

# Usability review

## [Granaventure]



Hover over a guideline for 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.

**Moderate**

*No funciona ni el idioma ni la búsqueda. Cuando reserva no le muestra los días disponibles y tienes esperar a que se pongan en contacto contigo*

**Moderate**

*Te da las funciones necesarias pero algunas de ellas como la búsqueda y el idioma no funcionan correctamente*

**Good**

*Esta bien pero podría haber mas cosas disponibles desde la primera vista*

**Moderate**

*Se muestran algunas cosas pero se podrían mejorar por ejemplo indicando si vas a tener profesor o guía y alguna forma de ponerse en contacto con él.*

**Excellent**

*Los botones si están claros*

## Homepage / starting page

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

**Good**

*Esta bien pero podría mostrar directamente el listado de las actividades*

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

**Excellent**

*Tienes que elegir actividad para avanzar*

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

**Excellent**

*Es suficiente y limpio*

## Navigation

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

**Good**

*La URL es sencilla pero cuando entras en una actividad no debería dividir entre verano e invierno*

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

**Excellent**

*Esta arriba se ve claramente*

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...).

**Poor**

*No permite hacer búsquedas ni filtrar las actividades, solo da opción de dividir las entre invierno y verano*

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

**Excellent**

*Se entiende a la perfección cual es el objetivo*

13 Links are clear, descriptive and well labelled.

**Moderate**

*Los enlaces no se muestran hasta que pasas el raton*

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

**Excellent**

*Funciona bien*

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

**Moderate**

*Aparece en un lateral debajo de toda la explicación de la actividad*

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

**Excellent**

*Pinchando en el logo se vuelve*

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

**Very poor**

*No hay*

## Search

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

**Very poor**

*He buscado escalada por ejemplo y da error, critico en la web.*

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

**Very poor**

*No da opcion*

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

**Very poor**

*No funciona*

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

**Very poor**

*no funciona*

## Control & feedback

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

**Poor**

*Tarda en cargar, al reservar no sale si todo ha ido correcto, te tiene que llegar mail.*

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).

**Moderate**

*Se pueden hacer cosas como volver pero no deja modificar la reserva*

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

**Good**

*Esta bien hay un apartado claro, pero no se puede ver si no te vas a ese sitio, abandonando el lugar.*

## 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.

**Good**

*Se dividen en partes pero no es muy bonito*

- 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).

**Moderate**

*Se piden cosas pero no las suficientes como la dificultad, etc*

- 27 Required and optional form fields are clearly indicated.

**Excellent**

*Sale un asterisco al lado*

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

**Very poor**

*No te dice fechas disponibles ni nada ni el formato de las cosas*

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

**Very poor**

*No te da ningun tipo de ejemplo ni ayuda.*

## Errors

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

**Excellent**

*Se marca en rojo*

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

**Moderate**

*Muy cortos no te ayuda de como se debe de rellenar*

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

Poor

*Te deja enviar antes de corregirte*

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

Poor

*Le tienes que volver a dar a reservar actividad*

## Content & text

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

Good

*Te da mucho texto podria estar mejor decorado*

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

Good

*Te muestra cursos extra*

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

Very poor

*Va super mal el cambio de idioma*

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

Good

*Va bien pero podria mejorarse en el cambio de idioma*

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

Excellent

*Se ve todo correcto del tiron*

## 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.

Poor

*Que no se pueda cambiar el idioma dificulta mucho*

40	Online help is concise, easy to read and written in easy to understand language.	Moderate	Deberia de elaborarse mas
41	Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).	Very poor	Pierdes todo tu progreso para buscar el contacto
42	Users can easily get further help (e.g. telephone or email address).	Good	Se muestran bien todas las opciones de contacto pero hay que abandonar lo que estes haciendo.

## Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Moderate	Tarda en cargar mas de lo necesario para volver al menu inicial por ejemplo
44	Errors and reliability issues don't inhibit the user experience.	Moderate	Algunos errores como el cambio de idioma empeoran mucho la experiencia
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Good	Se adapta a distintos modos de ventana

Overall usability score (out of 100) \*

63

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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.