

Usability review (Español)

[Enter product name]

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 Las características y la funcionalidad cumplen con las metas y objetivos comunes del usuario.
- 2 Las características y la funcionalidad son compatibles con los flujos de trabajo deseados por los usuarios.
- 3 Las tareas de uso frecuente están fácilmente disponibles (por ejemplo, fácilmente accesibles desde la página de inicio) y están bien soportadas (por ejemplo, los accesos directos están disponibles).
- 4 Los usuarios reciben un apoyo adecuado según su nivel de experiencia (por ejemplo, atajos para usuarios expertos, ayuda e instrucciones para usuarios novatos).
- 5 Las llamadas a las acciones (por ejemplo, registrarse, agregar a la cesta, enviar) son claras, están bien etiquetadas y aparecen como cliqueables.

Excellent

Excellent

Good

Good

Excellent

Homepage / starting page

- 6 La página de inicio proporciona una instantánea clara y una descripción general del contenido, las características y la funcionalidad disponible.

Moderate

7 La página de inicio es eficaz para orientar y dirigir a los usuarios a la información y las tareas deseadas.

Good

8 El diseño de la página de inicio es clara y ordenada con suficiente "espacio en blanco".

Moderate

Navigation

9 Los usuarios pueden acceder fácilmente al sitio o la aplicación (por ejemplo, la URL es predecible y es devuelta por los motores de búsqueda).

Moderate

10 El esquema de navegación (por ejemplo, el menú) es fácil de encontrar, intuitivo y consistente.

Good

11 La navegación tiene la flexibilidad suficiente para permitir que los usuarios naveguen por los medios deseados (por ejemplo, búsqueda, navegación por tipo, navegación por nombre, más reciente, etc.).

Poor

12 La estructura del sitio o la aplicación es clara, fácil de entender y aborda objetivos comunes del usuario.

Moderate

13 Los enlaces son claros, descriptivos y están bien etiquetados.

Excellent

14 Las funciones estándar del navegador (por ejemplo, 'atrás', 'adelante', 'marcador') son compatibles.

Excellent

15 La ubicación actual está claramente indicada (por ejemplo, ruta de navegación, elemento de menú resaltado).

Excellent

16 Los usuarios pueden volver fácilmente a la página de inicio o a un punto de inicio relevante.

Excellent

17 Se proporciona un mapa del sitio o índice claro y bien estructurado (cuando sea necesario)

Poor

Search

18 Una función de búsqueda consistente, fácil de encontrar y fácil de usar está disponible en todas partes (cuando sea conveniente)

N/A

19 La interfaz de búsqueda es adecuada para cumplir los objetivos del usuario (por ejemplo, parámetros múltiples, resultados priorizados, filtrado de resultados de búsqueda)

N/A

20 El servicio de búsqueda se ocupa de las búsquedas comunes (por ejemplo, muestra la mayoría de resultados populares), faltas de ortografía y abreviaturas.

N/A

21 Los resultados de búsqueda son relevantes, exhaustivos, precisos y se muestran bien

N/A

Control & feedback

22 Se proporciona una respuesta rápida y apropiada (por ejemplo, después de una acción exitosa o no exitosa).

Excellent

23 Los usuarios pueden fácilmente deshacer, volver atrás y cambiar o cancelar acciones; o al menos tienen la oportunidad de confirmar una acción antes de cometer (por ejemplo, antes de realizar un pedido)

Good

24 Los usuarios pueden enviar comentarios (por ejemplo, por correo electrónico o mediante un formulario de comentarios / contacto en línea)

Very poor

Forms

- 25 Los formularios y los procesos complejos se dividen en pasos y secciones fácilmente comprensibles. Cuando se utiliza un proceso, hay un indicador de progreso con números claros o etapas con nombre.
- 26 Se solicita una cantidad mínima de información y, cuando se proporciona la justificación necesaria para solicitar información (por ejemplo, fecha de nacimiento, número de teléfono)
- 27 Los campos de formulario requeridos y opcionales están claramente indicados
- 28 Se utilizan los campos de entrada apropiados (por ejemplo, el calendario para la selección de la fecha, el menú desplegable para la selección) y se indican los formatos requeridos
- 29 Se proporcionan ayuda e instrucciones (como ejemplos, información requerida) donde sea necesario.

Moderate

Good

Excellent

Excellent

Excellent

Errors

- 30 Los errores son claros, fácilmente identificables y aparecen en la ubicación apropiada (por ejemplo, adyacente al campo de entrada de datos, adyacente al formulario, etc.).
- 31 Los mensajes de error son concisos, están escritos en un lenguaje fácil de entender y describen qué ocurrió y qué acción es necesaria
- 32 Los errores de usuario comunes (por ejemplo, campos faltantes, formatos no válidos, selecciones no válidas) se han tenido en cuenta y, en la medida de lo posible, se han prevenido.

Good

Excellent

Moderate

- 33 Los usuarios pueden recuperarse fácilmente (es decir, no tienen que comenzar de nuevo) de los errores

Excellent

Content & text

- 34 El contenido disponible (por ejemplo, texto, imágenes, video) es apropiado y suficientemente relevante, y detallado para cumplir con los objetivos del usuario

Good

- 35 Los enlaces a otros contenidos útiles y relevantes (por ejemplo, páginas relacionadas o sitios web externos) están disponibles y se muestran en contexto

Poor

- 36 El lenguaje, la terminología y el tono utilizados son apropiados y son fácilmente comprensibles para el público objetivo

Moderate

- 37 Los términos, el idioma y el tono utilizados son consistentes (por ejemplo, el mismo término se usa en todo)

Good

- 38 El texto y el contenido son legibles y escaneables, con buena tipografía y contraste visual

Excellent

Help

- 39 Se proporciona ayuda en línea y contextual y es adecuada para la base de usuarios (por ejemplo, está escrita en un lenguaje fácil de entender y solo usa términos reconocidos).

Good

- 40 La ayuda en línea es concisa, fácil de leer y escrita en un lenguaje fácil de entender

Moderate

- 41 El acceso a la ayuda en línea no impide a los usuarios (es decir, pueden reanudar el trabajo donde lo dejaron después de acceder a la ayuda)

Moderate

42 Los usuarios pueden obtener más ayuda fácilmente (por ejemplo, teléfono o dirección de correo electrónico)

Excellent

Performance

43 El rendimiento del sitio o la aplicación no inhibe la experiencia del usuario (por ejemplo, descargas lentas de páginas, retrasos prolongados)

Excellent

44 Los errores y problemas de confiabilidad no inhiben la experiencia del usuario

Excellent

45 Se admiten posibles configuraciones de usuario (por ejemplo, navegadores, resoluciones, especificaciones de computadora)

Excellent

Overall usability score (out of 100) *

82

-

* Very poor (less than 29) - Users are likely to experience very significant difficulties using this site or system and might not be able to c

* Poor (between 29 and 49) - Users are likely to experience some difficulties using this site or system and might not be able to complete

* Moderate (between 49 and 69) - Users should be able to use this site or system and complete most important tasks, however the use

* 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

* Excellent (more than 89) - This site or system provides an excellent user experience for users. Users should be able to complete all in

Plantilla extraída del artículo: A guide to carrying out usability reviews

<http://www.uxforthemasses.com>

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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
<i>Cumple lo importante de tener los tours disponibles, poder comprarlos, reservar fechas y ver las características de esos tours.</i>	5	100%	5	5	5
<i>Los usuarios entran con la expectativa de ver una lista de tours, elegir uno y que lo primero que salga sea el precio, información, fechas disponibles e itinerario del tour.</i>	5	100%	5	5	5
<i>En general está todo bastante accesible en la página principal, pero tienes que bajar un poco para ver todos los tours disponibles, incluyendo los de pago. Podría haber un acceso directo en el menú.</i>	4	80%	4	3,2	4
<i>Está todo bien explicado, sobre todo para usuarios novatos y gente que no conozca las zonas, que suele ser el público frecuente de la página, que buscan conocer la ciudad y buscan información detallada para orientarse.</i>	3	60%	4	2,4	3
<i>Está todo bien etiquetado y a la vista, accesible para el usuario, y aparece cliqueable.</i>	3	60%	5	3	3
<i>Se muestran los tours con pequeñas descripciones en la pantalla principal, solo que a lo mejor tienes que bajar para ver más características o más opciones de tour de la página, o entrar en otras secciones para ver más funcionalidades.</i>	3	60%	3	1,8	3

Se muestra desde un inicio lo que se ofrece (tours), aunque no se muestran los tours de pago, hay que acceder a ellos a través de un botón.

4 80% 4 3,2 4

No agobia a la vista y se ven claros los objetos, aunque a lo mejor hay mucho que bajar en la página principal para ver varios apartados.

3 60% 3 1,8 3

Es fácil de recordar y sale de las primeras al buscarla en el motor de búsqueda, pero no sale la primera, está mezclada con otras que pueden dar lugar a error.

2 40% 3 1,2 2

Está visible, porque está en la parte de arriba de la pantalla, y sigue siendo visible si bajas en la página. Es bastante intuitivo, pero puede que haya apartados que no queden del todo claros.

4 80% 4 3,2 4

De primeras no tiene buscador, ni se puede buscar por recientes, por popularidad, por nombre o por fechas. Tampoco supone gran problema al tener pocos tours, pero buscar por fechas por ejemplo sería muy útil.

3 60% 2 1,2 3

Se echa en falta una vista general de todos los tours, ya sean gratis o de pago, y eso hace que tengas que entrar y salir en más apartados, pero en general es bastante intuitiva la estructura y no es muy difícil encontrar lo que el usuario usualmente busca.

5 100% 3 3 5

3 60% 5 3 3

Funcionan bien, son compatibles.

4 80% 5 4 4

Se ve en la ruta, o el elemento del menú coloreado diferente, o un título en la parte de arriba de la pantalla que indica en qué parte estás.

2 40% 5 2 2

Puedes volver en cualquier momento a la página principal pinchando en el menú "free tours", pero a lo mejor no puedes acceder a un menú general de los tours o solo a un tipo de tour (por ejemplo, los de pago). Tienes que volver antes al inicio.

2 40% 5 2 2

Puede que te pierdas al entrar en varios menús, aunque no haya demasiados.

1 20% 2 0,4 1

No hay buscador.

4 80% 0 0 0

No hay buscador.

4 80% 0 0 0

No hay buscador.

2 40% 0 0 0

No hay buscador.

4 80% 0 0 0

Hay confirmaciones de las acciones.

4 80% 5 4 4

Siempre da la opción de volver o cancelar lo que se esté haciendo. No hay una confirmación al pagar por ejemplo, es directamente darle a pagar.

3 60% 4 2,4 3

No hay zona de comentarios o al menos no está visible. Sí se puede contactar en línea a través de un formulario, añadiendo el nombre y el correo electrónico.

1 20% 1 0,2 1

No quedan claras las etapas del proceso ni del pago, está un poco mezclado en una misma pantalla, pero sí que tiene la posibilidad de volver y cancelar, y volver a empezarlo. No es difícil de comprender.

3 60% 3 1,8 3

2 40% 4 1,6 2

Sí.

2 40% 5 2 2

Se utiliza todo lo apropiado.

3 60% 5 3 3

En general sí, no hay problema.

3 60% 5 3 3

No aparecen adyacentes, ni aparecen todos los errores que pueden ocurrir. Sí aparece en la pantalla y es visible.

4 80% 4 3,2 4

Explica bien el error que ha ocurrido.

3 60% 5 3 3

Puedes poner un nombre cualquiera, un número y un correo que no existe. Sí que avisa cuando un campo no está rellenado y es obligatorio, y cosas así. A veces cuando hay varios errores no avisa de todos, solo de uno.

3 60% 3 1,8 3

Sí, porque no borra nada de lo ya introducido.

3 60% 5 3 3

Está bastante bien detallado y muestra información y contenido del lugar que se va a visitar

5 100% 4 4 5

Prácticamente no hay contenido externo o al menos no está a la vista.

2 40% 2 0,8 2

Está muy bien redactado y es comprensible para el público, pero a lo mejor la barrera del idioma puede hacer que sea más complicado para algunos usuarios comprender el contenido. La página solo tiene español e inglés.

4 80% 3 2,4 4

Cambia a veces la persona del verbo pero en general es consistente en lo que escriben.

3 60% 4 2,4 3

Tipografía buena y legible, en color negro y sobre fondo blanco.

3 60% 5 3 3

Hay una ayuda de chat con bot, es adecuado con el lenguaje y se adapta al idioma.

4 80% 4 3,2 4

El chat con bot no tiene mucha flexibilidad y es él el que va preguntando.

3 60% 3 1,8 3

Puedes acceder al bot en cualquier momento, menos cuando entras a la ventana de reserva/compra. La consulta por formulario sí te saca de donde estás.

3 60% 3 1,8 3

Dan como opciones teléfono, correo, formulario o bot en línea.

2 40% 5 2 2

Va fluida y carga bien.

4 80% 5 4 4

Es una página segura y fiable.

4 80% 5 4 4

No requiere de recursos especiales que puedan variar con el navegador o con el ordenador en sí.

3 60% 5 3 3

Good

5 106,8 130

complete a significant number of important tasks.
e some important tasks.
r experience could be significantly improved.
st majority of important tasks.
nportant tasks on the site or system.

[com/usability-reviews/](#)
[com/wp-content/uploads/2011/02/Usability-review-template.xls](#)

Usability review

[Enter product name]

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.

Enter score

Enter score

Enter score

Enter score

Enter score

Homepage / starting page

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

Enter score

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

Enter score

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

Enter score

Navigation

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

Enter score

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

Enter score

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...).

Enter score

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

Enter score

13 Links are clear, descriptive and and well labelled.

Enter score

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

Enter score

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

Enter score

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

Enter score

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

Enter score

Search

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

Enter score

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

Enter score

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

Enter score

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

Enter score

Control & feedback

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

Enter score

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).

Enter score

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

Enter score

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.
- 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).
- 27 Required and optional form fields are clearly indicated.
- 28 Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.
- 29 Help and instructions (e.g. examples, information required) are provided where necessary.

Enter score

Enter score

Enter score

Enter score

Enter score

Errors

- 30 Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).
- 31 Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.
- 32 Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.

Enter score

Enter score

Enter score

- 33 Users are able to easily recover (i.e. not have to start again) from errors.

Enter score

Content & text

- 34 Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.

Enter score

- 35 Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.

Enter score

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

Enter score

- 37 Terms, language and tone used are consistent (e.g. the same term is used throughout).

Enter score

- 38 Text and content is legible and scanable, with good typography and visual contrast.

Enter score

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.

Enter score

- 40 Online help is concise, easy to read and written in easy to understand language.

Enter score

- 41 Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).

Enter score

42 Users can easily get further help (e.g. telephone or email address).

Enter score

Performance

43 Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).

Enter score

44 Errors and reliability issues don't inhibit the user experience.

Enter score

45 Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.

Enter score

Overall usability score (out of 100) *

* Very poor (less than 29) - Users are likely to experience very significant difficulties using this site or system and might not be able to c

* Poor (between 29 and 49) - Users are likely to experience some difficulties using this site or system and might not be able to complete

* Moderate (between 49 and 69) - Users should be able to use this site or system and complete most important tasks, however the use

* 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 vas

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	Weighting (out of 5)	Weighting ratio	Rating (0 - 5)	Score	Out of
	5	100%	0	0	0
	5	100%	0	0	0
	4	80%	0	0	0
	3	60%	0	0	0
	3	60%	0	0	0
	3	60%	0	0	0

480%000

360%000

240%000

480%000

360%000

5100%000

360%000

480%000

240%000

240%000

120%000

480%000

480%000

240%000

480%000

480%000

360%000

120%000

3 60% 0 0 0

2 40% 0 0 0

2 40% 0 0 0

3 60% 0 0 0

3 60% 0 0 0

4 80% 0 0 0

3 60% 0 0 0

3 60% 0 0 0

360%000

5100%000

240%000

480%000

360%000

360%000

480%000

360%000

360%000



240%000



480%000



480%000



360%000



500

complete a significant number of important tasks.
e some important tasks.
r experience could be significantly improved.
st majority of important tasks.
nportant tasks on the site or system.

Usability guidelines

Importance

Features & functionality

1	Features and functionality meet common user goals and objectives Key and common user goals and objectives (e.g. carry out some transaction, find some information, carry out some research etc...) should have been identified and addressed. Ideally the site or application should allow users to meet all of their key goals and objectives.	Very high
2	Features and functionality support users desired workflows The site or application should support or at least be compatible with the way that users wish to work. For example, users might want to be able to carry out bulk transactions or be able to save and return to their work.	Very high
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported For example short cuts and a login to retrieve details might be provided to speed up the completion of frequently carried out tasks.	High
4	Users are adequately supported according to their level of expertise For example, novice users are given help and instructions and features are progressively disclosed (e.g. advanced features not being shown by default).	Medium
5	Calls to action (e.g. register, add to basket, submit) are clear, well labelled and appear clickable Possible actions should always be clear and the primary call to action (i.e. the most common or desirable user action) should stand out on the page or screen.	Medium

Homepage / starting page

6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available For example, an introduction and overview of the site is provided together with section snapshots and example content.	Medium
7	The homepage / starting page is effective in orienting and directing users to their desired information and tasks Users should be able to work out where they need to go to complete a given task (e.g. carry out some research, complete a transaction).	High
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space' Users should be able to quickly scan the homepage and make sense of both the content available and of how the site is structured.	Medium

Navigation

9	Users can easily access the site or application For example, the URL is predictable and is returned by search engines. If a user attempts to find the site via a search engine, it should ideally be returned on the first page of search results for likely queries.	Low
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10	The navigational scheme is easy to find, intuitive and consistent Users should be able to very easily locate and use the navigational scheme (e.g. left hand menu, top menu, tabbed menu), and it should not be significantly different across the site or application (unless a decision has been made to specifically differentiate a given section or area).	High
11	The navigation has sufficient flexibility to allow users to navigate by their desired means For example a user might want to be able to search for an item or browse by size, name or type. Although not all user preferences can or indeed should be addressed, the most useful and common navigational means should be supported.	Medium
12	The site or application structure is clear, easily understood and addresses common user goals For example, gathering information, submitting data, carrying out research. Users should be able to work out where they need to go to carry out common user goals and be able to quickly gain an understanding of how the site or application is structured.	Very high
13	Links are clear, descriptive and well labelled Links should be clearly 'clickable' (e.g. underlined or coloured) and it should be clear to users where any given link goes to. Non-descriptive links such as 'click here' should be avoided and any links going to an external website or opening a new window should be identified as such.	Medium
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported Users should be able to bookmark a page (or be presented with a URL to use) and go back and forth without breaking the site or losing any information they have entered.	High
15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item) Users should always know where they are in the site or application.	Low
16	Users can easily get back to the homepage or a relevant start point For example, a homepage link might be part of the breadcrumb or a home link might be available as part of the header.	Low
17	A clear and well structure site map or index is provided (where necessary) The sitemap might be part of the header or footer and should ideally be available from every page on the site.	Very low

Search

18	A consistent, easy to find and easy to use search function is available throughout The search function (where required) should be directly available from most pages on the site or application and should be consistently positioned (e.g. top left, top right or top centre).	High
19	The search interface is appropriate to meet user goals For example users are able to filter search results, an advanced search is available (if necessary) and common search conventions such as quotation marks (") and natural language searches are handled.	High
20	The search facility deals well with common searches, misspellings and abbreviations Ideally synonyms (e.g. 'coat' should also match 'jacket') should mean that logical and appropriate search results are returned for common user queries. Popular search results (e.g. top matches) should also be identified for common queries.	Low
21	Search results are relevant, comprehensive, precise, and well displayed It should be easy for users to see what has been returned, to work out why something has been returned and to determine how many results there are.	High

Control & feedback

22	Prompt and appropriate feedback is given For example, a confirmation message is shown following a successful transaction, input errors are promptly highlighted and it's made clear to users when a page has been updated.	High
23	Users can easily undo, go back and change, or cancel actions If an action can not be undo then users should at least be given the chance to confirm an action before committing (e.g. before placing an order). For example, users can return to a step and change their options or dynamically change a value without having to start again. Where an action can't be undone (e.g. a deletion), this should be made clear to users.	Medium
24	Users can easily give feedback For example, via email or an online feedback / contact us form. There should be an indication of how long users can expect to wait for a response if a query has been made.	Very low

Forms

25	Complex forms and processes are broken up into readily understood steps and sections For example, a checkout process might be broken up in to 'address', 'delivery options', 'payment' and 'confirmation'. Where a process is used a progress indicator is present with clear numbers or named stages.	Medium
26	A minimal amount of information is requested and where necessary justification is given for asking for information For example a site might outline that a telephone number is required in case there is an issue with a transaction. Users shouldn't be asked for extraneous information and where possible information should be auto populated (e.g. postcode lookup, code lookup) to keep input to a minimum.	Low
27	Required and optional form fields are clearly indicated (e.g. using text or '**') Where most fields are required the optional fields should be identified and when most fields are optional the required fields should be identified.	Low
28	Appropriate input fields are used and required formats are indicated Appropriate input fields might include calendar for date selection, drop downs for selection and radio button for small selections. Text might be used to indicate the required format or an example might be provided. Field lengths should correspond to the expected input so for example an email input field should be long, where as an initials input field should be very short.	Medium
29	Help and instructions (e.g. examples, information required) are provided where necessary Where input is non trivial or is likely to require some explanation this should be provided. Where a-lot of explanation is necessary a link to a page outlining what is required should be provided.	Medium

Errors

30	Errors are clear, easily identified and appear in appropriate locations Errors should be immediately apparent to users and ideally be located close to the offending input or function (e.g. adjacent to an input entry field). Inputs causing an error should be highlighted, together with an explanation for the error.	High
31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary Errors should avoid using very technical terms or jargon and should be written from the user's perspective.	Medium
32	Common user errors have been taken into consideration and where possible prevented Common user errors might be missing fields, invalid formats and invalid selections. For example, fields might limit input to particular a format (e.g. numbers only) or only become available once certain criteria have been met. JavaScript might also be utilised to provide immediate feedback for common formatting errors or errors caused by missing fields.	Medium
33	Users are able to easily recover (i.e. not have to start again) from errors For example, users might be able to re-edit and resubmit a form or enter a different value.	Medium

Content & text

34	Content available (e.g. text, images, video, audio) is appropriate and sufficiently relevant, and detailed to meet user goals Content should also be appropriately formatted, so for example videos and audio should be directly playable (i.e. shouldn't need to be downloaded to be played) and images should be of a sufficient quality.	Very high
35	Links to other useful and relevant content (e.g. related pages, external websites or documents) are available and shown in context For example there might be links from an article to related articles, related content or related external websites.	Low
36	Language, terminology and tone used is appropriate and readily understood by the target audience Jargon should be kept to a minimum and plain language should be used where ever possible.	High
37	Terms, language and tone used are consistent (e.g. the same term is used throughout) Capitalisation (e.g. 'Main title'; 'Main Title'; 'MAIN TITLE') and grammar should be consistent, together with the use of formal or informal terms (e.g. could not vs couldn't; what's vs what is etc...).	Medium
38	Text and content is legible and scanable, with good typography and visual contrast Users should be able to quickly scan headers and body text, in order to get an overview of what's available.	Medium

Help

39	Online help is provided and is suitable for the user base Help should be written in easy to understand language and only uses recognised terms. Users should be able to easily find and access help and where appropriate contextual help should be available, such as help for a specific page, feature or process.	High
40	Online help is concise, easy to read and written in easy to understand language Help should cover the essentials without providing excessive detail and shouldn't use jargon or technical terminology that isn't likely to be understood by users.	Medium

41	Accessing online help does not impede users Users should be able to resume work where they left off after accessing help. Ideally help should be available directly on a page or using a new window. If help is provided in the form of a document, it should be formatted for the web (e.g. PDF, rather than a Word document).	Medium
42	Users can easily get further help (e.g. telephone or email address) If a telephone help number is provided the hours of operation should be shown. If an email address or online form is provided, an indication should be given of how long a response is likely to take (e.g. within the next 24 hrs).	Low

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays) Web page downloads shouldn't take longer than 5 seconds and on page interactions (e.g. using an application or AJAX functionality) shouldn't take any longer than 1 second to respond. Interactions taking longer than 1 second to respond should provide suitable feedback to show that something is taking place (e.g. an hour glass or swirling graphic).	High
44	Errors and reliability issues don't inhibit the user experience Sites and applications should be free of bugs and shouldn't have any broken links.	Medium
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported Websites should be usable at a 800x600 screen resolution and should work with the most common browsers (IE, Firefox, Opera, Chrome etc...). Applications should be usable with common computer specifications (operation system, memory, available disk space) and screen resolutions (e.g. 800x600, 1025x768).	Medium

Rating below	Rating	Rating ranges		
0				
1	Very Poor	less than	29	
29	Poor	between	29 and	49
49	Moderate	between	49 and	69
69	Good	between	69 and	89
89	Excellent	more than	89	