Usability review

ErranT – Espacio Cowork | Score | Comments

Features & functionality

#	Guideline	Score	Comments
1	Features and functionality meet common user goals and objectives.	**Moderate**	*La página ofrece información sobre el coworking y sus espacios, pero solo permite la reserva de salas a través de un formulario de contacto genérico.*
2	Features and functionality support users desired workflows.	**Good**	*Las páginas de información de tarifas llevan a la sección de contacto y la navegación tiene sentido por lo general, aunque faltaría conexión entre algunas páginas para hacer la navegación más fluída e intuititva.*
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	**Moderate**	*El menú de navegación lleva a las páginas más tiles pero la página principal no, y por lo general no hay tanta navegabilidad exceptuando el menú.*
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**	
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	**Moderate**	*El botón de enviar formulario no se distingue mal aunque se podría resaltar mejor.*

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**	*Se explica el objetivo de la empresa pero no se exponen las funcionalidades de la página (listado de tarifas, reserva, contacto). La información podría ser mejor resumida.*

7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	**Poor**	*No se ofrece información de las otras páginas ni opciones de navegabilidad más allá del menú de navegación.*
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.	**Good**	*El diseño es minimalista y se centra en exponer la información, aunque algunas partes podrían ser reestructuradas ligeramente para aprovechar mejor el espacio.*

Navigation

9	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).	**Excellent**	*La URL es sencilla (el nombre de la empresa) y aparece como el primer resultado al buscar inormación sobre la compañia*
10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	**Moderate**	*El menú de navegación se encuentra en la parte superior de forma consistente, pero no es sticky y hace falta hacer scroll hasta la parte de arriba para acceder a él.*
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**	*No se ofrecen más opciones de navegabilidad más allá de la barra de navegación. No hay búsqueda, ni opicones de ordenado.*
12	The site or application structure is clear, easily understood and addresses common user goals.	**Good**	*Se orecen páginas específicas sobre las tarifas y los servicios pero no hay página de reservas y se podrían concretar mejor las secciones.*
13	Links are clear, descriptive and and well labelled.	**Poor**	*Algunos enlaces tienen títulos no intuitivos o que no se termina de relacionar con el contenido ofrecido (por ejemplo, Alquiler Salas Granada especifica las características de las salas pero no permite realizar alquileres)*
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	**Excellent**	

| 15 | The current location is clearly indicated (e.g. breadcrumb, highlighted menu item). | **Very poor** | *No hay menús mijas de pan ni indicaciones de en que sección de la página se encuentra uno.* |

| 16 | Users can easily get back to the homepage or a relevant start point. | **Good** | *Se puede volver a la página principal a través del icono de la página pero puede ser dificil de er a primer a vista. Menú fijo arriba del todo.* |

| 17 | A clear and well structure site map or index is provided (where necessary). | **Very poor** | *No se ofrece site map ni index.* |

Search

| 18 | A consitent, easy to find and easy to use search function is available throughout (where desirable). | **Very poor** | *No se ofrece función de búsqueda.* |

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

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

| 21 | Search results are relevant, comprehensive, precise, and well displayed. | **Very poor** | |

Control & feedback

| 22 | Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action). | **Poor** | *Los errores pertinentes al formulario de contacto se indican en la zona superior y en inglés, son difíciles de ver.* |

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

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**	
27	Required and optional form fields are clearly indicated.	**Very poor**	*No se indican campos obligatorios.*
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.	**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**	*Los errores en el formulario de contacto se muestran en inglés y encima del formulario, en vez del campo erróneo. Se resalta de manera sutíl el campo.*

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

| 32 | Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented. | **Poor** | *NO se dectecta si el correo enviado es uno válido.* |

| 33 | Users are able to easily recover (i.e. not have to start again) from errors. | **Excellent** | *No se reinicia el formulario al cometer un fallo, se mantiene la información.* |

Content & text

| 34 | Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals. | **Good** | *Se podría ser mś específico respecto a las características de los entornos ofrecidos.* |

| 35 | Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context. | **Poor** | *No se ofrece ningún enlace relevante más allá de las redes sociales de la empresa, que se muestran con iconos pequeños que pueden pasar desapercibidos.* |

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

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

| 38 | Text and content is legible and scanable, with good typography and visual contrast. | **Moderate** | *En algunas páginas la elección de colores de letra y de fondo hace que sea difícil de leer, poco contraster (por ejemplo la sección de Blog)* |

Help

#	Item	Rating	Comments
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 epxlicación en la sección de Contacto es demasiado densa y no resalta las opciones de contacto correctamente, se mezcla con publicidad de las redes sociales.*
40	Online help is concise, easy to read and written in easy to understand language.	**Good**	
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	**Very poor**	*Sección de contacto en otra página aparte.*
42	Users can easily get further help (e.g. telephone or email address).	**Excellent**	

Performance

#	Item	Rating	Comments
43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	**Good**	
44	Errors and reliabilty issues don't inhibit the user experience.	**Moderate**	*La página posee algunos errores al estar hosteada en Wordpress que hacen algo más dificil su lectura en algunas secciones.*
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	**Excellent**	

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.