

✓ Congratulations! You passed!

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1. Evaluating a product or service by testing it with representative users is called usability testing.

1 / 1 point

☐ False☒ True✓ **Correct**

Correct! Evaluating a product or service by testing it with representative users is called usability testing.

2. Why would you ask your testers warm-up questions when you do a usability test?

1 / 1 point

☐ To ease your anxiety about the usability test.☒ Establish rapport with the participants.✓ **Correct**

Correct! The warm-up questions help build or establish a rapport with your participants, so they feel comfortable completing the usability test. This also assists with gathering background information about the participants. For example, what type of devices they use, their occupations or their technical literacy.

3. You should conduct a usability test on an uncontrolled basis which allows the user freedom to do what they want with the product they are testing.

1 / 1 point

☒ False☐ True✓ **Correct**

Correct! Before conducting a usability test, you should prepare a test script that aligns with your testing objectives. To get the most out of them, you'll need to prepare a proper script and know how to ask good questions.