

Usability review

Re-made in Granada



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

Score

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

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.

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

En la página web no está disponible la posibilidad de ver sus productos, ni de comprarlos y ver sus precios.

Moderate

Falta de optimización en la experiencia del usuario para facilitar la navegación y el acceso a la información

Poor

No hay accesos rápidos o herramientas intuitivas para crear tareas recurrentes

Poor

Falta orientación para usuarios nuevos y no hay atajos para los avanzados

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

No hay una función de búsqueda

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

Very poor

Sin buscador, los usuarios deben explorar manualmente

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

Very poor

No hay funcionalidad de búsqueda

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

Very poor

No se puede realizar búsqueda

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 committing (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 prácticamente 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 consistent (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 language 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 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 reliability 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

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Poor