

Usability review

Granaventour

Score



Hover over a guideline for more information, examples of good practice and importance to the overall user experience.

N/A = not applicable
or can't be assessed

Features & functionality

- 1 Features and functionality meet common user goals and objectives.
- 2 Features and functionality support users desired workflows.
- 3 Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).
- 4 Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).
- 5 Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.

Poor

Poor

Moderate

Very poor

Moderate

Homepage / starting page

- 6 The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.

Poor

7 The home page / starting page is effective in orienting and directing users to their desired information and tasks.

Very poor

8 The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.

Good

Navigation

9 Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).

Excellent

10 The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.

Poor

11 The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc...).

Very poor

12 The site or application structure is clear, easily understood and addresses common user goals.

Poor

13 Links are clear, descriptive and and well labelled.

Good

14 Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.

Moderate

15 The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).

Good

16 Users can easily get back to the homepage or a relevant start point.

Excellent

17 A clear and well structure site map or index is provided (where necessary).

Good

Search

18 A consitent, easy to find and easy to use search function is available throughout (where desirable).

Very poor

19 The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).

Very poor

20 The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations.

Very poor

21 Search results are relevant, comprehensive, precise, and well displayed.

Very poor

Control & feedback

22 Cuando rellenas el formulario te dice que se ha enviado correctamente y eso es lo único que sabes.

Poor

23 Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before committing (e.g. before placing an order).

Poor

- 24 Users can easily give feedback (e.g. via email or an online feedback / contact us form).

Very poor

Forms

- 25 Complex forms and processes are broken up into readily understood steps and sections. Where a process is used a progress indicator is present with clear numbers or named stages.

Moderate

- 26 A minimal amount of information is requested and where required justification is given for asking for information (e.g. date of birth, telephone number).

Very poor

- 27 Required and optional form fields are clearly indicated.

Good

- 28 Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.

Moderate

- 29 Help and instructions (e.g. examples, information required) are provided where necessary.

Moderate

Errors

- 30 Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).

Very poor

- 31 Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.

Good

32 Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.

Moderate

33 Users are able to easily recover (i.e. not have to start again) from errors.

Good

Content & text

34 Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.

Very poor

35 Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.

Very poor

36 Language, terminology and tone used is appropriate and readily understood by the target audience.

Moderate

37 Terms, language and tone used are consistent (e.g. the same term is used throughout).

Good

38 Text and content is legible and scanable, with good typography and visual contrast.

Good

Help

39 Online help is provided and is suitable for the user base (e.g. is written in easy to understand language and only uses recognised terms). Where appropriate contextual help is provided.

Very poor

40	Online help is concise, easy to read and written in easy to understand language.	Very poor	
41	Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).	Very poor	
42	Users can easily get further help (e.g. telephone or email address).	Moderate	

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Poor	
44	Errors and reliability issues don't inhibit the user experience.	Poor	
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Poor	

Overall usability score (out of 100) *	45	-
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- * Very poor (less than 29) - Users are likely to experience very significant difficulties using this site or system and might not be able to complete a significant task.
- * Poor (between 29 and 49) - Users are likely to experience some difficulties using this site or system and might not be able to complete some important tasks.
- * Moderate (between 49 and 69) - Users should be able to use this site or system and complete most important tasks, however the user experience could be improved.
- * Good (between 69 and 89) - Users should be able to use this site or system with relative ease and should be able to complete the vast majority of important tasks.
- * Excellent (more than 89) - This site or system provides an excellent user experience for users. Users should be able to complete all important tasks on the system with ease.

Comments

Optional - Provide a short rational for the score, such as a description of the issues found; examples of good practice and the likely impact for users.

	Weighting (out of 5)	Weighting ratio	Rating (0 - 5)	Score	Out of
<i>Las reservas al final llevan todas a una llamada a la empresa, por lo que la página no cumple ninguna funcionalidad excepto la función de mostrar las actividades disponibles.</i>	5	100%	2	2	5
<i>Para un usuario que haya usado la página anteriormente puede conocer en qué orden hacer las cosas, pero para un usuario nuevo es bastante más complicado.</i>	5	100%	2	2	5
<i>Las actividades principales sí están en la página principal, osea que si conoces lo que quieres hacer y en qué temporada se hace puedes acceder rápidamente a la actividad.</i>	4	80%	3	2,4	4
<i>No se da ninguna ayuda a usuarios poco experimentados y ninguna facilidad a usuarios expertos.</i>	3	60%	1	0,6	3
<i>El único botón de registrarse que hay en la página está abajo del todo, por lo que un usuario que quiera registrarse lo tiene difícil para encontrar donde se encuentra el botón. Los demás botones principales de la página se ven bien.</i>	3	60%	3	1,8	3
<i>Se ven todas las actividades pero no da ningún tipo de información sobre qué temporada es en el momento, actividades destacadas del momento...</i>	3	60%	2	1,2	3

No puesto que el buscador no funciona y las actividades están separadas por temporada, lo cual puede llevar a la confusión del usuario que puede no saber qué actividad se hace en qué temporada.

4 80% 1 0,8 4

Está bien separada y organizada para ordenador. Para móvil hay algunos espacios blancos demasiado grandes.

3 60% 4 2,4 3

La página aparece fácilmente en los buscadores y es fácil de recordar.

2 40% 5 2 2

La interfaz es consistente en todas sus partes pero es difícil encontrar lo que quieres

4 80% 2 1,6 4

No tiene nada de flexibilidad a la hora de buscar excepto por temporada, lo cual puede ser muy poco intuitivo para un usuario inexperto

3 60% 1 0,6 3

La estructura es clara pero no es fácil de entender.

5 100% 2 2 5

3 60% 4 2,4 3

Cuando envías un formulario e intentas ir hacia atrás puede dar un error de reenvío de formulario lo cual puede desorientar a algunos usuarios.

4 80% 3 2,4 4

2 40% 4 1,6 2

2	40%	5	2	2
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Te muestra en qué sitio general estás pero no en qué sitio en específico de la sección estás.

1	20%	4	0,8	1
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La búsqueda no funciona en la página y da un error

4	80%	1	0,8	4
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No hay ningún tipo de personalización en la búsqueda

4	80%	1	0,8	4
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2	40%	1	0,4	2
---	-----	---	-----	---

4	80%	1	0,8	4
---	-----	---	-----	---

Cuando rellenas el formulario te dice que se ha enviado correctamente, pero si te equivocas en algun campo no te dice que has cometido un error, solo recarga la página.

4	80%	2	1,6	4
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Cuando envias el formulario de pre-reserva no hay confirmacion del envio, se envia sin preguntar al usuario.

3	60%	2	1,2	3
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Solo puedes contactar con ellos a traves de un formulario o llamando por telefono.Sus redes sociales estan abandonadas.

1 20% 1 0,2 1

La información pedida en los formularios es bastante simple por lo que no hay problema.

3 60% 3 1,8 3

Cuando un dato es necesario en en un formulario tan solo te dirá que es necesario sin ningún tipo de justificación.

2 40% 1 0,4 2

2 40% 4 1,6 2

Usan un buen formato para el email pero para nada más

3 60% 3 1,8 3

3 60% 3 1,8 3

Cuando cometes un error al rellenar el formulario no aparece el error, tienes que volver a abrirlo si quiere ver en que te has equivocado. La barra de busqueda muestra un error siempre que la utilizas , y es un error del back-end, debería estar controlado.

4 80% 1 0,8 4

Muestra el error que has cometido de forma concisa

3 60% 4 2,4 3

Tiene en cuenta los campos vacios y los formatos de cada campo, saca un mensaje de error para avisarte

3 60% 3 1,8 3

Solo tienes que reescribir el campo que te has equivocado, el resto los guarda

3 60% 4 2,4 3

Hay imagenes borrosas,no hay videos,y el texto no aporta nada, falta información por todos lados

5 100% 1 1 5

No hay links externos para ayudar al cliente, no proporcionan nada extra.

2 40% 1 0,4 2

El lenguaje es apropiado para entender de que va la actividad

4 80% 3 2,4 4

El lenguaje es adecuado y consistente orientado al cliente.

3 60% 4 2,4 3

El texto es legible gracias a los colores utilizados

3 60% 4 2,4 3

No hay ayuda online, solo puedes llamar por telefono para pedir ayuda o rellenar un formulario que tardaran dias en responder

4 80% 1 0,8 4

No hay ayuda online

360%10,63

No hay ayuda online

360%10,63

Hay ayuda por telefono y por email, los usuarios pueden usarlos para resolver sus problemas de forma mas rápida, sobretodo el teléfono

240%31,22

La carga de las distintas páginas es bastante lenta

480%21,64

Los errores empeoran la experiencia ya que no te los dice claramente

480%21,64

La vista en el mvil no funciona bien, no se ve bien y varios componentes no funcionan

360%21,23

Poor

565,4144

...ant number of important tasks.
...tasks.
...ld be significantly improved.
...ortant tasks.
...the site or system.

