

Usability review

Kerarqueo Artesanía



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

Score

Comments

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

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.

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.

Very poor

Entendemos que los objetivos más comunes entre los usuarios de la página son comprar y apuntarse a cursos; sin embargo, no es nada intuitivo realizar estas acciones.

Poor

Uno espera añadir los artículos al carrito y sin embargo, la mayoría te pide añadir a un presupuesto. Además, esperas poder inscribirte a un curso y sin embargo, también hay que añadirlo al presupuesto.

Very poor

Acceder a las redes sociales es algo usado frecuentemente pero no están a la vista. Además, no hay forma de iniciar sesión.

Very poor

Solo ofrecen cursos para principiantes, no hay distinción para los más avanzados en cerámica.

N/A

Homepage / starting page

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

Good

En la página principal no hace referencia a los cursos que ofrecen, pero se ve bien desde el menú.

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

Good

Algunas opciones no parecen clickables pero sí se entiende cómo llegar a la información deseada.

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

Moderate

Las letras sobre la imagen de inicio no se leen bien del todo.

Navigation

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

Good

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

Poor

No es nada consistente.

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...).

Good

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

Moderate

13 Links are clear, descriptive and and well labelled.

Poor

Hay enlaces y botones que no parecen clickables

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

N/A

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

Moderate

Cambia el color de las letras del menú según dónde te encuentres pero no resalta con el color de fondo, por lo que hay que fijarse para verlo. Desde algunas entradas no se indica.

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).

N/A

Search

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

Good

En el catálogo hay un buscador visible y que funciona correctamente. Sin embargo, creemos que debería aparecer en otro lugar ya que realiza búsquedas en toda la página y no sólo en el catálogo.

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

Poor

Una vez realizada la búsqueda no da opción de filtrar.

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

Moderate

No corrige errores ortográficos, aunque sí reconoce abreviaciones. Ordena por más recientes.

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

Moderate

Los resultados aparecen en formato de lista, lo que rompe con la estética del catálogo. Además, aparecen resultados que no tienen que ver con lo que se busca.

Control & feedback

22 Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).

Poor

En algunas acciones pequeñas como añadir un objeto al presupuesto sí se indica; pero en acciones más relevantes como contactar con ellos, no se muestra que se haya realizado correctamente.

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).

N/A

Al enviar una solicitud no hubo ninguna oportunidad de confirmar o cancelar antes de enviar.

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

Poor

Hay sección de valoraciones (está vacía), pero para comentar es necesario tener cuenta y la opción de registrarse no la hemos encontrado.

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.

Very poor

No está dividido en pasos, ni se indica el progreso.

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).

Good

Pide la información justa pero no da ninguna justificación.

27 Required and optional form fields are clearly indicated.

Excellent

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

Excellent

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

Good

Errors

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

Good

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.

Poor

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.

Good

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

Poor

Algunos enlaces a páginas externas, como los de redes sociales, no funcionan.

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

Excellent

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.

Moderate

La tipografía es comprensible, pero el tamaño y el contraste con el fondo no siempre es legible.

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

Sólo lo hemos visto con una imagen que ayudar a ver dónde se mira el CVC de la tarjeta.

40 Online help is concise, easy to read and written in easy to understand language.

N/A

41 Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).

N/A

42 Users can easily get further help (e.g. telephone or email address).

Excellent

Performance

43 Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).

Good

44 Errors and reliability issues don't inhibit the user experience.

Moderate

El menú principal no es nada consistente y dificulta la navegación.

45 Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.

Good

Overall usability score (out of 100) *

61

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Moderate

* 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 number of important tasks.

* 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 significantly 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 site or system.