Usability review

[Enter product name]

ℹ️ 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.

Features & functionality

#	Guideline	Score	Comments
1	Features and functionality meet common user goals and objectives.	**Moderate**	*Cumple los objetivos parcialmente, pues tiene las actividades que quieren los usuarios, pero estas no estan prácticamente detalladas.*
2	Features and functionality support users desired workflows.	**Poor**	*La forma en la que está organizada la web no es del todo intuitiva, poniendo en la página principales actividades de verano, invierno, turismo por Ronda y viajes en el mismo nivel pero por ejemplo dejando a las rutas en el menú de arriba.*
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	**Moderate**	*Si hay atajos, pero por el diseño que tiene la página principal de mostrar las actividades con scroll algunas quedan ocultas.*
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	**Poor**	*No hay intrucciones, la web está un poco desordenada.*
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	**Moderate**	*Hay una opción de registrarse pero está muy escondida (abajo del todo).*

Homepage / starting page

#	Guideline	Score	Comments
6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	**Moderate**	

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**	*De lo poco positivo que tiene la página, que hay bastante espacio entre los elementos.*

Navigation

9	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).	**Excellent**	*Aparece la primera*
10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	**Moderate**	*Es fácil de encontrar pero es bastante mejorable*
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**	*Tiene buscador pero ni va*
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.	**Poor**	*Hay links que no son intuitivos, sobretodo los que aparecen arriba del todo con imágenes, te llevan a sitios que no se corresponden con lo que ves en la imagen.*
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	**Good**	*Si las soportan*
15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	**Good**	*Aparece la localización en la parte superior, pero podría destacar más*

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

Good

Clickando en el icono de la web se vuelve a la página de inicio.

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

Poor

Search

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

Very poor

El buscador da erro crítico cuando buscas algo

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

Very poor

20 The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations.

Very poor

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

Very poor

Control & feedback

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

Poor

No hay prácticamente feedback en toda la web

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).

Poor

| 24 | Users can easily give feedback (e.g. via email or an online feedback / contact us form). | **Good** | *Tiene su correo, teléfono y formulario en el apartado de contacto.* |

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.	**Poor**	*Los procesos se hacen de golpe (por ejemplo las reservas) por lo que no hay indicadores.*
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**	*No exigen mucha información pero no hay justificación por pedirla.*
27	Required and optional form fields are clearly indicated.	**Good**	*Los campos obligatorios tienen asterisco*
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.	**Poor**	*No hay nada de ayuda*

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** | *Los errores de los formularios aparecen al final del todo, y el error de búsqueda no da nada de información.* |
| 31 | Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary. | **Moderate** | |

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.

Poor

El error de búsqueda no es recuperable, el resto si

Content & text

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

Moderate

Hay vídeos y texto en algunas actividades pero podría haber más

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

Poor

No hay

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

Good

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

Good

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

Good

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

40	Online help is concise, easy to read and written in easy to understand language.	**Very poor**	
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**	*La página rinde bien*
44	Errors and reliabilty issues don't inhibit the user experience.	**Moderate**	*El error de búsqueda es crítico.*
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	**Good**	

Overall usability score (out of 100) *	**54**	-	**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.