

# Usability review

## Free Tour

## Score

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

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

### 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.

Good

Moderate

Excellent

Excellent

Good

### Homepage / starting page

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

Moderate

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

**Moderate**

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

**Good**

## Navigation

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

**Excellent**

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...).

**Poor**

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

**Moderate**

13 Links are clear, descriptive and and well labelled.

**Good**

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

**Poor**

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

**Excellent**

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

**Very poor**

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

**Very poor**

## Search

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

**N/A**

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

**N/A**

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

**N/A**

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

**N/A**

## Control & feedback

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

**Moderate**

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).

**Good**

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

**Poor**

## 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**

- 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).

**Moderate**

- 27 Required and optional form fields are clearly indicated.

**Good**

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

**Excellent**

- 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.).

**Good**

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

**Good**

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.

**Moderate**

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

**Excellent**

37 Terms, language and tone used are consistent (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 language and only uses recognised terms). Where appropriate contextual help is provided.

**Excellent**

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 resume work where they left off after accessing help).	Good	
42	Users can easily get further help (e.g. telephone or email address).	Excellent	

## Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Moderate	
44	Errors and reliability issues don't inhibit the user experience.	Good	
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Moderate	

Overall usability score (out of 100) *	73	-
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- \* 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 task.
- \* 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 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 system with ease.

## 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.

	Weighting (out of 5)	Weighting ratio	Rating (0 - 5)	Score	Out of
Aunque no haya reservado este free tour creo que tanto como por las imagenes como por la disposicion de los elementos se cumple con las metas	5	100%	4	4	5
No estoy seguro de lo bueno que pueda llegar a ser el flujo	5	100%	3	3	5
El enlace es directo y conciso	4	80%	5	4	4
Nada mas entrar a la pagina me he encontrado con un aviso de un posible chat que me puede ayudar para posibles dudas	3	60%	5	3	3
El boton de reservar se encuentra accesible	3	60%	4	2,4	3
Se pueden distinguir diferentes fotos y tours pero estas no se encuentran en el apartado principal si no a medida que navegamos por la pagina	3	60%	3	1,8	3

No encuentro atajos muy utiles

4 80% 3 2,4 4

La pagina no se ve saturada

3 60% 4 2,4 3

No cuenta con un hipervinculo excesivamente largo ni confuso

2 40% 5 2 2

Este menu se encuentra siempre disponible pero lo encuentro poco llamativo y algo incompleto quizas

4 80% 4 3,2 4

No cuenta con ningun tipo de buscador

3 60% 2 1,2 3

Veo un estilo demasiado simple y la ventana del chat ocupa demasiado

5 100% 3 3 5

Los enlaces se encuentran en una buena disposicion

3 60% 4 2,4 3

Aunque la navegacion sea buena no encuentro ning'un tipo de 'bookmark'

4 80% 2 1,6 4

Hay un buen contraste de colores con la informacion mas importante

2 40% 5 2 2



No hay ninguna manera de volver a la pagina de inicio de una manera rapida

2 40% 1 0,4 2

No hay ningun tipo de inidice de lo que me pueda encontrar en la pagina

1 20% 1 0,2 1

No hay ningun tipo de buscador en la pagina

4 80% 0 0 0

No hay ningun tipo de buscador en la pagina

4 80% 0 0 0

No hay ningun tipo de buscador en la pagina

2 40% 0 0 0

No hay ningun tipo de buscador en la pagina

4 80% 0 0 0

Existe un buen feedback mediante la navegacion

4 80% 3 2,4 4

Tras un rato navegando estas acciones se pueden hacer facilmente

3 60% 4 2,4 3

La unica manera de dar feedback es mediante mail, hecho en falta algun tipo de apartado para opiniones

1 20% 2 0,4 1

Hay demasiada cantidad de informacion

3 60% 2 1,2 3

Piden demasiados datos para este servicio

2 40% 3 1,2 2

Se muestran claramente los campos obligatorios y los opcionales

2 40% 4 1,6 2

Los elementos graficos para inputs son muy buenos

3 60% 5 3 3

La informacion es tanta que satura

3 60% 3 1,8 3

Los errores aparecen donde tienen que aparecer y es facil identificarlos

4 80% 4 3,2 4

Los mensajes de errores estan claros y concisos

3 60% 4 2,4 3

Hecho en falta algun apartado de errores comunes o preguntas frecuentes

3 60% 3 1,8 3

La informacion se recupera bien

3 60% 4 2,4 3

Todo el contenido de la pagina me parece relevante, en una fuente adecuada y aportando siempre algo

5 100% 4 4 5

Los enlaces funcionan perfectamente y estan en el sitio en el que mas pueden aportar en cada momento

2 40% 3 1,2 2

Me gusta el tono en el que se dirigen a mi

4 80% 5 4 4

Siempre lleva el mismo tono

3 60% 4 2,4 3

La tipografia, los colores y todo lo relacionado a este estilo son calidos y realizan un muy buen contraste

3 60% 4 2,4 3

Dan varias fuentes de ayuda al usuario

4 80% 5 4 4

La ayuda que te dan es buena y tratan de solucionar todo lo posible

3 60% 4 2,4 3

Siempre se puede volver a como dejaste los cuestionarios y diferentes apartados de la pagina

3 60% 4 2,4 3

Hay diferentes metodos de contactar y el numero aparece en muchas partes

2 40% 5 2 2

El retardo de la pagina no es excesivo pero se puede llegar a optimizar

4 80% 3 2,4 4

El uso de la pagina te garantiza la reserva que es lo importa

4 80% 4 3,2 4

No todos los usos pueden estar soportados

3 60% 3 1,8 3

Good

5 95 130

ant number of important tasks.  
tasks.  
ld be significantly improved.  
ortant tasks.  
the site or system.













