

# Usability review

[Enter product name]

Score

Comments



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

Optional - Provide a short rationale 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

2 Features and functionality support users desired workflows.

Good

*Se pueden encontrar en la página muchas actividades en distintas ciudades, pero parece que te ofrecen la posibilidad de apuntarte a "quedadas" con más personas y no es así. Asimismo, todos los eventos son privados y bastante caros.*

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

Very Poor

*Encontramos un enlace desde la página de inicio a las FAQ, pero se abre un panel interactivo donde tienes que preguntar y no despliega una lista de preguntas. En el panel debes introducir palabras clave que es probable que no sirvan de nada.*

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

*La web es fácil de usar y si eres nuevo usuario se incluye un botón donde puedes encontrar experiencias personalizadas, pero no te enseñan a navegar la web*

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

Excellent

## Homepage / starting page

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'.

**Good**

*Personalmente, me agobia un poco la cantidad de fotos que aparecen y los vídeos en la página principal y tal. Yo pondría un diseño un poco más "minimalista"*

## Navigation

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

**Good**

*Para usuarios españoles, la URL de la web no es del todo predecible.*

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

**Moderate**

*Una vez que sales de la página de inicio, hay que pulsar en el icono del sitio para volver a Home, lo que hace que no sea del todo intuitivo. Debería existir un botón de "Inicio". Además, es difícil encontrar el blog porque tampoco hay enlace al mismo.*

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.

**Excellent**

13 Links are clear, descriptive and and well labelled.

**Excellent**

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

**Poor**

*Faltan botones para la mitad de los sitios que se pueden visitar en la web y tampoco hay botones para funciones estándar de navegabilidad como "adelante", "atrás" y demás.*

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

Poor

*No sabes dónde estás de no ser porque ves el título de la página.*

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

Very Poor

*Tienen que averiguar que deben pulsar el icono del sitio web, pero no se indica claramente cómo volver.*

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

Poor

*No hay ningún índice ni nada que muestre cómo está estructurada la página web y cuales son las subpáginas de cada pestaña.*

## Search

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

Good

*Incluyen que se puede buscar por tipo de actividad, ciudad y más cosas. No obstante, bucar en ayuda es más difícil*

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

Excellent

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

Excellent

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

Excellent

## Control & feedback

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

Good

*En principio sí, en inicio de sesión y registrarse ha devuelto adecuadamente cuando he incluido algún error o cuando lo he hecho bien. No obstante, no sé qué pasará al reservar actividades (No voy a reservar ninguna porque cuestan dinero)*

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).

**Excellent**

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

**Excellent**

## 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

**Moderate**

*No existe un indicador de progreso ni se dividen los procesos en diferentes etapas, pero no es difícil de llevar a cabo*

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**

27 Required and optional form fields are clearly indicated.

**Excellent**

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

**Moderate**

*No siempre se despliegan las opciones necesarias. No se desplegó "Granada, Andalucía, España" cuando seleccioné una localización y como escribí únicamente "Granada" dio error al mandar el formulario.*

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

**Poor**

*No he visto que se abra ningún cuadro de diálogo cuando he intentado hacer algo en la web. No es "very poor" porque en la búsqueda sí que aparecen indicaciones (mínimas) en los cuadros de diálogo tipo: "¿Qué actividad quieres realizar?"*

## Errors

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

**Excellent**

31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.	Moderate	<i>El error de la ubicación porque no se había desplegado el panel me ha llevado un rato: No sabía por qué me estaba dando error (si yo había escrit Granada bien) y eso ha disminuido en gran medida mi experiencia de usuario</i>
32	Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.	Very Poor	<i>No se ha hecho nada de eso</i>
33	Users are able to easily recover (i.e. not have to start again) from errors.	Good	<i>En principio una vez se ha identificado el error, sí</i>

## Content & text

34	Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.	Excellent	
35	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.	Poor	<i>Links únicamente a las redes sociales de la propia web, pero ningún sitio similar o que sea de interés para los users.</i>
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).	Excellent	
38	Text and content is legible and scanable, with good typography and visual contrast.	Poor	<i>En general no están mal los textos (son negros sobre blanco), pero los títulos de la web, slogans y pequeños mensajes a los que se da mucha importancia (letras más grandes) no son accesibles: colores crema sobre vídeos o fotos.</i>

## 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	Very Poor	No es nada fácil encontrar ayuda. En la opción de FAQ tienes opción de meter una palabra clave y cuando puse "actividad" no encontré nada (cosa rara en una web de actividades compartidas), y cuando puse "activity" sí encontré enlaces.
40	Online help is concise, easy to read and written in easy to understand language.	Very Poor	No hay mucha información y la que hay está en inglés.
41	Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).	Excellent	
42	Users can easily get further help (e.g. telephone or email address).	Poor	Sólo he podido encontrar un chat.

## Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Good	Algunos cuadros de diálogo tardan en cargar, pero en general la web va bien.
44	Errors and reliability issues don't inhibit the user experience.	Moderate	Aunque los errores estén bien etiquetados, es decir, sepas donde está el error, a veces no sabes como solucionarlo y es algo frustrante para el user.
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Excellent	

Overall usability score (out of 100) *	75	-	Good
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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 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.