

# Usability review

## La Estupenda



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

## Score

N/A = not applicable  
or can't be assessed

## Comments

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 satisface a nuevos posibles usuarios.*

Good

*Todas las posibilidades que da la pagina son intuitivas*

Good

*Todas las posibilidades que da la pagina son intuitivas*

Poor

*La pagina web no tiene atajos para usuarios mas expertos*

Poor

*Los disenos de llamada a la accion son poco visibles y solo estan si seleccionas especificamente un producto o servicio*

### Homepage / starting page

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

Moderate

*Ofrece una vision clara y general del contenido pero lo hace de una manera pobre y poco vistosa*

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

**Good**

*Ofrece botones en los cuales podemos pulsar y navegar directamente al contenido que deseemos*

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

**Moderate**

*El diseño es claro y sin desorden pero hay muchos espacios en blanco*

## Navigation

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

**Excellent**

*Tiene mismo nombre tanto en la empresa como en el dominio.*

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

**Excellent**

*Es super intuitivo y fácil de usar, con los conceptos muy claros*

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 tiene ni barra de búsqueda.*

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

**Good**

*Al ser una página muy simple, es muy fácil de entender.*

13 Links are clear, descriptive and and well labelled.

**Good**

*Al ser una página muy simple, es muy fácil de intuir puesto que son muy claros.*

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

**Excellent**

*Soporta todas las funciones nombradas.*

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

**Very poor**

*Puedes pinchar en cualquier pagina o elemento y no saber donde estas puesto que no lo marca.*

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

Very poor

*Solo se puede volver volver al inicio pulsando solo el logo de la estupenda y no hay un boton especifico para el inicio.*

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

Good

*Diseno simple por lo q tiene un indice facil de entender*

## Search

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

Very poor

*No hay en toda la pagina ningun tipo de buscador consistente*

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

Very poor

*No hay buscador*

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

Very poor

*No hay buscador*

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

Very poor

*No hay buscador*

## Control & feedback

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

Poor

*La pagina tarda en cargar y dar una respuesta ante cualquier solicitud que se le haga*

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

*Para solicitar informacion, te pide que rellenes un formulario, y tampoco te deja efectuar el pago sin que ese formulario este lleno.*

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

Poor

*No te deja dar tu opinion en la pagina, el unico modo sería contactando con ellos a través de el formulario o mediante un correo.*

## 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.

Poor

*Te lleva directamente a la página de contacto.*

- 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

*Hay que rellenar un documento.*

- 27 Required and optional form fields are clearly indicated.

Excellent

*Lo marcan con un asterisco(\*) y si no lo ves luego por pantalla te dice que es un campo obligatorio.*

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

Good

*El formulario contiene datos personales.*

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

Poor

*No dan ningun tipo de instrucciones.*

## Errors

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

Good

*Muestra los errores cometidos y te avisa del error.*

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

Good

*Los mensajes de error son muy claros y concisos además te indican como solucionar el problema.*

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

**Excellent**

*Tienen en cuenta que rellenes los campos obligatorios y te avisan si cometes algún error de ese estilo*

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

**Moderate**

*Solo se producen errores en la parte de formularios y se guarda lo que has rellenado correctamente.*

## Content & text

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

**Poor**

*Falta mucho contenido con información como imagenes o videos.*

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

**Very poor**

*No hay enlaces a otras páginas*

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

**Good**

*Usan un lenguaje fácil de entender para todo tipo de públicos.*

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

**Good**

*No se aprecia diferencia.*

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

**Good**

*Se puede leer todo fácilmente y sin dificultad.*

## 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.

**Very poor**

*No hay ayuda en línea*

40	Online help is concise, easy to read and written in easy to understand language.	Very poor	No hay ayuda en línea
41	Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).	Very poor	No hay ayuda en línea
42	Users can easily get further help (e.g. telephone or email address).	Moderate	Se ofrece una ayuda básica y hay números de teléfono y se pueden hacer consultas que responderan por correo.

## Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Poor	Las páginas tardan mucho en cargar.
44	Errors and reliability issues don't inhibit the user experience.	Good	No hay errores ni problemas de fiabilidad
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Moderate	Se adapta a otros dispositivos o navegadores pero baja la calidad cuando la buscamos en el móvil por ej..

Overall usability score (out of 100) \*

58

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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.