Usability review

YUZIN

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.	**Good**	
2	Features and functionality support users desired workflows.	**Excellent**	*Sigue la regla de los 3 pasos.*
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	**Excellent**	*La información relevante está fácilmente accesible en la aplicación.*
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	**Very poor**	*No existe ningún tipo de ayuda para usuarios menos experimentados.*
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	**Poor**	*Existen ciertas acciones que no son claras. Por ejemplo, asociate no me termina de dejar claro que sirve para suscribirse al servicio premium de YUZIN.*

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**	*Algunas de las características no aparecen claramente delimitadas.*

7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	Poor	
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.	Moderate	*Las opiniones ocupan demasiado espacio en la página principal.*

Navigation

9	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).	Excellent	*Su página web es muy fácilmente accesible.*
10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	Poor	*Me resulta poco intuitivo e incluso difícil de saber a qué hace referencia cada punto de dicho menú.*
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…).	Good	
12	The site or application structure is clear, easily understood and addresses common user goals.	Very poor	*Algunos de las características de mayor importancia aparecen en lugares poco relevantes.*
13	Links are clear, descriptive and and well labelled.	Moderate	
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).	**Very poor**	*Ni la ubicación actual ni la dirección relativa quedan claras.*
16	Users can easily get back to the homepage or a relevant start point.	**Excellent**	
17	A clear and well structure site map or index is provided (where necessary).	**Very poor**	*No existen.*

Search

18	A consitent, easy to find and easy to use search function is available throughout (where desirable).	**Moderate**	
19	The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).	**Moderate**	*Permite combinar varios filtros interesantes como el lugar y el mes. Sin embargo, la búsqueda por texto no funciona correctamente.*
20	The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations.	**Very poor**	*La búsqueda por texto no funciona.*
21	Search results are relevant, comprehensive, precise, and well displayed.	**Moderate**	

Control & feedback

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

| 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). | **Very poor** | *Es difícil deshacer acciones o volver hacia atrás.* |

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

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). | **Good** | |

| 27 | Required and optional form fields are clearly indicated. | **Very poor** | *No especifica los campos obligatorios ni los opcionales.* |

| 28 | Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated. | **Poor** | *Aunque se indica el formato, si se introduce algún dato con formato incorrecto no pasa absolutament nada.* |

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

Errors

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

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.

Poor

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.

Moderate

Se le otorga una gran relevancia a las opiniones en la página principal.

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

Excellent

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

Excellent

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.	**Very poor**	
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).	**Very poor**	
42	Users can easily get further help (e.g. telephone or email address).	**Good**	*Se puede pedir ayuda por email.*

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	**Good**	*En general va bastante bien, no obstante, en algunos momentos hay cierto delay.*
44	Errors and reliabilty issues don't inhibit the user experience.	**Good**	
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	**Very poor**	*Si se accede desde un dispositivo móvil no se puede llegar más allá de la página principal.*

Overall usability score (out of 100) *	62	-	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.