



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.

Excellent

Toda la informacion principal o de interes para el usuario se muestra en la pagina principal con cierta claridad

5

100%

5

5

5

2 Features and functionality support users desired workflows.

Good

5

100%

4

4

5

3 Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).

Good

Algunas funciones de relevancia esta dentro de un submenu en vez del menu principal

4

80%

4

3.2

4

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

En ciertos aspectos cumple esta caracteristica pero no es el fuerte de la pagina

3

60%

3

1.8

3

5 Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.

Excellent

La interfaz deja claro cuales son los botones

3

60%

5

3

3

Homepage / starting page

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

Good

Todas las categoras se pueden acceder perfectamente desde la pagina principal

3

60%

4

2.4

3

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

Good

Toda la informacion esta perfectamente orientada pero si eres un usuario puede que te tome uno minuto en encontrar algo especifico

4

80%

4

3.2

4

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

Excellent

3

60%

5

3

3

Navigation

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

Excellent

Como es una pagina especifica de Granada, es facil de encontrar si eso es lo que estas buscando

2

40%

5

2

2

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

Good

El buscador en si es bastante intuitivo pero no es muy facil de encontrar ya que esta en un menu que se llama "Enoturismo" en vez de algo como "Buscador de Rutas"

4

80%

4

3.2

4

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

3

60%

5

3

3

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

Excellent

5

100%

5

5

5

13 Links are clear, descriptive and and well labelled.

Excellent

3

60%

5

3

3

14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	Good	La pagina esta perfectamente integrado con la mayoria de los navegadores web	4	80%	4	3.2	4
15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	Good	Si te muestra con claridad en el menu es que estas actualmente pero no te muestra las migas de pan	2	40%	4	1.6	2
16	Users can easily get back to the homepage or a relevant start point.	Excellent		2	40%	5	2	2
17	A clear and well structure site map or index is provided (where necessary).	Moderate	La estructura del mapa del sitio podria mejorar pero es lo suficientemente buena para los usuarios a los que va dirigido	1	20%	3	0.6	1
Search								
18	A consitent, easy to find and easy to use search function is available throughout (where desirable).	Good	El buscador esta un poco escondido pero el buscador en si es bastante intuitivo	4	80%	4	3.2	4
19	The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).	Excellent		4	80%	5	4	4
20	The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations.	Good	La pagina principal del buscador te muestra resultados destacados pero no tiene soporte de abreviaciones o errores ortograficos	2	40%	4	1.6	2
21	Search results are relevant, comprehensive, precise, and well displayed.	Excellent		4	80%	5	4	4
Control & feedback								
22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).	Excellent	La pagina te muestra claramente el resultado de tu accion sea negativo o positivo	4	80%	5	4	4
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		3	60%	3	1.8	3
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).	Good		1	20%	4	0.8	1
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	Los formularios se estan divididos por partes lo que viene bien porque estos son bastante largos	3	60%	4	2.4	3
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).	Excellent		2	40%	5	2	2
27	Required and optional form fields are clearly indicated.	Good	Para las personas que no saben que el * significa que es obligatorio, lo explica abajo del formulario pero en letras muy pequeñas	2	40%	4	1.6	2
28	Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.	Good		3	60%	4	2.4	3

29	Help and instructions (e.g. examples, information required) are provided where necessary.	Good		3	60%	4	2.4	3
Errors								
30	Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).	Moderate	Si te muestra los errores cometidos antes de ir a la siguiente pagina pero te los muestras arriba del formulario y de uno a uno	4	80%	3	2.4	4
31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.	Excellent		3	60%	5	3	3
32	Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.	Good		3	60%	4	2.4	3
33	Users are able to easily recover (i.e. not have to start again) from errors.	Excellent	Se mantiene la informacion tanto el buscador como en los formularios despues de cometer un error	3	60%	5	3	3
Content & text								
34	Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.	Excellent		5	100%	5	5	5
35	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.	Good	Los enlaces sociales estan ubicados en el footer y son faciles de entender pero de resto la pagina no tiene muchos enlaces externos	2	40%	4	1.6	2
36	Language, terminology and tone used is appropriate and readily understood by the target audience.	Good		4	80%	4	3.2	4
37	Terms, language and tone used are consitent (e.g. the same term is used throughout).	Excellent		3	60%	5	3	3
38	Text and content is legible and scanable, with good typography and visual contrast.	Moderate	Se cumplen todos los aspectos excepto el apartado de texto scaneable ya que en unas ocasiones, el texto esta superpuesto en una foto con una tipografia estilizada lo que lo hace dificil de scanear	3	60%	3	1.8	3
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.	Excellent	La pagina cuenta con un apartado bastante extenso de ayuda y FAQs	4	80%	5	4	4
40	Online help is concise, easy to read and written in easy to understand language.	Moderate		3	60%	3	1.8	3
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	Good		3	60%	4	2.4	3
42	Users can easily get further help (e.g. telephone or email address).	Excellent	Se puede realizar una consulta a traves de la misma pagina o realizandola por telefono, whatsapp o email	2	40%	5	2	2
Performance								

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Good							
44	Errors and reliability issues don't inhibit the user experience.	Excellent							
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Good	Con ciertos tamaños se oculta informacon importante pero con los tamaños estandares la pagina se adapta correctamente						
Overall usability score (out of 100) *		87	-	Good					

4	80%	4	3.2	4
4	80%	5	4	4
3	60%	4	2.4	3
5			124.6	144

* 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.