Usability review (Español)

Booking.com	Score	Comments

N/A = not applicable or not to 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. Las características y la funcionalidad cumplen con las metas y objetivos comunes del usuario. — **Good**
2. Las características y la funcionalidad son compatibles con los flujos de trabajo deseados por los usuarios. — **Excellent**
3. Las tareas de uso frecuente están fácilmente disponibles (por ejemplo, fácilmente accesibles desde la página de inicio y están bien soportadas (por ejemplo, los accesos directos están disponibles). — **Good**
4. Los usuarios reciben un apoyo adecuado según su nivel de experiencia (por ejemplo, atajos para usuarios expertos, ayuda e instrucciones para usuarios novatos). — **Moderate**
5. Las llamadas a las acciones (por ejemplo, registrarse, agregar a la cesta, enviar) son claras, están bien etiquetadas y aparecen como cliceables. — **Good**

Homepage / starting page

6. La página de inicio proporciona una instantánea clara y una descripción general del contenido, las características y la funcionalidad disponible. — **Moderate**
7. La página de inicio es eficaz para orientar y dirigir a los usuarios a la información y las tareas deseadas. — **Good**
8. El diseño de la página de inicio es claro y ordenado con suficiente "espacio en blanco". — **Good**

Navigation

9. Los usuarios pueden acceder fácilmente al sitio o la aplicación (por ejemplo, la URL es predecible y es devuelta por los motores de búsqueda). — **Excellent**
10. El esquema de navegación (por ejemplo, el menú) es fácil de encontrar, intuitivo y consistente. — **Excellent**
11. La navegación tiene la flexibilidad suficiente para permitir que los usuarios naveguen por los medios deseados (por ejemplo, búsqueda, navegación por tipo, navegación por nombre, más reciente, etc.). — **Moderate**
12. La estructura del sitio o la aplicación es clara, fácil de entender y aborda objetivos comunes del usuario. — **Excellent**
13. Los enlaces son claros, descriptivos y están bien etiquetados. — **Excellent**
14. Las funciones estándar del navegador (por ejemplo, 'atrás', 'adelante', 'reacargar') son compatibles. — **Good**
15. La ubicación actual está claramente indicada (por ejemplo, ruta de navegación, elemento de menú resaltado). — **Good**
16. Los usuarios pueden volver fácilmente a la página de inicio o a un punto de inicio relevante. — **Moderate**
17. Se proporciona un mapa del sitio o índice claro y bien estructurado (cuando sea necesario). — **Excellent**

Search

18. Una función de búsqueda consistente, fácil de encontrar y fácil de usar está disponible en todas partes (cuando sea conveniente). — **Good**
19. La interfaz de búsqueda es adecuada para cumplir los objetivos del usuario (por ejemplo, parámetros múltiples, resultados priorizados, filtrado de resultados de búsqueda). — **Moderate**
20. El servicio de búsqueda se ocupa de las búsquedas comunes (por ejemplo, muestra la mayoría de resultados populares), faltas de ortografía y abreviaturas. — **Excellent**
21. Los resultados de búsqueda son relevantes, exhaustivos, precisos y se muestran bien. — **Good**

Control & feedback

22. Se proporciona una respuesta rápida y apropiada (por ejemplo, después de una acción exitosa o no exitosa). — **Good**
23. Los usuarios pueden fácilmente deshacer, volver atrás y cambiar o cancelar acciones, o al menos tienen la oportunidad de confirmar una acción antes de cometer (por ejemplo, antes de realizar un pedido). — **Excellent**
24. Los usuarios pueden enviar comentarios (por ejemplo, por correo electrónico o mediante un formulario de comentarios / contacto en línea). — **Moderate**

Forms

25. Los formularios y los procesos complejos se dividen en pasos y secciones fácilmente comprensibles. Cuando se utiliza un proceso, hay un indicador de progreso con números claros o etapas con nombre. — **Good**
26. Se solicita una cantidad mínima de información y, cuando se proporciona la justificación necesaria para solicitar información (por ejemplo, fecha de nacimiento, número de teléfono). — **Good**
27. Los campos de formulario requeridos y opcionales están claramente indicados. — **Good**
28. Se utilizan los campos de entrada apropiados (por ejemplo, el calendario para la selección de la fecha, el menú desplegable para la selección) y se indican los formatos requeridos. — **Excellent**
29. Se proporciona ayuda e instrucciones (como ejemplos, información requerida) donde sea necesario. — **Poor**

Errors

30. Los errores son claros, fácilmente identificables y aparecen en la ubicación apropiada (por ejemplo, adyacente al campo de entrada de datos, adyacente al formulario, etc.). — **Excellent**
31. Los mensajes de error son concisos, están escritos en un lenguaje fácil de entender y describen qué ocurrió y qué acción es necesaria. — **Excellent**
32. Los errores de usuario comunes (por ejemplo, campos faltantes, formatos no válidos, selecciones no válidas) se han tenido en cuenta y, en la medida de lo posible, se han prevenido. — **Excellent**
33. Los usuarios pueden recuperarse fácilmente (es decir, no tienen que comenzar de nuevo) de los errores. — **Good**

Content & text

34. El contenido disponible (por ejemplo, texto, imágenes, video) es apropiado y suficientemente relevante, y detallado para cumplir con los objetivos del usuario. — **Poor**
35. Los enlaces a otros contenidos útiles y relevantes (por ejemplo, páginas relacionadas o sitios web externos) están disponibles y se muestran en contexto. — **Good**
36. El lenguaje, la terminología y el tono utilizados son apropiados y son fácilmente comprensibles para el público objetivo. — **Good**
37. Los números, el idioma y el tono utilizado son consistentes (por ejemplo, el mismo término se usa en todo). — **Good**
38. El texto y el contenido son legibles y escaneables, con buena tipografía y contraste visual. — **Moderate**

Help

39. Se proporciona ayuda en línea y contextual y es adecuada para la base de usuarios (por ejemplo, está escrita en un lenguaje fácil de entender y solo usa términos necesarios). — **Good**
40. La ayuda en línea es concisa, fácil de leer y escrita en un lenguaje fácil de entender. — **N/A**
41. El acceso a la ayuda en línea no impide a los usuarios (es decir, pueden reanudar el trabajo donde lo dejaron después de acceder a la ayuda). — **Poor**
42. Los usuarios pueden obtener más ayuda fácilmente (por ejemplo, teléfono o dirección de correo electrónico). — **Very poor**

Performance

43. El rendimiento del sitio o la aplicación no refleta la experiencia del usuario (por ejemplo, descarga lenta de páginas, retraso prolongado). — **Good**
44. Los errores y problemas de confiabilidad no limitan la experiencia del usuario. — **Poor**
45. Se admiten posibles configuraciones de usuario (por ejemplo, navegadores, resoluciones, especificaciones de computadora). — **Excellent**

	Weighting (out of 5)	Weighting ratio	Rating (0 - 5)	Score	Out of
1	5	100%	4	4	5
2	5	100%	5	5	5
3	4	80%	4	3.2	4
4	3	60%	3	1.8	3
5	3	60%	4	2.4	3
6	2	40%	2	1.6	3
7	4	80%	4	3.2	4
8	3	60%	4	2.4	3
9	2	40%	5	2	2
10	4	80%	5	4	4
11	3	60%	3	1.8	3
12	5	100%	5	5	5
13	2	40%	5	2	2
14	4	80%	4	3.2	4
15	2	40%	4	1.6	2
16	2	40%	3	1.2	2
17	1	20%	5	1	1
18	4	80%	4	3.2	4
19	5	80%	3	2.4	4
20	2	40%	5	2	2
21	4	80%	4	3.2	4
22	4	80%	4	3.2	4
23	3	60%	5	3	3
24	1	20%	3	0.6	1
25	3	60%	4	2.4	3
26	2	40%	4	1.6	2
27	2	40%	4	1.6	2
28	3	60%	5	3	3
29	3	60%	2	1.2	3
30	4	80%	5	4	4
31	3	60%	5	3	3
32	3	60%	5	3	3
33	3	60%	4	2.4	3
34	5	100%	2	2	5
35	2	40%	4	1.6	2
36	4	80%	4	3.2	4
37	3	60%	4	2.4	3
38	3	60%	3	1.8	3
39	4	80%	4	3.2	4
40	3	60%	0	0	3
41	3	60%	2	1.2	3
42	2	40%	1	0.4	2
43	4	80%	4	3.2	4
44	3	60%	2	1.6	4
45	3	60%	5	3	3

| Overall usability score (out of 100) * | 78 | - | Good | | | 110 | 142 |

Plantilla extraída del artículo: A guide to carrying out usability reviews. http://www.userfocus.co.uk/articles/usability-review/

http://www.userfocus.co.uk/resources/download/uploads/2017/03/Usability-review-template.xls

[Enter product name]

Score **Comments**

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

N/A = not applicable or not 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.

			Weighting (out of 5)	Weighting rate	Rating (0 - 5)	Score	Out of

Features & functionality

1. Features and functionality meet common user goals and objectives. — Enter score — 5 — 100% — 0 — 0 — 0
2. Features and functionality support users desired workflows. — Enter score — 5 — 100% — 0 — 0 — 0
3. Frequently-used tasks are easily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available) — Enter score — 4 — 80% — 0 — 0 — 0
4. Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users). — Enter score — 3 — 60% — 0 — 0 — 0
5. Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable. — Enter score — 3 — 60% — 0 — 0 — 0

Homepage / starting page

6. The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available. — Enter score — 3 — 60% — 0 — 0 — 0
7. The home page / starting page is effective in orienting and directing users to their desired information and tasks. — Enter score — 4 — 80% — 0 — 0 — 0
8. The homepage / starting page layout is clear and uncluttered with sufficient 'white space'. — Enter score — 3 — 60% — 0 — 0 — 0

Navigation

9. Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines). — Enter score — 2 — 40% — 0 — 0 — 0
10. The navigational scheme (e.g. menu) is easy to find, intuitive and consistent. — Enter score — 4 — 80% — 0 — 0 — 0
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...). — Enter score — 3 — 60% — 0 — 0 — 0
12. The site or application structure is clear, easily understood and addresses common user goals. — Enter score — 5 — 100% — 0 — 0 — 0
13. Links are clear, descriptive and and well labelled. — Enter score — 3 — 60% — 0 — 0 — 0
14. Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported. — Enter score — 4 — 80% — 0 — 0 — 0
15. The current location is clearly indicated (e.g. breadcrumb, highlighted menu item). — Enter score — 2 — 40% — 0 — 0 — 0
16. Users can easily get back to the homepage or a relevant start point. — Enter score — 2 — 40% — 0 — 0 — 0
17. A clear and well structure site map or index is provided (where necessary). — Enter score — 1 — 20% — 0 — 0 — 0

Search

18. A consistent, easy to find and easy to use search function is available throughout (where desirable). — Enter score — 4 — 80% — 0 — 0 — 0
19. The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results). — Enter score — 4 — 80% — 0 — 0 — 0
20. The search facility deals well with common searchs (e.g. showing most popular results, misspellings and abbreviations. — Enter score — 2 — 40% — 0 — 0 — 0
21. Search results are relevant, comprehensive, precise, and well displayed. — Enter score — 4 — 80% — 0 — 0 — 0

Control & feedback

22. Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action). — Enter score — 4 — 80% — 0 — 0 — 0
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). — Enter score — 3 — 60% — 0 — 0 — 0
24. Users can easily give feedback (e.g. via email or an online feedback / contact us form). — Enter score — 1 — 20% — 0 — 0 — 0

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. — Enter score — 3 — 60% — 0 — 0 — 0
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). — Enter score — 2 — 40% — 0 — 0 — 0
27. Required and optional form fields are clearly indicated. — Enter score — 2 — 40% — 0 — 0 — 0
28. Appropriate input fields (e.g. calendar for date selection, drop-down for selection) are used and required formats are indicated. — Enter score — 3 — 60% — 0 — 0 — 0
29. Help and instructions (e.g. examples, information required) are provided where necessary. — Enter score — 3 — 60% — 0 — 0 — 0

Errors

30. Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.). — Enter score — 4 — 80% — 0 — 0 — 0
31. Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary. — Enter score — 3 — 60% — 0 — 0 — 0
32. Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented. — Enter score — 3 — 60% — 0 — 0 — 0
33. Users are able to easily recover (i.e. not have to start again) from errors. — Enter score — 3 — 60% — 0 — 0 — 0

Content & text

34. Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals. — Enter score — 5 — 100% — 0 — 0 — 0
35. Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context. — Enter score — 2 — 40% — 0 — 0 — 0
36. Language, terminology and tone used is appropriate and readily understood by the target audience. — Enter score — 4 — 80% — 0 — 0 — 0
37. Terms, language and tone used are consistent (e.g. the same term is used throughout). — Enter score — 3 — 60% — 0 — 0 — 0
38. Text and content is legible and scanable, with good typography and visual contrast. — Enter score — 3 — 60% — 0 — 0 — 0

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. — Enter score — 4 — 80% — 0 — 0 — 0
40. Online help is concise, easy to read and written in easy to understand language — Enter score — 3 — 60% — 0 — 0 — 0
41. Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help). — Enter score — 3 — 60% — 0 — 0 — 0
42. Users can easily get further help (e.g. telephone or email address). — Enter score — 2 — 40% — 0 — 0 — 0

Performance

43. Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays). — Enter score — 4 — 80% — 0 — 0 — 0
44. Errors and reliability issues don't inhibit the user experience. — Enter score — 4 — 80% — 0 — 0 — 0
45. Possible user configurations (e.g. browsers, resolutions, computer specs) are supported. — Enter score — 3 — 60% — 0 — 0 — 0

Overall usability score (out of 100) *

0 — — 0 — 0

* Very poor (less than 20) - 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 20 and 40) - Users are likely to experience some difficulties using this site or system and might not be able to complete some important tasks.
* Moderate (between 40 and 60) - Users should be able to use the site or system and complete most important tasks, however the user experience could be significantly improved.
* Good (between 60 and 80) - Users should be able to use the site or system with relative ease and should be able to complete the vast majority of important tasks.
* Excellent (more than 80) - The site or system provides an excellent user experience for users. Users should be able to completed all important tasks on the site or system.

Usability guidelines

	Importance

Features & functionality

#	Guideline	Importance
1	**Features and functionality meet common user goals and objectives** Key and common user goals and objectives (e.g. carry out some transaction, find some information, carry out some research etc…) should have been identified and addressed. Ideally the site or application should allow users to meet all of their key goals and objectives.	Very high
2	**Features and functionality support users desired workflows** The site or application should support or at least be compatible with the way that users wish to work. For example, users might want to be able to carry out bulk interactions or be able to save and return to their work.	Very high
3	**Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported** For example short cuts and a login to retrieve details might be provided to speed up the completion of frequently carried out tasks.	High
4	**Users are adequately supported according to their level of expertise** For example, novice users are given help and instructions and features are progressively disclosed (e.g. advanced features not being shown by default).	Medium
5	**Calls to action (e.g. register, add to basket, submit) are clear, well labelled and appear clickable** Possible actions should always be clear and the primary call to action (i.e. the most common or desirable user action) should stand out on the page or screen.	Medium

Homepage / starting page

#	Guideline	Importance
6	**The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available** For example, an introduction and overview of the site is provided together with section snapshots and example content.	Medium
7	**The homepage / starting page is effective in orienting and directing users to their desired information and tasks** Users should be able to work out where they need to go to complete a given task (e.g. carry out some research, complete a transaction).	High
8	**The homepage / starting page layout is clear and uncluttered with sufficient 'white space'** Users should be able to quickly scan the homepage and make sense of both the content available and of how the site is structured.	Medium

Navigation

#	Guideline	Importance
9	**Users can easily access the site or application** For example, the URL is predictable and is returned by search engines. If a user attempts to find the site via a search engine, it should ideally be returned on the first page of search results for likely queries.	Low
10	**The navigational scheme is easy to find, intuitive and consistent** Users should be able to very easily locate and use the navigational scheme (e.g. left hand menu, top menu, tabbed menu), and it should not be significantly different across the site or application (unless a decision has been made to specifically differentiate a given section or area).	High
11	**The navigation has sufficient flexibility to allow users to navigate by their desired means** For example a user might want to be able to search for an item or browse by size, name or type. Although not all user preferences can or indeed should be addressed, the most useful and common navigational means should be supported.	Medium
12	**The site or application structure is clear, easily understood and addresses common user goals** For example, gathering information, submitting data, carrying out research. Users should be able to work out where they need to go to carry out common user goals and be able to quickly gain an understanding of how the site or application is structured.	Very high
13	**Links are clear, descriptive and well labelled** Links should be clearly 'clickable' (e.g. underlined or colourised) and it should be clear to users where any given link goes to. Non-descriptive links such as 'click here' should be avoided and any links going to an external website or opening a new window should be identified as such.	High
14	**Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported** Users should be able to bookmark a page (or be presented with a URL to use) and go back and forth without breaking the site or losing any information they have entered.	High
15	**The current location is clearly indicated (e.g. breadcrumb, highlighted menu item)** Users should always know where they are in the site or application.	Low
16	**Users can easily get back to the homepage or a relevant start point** For example, a homepage link might be part of the breadcrumb or a home link might be available as part of the header.	Low
17	**A clear and well structure site map or index is provided (where necessary)** The sitemap might be part of the header or footer and should ideally be available from every page on the site.	Very low

Search

#	Guideline	Importance
18	**A consistent, easy to find and easy to use search function is available throughout** The search function (where required) should be directly available from most pages on the site or application and should be consistently positioned (e.g. top left, top right or top centre).	High
19	**The search interface is appropriate to meet user goals** For example users are able to filter search results, an advanced search is available (if necessary) and common search conventions such as quotation marks (") and natural language searches are handled.	High
20	**The search facility deals well with common searches, misspellings and abbreviations** Ideally synonyms (e.g. 'coat' should also match 'jacket') should mean that logical and appropriate search results are returned for common user queries. Popular search results (e.g. top matches) should also be identified for common queries.	Low
21	**Search results are relevant, comprehensive, precise, and well displayed** It should be easy for users to see what has been returned, to work out why something has been returned and to determine how many results there are.	High

Control & feedback

#	Guideline	Importance
22	**Prompt and appropriate feedback is given** For example, a confirmation message is shown following a successful transaction, input errors are promptly highlighted and it's made clear to users when a page has been updated.	High
23	**Users can easily undo, go back and change, or cancel actions** If an action can not be undo then users should at least be given the chance to confirm an action before committing (e.g. before placing an order). For example, users can return to a step and change their options or dynamically change a value without having to start again. Where an action can't be undone (e.g. a deletion), this should be made clear to users.	Medium
24	**Users can easily give feedback** For example, via email or an online feedback / contact us form. There should be an indication of how long users can expect to wait for a response if a query has been made.	Very low

Forms

#	Guideline	Importance
25	**Complex forms and processes are broken up into readily understood steps and sections** For example, a checkout process might be broken up in to 'address', 'delivery options', 'payment' and 'confirmation'. Where a process is used a progress indicator is present with clear numbers or named stages.	Medium
26	**A minimal amount of information is requested and where necessary justification is given for asking for information** For example a site might outline that a telephone number is required in case there is an issue with a transaction. Users shouldn't be asked for extraneous information and where possible information should be auto populated (e.g. postcode lookup, code lookup) to keep input to a minimum.	Low
27	**Required and optional form fields are clearly indicated (e.g. using text or *)** Where most fields are required the optional fields should be identified and when most fields are optional the required fields should be identified.	Low
28	**Appropriate input fields are used and required formats are indicated** Appropriate input fields might include calendar for date selection, drop downs for selection and radio button for small selections. Text might be used to indicate the required format or an example might be provided. Field lengths should correspond to the expected input so for example an email input field should be long, where as an initials input field should be very short.	Medium
29	**Help and instructions (e.g. examples, information required) are provided where necessary** Where input is non trivial or is likely to require some explanation this should be provided. Where a-lot of explanation is necessary a link to a page outlining what is required should be provided.	Medium

Errors

#	Guideline	Importance
30	**Errors are clear, easily identified and appear in appropriate locations** Errors should be immediately apparent to users and ideally be located close to the offending input or function (e.g. adjacent to an input entry field). Inputs causing an error should be highlighted, together with an explanation for the error.	High
31	**Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary** Errors should avoid using very technical terms or jargon and should be written from the user's perspective.	Medium
32	**Common user errors have been taken into consideration and where possible prevented** Common user errors might be missing fields, invalid formats and invalid selections. For example, fields might limit input to particular a format (e.g. numbers only) or only become available once certain criteria have been met. JavaScript might also be utilised to provide immediate feedback for common formatting errors or errors caused by missing fields.	Medium
33	**Users are able to easily recover (i.e. not have to start again) from errors** For example, users might be able to re-edit and resubmit a form or enter a different value.	Medium

Content & text

#	Guideline	Importance
34	**Content available (e.g. text, images, video, audio) is appropriate and sufficiently relevant, and detailed to meet user goals** Content should also be appropriately formatted, so for example videos and audio should be directly playable (i.e. shouldn't need to be downloaded to be played) and images should be of a sufficient quality.	Very high
35	**Links to other useful and relevant content (e.g. related pages, external websites or documents) are available and shown in context** For example there might be links from an article to related articles, related content or related external websites.	Low
36	**Language, terminology and tone used is appropriate and readily understood by the target audience** Jargon should be kept to a minimum and plain language should be used where ever possible.	High
37	**Terms, language and tone used are consistent (e.g. the same term is used throughout)** Capitalisation (e.g. 'Main title', 'Main Title', 'MAIN TITLE') and grammar should be consistent, together with the use of formal or informal terms (e.g. could not vs couldn't; what's vs what is etc…).	Medium
38	**Text and content is legible and scanable, with good typography and visual contrast** Users should be able to quickly scan headers and body text, in order to get an overview of what's available.	Medium

Help

#	Guideline	Importance
39	**Online help is provided and is suitable for the user base** Help should be written in easy to understand language and only uses recognised terms. Users should be able to easily find and access help and where appropriate contextual help should be available, such as help for a specific page, feature or process.	High
40	**Online help is concise, easy to read and written in easy to understand language** Help should cover the essentials without providing excessive detail and shouldn't use jargon or technical terminology that isn't likely to be understood by users.	Medium
41	**Accessing online help does not impede users** Users should be able to resume work where they left off after accessing help. Ideally help should be available directly on a page or using a new window. If help is provided in the form of a document, it should be formatted for the web (e.g. PDF, rather than a Word document).	Medium
42	**Users can easily get further help (e.g. telephone or email address)** If a telephone help number is provided the hours of operation should be shown. If an email address or online form is provided, an indication should be given of how long a response is likely to take (e.g. within the next 24 hrs).	Low

Performance

#	Guideline	Importance
43	**Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays)** Web page downloads shouldn't take longer than 5 seconds and on page interactions (e.g. using an application or AJAX functionality) shouldn't take any longer than 1 second to respond. Interactions taking longer than 1 second to respond should provide suitable feedback to show that something is taking place (e.g. an hour glass or swirling graphic).	High
44	**Errors and reliability issues don't inhibit the user experience** Sites and applications should be free of bugs and shouldn't have any broken links.	Medium
45	**Possible user configurations (e.g. browsers, resolutions, computer specs) are supported** Websites should be usable at a 600x600 screen resolution and should work with the most common browsers (IE, Firefox, Opera, Chrome etc…). Applications should be usable with common computer specifications (operation system, memory, available disk space) and screen resolutions (e.g. 800x600, 1025x768).	Medium

Rating below	Rating	Rating ranges			
0					
1	Very Poor	less than	29		
29	Poor	between	29	and	49
49	Moderate	between	49	and	69
69	Good	between	69	and	89
89	Excellent	more than	89		