Usability review

https://www.freetour.com

Score

Comments

Features & functionality

#	Guideline	Score	Comments
1	Features and functionality meet common user goals and objectives.	**Excellent**	*El objetivo de la pagina es que reserves un tour y eso es lo primero que ves y esta hecho de tal manera que no puedas evitarlo*
2	Features and functionality support users desired workflows.	**Good**	*Ofrece muchas opciones para que los usuarios decidan su tour (rango de fechas, tipo de tour etc). La opcion de reservar para grupos en vez de para persona deja mas que desear y es menos intuitiva*
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	**Excellent**	*La posibilida opcion de buscar un tour es lo primero que ves en la pagina seguido de tours populares en las ciudades mas grandes, tambien hay botones que persisten mostrandote los destinos y las opciones para grupos*
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**	*Seas un usuario que utiliza la pagina por primera vez o un experto la pagina es la misma, ofrece poco a nivel de atajos para usuarios mas avanzados*
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	**Good**	*En todo momento tienes disponible el boton para registrarte/iniciar sesion. A la hora de ver tours, no te da la opcion de reservar directamente, tienes que ver los detalles del tour para poder reservarlo*

Homepage / starting page

#	Guideline	Score	Comments
6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	**Excellent**	
7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	**Excellent**	

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

Navigation

| 9 | Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines). | **Excellent** | *Primer resultadod e busqueda en 5 diferentes buscadores testeados y la url es clara* |

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

| 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…). | **Excellent** | |

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

| 13 | Links are clear, descriptive and and well labelled. | **Good** | |

| 14 | Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported. | **Poor** | *No ofrece la opcion de marcar un tour* |

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

| 16 | Users can easily get back to the homepage or a relevant start point. | **Good** | *En todo momento tienes un boton que te lleva directamente a la pagina inicial* |

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

Search

#	Item	Rating	Notes
18	A consitent, easy to find and easy to use search function is available throughout (where desirable).	**Excellent**	
19	The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).	**Good**	*Ofrece muchos parametros por los que filtrar los tours aunque muchos pueden no estar disponibles si no hay un tour que se ajuste a esos parametros lo cual puede confundir a un usuario novato*
20	The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations.	**Poor**	*Ofrece autocompletar para las ciudades, pero si no pulsas en ese autocompletar no te reconoce la ciudad deseada*
21	Search results are relevant, comprehensive, precise, and well displayed.	**Good**	

Control & feedback

#	Item	Rating	Notes
22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).	**Good**	
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**	
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).	**Moderate**	*Hay opciones tanto de contactar con la compañia como de valorar a los guias pero estan poco visibles*

Forms

#	Item	Rating	Notes
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**	
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.	**Moderate**	
28	Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.	**Good**	
29	Help and instructions (e.g. examples, information required) are provided where necessary.	**Moderate**	

Errors

30	Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).	**Poor**	*A la hora de seleccionar el destino si no se selecciona la opcion que te muestra el autocompletar no reconoce la ciudad aunque este escrito lo mismo*
31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.	**Moderate**	
32	Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.	**Moderate**	
33	Users are able to easily recover (i.e. not have to start again) from errors.	**Good**	

Content & text

34	Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.	**Good**	
35	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.	**Good**	

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

Help

39	Online help is provided and is suitable for the user base (e.g. is written in easy to understand langugae and only uses recognised terms). Where appropriate contextual help is provided.	**Good**	
40	Online help is concise, easy to read and written in easy to understand language.	**Excellent**	*Cada FAQ tiene una respuesta sencilla y corta*
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	**Poor**	*La pesteña de ayuda por defecto no se abre en otra pestaña*
42	Users can easily get further help (e.g. telephone or email address).	**Excellent**	*Hay formas claras de contactar e incluso una separada para cancelar reservas*

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	**Moderate**	*Bajo circunstancias normales la pagina carga bien, pero en la pagina principal carga un video nada mas entrar lo cual puede hacer la experiencia de navegar la pagina bajo un internet lento pesada*
44	Errors and reliabilty issues don't inhibit the user experience.	**Good**	

| 45 | Possible user configurations (e.g. browsers, resolutions, computer specs) are supported. | **Good** | *Testeado en 4 diferentes resoluciones y la pagina siempre es clara y legible* |

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

* 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.

Weighting (out of 5)	Weighting ratio	Rating (0 - 5)	Score	Out of
5	100%	5	5	5
5	100%	4	4	5
4	80%	5	4	4
3	60%	3	1,8	3
3	60%	4	2,4	3
3	60%	5	3	3
4	80%	5	4	4

3	60%	5	3	3
2	40%	5	2	2
4	80%	4	3,2	4
3	60%	5	3	3
5	100%	4	4	5
3	60%	4	2,4	3
4	80%	2	1,6	4
2	40%	4	1,6	2
2	40%	4	1,6	2
1	20%	2	0,4	1

4	80%	5	4	4
4	80%	4	3,2	4
2	40%	2	0,8	2
4	80%	4	3,2	4
4	80%	4	3,2	4
3	60%	4	2,4	3
1	20%	3	0,6	1
3	60%	4	2,4	3
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3	60%	4	2,4	3
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2	40%	4	1,6	2

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3	60%	5	3	3
3	60%	2	1,2	3
2	40%	5	2	2
4	80%	3	2,4	4
4	80%	4	3,2	4

3   60%   4   2,4   3

5   112,4   144