Usability review

Re-made in Granada

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.	**Poor**	*En la página web no está disponible la posibilidad de ver sus productos, ni de comprarlos y ver sus precios.*
2	Features and functionality support users desired workflows.	**Moderate**	*Falta de optimización en la experiencia del usuario para facilitar la navegación y el acceso a la información*
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	**Poor**	*No hay accesos rápidos o herramientas intuitivas para crear tareas recurrentes*
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	**Poor**	*Falta orientación para usuarios nuevos y no hay atajos para los avanzados*
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	**Poor**	*Hay muy pocos o no los hay, y si los hay son poco visibles*

Homepage / starting page

6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	**Moderate**	*Tiene información disponible, pero no muy bien organizada*

7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	Poor	*Falta una estructura clara para guiar a los usuarios hacia la información importante o que buscan*
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.	Moderate	*El diseño no está sobrecargado, pero podría mejorarse*

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.	Moderate	*El menú es visible, pero la navegación podría ser más intuitiva*
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	*Faltan opciones de navegación, filtros, categorías.*
12	The site or application structure is clear, easily understood and addresses common user goals.	Moderate	*La jerarquía de la información puede mejorarse*
13	Links are clear, descriptive and and well labelled.	Poor	*Faltan enlaces bien etiquetados y accesibles*
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	Good	

15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	**Poor**	*No hay indicadores de posición en el sitio*
16	Users can easily get back to the homepage or a relevant start point.	**Moderate**	*El acceso a la página principal es posible, pero no muy intuitivo*
17	A clear and well structure site map or index is provided (where necessary).	**Poor**	*No hay*

Search

18	A consitent, easy to find and easy to use search function is available throughout (where desirable).	**Very poor**	*Difícil de encontrar la función de búsqueda y de usar. Además de mostrar los resultados de una forma no muy clara*
19	The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).	**Very poor**	*No hay filtros de búsquedas que ayuden al usuario a encontrar lo que busca*
20	The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations.	**Very poor**	*La función de búsqueda es básica, solo por coincidencia de palabras, además de que no cumple con palabras mal escritas ni con búsquedas populares.*
21	Search results are relevant, comprehensive, precise, and well displayed.	**Very poor**	*Los resultados de la búsqueda no se muestran de forma comprensiva.*

Control & feedback

| 22 | Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action). | **Poor** | *Falta retroalimentación clara sobre las interacciones del usuario* |

| 23 | Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before commiting (e.g. before placing an order). | **Poor** | *No hay ocnfirmaciones antes de acciones importantes* |

| 24 | Users can easily give feedback (e.g. via email or an online feedback / contact us form). | **Moderate** | *Hay contactos, pero no formularios o encuestas* |

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 hay procesos claros con indicadores de 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). | **Very poor** | *No hay formularios* |

| 27 | Required and optional form fields are clearly indicated. | **Very poor** | *No hay formularios ni campos* |

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

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

Errors

| 30 | Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.). | **Poor** | *No hay mensajes de error bien definidos* |

| 31 | Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary. | **Poor** | *Faltan mensajes de error explicativos* |

| 32 | Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented. | **Very poor** | *No hay validaciones visibles para evitar errores* |

| 33 | Users are able to easily recover (i.e. not have to start again) from errors. | **Very poor** | *No hay indicaciones sobre recuperación de errores* |

Content & text

| 34 | Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals. | **Good** | *El contenido es interesante, aunque podría estructurarse mejor* |

| 35 | Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context. | **Very poor** | *No hay practicamente enlaces que lleven a otras páginas, o los que hay no funcionan* |

| 36 | Language, terminology and tone used is appropriate and readily understood by the target audience. | **Good** | *El tono es claro y adecuada para el público objetivo* |

| 37 | Terms, language and tone used are consitent (e.g. the same term is used throughout). | **Good** | *No se ven inconsistencias* |

| 38 | Text and content is legible and scanable, with good typography and visual contrast. | **Moderate** | *Se puede mejorar la tipografía y el contraste* |

Help

39	Online help is provided and is suitable for the user base (e.g. is written in easy to understand langugage and only uses recognised terms). Where appropriate contextual help is provided.	**Very poor**	*No hay sección de ayuda*
40	Online help is concise, easy to read and written in easy to understand language.	**Very poor**	*No disponible*
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	**Very poor**	*No aplicable*
42	Users can easily get further help (e.g. telephone or email address).	**Moderate**	*Hay datos de contacto, pero no una ayuda estructurada*

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	**Good**	*La carga de la página es rápida y sin retrasos notables*
44	Errors and reliabilty issues don't inhibit the user experience.	**Good**	*Sin fallos aparentemente*
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	**Moderate**	*No hay información sobre compatibilidad con distintos dispositivos*

Overall usability score (out of 100) *	**45**	-	**Poor**