
- c) Incorrect
- d) Correct