Usability review

Free Tour Granada

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

#	Guideline	Score	Comments
1	Features and functionality meet common user goals and objectives.	Moderate	Cumple con la función de reservar un tour con información general suficiente, pero un poco desorganizado y lioso.
2	Features and functionality support users desired workflows.	Moderate	Al reservar redirige a otra página y no se guardan los datos introducidos al modificar alguno de los pasos previos.
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	Moderate	Existe un menú de acceso directo a sitios de la página web que suelen ser visitados con frecuencia, pero no puedes guardar tus datos si quieres reservar más de un tour
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	Una persona que está acostumbrada a este tipo de procesos lo va a realizar sin problemas, pero otra que no se puede perder.
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	Good	Los iconos que se pueden pulsar son visibles y su forma/icono es significativo.

Homepage / starting page

#	Guideline	Score	Comments
6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	Moderate	Hay mucha información disponible por pantalla, pero eso hace que sea un poco lioso. Además parece que la información no se encuentra ordenada
7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	Poor	Casi ninguna de las opciones son intuitivas, porque no sabes a qué página te van a llevar.
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.	Moderate	Aunque el diseño es más o menos limpio, el contenido parece desordenado.

Navigation

#	Guideline	Score	Comments
9	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).	Good	Si se busca por un navegador sale de las primeras opciones al ser un enlace patrocinado
10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	Poor	El menu no tiene etiquteas muy significativas y no representan exactamente lo que pone en ellas
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	Tiene pocos metodos de navegavilidad, o solo uno
12	The site or application structure is clear, easily understood and addresses common user goals.	Poor	No sigue ninguna estructura, dependendiendo del objetivo del usuario, podria llegar a no conseguirlo
13	Links are clear, descriptive and and well labelled.	Moderate	Se cambia de pagina sin aviso, y alguna seccion no tiene el nombre adecuado
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	Moderate	Se puede acceder a cualquier tour mediante una url única, pero no se guarda la información que se introduzca en ella
15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	Very poor	El menú da la sensación de que no tiene la finalidad real de ubicarte sino que es un contenedor de enlaces a otras secciones.
16	Users can easily get back to the homepage or a relevant start point.	Poor	La etiqueta de inicio no se sabe si se refiere realmente a la página de inicio o a una lista de tours
17	A clear and well structure site map or index is provided (where necessary).	Poor	Estructura más o menos visible pero bastante mejorable

Search

#	Guideline	Score	Comments
18	A consitent, easy to find and easy to use search function is available throughout (where desirable).	Very poor	No hay
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 searchs (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

#	Guideline	Score	Comments
22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).	Moderate	No hay mucho feedback a la hora de introducir los datos de la reserva pero al menos te avisa de que si sales de la página pierdes dichos datos
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).	Poor	Puedes cambiar los datos dinámicamente, pero en el momento que se abandona la página se pierde toda la información introducida
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).	Poor	Tienes varios medio de contacto, pero no indican el tiempo medio de respuesta. No hay posibilidad de dejar comentarios en la pág web

Forms

#	Guideline	Score	Comments
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	No hay muchas tareas complejas, pero las que hay no tienen instrucciones muy claras y separadas en pasos

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**	*No se pide mucha informacion inecesaria. Dan opciones de campos opcionales*
27	Required and optional form fields are clearly indicated.	**Excellent**	*Casi todos los campos son obligatorios, los que no lo son aparecen marcados correctamente como opcionales*
28	Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.	**Good**	*Menus adecuados y suficientes*
29	Help and instructions (e.g. examples, information required) are provided where necessary.	**Moderate**	*No hay ejemplos, aunque no es muy dificil*

Errors

30	Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).	**Good**	*No hay muchos errores*
31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.	**Good**	*Está bien indicado el error que ocurre cuando no pones los datos necesarios a la hora de hacer una reserva*
32	Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.	**Good**	*Si no pones datos a la hora de reservar no te deja continuar*
33	Users are able to easily recover (i.e. not have to start again) from errors.	**Good**	*Sí, si te equivocas y no introduces un campo no se borran todos*

Content & text

34	Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.	**Good**	*Hay suficientes imagenes y videos, y texto acompañando a los tours. Aunque podría ser conveniente una seccion de comentarios*
35	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.	**Poor**	*No hay, y el mapa que ofrecen no siempre funciona*
36	Language, terminology and tone used is appropriate and readily understood by the target audience.	**Moderate**	*La traduccion a otros idiomas es muy basica e incompleta. Aunque la terminología es adecuada*
37	Terms, language and tone used are consitent (e.g. the same term is used throughout).	**Moderate**	*No todo se traduce y cuando te redirige a la otra pagina web, el idioma no se guarda*
38	Text and content is legible and scanable, with good typography and visual contrast.	**Moderate**	*Generalmente se lee bien, pero en ciertos menos, el texto se dispone delante de una imagen que puede hacerlo poco legible*

Help

39	Online help is provided and is suitable for the user base (e.g. is written in easy to understand langugage and only uses recognised terms). Where appropriate contextual help is provided.	**Poor**	*No hay FAQ, solo opcion de correo, y chat automatico, que no funciona correctamente*
40	Online help is concise, easy to read and written in easy to understand language.	**N/A**	
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	**Poor**	*Cuando haces una reserva no puedes guardar ni tus datos personales ni las características de tu reserva, entonces si sales de la página para pedir ayuda pierdes toda esa información*
42	Users can easily get further help (e.g. telephone or email address).	**Moderate**	*Hay distintas formas de contacto (correo electrónico, llamada y Whastapp) pero no ponen horarios de consulta ni tiempo medio de respuesta*

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	**Good**	*No hay problemas*
44	Errors and reliabilty issues don't inhibit the user experience.	**Moderate**	*Depende de la resolución se superponen algunas opciones, y además el chat automático para pedir ayuda es fácil de que se te quede pillado*
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	**Good**	*Se ve correctamente desde varios dispositivos y navegadores*

Overall usability score (out of 100) *	**58**	-	**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.