Usability review

Espacio la Estupenda

Score   **Comments**

Features & functionality

#	Guideline	Score	Comments
1	Features and functionality meet common user goals and objectives.	**Moderate**	*Las características que se ofrecen permiten al usuario informarse y acceder a lo que necesite*
2	Features and functionality support users desired workflows.	**Moderate**	*El flujo de navegación es bastante fluido y no ocasiona problemas*
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	**Good**	*Las tareas más usasdas son fácilmente accesibles (aunque se repiten demasiado)*
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	**Moderate**	*Se puede contactar por correo para pedir ayuda, pero no viene ninguna ayuda implícita en la propia página web*
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	**Moderate**	*Todas las acciones están señalizadas y la mayoría son clicables*

Homepage / starting page

#	Guideline	Score	Comments
6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	**Moderate**	*La página de inicio ofrece un contenido idóneo, con los contenidos básicos de la página, aunque un poco mal colocados*

| 7 | The home page / starting page is effective in orienting and directing users to their desired information and tasks. | **Good** | *Aunque la parte central interactiva va regular, el resto hace lo que debe* |

| 8 | The homepage / starting page layout is clear and uncluttered with sufficient 'white space'. | **Poor** | *El espacio está bastante mal gestionado, dejando mucho espacio en blanco* |

Navigation

| 9 | Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines). | **Poor** | *La URL es fácilmente recordable ya que es el propio nombre de la página y compañía* |

| 10 | The navigational scheme (e.g. menu) is easy to find, intuitive and consistent. | **Moderate** | *Al cambiar la resolución cambia bastante pero en general funciona sin problemas* |

| 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** | *Se puede pero es prácticamente imposible encontrarlo* |

| 12 | The site or application structure is clear, easily understood and addresses common user goals. | **Good** | *La estructura es simple y se entiende* |

| 13 | Links are clear, descriptive and and well labelled. | **Moderate** | *Algunos links no van y están colocados de manera liosa* |

| 14 | Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported. | **Excellent** | *Funciona sin problemas* |

| 15 | The current location is clearly indicated (e.g. breadcrumb, highlighted menu item). | **Very poor** | *Está mal indicada la ubicación actual dentro de la página* |

| 16 | Users can easily get back to the homepage or a relevant start point. | **Poor** | *Se puede acceder desde algunos puntos pero no es intuitivo* |

| 17 | A clear and well structure site map or index is provided (where necessary). | **Moderate** | *Aunque se puede acceder a todos los sitios desde cualquier página, no está bien indicado la zona en la que actualmente estamos, por lo que puede causar confusión* |

Search

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

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

| 20 | The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations. | **N/A** | |

| 21 | Search results are relevant, comprehensive, precise, and well displayed. | **N/A** | |

Control & feedback

| 22 | Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action). | **Excellent** | *Todas las acciones tienen feedback inmediato (abrir un link, cambiar de sección, etc)* |

| 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). | **Good** | *Se pueden cancelar las acciones (p.e: enviar un correo)* |

| 24 | Users can easily give feedback (e.g. via email or an online feedback / contact us form). | **Excellent** | *Se puede contactar con la compañía mediante correo electrónico* |

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. | **N/A** | |

| 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** | *Al enviar un correo se pide información de más, pero en general es prácticamente lo mínimo* |

| 27 | Required and optional form fields are clearly indicated. | **Excellent** | *Todos los campos obligatorios están claramente indicados* |

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

| 29 | Help and instructions (e.g. examples, information required) are provided where necessary. | **Very poor** | *No vienen ningún tipo de instrucciones ni ayuda al usuario en ningún lado* |

Errors

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

| 31 | Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary. | **N/A** | |

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

| Very Poor | No se ha pensado en la resolución al trabajar con el menú interactivo de la sección principal de la página |

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

| Poor | Cuando se trabaja con el menú interactivo de la sección principal de la página, por mucho que recarguemos la página el error siempre se va a seguir dando (incapacidad de pulsar ciertos botones en cierta resolución) |

Content & text

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

| Very poor | Las imágenes ocupan espacio y falta un historial de las mismas para las actuaciones |

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

| Moderate | Hay links que no van |

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

| Poor | Thay faltas de ortografía y solo está disponible en español |

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

| Excellent | El lenguaje utilizado es coherente y constante |

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

| Moderate | La fuente utilizada y el contraste de colores hace que el texto sea perfectamente legible, pero la fuente es muy fea |

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.

| Poor | La única ayuda es la que pueden darte por correo electrónico |

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 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).	**Moderate**	*La única ayuda es la que pueden darte por correo electrónico*

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	**Excellent**	*El rendimiento de la página es excelente, no ocasiona problemas*
44	Errors and reliabilty issues don't inhibit the user experience.	**Very poor**	*Los errores hacen que la página pierda mucha usabilidad*
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	**Very poor**	*La resolución afecta a los errores (solo con una determinada resolución podrán visualizarse algunos elementos de la página)*

Overall usability score (out of 100) *	**58**	-	**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.