Usability review

Ga	rnata Tours	Score	Comments					
	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	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.					
Feat	ures & functionality			Weighting (out of 5)	Weighting ratio	Rating (0 - 5)	Score	Out of
1	Features and functionality meet common user goals and objectives.	Moderate	Cumple con los objetivos aunque no toda la pagina se centra en ellos.	5	100%	3	3	5
2	Features and functionality support users desired workflows.	Poor	Bastante información pero la linea de acciones para resrvar una actividad es mala	-	4009/	2	2	-
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	Good		5	100%	4	3,2	5
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		3	60%	3	1,8	3
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	Poor		3	60%	2	1,2	3
Hon	nepage / starting page							
6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	Good	Informacion concisa y clara	3	60%	4	2,4	3
7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	Moderate		4	80%	3	2.4	4
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.	Poor		3	60%	2	1,2	3
Nav	igation							
9	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).	Very poor	Tiene un biscador dentro de la porpia pagina pero no es para nada intuitivo	2	40%	1	0,4	2
10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	Very poor		4	80%	1	0,8	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).	Moderate		3	60%	3	1,8	3
12	The site or application structure is clear, easily understood and addresses common user goals.	Poor		5	100%	2	2	5
13	Links are clear, descriptive and and well labelled.	Poor		3	60%	2	1,2	3
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	Moderate		3		_	1,4	3

he current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	Good		2	40%	4	1,6	2		
sers can easily get back to the homepage or a relevant start point.	Excellent		2	40%	5	2	2		
clear and well structure site map or index is provided (where necessary).	Very poor		1	20%	1	0,2	1		
h									
consitent, easy to find and easy to use search function is available throughout where desirable).	Very poor	Tiene un buscado pero en lugar de buscar te muestra las categorias.	4	80%	1	0,8	4		
he search interface is appropriate to meet user goals (e.g. multi-parameter, rioritised results, filtering search results).	Poor		4	80%	2	1,6	4		
he search facility deals well with common searchs (e.g. showing most popular sults), misspellings and abbreviations.	Good		2	40%	4	1,6	2		
earch results are relevant, comprehensive, precise, and well displayed.	Good		4	80%	4	3,2	4		
Control & feedback									
rompt and appropriate feedback is given (e.g. following a successful or nsuccessful action).	Moderate		4	80%	3	2,4	4		
sers 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).	Poor		3	60%	2	1,2	3		
sers can easily give feedback (e.g. via email or an online feedback / contact us rm).	Moderate		1	20%	3	0,6	1		
Forms									
omplex forms and processes are broken up into readily understood steps and ections. Where a process is used a progress indicator is present with clear umbers or named stages.	Very poor	No liene apenas formularios y el proceso de reserva parece desactivado ya que en todas las actividades als fechas estan no disponibles	3	60%	1	0,6	3		
minimal amount of information is requested and where required justification is wen for asking for information (e.g. date of birth, telephone number).	Good		2	40%	4	1,6	2		
equired and optional form fields are clearly indicated.	Good		2	40%	4	1,6	2		
ppropriate input fields (e.g. calendar for date selection, drop down for selection) re used and required formats are indicated.	Very poor	No comprueba los input para el fomulario de confacto	3	60%	1	0,6	3		
elp and instructions (e.g. examples, information required) are provided where ecessary.	Poor		3	60%	2	1,2	3		
Errors									
rrors are clear, easily identifiable and appear in appropriate location (e.g. djacent to data entry field, adjacent to form, etc.).	Very poor	En el caso de fallo no indica el error	4	80%	1	0,8	4		
the second secon	clear and well structure site map or index is provided (where necessary). consitent, easy to find and easy to use search function is available throughout here desirable). me search interface is appropriate to meet user goals (e.g. multi-parameter, ionitised results, filtering search results). me search facility deals well with common searchs (e.g. showing most popular sults), misspellings and abbreviations. me search results are relevant, comprehensive, precise, and well displayed. Me & feedback compt and appropriate feedback is given (e.g. following a successful or successful action). sers can easily undo, go back and change or cancel actions; or are at least given e chance to confirm an action before committing (e.g. before placing an order). sers can easily give feedback (e.g. via email or an online feedback / contact us mm). complex forms and processes are broken up into readily understood steps and cotions. Where a process is used a progress indicator is present with clear imbers or named stages. minimal amount of information is requested and where required justification is ven for asking for information (e.g. date of birth, telephone number). sequired and optional form fields are clearly indicated. propopriate input fields (e.g. calendar for date selection, drop down for selection) e used and required formats are indicated.	Sers can easily get back to the homepage or a relevant start point. Excellent Licear and well structure site map or index is provided (where necessary). Very poor Very poor Licear and well structure site map or index is provided (where necessary). Very poor Licear and well structure site map or index is provided (where necessary). Very poor Licear and well structure site map or index is provided (where necessary). Very poor Licear and well structure site map or index is provided (where necessary). 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Very poor Very poor Term un bucodo pero an logar de bucor le muera na categorias. Very poor Very poor Term un bucodo pero an logar de bucor le muera na categorias. Poor Good It is feedback will with common searchs (e.g. showing most popular sults), misspellings and abbreviations. Search facility deals well with common searchs (e.g. showing most popular sults), misspellings and abbreviations. Good It is feedback word and appropriate feedback is given (e.g. following a successful or successful arction). Moderate Moderate Poor Moderate Poor P	sers can easily get back to the homepage or a relevant start point. Excellent Consider, easy to find and easy to use search function is available throughout. Way poor Town and interest service desirable. Town and interest service desirable. Town and appropriate to meet user goals (e.g. multi parameter, oritized results, filtering search results, filtering search results. 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31 Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.	Good		3	60%	4	2,4	3		
32 Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.	Poor		3	60%	2	1,2	3		
33 Users are able to easily recover (i.e. not have to start again) from errors.	Good		3	60%	4	2.4	3		
Content & text									
34 Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.	Good	Infomracon relevante sobre la actividad son precisos y consistentes.	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.	Good		2	40%	4	1,6	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).	Good		3	60%	4	2.4	3		
38 Text and content is legible and scanable, with good typography and visual contrast.	Moderate	En algunos apartados la cantidad de informacion es abrumadora.	3	60%	3		3		
Help									
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.	N/A	No lo hemos podido probar ya que al poner que contacte con nosotros por correo no recibimos respuesta Ademas de que el boton de contacto no esta situado enun sitio claro de la pagina.	4	80%	0	0	0		
Online help is concise, easy to read and written in easy to understand language.	N/A		3	60%	0	0	0		
41 Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	N/A		3	60%	0	0	0		
Users can easily get further help (e.g. telephone or email address).	N/A		2	40%	0	0	0		
Performance									
43 Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Excellent		4	80%	5	4	4		
Errors and reliabilty issues don't inhibit the user experience.	Excellent		4	80%	5	4	4		
45 Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Excellent		3	60%	5	3	3		
Overall usability score (out of 100) *	59	- Moderate	5			77,4	132		

* 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.