Usability review

Travello

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.

Moderate

2. Features and functionality support users desired workflows.

Poor

3. Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).

Poor

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

5. Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.

Moderate

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.

Moderate

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

Poor

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.

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…).

Moderate

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

Moderate

13   Links are clear, descriptive and and well labelled.

Good

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

Good

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.

Excellent

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

Very poor

Search

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

Good

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 searchs (e.g. showing most popular results), misspellings and abbreviations.

Poor

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

Moderate

Control & feedback

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

Good

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).

Moderate

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

Moderate

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).

Moderate

27 Required and optional form fields are clearly indicated.

Moderate

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.

Good

Errors

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

N/A

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

Good

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

Moderate

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

Moderate

Content & text

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

Moderate

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

Good

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

Poor

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

Moderate

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 langugage and only uses recognised terms). Where appropriate contextual help is provided.

N/A

40	Online help is concise, easy to read and written in easy to understand language.	N/A
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	Moderate
42	Users can easily get further help (e.g. telephone or email address).	Good

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Good
44	Errors and reliabilty issues don't inhibit the user experience.	Poor
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Very poor

Overall usability score (out of 100) *	62	-

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

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

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

* 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 v

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

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
	5	100%	3	3	5
	5	100%	2	2	5
	4	80%	2	1,6	4
	3	60%	3	1,8	3
	3	60%	3	1,8	3
	3	60%	4	2,4	3

4	80%	3	2,4	4
3	60%	2	1,2	3
2	40%	5	2	2
4	80%	3	2,4	4
3	60%	3	1,8	3
5	100%	3	3	5
3	60%	4	2,4	3
4	80%	4	3,2	4
2	40%	4	1,6	2

2	40%	5	2	2
1	20%	1	0,2	1
4	80%	4	3,2	4
4	80%	2	1,6	4
2	40%	2	0,8	2
4	80%	3	2,4	4
4	80%	4	3,2	4
3	60%	3	1,8	3

1	20%	3	0,6	1
3	60%	0	0	0
2	40%	3	1,2	2
2	40%	3	1,2	2
3	60%	5	3	3
3	60%	4	2,4	3
4	80%	0	0	0
3	60%	4	2,4	3

3	60%	3	1,8	3
3	60%	3	1,8	3
5	100%	3	3	5
2	40%	4	1,6	2
4	80%	2	1,6	4
3	60%	3	1,8	3
3	60%	3	1,8	3
4	80%	0	0	0

3	60%	0	0	0
3	60%	3	1,8	3
2	40%	4	1,6	2
4	80%	4	3,2	4
4	80%	2	1,6	4
3	60%	1	0,6	3
5			80,8	130

Moderate

> complete a significant number of important tasks.
>
> ete some important tasks.
>
> ser experience could be significantly improved.
>
> ast majority of important tasks.
>
> important tasks on the site or system.