

Usability review

[Enter product name]



Hover over a guideline for 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.

Moderate

Se ve cuales son las actividades que ofrece la paágina, pero a la hora de reservar y dejar una valoración se complica un poco la cosa

Poor

Es fácil para los usuarios seguir el flujo de la actividad pero para llegar al final es muy incómodo, pasar actividades de una a una, ver un mapa poco práctico

Good

Las actividades están a la vista pero no tienen muchos shortcuts

Moderate

Es sencilla para el usuario hasta un punto a la hora de reservar no lo facilita

Good

Los iconos se ven muy bien y estan bien señalizados

Homepage / starting page

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

Moderate

Ofrece las actividades pero el resto de cosas como venta o eventos no están bien presentados

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

Poor

Es capaz de orientar al principio pero al elegir la actividad concreta es muy pobre

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

Moderate

La página se ve limpia y clara tiene espacio en blanco y permite separar unas temas de otros

Navigation

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

Excellent

La URL es muy fácil y la página aparece la primera

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

Moderate

El menú de navegación es claro y fácil de encontrar pero no es consistente al cambiar de una página a otra

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

La página no permite filtrar la búsqueda por ejemplo por denominación de origen u otras opciones más relevantes que las que se encuentran en la página

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

Moderate

Está bien estructurada pero mucha información es redundante a lo largo de la página

13 Links are clear, descriptive and and well labelled.

Moderate

Algunos links son redundantes o no te lla a ningún lado pero la mayoría son visibles

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

Good

Permite las funciones standard

15 The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).

Poor

Una vez que entras en alguna opción del menú te pierdes completamente y no sabrías acceder a otro sitio, es necesario volver al principio y empezar de nuevo

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

Good

Es posible volver hacia atrás fácilmente

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

Poor

No hay ningún índice ni mapa que te permita saber la ubicación en la que te encuentras en la página

Search

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

Very poor

No hay ninguna barra de navegación y lo que parece una barra o no lo es o o te lleva a otra página directamente

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

Poor

No permite filtrar los resultados con filtros importantes

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

Moderate

Si cometes un error a la hora de buscar puede no mostrarte los resultados y pensar que no hay

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

Moderate

Los resultados donde hay la barra de búsqueda se ven aunque no ofrecen mucho son visibles y son acerca del tema tratado

Control & feedback

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

Poor

El tiempo es un problema, además de no dar ninguna nota cuando algo falla a la hora de reservar

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

Permite almacenar las cosas en un carrito para ver lo que se señalado y a la hora de reservar no permite hacer una visualización de la misma

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

Moderate

No hay ninguna indicación que permita ver fácilmente donde se puede contactar o dejar una valoración

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

Permite avanzar sin haber seleccionado la fecha

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.

Poor

La mayoría de los campos son obligatorios pero en caso de que uno no sea correcto o no se haya completado no debería dejar avanzar p.e: la fecha

28 Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.

Moderate

Para el calendario es correcto

29 Help and instructions (e.g. examples, information required) are provided where necessary.

Poor

En caso de que falte algún campo obligatorio no se especifica nada lo que puede estresar

Errors

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

Poor

No

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

Moderate

Se entienden pero demasiado largo para lo que dice

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

Poor

No se señalan correctamente

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

Good

Si , permite volver a poner la fecha y ir hacia adelante sin perder los campos rellenos

Content & text

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

Poor

Excesivos además el texto que tienen encima a veces no es legible

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

Moderate

Apenas hay link externos como podría ser la ubicación de las bodegas

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

Moderate

Si aunque para extranjeros no esta facilitado, no hay opción de idioma

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.

Poor

En algunos textos es muy difícil leer lo que pone

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	
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 resume work where they left off after accessing help).	N/A	
42	Users can easily get further help (e.g. telephone or email address).	Moderate	<i>Es posible obtener ayuda pero está escondido</i>

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Very poor	<i>Tarda muchísimo en cargar cuando le das a otra página</i>
44	Errors and reliability issues don't inhibit the user experience.	N/A	
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Poor	<i>Es posible conectarse con distintos dispositivos, pero se limitan mucho los menús y las posibilidades</i>

Overall usability score (out of 100) *

53

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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.