


Usability review

Granada Cooking



Hover over a guideline for more information, examples of good practice and importance to the overall user experience.

| | | Score | Comments | | | | |
|--------------------------|--|-----------|--|-------------------------|-----------------|-------------------|-------|
| | | 68 | | | | | |
| Features & functionality | | | | Weighting (out of 5) | Weighting ratio | Rating (0 - 5) | Score |
| 1 | Features and functionality meet common user goals and objectives. | Poor | Dificultad a la hora de encontrar cursos activos, los usuarios no llegan a poder realizar la compra | 5 | 100% | 2 | 2 |
| 2 | Features and functionality support users desired workflows. | Moderate | | 5 | 100% | 3 | 3 |
| 3 | Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available). | Good | Contiene una barra de inicio que nos sigue a cualquier pagina y a traves de la cual es muy facil desplazarse por la pagina web | 4 | 80% | 4 | 3,2 |
| 4 | Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users). | Good | La pagina web dispone de una barra de busqueda a traves de la cual los usuarios menos experimentados pueden buscar alguna opcion | 3 | 60% | 4 | 2,4 |
| 5 | Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable. | Moderate | Actualiza el precio pero no avisa que se añadio a la cesta | 3 | 60% | 3 | 1,8 |
| Homepage / starting page | | | | | | | |
| 6 | The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available. | Good | | 3 | 60% | 4 | 2,4 |
| 7 | The home page / starting page is effective in orienting and directing users to their desired information and tasks. | Good | Rapidamente al entrar se puede entender toda la informacion que proporciona la pagina | 4 | 80% | 4 | 3,2 |
| 8 | The homepage / starting page layout is clear and uncluttered with sufficient 'white space'. | Moderate | No termina de respetar los margenes y abarca todo el ancho lo que puede provocar sobrecarga de informaci3n | 3 | 60% | 3 | 1,8 |
| Navigation | | | | | | | |
| 9 | Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines). | Excellent | Facilmente reconocible y facil de encontrar | 2 | 40% | 5 | 2 |

| 10 | The navigational scheme (e.g. menu) is easy to find, intuitive and consistent. | Moderate | | 4 | 80% | 3 | 2,4 | |
|----|---|-----------|--|---|------|---|-----|--|
| 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 | Permite hacer una busqueda general pero no permite filtrar la busqueda | 3 | 60% | 3 | 1,8 | |
| 12 | The site or application structure is clear, easily understood and addresses common user goals. | Moderate | | 5 | 100% | 3 | 3 | |
| 13 | Links are clear, descriptive and and well labelled. | Very poor | | 3 | 60% | 1 | 0,6 | |
| 14 | Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported. | Excellent | | 4 | 80% | 5 | 4 | |
| 15 | The current location is clearly indicated (e.g. breadcrumb, highlighted menu item). | Excellent | | 2 | 40% | 5 | 2 | |
| 16 | Users can easily get back to the homepage or a relevant start point. | Excellent | | 2 | 40% | 5 | 2 | |
| 17 | A clear and well structure site map or index is provided (where necessary). | Moderate | | 1 | 20% | 3 | 0,6 | |

Search

| | | | | | | | |
|----|---|-----------|--|---|-----|---|-----|
| 18 | A consitent, easy to find and easy to use search function is available throughout (where desirable). | Good | La barra superior contiene una funcion de busqueda que funciona correctamente | 4 | 80% | 4 | 3,2 |
| 19 | The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results). | Very poor | La función de busqueda no muestra los resultados mas comunes ni está adaptado al lenguaje natural, como puede ser poner una pregunta | 4 | 80% | 1 | 0,8 |
| 20 | The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations. | Very poor | Si el usuario se equivoca no se le corrige la errata, ni muestra las busquedas mas comunes | 2 | 40% | 1 | 0,4 |
| 21 | Search results are relevant, comprehensive, precise, and well displayed. | Good | | 4 | 80% | 4 | 3,2 |

Control & feedback

| | | | | | | | |
|----|--|-----------|---|---|-----|---|-----|
| 22 | Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action). | Good | Se avisa a la hora de realizar una acción incorrecta como puede ser intentar meter un curso en la cesta sin poner la hora o el día en que se asiste | 4 | 80% | 4 | 3,2 |
| 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). | Poor | | 3 | 60% | 2 | 1,2 |
| 24 | Users can easily give feedback (e.g. via email or an online feedback / contact us form). | Excellent | | 1 | 20% | 5 | 1 |

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 | Por ejemplo: a la hora de finalizar la compra la introducción de información es muy lineal pero no hay ningún indicador de cuantos pasos nos quedan para terminar la compra | 3 | 60% | 3 | 1,8 |
| 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 | Telefono, fecha de nacimiento informacion obligatoria a la hora de realizar una compra | 2 | 40% | 3 | 1,2 |
| 27 | Required and optional form fields are clearly indicated. | Good | Casillas necesarias marcadas con un * | 2 | 40% | 4 | 1,6 |
| 28 | Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated. | Moderate | Calendario funcional, pero tipografía poco visible | 3 | 60% | 3 | 1,8 |
| 29 | Help and instructions (e.g. examples, information required) are provided where necessary. | Good | Pocas instrucciones son requeridas mas que los campos obligatorios | 3 | 60% | 4 | 2,4 |

Errors

| | | | | | | | |
|----|--|-----------|--|---|-----|---|-----|
| 30 | Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.). | Good | | 4 | 80% | 4 | 3,2 |
| 31 | Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary. | Moderate | | 3 | 60% | 3 | 1,8 |
| 32 | Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented. | Excellent | | 3 | 60% | 5 | 3 |
| 33 | Users are able to easily recover (i.e. not have to start again) from errors. | Good | Cuando sucede algun error simplemente hay que volver a la pestaña anterior y volver a intentarlo | 3 | 60% | 4 | 2,4 |

Content & text

| | | | | | | | |
|----|--|-----------|--|---|------|---|-----|
| 34 | Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals. | Excellent | | 5 | 100% | 5 | 5 |
| 35 | Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context. | Poor | Los enlaces de la pagina son entre paginas de la misma pagina no de otras paginas externas que amplien la información | 2 | 40% | 2 | 0,8 |
| 36 | Language, terminology and tone used is appropriate and readily understood by the target audience. | Good | | 4 | 80% | 4 | 3,2 |
| 37 | Terms, language and tone used are consitent (e.g. the same term is used throughout). | Good | | 3 | 60% | 4 | 2,4 |
| 38 | Text and content is legible and scanable, with good typography and visual contrast. | Poor | Fondo blanco letra negra la mayoría de la pagina, pero en algunas secciones cruciales como puede ser a la hora de elegir una fecha para la actividad el color es tan claro que los usuarios facilmente pueden no verla | 3 | 60% | 2 | 1,2 |

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. | Excellent | | 4 | 80% | 5 | 4 |
| 40 | Online help is concise, easy to read and written in easy to understand language. | Good | | 3 | 60% | 4 | 2,4 |
| 41 | Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help). | Excellent | | 3 | 60% | 5 | 3 |
| 42 | Users can easily get further help (e.g. telephone or email address). | Good | Los usuarios tienen a su disposición el telefono y correo de la empresa, además de redes sociales, pero no indica el tiempo de respuesta | 2 | 40% | 4 | 1,6 |

Performance

| | | | | | | | |
|----|--|-----------|---|---|-----|---|-----|
| 43 | Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays). | Very poor | Sección de calendario a veces da errores que obligan a recargar la página | 4 | 80% | 1 | 0,8 |
| 44 | Errors and reliabilty issues don't inhibit the user experience. | Very poor | Sección de calendario mal optimizada, a veces da errores y tarda en carga: afectando a la experiencia del usuario | 4 | 80% | 1 | 0,8 |

| | | | | | | | | |
|--|--|----------|--|----|-----|----------|-----|------|
| 45 | Possible user configurations (e.g. browsers, resolutions, computer specs) are supported. | Moderate | | 3 | 60% | 3 | 1,8 | |
| Overall usability score (out of 100) * | | | | 68 | - | Moderate | 5 | 97,4 |

* 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.