

Usability review

[Enter product name]



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.
- 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.

Good

Good

Moderate

Good

Good

A primera vista parece más bien un mapa

Existen viajes predeterminados y personalizables para distintas experiencias de usuario

Homepage / starting page

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

Very poor

Cuenta con más funcionalidades interesantes de las anunciadas

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

Moderate

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

Good

Navigation

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

Moderate

Se publicita primero la aplicación, que tiene un nombre similar a la versión de navegador, por lo que este último pasa un poco desapercibido

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

Moderate

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

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

Moderate

A primera vista la página no es demasiado intuitiva y cuenta con más funciones de las que se pueden ver

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).

Good

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

Good

Las navegaciones se abren en una nueva pestaña, por lo que puedes volver cuando quieras al inicio. Sin embargo, no hay botones para esto

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

Moderate

Search

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

Moderate

Solo existe una barra de buscar al inicio para indicar el lugar al que ir. El resto de las funciones no tienen ningún filtro de búsqueda

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

Poor

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

Los resultados del lugar se acompañan con una imagen, localización y el mapa completo

Control & feedback

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

Excellent

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).

Moderate

Una vez añadido un viaje a la ruta se debe eliminar de uno en uno los destinos y se prefiere volver a empezar

- 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 named stages.

Moderate

- 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

Teléfono móvil para ponerse en contacto con el cliente

- 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.

Good

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

Moderate

Errors

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

Good

Los errores de input se señalizan y se escribe un mensaje

- 31 Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.

Excellent

32 Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.

Good

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

Good

Se guardan los campos introducidos aunque se produzcan errores.

Content & text

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

Good

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

Good

Se hace referencia a wikipedia y a la página oficial de la actividad si la tiene.

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

Good

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

Good

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

Moderate

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.

Good

| | | | |
|----|---|-----------|--|
| 40 | Online help is concise, easy to read and written in easy to understand language. | Good | |
| 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). | Moderate | Formulario a través de correo electrónico con un tiempo de respuesta máximo de 48 horas. |

Performance

| | | | |
|----|--|----------|--|
| 43 | Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays). | Moderate | Las imágenes de las actividades y el mapa tardan un poco en cargar |
| 44 | Errors and reliability issues don't inhibit the user experience. | Good | |
| 45 | Possible user configurations (e.g. browsers, resolutions, computer specs) are supported. | Moderate | |

Overall usability score (out of 100) *

75

-

Good

* 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.