

Congratulations! You passed!
Grade received 83.33%
To pass 80% or higher
Go to next item

1. When conducting a usability study for a UX design prototype, what are some components that should be included? Select all that apply.

0.75 / 1 point

- ☒ Follow-up prompts or questions for participants
- ☒ Correct
Usability studies should have a sufficient sample size, and participants should be provided with a list of tasks to complete as well as follow-up prompts or questions to answer.
- ☒ List of tasks for participants to complete
- ☒ Correct
Usability studies should have a sufficient sample size, and participants should be provided with a list of tasks to complete as well as follow-up prompts or questions to answer.
- ☒ Sufficient sample of participants
- ☒ Correct
Usability studies should include participant sample sizes large enough to uncover major user issues, but small enough to keep the cost down. Participants should be provided with a list of tasks to complete and follow-up prompts or questions to answer.
- ☒ Assumptions of participant reactions
- ☐ This should not be selected
To reduce bias in a usability study, researchers should avoid any preconceived assumptions to ensure participant data is not compromised. With a sufficient sample size, participants should be provided with a list of tasks to complete and follow-up prompts or questions to answer.

2. A UX team is building an app for a pharmacy pick-up service. They want to test a prototype in an unmoderated usability study. What should the researcher pay attention to while viewing the video of the participants?

1 / 1 point

- ☐ How the app looks in the video
- ☒ How each user responds to the tasks they are asked to perform
- ☐ How well the app performed for the users who successfully completed each task
- ☐ How the app's code was written
- ☒ Correct
It's important to collect feedback while watching the users interact with the prototype. This helps researchers understand how easily users can complete the desired task.

3. During a moderated usability study, what techniques should you employ to effectively communicate with participants? Select all that apply.

0.75 / 1 point

☒ Ask open-ended questions

☒ Correct
During a moderated usability study, you should ask participants open-ended questions, expand the conversation around their feedback with follow-up questions, and ask them to repeat their responses for confirmation or clarity.

☒ Ask leading questions

☐ This should not be selected
Leading questions are biased questions that encourage participants to give a particular response. Instead, ask open-ended questions, expand the conversation around a participant's feedback with follow-up questions, and ask them to repeat their responses for confirmation or clarity.

☒ Expand participant feedback with follow-up questions

☒ Correct
During a moderated usability study, you should ask participants open-ended questions, expand the conversation around their feedback with follow-up questions, and ask them to repeat their responses for confirmation or clarity.

☒ Repeat participant feedback for clarity

☒ Correct
If a participant's feedback seems unclear, repeat it back to them for confirmation. To avoid leading participants into a specific answer, begin by asking participants open-ended questions and expand the conversation around their feedback with follow-up questions.