Usability review

[SaborGranada]

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	*Proporciona buena información a los usuarios que busquen rutas gastronómicas, pero no tanta a aquellos que quieran realizar talleres de cocina.*
2	Features and functionality support users desired workflows.	N/A	
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).	Very poor	*No hay opciones de búsqueda ni ayudas al usuario.*
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	Good	

Homepage / starting page

#	Guideline	Score	Comments
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'.

Excellent

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.

Excellent

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

La página no consta de opciones de búsqueda ni filtros.

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.

Excellent

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. | **Excellent** | |

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

Search

| 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). | **Very poor** | *No hay* |

| 20 | The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations. | **Very poor** | *No hay* |

| 21 | Search results are relevant, comprehensive, precise, and well displayed. | **Very poor** | *No hay* |

Control & feedback

| 22 | Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action). | **Very poor** | *Muchas de las acciones te llevan a páginas de error del navegador* |

| 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). | **N/A** | *Como las acciones no se pueden realizar, no sabemos si estas estarían bien configuradas* |

| 24 | Users can easily give feedback (e.g. via email or an online feedback / contact us form). | **Poor** | *Solo cuenta con un formulario de contacto, ni correo ni número de teléfono* |

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.	**N/A**	
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.	**Excellent**	
29	Help and instructions (e.g. examples, information required) are provided where necessary.	**Very poor**	*No hay ninguna opción de ayuda y cuando se rellenan los campos de un formulario de manera incorrecta no se avisa*

Errors

| 30 | Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.). | **Very poor** | *No hay ninguna opción de ayuda y cuando se rellenan los campos de un formulario de manera incorrecta no se avisa* |
| 31 | Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary. | **Very poor** | *Los errores son proporcionados por el navegador y no por el sitio web. (Error más frecuente: 502 bad gateway)* |

| 32 | Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented. | **Very poor** | *No se avisa cuando un campo está mal rellenado. No se previene ninguno de los errores comunes.* |

| 33 | Users are able to easily recover (i.e. not have to start again) from errors. | **N/A** | *Al solo dejar registrar empresas, no hemos podido comprobarlo.* |

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. | **Very poor** | *No funciona ningun link a páginas externas* |

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

| 37 | Terms, language and tone used are consitent (e.g. the same term is used throughout). | **Excellent** | |

| 38 | Text and content is legible and scanable, with good typography and visual contrast. | **Excellent** | |

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. | **Very poor** | *No hay asistente online ni botón de ayuda. Tampoco es fácil el contacto.* |

| 40 | Online help is concise, easy to read and written in easy to understand language. | **Very poor** | *No hay.* |

| 41 | Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help). | **N/A** | |

| 42 | Users can easily get further help (e.g. telephone or email address). | **Very poor** | *Solo hay formulario de contacto para la ayuda.* |

Performance

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

| 44 | Errors and reliabilty issues don't inhibit the user experience. | **Moderate** | *La experiencia del usuario no se ve afectada al recibir información, pero el hecho de que haya opciones inválidas puede afectar a la experiencia de los usuarios.* |

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

| Overall usability score (out of 100) * | 65 | - | 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.