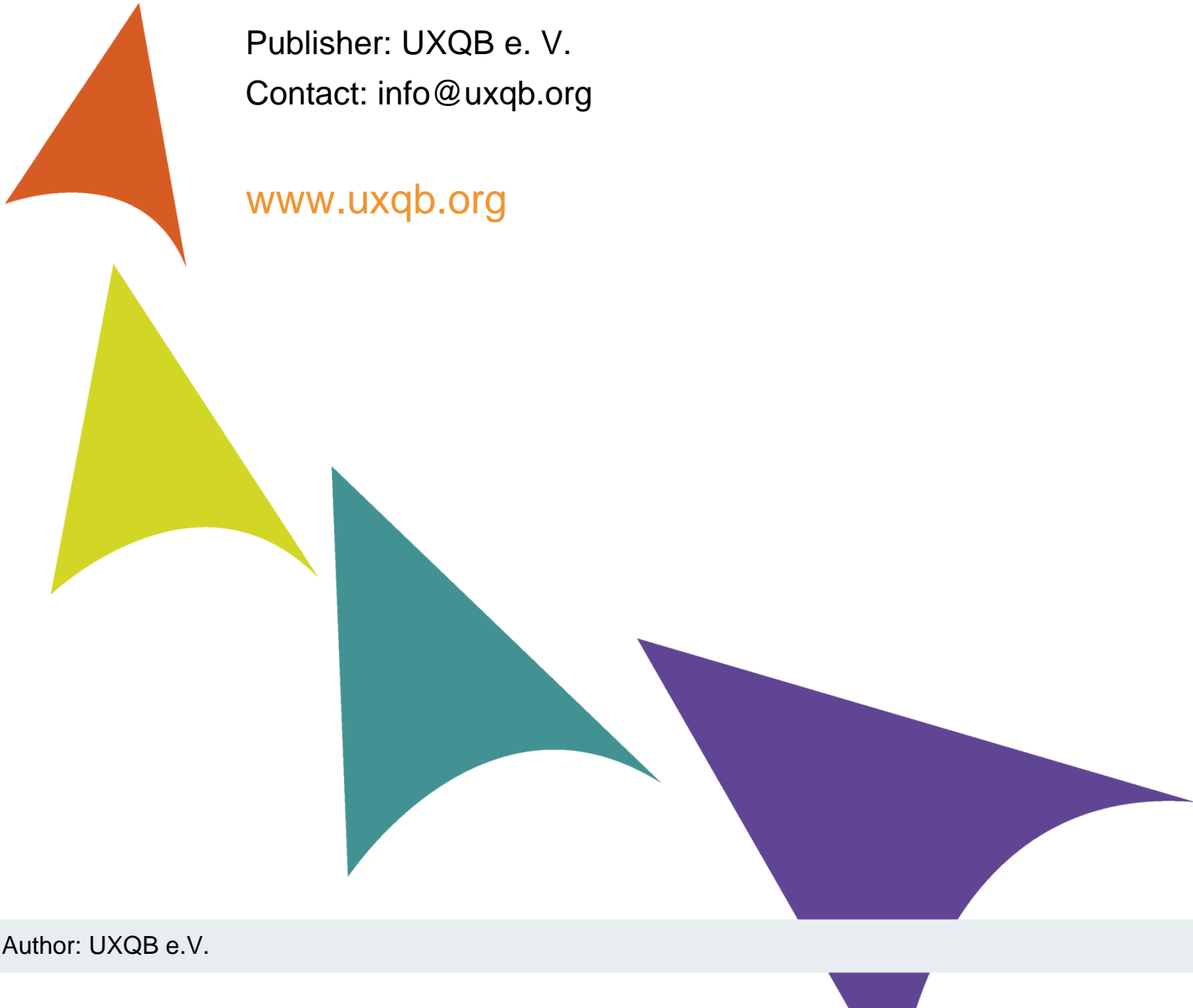




CPUX-UT

Checklist for the evaluation of the practical exam
for the CPUX-UT certificate

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Checklist for practical CPUX-UT exam

1 Introduction

This document contains the evaluation criteria for the practical test leading to the CPUX-UT certificate. The evaluation criteria are used by the evaluator to score deliverables from the usability test conducted by candidates seeking to achieve the CPUX-UT certificate.

This document also informs CPUX-UT candidates about how their CPUX-UT deliverables are scored.

The basic idea behind the rating is that each candidate starts out with 100 points. Points are deducted for each deviation from a good usability test as reflected by the evaluation criteria.

1.1 About this checklist

This checklist is based on the experience of examining previous candidates' practical exam submissions, and is provided to help candidates avoid these commonly encountered problems.

The checklist is a tool for examiners to guide their professional judgement. The CPUX-UT certificate is based on a holistic assessment of the candidate's submission.

The examiner is not limited to the items in the usability test checklist. The examiner may deduct points for major or critical problems that are not covered by the checklist.

All evaluation criteria in the checklist are based on the CPUX-UT curriculum and exam regulations.

1.2 The most important reasons for failing the practical exam

ID	Problem	Checklist item
1	Bad audio quality It is difficult to hear what the test participant or the moderator are saying. Check the quality of your audio by making a test recording. Also, check the audio quality after the first usability test session.	2.9, 5.2
2	Bad video quality It is difficult to read the contents of the screen on the video. Check the quality of your videos by making a test recording. Also, check the video quality after the first usability test session.	2.2, 2.10, 5.1, 5.3
3	One or more videos are longer than 30 minutes, or a test session ends abruptly to keep it within 30 minutes.	5.7
4	One or more usability test tasks do not match the requirements in the assignment, in particular the prescribed general tasks.	4.1 to 4.4
5	The task set contains more than four tasks. Exactly four tasks are required for the practical exam.	4.5
6	One or more usability test tasks are trivial or have hazy goals. Symptoms: All four tasks are completed within ten minutes. It's hard to identify more than a few findings. Most of the findings are trivial.	4.7 to 4.10
7	The moderator is not sufficiently curious.	7.8, 8.10
8	The moderator talks too much. The moderator asks questions about issues that can be clearly observed. The moderator turns the usability test session into an interview, for example by repeatedly asking "What would you do?"	8.1, 8.2, 8.7
9	The usability test report describes findings that are not evident from the videos. Such findings could be results from inspections or test participants' opinions.	12.14
10	The usability test report does not describe important findings that are evident from the videos.	12.15

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1.3 Legends

ID	The IDs are used for references.
Evaluation criterion	The criteria reflect key criteria in the CPUX-UT Curriculum.
E1	The maximum number of points that can be deducted if the criterion is violated.
E2	The actual rating (zero or number of points to be deducted) given by the examiner. If the rating is <i>OK</i> , <i>No problem</i> or <i>Good</i> , enter 0.
Evaluator's comment	Justification of the rating, if required. References like <i>V2-05.38</i> may be used in the comments to refer to a sequence in a video submitted by the candidate. The sample reference refers to the video for test participant 2. The referenced event starts approximately 5 minutes and 38 seconds after the start of the video.

1.4 Acknowledgments

This document was created by the following persons:

Rolf Molich (Editor and examiner)

Bernard Rummel (Co-Editor and examiner)

Michaela Thölke (Member of the CPUX-UT Working Group)

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2 Basic requirements

The examiner starts by checking that the basic requirements in this section are fulfilled.

If one or more of the basic requirements are not fulfilled, the examiner stops their assessment and asks the candidate to submit the missing results or resubmit the unsatisfactory results in an improved form within three working days. This resubmission is free of charge. Only one resubmission is allowed. Read more about this situation in the CPUX-UT Exam Regulations.

Points may be deducted for minor violations of the formal requirements.

According to the CPUX-UT Exam regulations, the formal requirements are:

1	The candidate must hand in the results of the practical exam less than 11 hours after receiving the assignment.	
2	A usability test report must be available.	
3	The usability test script must describe the four usability test tasks that were used for the usability test	
4	The usability test report must contain at least five findings.	
5	A “Declaration of Original Work and Consent Agreement” signed by the candidate must be available.	
6	An unsigned copy of the Informed Consent Declaration that the test participants have signed must be available. Note: Do not submit signed Informed Consent Declarations. This would violate the data protection rules.	
7	Exactly two videos must be available.	
8	The videos must be easily viewable on a Windows computer.	
9	Each video must last at most 30 minutes.	
10	It must be easy to understand what is being said on the videos	
11	Both the test participant and the moderator must be clearly visible on the videos.	

3 Time limit

1	Did the candidate observe the eight-hour time limit for the practical exam? Note 1: If the candidate hands in the results of the practical exam more than eight hours and less than 11 hours after receiving the assignment, one point will be deducted for each 15 minutes started beyond the eight-hour limit. Note 2: The time when the complete result is submitted is the time stamp of the last uploaded document or video.	12	

4 User profiles and test participants

1	Has the moderator recruited reasonable test participants for the test object? Note 1: Do not use UX professionals, IT system administrators and people who develop or implement IT systems as test participants. Note 2: Lack of qualifications includes insufficient command of the language used in the usability test session as well as insufficient experience with the internet.	12	
2	Is adequate information about each test participant available from the interview?	2	
3	Is the anonymity of test participants preserved?	3	

5 Test tasks

1	Does test task 1 match the requirements in the assignment? Note: Only use cases that are covered by the assignment may be tested.	5	
2	Does test task 2 match the requirements in the assignment?	5	
3	Does test task 3 match the requirements in the assignment?	5	
4	Does test task 4 match the requirements in the assignment?	5	
5	Are there exactly four usability test tasks?	10	
6	Does each usability test task include a precise success criterion or goal?	4	
7	Does task 1 have reasonable diagnostic value?	4	
8	Does task 2 have reasonable diagnostic value?	4	
9	Does task 3 have reasonable diagnostic value?	4	
10	Does task 4 have reasonable diagnostic value?	4	
11	Is each test task description for the test participant unambiguous and clear?	3	
12	Is each test task relevant from the test participants' point of view?	3	
13	Are test tasks free from clues?	3	
14	Is the purpose of each test task explained or self-evident? Note: A description of the purpose of each task should be included in the task description.	3	
15	Are test tasks serious – that is, not silly and not humorous?	3	
16	Are pretender tasks avoided?	6	

6 Test session in general

1	Are the videos easily viewable on a Windows computer?	10	
2	Is it easy to understand what is being said on the videos?	10	
3	Are both the test participant and the moderator clearly visible on the videos?	10	
4	Is each test session unaffected by previous test sessions? Note: This could happen, for example, if the cache is not cleared properly between sessions, so input suggestions from previous sessions appear.	2	
5	Are the test participant and the moderator in suitable rooms? Are the rooms undisturbed?	5	
6	Does the moderator manage time well so as many test tasks as possible are addressed properly within the given time frame for the test session? Note: Cutting off the video during a task or skipping the debriefing in order to keep the video shorter than 30 minutes is not acceptable.	5	
7	Is each test session shorter than 30 minutes? Note: The maximum time for a test session is 30 minutes. The maximum time should be observed even if this means that the test participant does not complete all four test tasks.	12	
8	If there are hardware or software malfunctions during a test session, are they handled diplomatically and competently by the moderator?	5	

7 Briefing and interview of test participant

1	Does the moderator provide reasonable information during the briefing?	3	
2	In the briefing, does the moderator orally inform each test participant "We are not testing you"?	5	
3	At the end of the briefing, does the moderator ask "Do you have any questions?"	1	
4	Is the briefing efficient? For example, a demonstration of think-aloud is not considered efficient.	5	
5	In the briefing, does the moderator avoid think-aloud instructions like asking for comments, evaluations, and descriptions of actions.	3	
6	Does the moderator attempt to obtain relevant information about the test participant in the interview of the test participant?	5	
7	In the interview, does the moderator enquire about the test participant's previous knowledge of the interactive system?	3	
8	In the interview, does the moderator enquire about the test participant's previous knowledge of comparable interactive systems?	1	
9	In the interview, does the moderator appear genuinely interested in the test participant?	5	
10	Is the moderator sufficiently curious during the interview?	5	

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8 Moderation

ID	Evaluation criterion	E1	E2
1	Does the moderator say as little as possible while the test participant is solving test tasks?	5	
2	Does the moderator say as little as possible between test tasks?	5	
3	Are the moderator's remarks and body language free from clues?	5	
4	Does the moderator avoid premature confirmation – that is, confirming the solution before the test participant is certain?	2	
5	Does the moderator help or move on to the next task when the usability problem is clear, or the test participant is hopelessly stuck or goes around in circles?	5	
6	If the moderator provides help, is the help limited to the absolute minimum?	5	
7	Does the moderator avoid leading questions?	2	
8	Does the moderator encourage test participants to think aloud without overdoing it?	2	
9	Are test tasks communicated properly to the test participant without any risk for misunderstanding?	2	
10	Does the moderator appear interested in what the test participant is saying and doing?	5	
11	Is the moderator unbiased?	2	
12	Is the moderator respectful towards the test participant?	5	

9 Debriefing

1	Is the debriefing efficient? Note: The debriefing should take less than 3 minutes. Using more than 3 minutes for the debriefing requires a justification.	9	
2	Does the debriefing mainly focus on experience that is not evident from the test session?	2	
3	Does the debriefing ask what the test participant considers the most important usability problems?	2	
4	Does the debriefing ask what the test participant considers the most important positive impressions? Note: It's acceptable if one question addresses both positive and negative aspects.	2	

10 Usability test report

1	Is the usability test report fully comprehensible, in particular the findings? Note: Points are only deducted for spelling mistakes and grammatical mistakes if the meaning is affected.	12	
2	Are there eight or more substantial findings? Note: If there are only five, six or seven substantial findings, points will be deducted.	20	
3	Are all findings unique?	2	
4	Are all findings actionable?	8	
5	Are all findings rated?	5	
6	Are all ratings justifiable? Note: The rating “catastrophic problem” of a finding in a practical CPUX-UT test is most likely incorrect.	5	
7	Do at least two of the findings contain useful and usable recommendations?	3	
8	Are at least 25% of the findings positive?	1	
9	Are positive findings substantial?	2	
10	Are findings supplemented with quotes from test participants, where appropriate? Note: Two reasonable quotes are sufficient.	2	
11	Are findings in accordance with test participants' actual behaviour as recorded on the videos? Note: Findings must be based only on test sessions that are submitted for evaluation	12	
12	Are all major or critical usability problems that are evident from one or more submitted videos reported?	12	

11 Problems that are not covered by the criteria

In this section, the examiner can address problems that are not foreseen in the criteria, but which the examiner still considers relevant.

Problems listed in this section represent professional, ethical or economic risks for the candidate, the test participant, the client of the usability test or the operator of the interactive system.

In other words, this section is about the small unbelievabilities of everyday testing

Examples of problems that are not foreseen in the criteria:

- A large number of careless errors in the report;
- Use of a giant monitor, resulting in very large video files;
- The moderator leaves the test room to get a drink without locking the computer.

ID	Problem that is not covered by the criteria	E2
1		
2		
3		
4		

Appendix. Important changes compared to previous version

28-05-2025, Version 1.20	<p>Care has been taken to ensure that all criteria in the checklist are addressed in the CPUX-UT curriculum or exam regulations. Most notes in the previous version of the checklist have been removed because they are now addressed in the curriculum.</p> <p>A number of checklist items have been removed to reflect that the new practical exam is completed in one day, instead of one week. For example, an executive summary is no longer required in the usability test report.</p> <p>The section, “Commendable aspects in the submission” has been deleted because the Working Group was hesitant to make objective criteria available.</p> <p>The previous version of the Checklist for the evaluation of the practical exam for the CPUX-UT certificate, version 1.15 dated 01-11-2020, is available from the Editor.</p>