

# Usability review

## Espacio La Estupenda



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

### Score

### Comments

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

- 1 Features and functionality meet common user goals and objectives.
- 2 Features and functionality support users desired workflows.
- 3 Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).
- 4 Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).
- 5 Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.

Good

*Tiene todas las opciones que puedes realizar visibles pero por ejemplo no tienen ningun buscador*

Moderate

*La pagina funciona de forma correcta pero no se puede guardar y volver mas tarde ya que no hay inicio de sesion*

Moderate

*La pagina funciona de forma correcta pero no hay ninguna forma de inicio de sesion ni registro para que los usuarios puedan tener su información más facilmente accesible, el unico inicio de sesión es en la tienda*

Poor

*No hay ningun tipo de distinción entre los usuarios*

N/A

### Homepage / starting page

- 6 The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.

Poor

*Tiene varios menus en la pagina inicial pero lo que mas se ve en la página inicial son colaboradores y localización, ademas de no tener bien expuesto lo que ofrecen con imágenes*

7 The home page / starting page is effective in orienting and directing users to their desired information and tasks.

Poor

*La página principal es liosa por los diferentes menús*

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

Poor

*La página principal tiene la información en un tamaño muy grande y no es posible visualizarla rápidamente*

## Navigation

9 Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).

Very poor

*No hay ningún problema para encontrar la página pero a la hora de entrar en alguna subpágina como formación, la URL cambia y no es accesible directamente de forma intuitiva.*

10 The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.

Good

*El menú es muy claro pero al haber dos que ofrecen cosas distintas puede dar un poco de confusión*

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

*Solo hay búsqueda en los cursos, y es difícil de encontrar*

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

Poor

*La estructura no es clara porque hay varios menús, y además algunas cosas se repiten en varias zonas de la página por lo que no sabes dónde buscar*

13 Links are clear, descriptive and well labelled.

Moderate

*Se sobre entiende dónde están los enlaces a otras páginas pero no están realmente señalados*

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

Poor

*No hay ninguna forma de volver hacia atrás si no es con el botón del propio navegador*

15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	Poor	<i>En la parte superior de cada página no siempre especifican en que parte estas, y en la url ponen nombres distintos de los que ves en la página por lo que no se entiende de forma clara</i>
16	Users can easily get back to the homepage or a relevant start point.	Moderate	<i>Se puede volver a la pagina de inicio pinchando en el logo desde todos lados menos desde la tienda, que al darle al logo te llega a la pagina de la tienda de nuevo</i>
17	A clear and well structure site map or index is provided (where necessary).	Very poor	<i>Las direcciones de la página muchas veces no corresponden con lo que has clickado en el menu, lo que puede confundir</i>

## Search

18	A consitent, easy to find and easy to use search function is available throughout (where desirable).	Very poor	<i>No hay funcion de busqueda en practicamente ninguna parte de la pagina, solo en una zona de los cursos</i>
19	The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).	Very poor	<i>Toda la parte de busqueda es pobre porque no es accesible ni facil de encontrar</i>
20	The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations.	Very poor	<i>Toda la parte de busqueda es pobre porque no es accesible ni facil de encontrar</i>
21	Search results are relevant, comprehensive, precise, and well displayed.	Very poor	<i>Toda la parte de busqueda es pobre porque no es accesible ni facil de encontrar</i>

## Control & feedback

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

**Good**

*No hemos podido comprobar si nos salía algún mensaje de confirmar pero hay varios pasos a la hora de comprar un producto por ejemplo*

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

**Moderate**

*Hay formularios para contactar pero no hay ninguna información sobre cuanto van a tardar en contactar*

## 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.

**Good**

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 dan mucha información acerca de por qué necesitan ciertos datos*

27 Required and optional form fields are clearly indicated.

**Good**

*Están marcados para diferenciarlos pero no está bien especificado lo que significa la marca*

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.

**Excellent**

*Hay instrucciones sobre sobre como rellenar algunos campos*

## Errors

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

**Moderate**

*Los errores están en correcta posición pero no son lo suficientemente claros*

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

**Moderate**

*Explica el error pero a veces no explican como deberia solucionarse*

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

**Poor**

*No tienen buen control de datos como por ejemplo el numero de telefono*

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

**Good**

## Content & text

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

**Poor**

*Algunos videos ocupan demasiado espacio en la pagina de inicio y no son tan relevantes para la página*

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

**Poor**

*No se muestra cuando se va a una página externa*

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

**Good**

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

**Good**

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

N/A

*No hemos podido comprobar como de correcto es el lenguaje que proporcionan en la ayuda*

40 Online help is concise, easy to read and written in easy to understand language.

Good

41 Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).

Moderate

*Al acceder a la ayuda no te lleva a otra ventana.*

42 Users can easily get further help (e.g. telephone or email address).

Poor

*Hay muchas formas de acceder a los datos de la empresa como el telefono o el correo electronico pero no dan ninguna información sobre cuando puedes contactar o cuando contactarán contigo.*

## Performance

43 Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).

Good

*La carga tanto de la página como de las imágenes, videos y elementos de la misma es correcta*

44 Errors and reliability issues don't inhibit the user experience.

Moderate

*El hecho de que no se pueda acceder a la pagina de inicio desde la tienda dificulta poder seguir navegando facilmente por la página*

45 Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.

Good

*Está bien adaptado pero hay algunas cosas estéticas que podrían mejorarse en la página de inicio*

Overall usability score (out of 100) \*

56

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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.