Usability review

Granada Cooking   Score   Comments

Features & functionality

1. Features and functionality meet common user goals and objectives.

   Moderate

   Hay problemas de claridad en la elección de talleres, especialmente para usuarios no hispanohablantes

2. Features and functionality support users desired workflows.

   Moderate

   Los usuarios tardan mas tiempo del necesario en encontrar cursos especificos

   Esta sobrecargada de información

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

   Moderate

   Es díficil encontrar los talleres y calendarios.

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

   Hay cursos para distintos niveles, pero son escasos los cursos para expertos y solo están en español.

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

   Moderate

   Hay que incluir los datos más de una vez

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. | **Good** | *La mayoría de las secciones te dirigen a los talleres* |
| 8 | The homepage / starting page layout is clear and uncluttered with sufficient 'white space'. | **Moderate** | *La estructura puede no quedar del todo clara, tienes que acceder al menú para encontrar todas las funcionalidades* |

Navigation

9	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).	**Excellent**	*Dominio fácil de recordar y encontrar*
10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	**Excellent**	*Se mantiene consistente en todas las páginas*
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**	*La búsqueda no es muy flexible, si buscas italiano dice que no hay nada, si buscas italiana ya si salen cursos.*
12	The site or application structure is clear, easily understood and addresses common user goals.	**Good**	*Hay secciones que son más confusas para algunas personas, como el calendario.*
13	Links are clear, descriptive and and well labelled.	**Moderate**	*Cambian de color cuando pasas el ratón por encima para que sepas que es un enlace pero no tienen etiquetas ni avisan si van a abrir otras ventanas*
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). | **Excellent** | *Al principio de cada página pone en grande donde se encuentran los usuarios, también se puede saber por la url y por que la pagina en la que te encuentras cambia de color en el menú.* |

| 16 | Users can easily get back to the homepage or a relevant start point. | **Excellent** | *Pueden darle al botón de inicio situado en el menú de navegacion* |

| 17 | A clear and well structure site map or index is provided (where necessary). | **Excellent** | *Tienen menú de navegación* |

Search

| 18 | A consitent, easy to find and easy to use search function is available throughout (where desirable). | **Moderate** | *Hay que poner la palabra exacta para poder encontrar el curso* |

| 19 | The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results). | **Poor** | *La búsqueda no parece ser muy potente, además los usuarios no la encuentran a primera vista al ser un icono.* |

| 20 | The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations. | **Poor** | *Un fallo en la palabra buscada no te saca resultados de búsqueda.* |

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

Control & feedback

| 22 | Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action). | **Very poor** | *A los usuarios no les llega o no encuentran el correo de confirmación* |

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

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**	*No queda claro en que paso te encuentras*
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**	*El formulario de datos personales s eintroduce más de una vez sin justificación.*
27	Required and optional form fields are clearly indicated.	**N/A**	
28	Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.	**Poor**	*Se selecciona en un calendario seleccionando el día disponible, es incómodo y tarda en cargar.*
29	Help and instructions (e.g. examples, information required) are provided where necessary.	**N/A**	

Errors

| 30 | Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.). | **Good** | *Cuando ocurre un error te lo avisa con un recuadro rojo.* |

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.	**Very poor**	*Si seleccionas un taller en el que no hay plazas o días disponibles cercanos debes de volver a atrás para elegir otro y repetir el proceso hasta encontrar uno que cumpla tus expectativas.*

Content & text

34	Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.	**Excellent**	*Imágenes suficientes y descriptivas*
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.	**Excellent**	*No se usa lenguaje demasiado técnico*
37	Terms, language and tone used are consitent (e.g. the same term is used throughout).	**Excellent**	
38	Text and content is legible and scanable, with good typography and visual contrast.	**Excellent**	

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.	**Poor**	*Las diferentes páginas no cuentan con ayuda para comprender que puedes hacer en ellas.*
40	Online help is concise, easy to read and written in easy to understand language.	**Good**	*Las instrucciones en secciones como el calendario son fáciles de entender.*
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	**Very poor**	*Al darle al botón de contacto se abre una nueva página sobre la que tengas abierta, perdiendo así el progreso realizado.*
42	Users can easily get further help (e.g. telephone or email address).	**Excellent**	

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	**Poor**	*Las páginas tardan en cargar, impacientando a los usuarios*
44	Errors and reliabilty issues don't inhibit the user experience.	**Good**	
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	**Excellent**	

| Overall usability score (out of 100) * | **71** | - | **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.