



HFI-Certified Usability Analyst™ (CUA) Program

Sample Questions



Human Factors
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1. The question “*How much time do you spend each week entering data into this application?*” would most likely be asked by an interviewer who wants to learn about a user’s:
 - a. Domain knowledge
 - b. Expected content breadth and depth
 - c. Current information source
 - d. Usage patterns

2. You are a *Certified Usability Analyst* redesigning a telecommunications Web site. During data-gathering, you plan to interview the customer service representatives.

Which one of the following guidelines should you follow in conducting the interview?

- a. Use questions that let you hear the user’s terminology
 - b. Follow the flow of your scripted questions without deviation
 - c. Introduce topics with open-ended questions
 - d. End each topic with an open-ended question
3. An application that uses notebook tabs to allow users to move quickly between tasks is using which of the following navigation models:
 - a. Hierarchical drill down
 - b. Faceted
 - c. Persistent menu
 - d. Hierarchical multi-level
 - e. Sequential

4. You're redesigning a Web application for a complex task flow in a paper manufacturing facility. The application enables a dispatcher to monitor orders, product availability, scheduling and delivery.

The current application has several problems and you've identified them in your analysis. You're ready to take the next step but aren't sure which one.

Which of the following is your best move?

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- a. Design the navigation pages and build a prototype to test it
 - b. Design the most complex pages in HTML and work out any problems before you test
 - c. Work with developers to create the data model that supports the new task design
 - d. Create a task flow diagram and ask users to verify its accuracy
5. You are a *Certified Usability Analyst* working as part of a team developing a Web site for an e-Commerce company. The team feels it is time to go live with the Web site. You recommend a usability test to determine whether the usability criteria were met.

The type of test you would recommend at this stage in the development cycle is referred to as a(n):

- a. Formative test
 - b. Objectives test
 - c. Summative test
 - d. Heuristic test
6. You are on a team re-designing an application that requires a security code. Users have complained that the security code is too hard to remember. You suggest chunking the code.

Which of the following is the most appropriate way to chunk the security code?

- a. 5 to 6 chunks with 1 or 2 items per chunk
- b. 3 to 4 chunks with 3 or 4 items per chunk
- c. 1 to 2 chunks with 1 or 2 items per chunk
- d. 5 to 6 chunks with 5 or 6 items per chunk

Need to see the answers?

www.humanfactors.com/certification/answersCUA.asp



Human Factors
International

410 West Lowe, P.O. Box 2020
Fairfield, IA 52556
Phone: 800.242.4480
Fax: 641.472.5412
hfi@humanfactors.com
www.humanfactors.com