

Usability review

Passporter App



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

Score

Comments

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

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.	Good	
2	Features and functionality support users desired workflows.	Moderate	
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	Good	
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	Good	La aplicación es intuitiva y facil de usar, aunque si no estas al día en redes sociales puede ser más complicado.
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	Poor	La acción de recuperar contraseña en la pagina no funciona.

Weighting (out of 5) Weighting ratio Rating (0 - 5) Score Out of

5 100% 4 4 5

5 100% 3 3 5

4 80% 4 3,2 4

3 60% 4 2,4 3

3 60% 2 1,2 3

Homepage / starting page

6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	Good	
7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	Good	
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.	Excellent	

3 60% 4 2,4 3







4 80% 4 3,2 4

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	Es una aplicacion de movil principalmente, pero tiene una web asociada cuyo nombre es el mismo que el de al app.	2	40%	5	2	2
10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	Moderate		4	80%	3	2,4	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...).	Good		3	60%	4	2,4	3
12	The site or application structure is clear, easily understood and addresses common user goals.	Moderate		5	100%	3	3	5
13	Links are clear, descriptive and and well labelled.	Excellent	Se nota cual es el apartado de cada etiqueta, y sus opciones, además de la informacion que acompaña.	3	60%	5	3	3
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	Excellent		4	80%	5	4	4
15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	Good		2	40%	4	1,6	2
16	Users can easily get back to the homepage or a relevant start point.	Excellent	En todo momento se puede volver a los anteriores menús con un botón superior para volver atrás.	2	40%	5	2	2
17	A clear and well structure site map or index is provided (where necessary).	Good		1	20%	4	0,8	1

Search								
18	A consitent, easy to find and easy to use search function is available throughout (where desirable).	Good		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).	Poor	Tiene multiples parametros y opciones de busqueda, pero no explica bien los apartados y el apartado de fechas falla.	4	80%	2	1,6	4
20	The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations.	Good	Reconoce algunas abreviaturas y faltas de ortografía, y siempre muestra por popularidad.	2	40%	4	1,6	2

21	Search results are relevant, comprehensive, precise, and well displayed.	Good		4	80%	4	3,2	4
Control & feedback								
22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).	Good		4	80%	4	3,2	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).	Excellent		3	60%	5	3	3
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).	Very poor	No existe forma de contactar con los desarrolladores.	1	20%	1	0,2	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.	Excellent		3	60%	5	3	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).	Good	Se necesita para cada imagen subida información sobre la ubicación, momento de visita y opcional el coste.	2	40%	4	1,6	2
27	Required and optional form fields are clearly indicated.	Good		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.	Excellent		3	60%	5	3	3
29	Help and instructions (e.g. examples, information required) are provided where necessary.	Moderate	Ejemplos de vez en cuando, aunque bastante insuficientes.	3	60%	3	1,8	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	No todos se ven a simple vista, y algunos te los encuentras en los peores momentos.	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	No es necesario repetir todo de nuevo, ya que	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.	Good	La informacion es más o menos suficiente, ya que suelen montar unas rutas que podemos seguir nosotros.	5	100%	4	4	5
35	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.	Poor	No existen practicamente enlaces y si quieres se lo tienes que pedir al usuario que ha subido la ruta.	2	40%	2	0,8	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).	Moderate	El idioma es una mezcla de ingles y el idioma de tu pais.	3	60%	3	1,8	3
38	Text and content is legible and scanable, with good typography and visual contrast.	Excellent		3	60%	5	3	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.	Moderate	No hay más ayuda de la necesaria. Y un lenguaje con mezcla de ingles y español que no es muy entendible.	4	80%	3	2,4	4
40	Online help is concise, easy to read and written in easy to understand language.	Poor	Como ya hemos comentado antes, la mezcla de ingles y otros idiomas no nos parece lo más comprensible.	3	60%	2	1,2	3
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	N/A	No existe ayuda en línea.	3	60%	0	0	0

42	Users can easily get further help (e.g. telephone or email address).	Very poor	No hay más opciones de ayuda.	2	40%	1	0,4	2
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Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Excellent	La aplicación no experimenta retrasos ni se queda atascada	4	80%	5	4	4
44	Errors and reliabilty issues don't inhibit the user experience.	Poor	Si te creas una cuenta en el movil desde Google u otras opciones, que no sean un correo simple no deja abrirlas en la web, además de que no deja recuperar contraseña en la web tampoco.	4	80%	2	1,6	4
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Very poor	Principalmente se usa para aplicación de movil y la aplicacion para ordenador es bastante mejorable.	3	60%	1	0,6	3

Overall usability score (out of 100) *	74	-	Good	5			104,4	141
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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.