# Usability review

## visitasevilla.es

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** | *Faltan algunas funciones como los transportes disponibles para visitar los lugares de interés.* |
| 2 | Features and functionality support users desired workflows. | **Good** | *Ofrece la opción de comprar o reservar desde la propia web. Faltaría poder guardar información sobre la programación de la vsita y poder recuperarla con posterioridad.* |
| 3 | Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available). | **Good** | *Permite guardar enlaces, marcar como favorito, pero no mantener la información de interés en una cuenta para otro momento.* |
| 4 | Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users). | **Excellent** | *Cuenta con apartado para profesionales, ayuda al idioma, contacto.* |
| 5 | Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable. | **Moderate** | *Al no permitir crear una cuenta, no existen ese tipo de acciones. Los enlaces para reservar o correos de contactos están claros, aunque no están disponibles en algunos contenidos.* |

### Homepage / starting page

| # | Guideline | Score | Comments |
|---|-----------|-------|----------|
| 6 | The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available. | **Excellent** | *Todas las secciones son accesibles desde el homepage.* |

| 7 | The home page / starting page is effective in orienting and directing users to their desired information and tasks. | **Excellent** | *Los títulos son intuitivos, es fácil encontrar la información qué se necesita.* |

| 8 | The homepage / starting page layout is clear and uncluttered with sufficient 'white space'. | **Good** | *La homepage tiene espacio en blanco aunque cuenta con muchas imágenes, hace falta bajar la pantalla para ver todo el contenido del homepage.* |

## Navigation

| 9 | Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines). | **Excellent** | *La dirección es fácil de recordar, el link está bien posicionado en el buscador.* |

| 10 | The navigational scheme (e.g. menu) is easy to find, intuitive and consistent. | **Excellent** | *En la homepage existe con menú con 6 secciones principales desde las que se puede acceder a las subsecciones correspondientes. La información está bien organizada y no agolpada en la homepage.* |

| 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** | *No hay buscador, ni filtros de búsqueda, la información debe buscarse manualmente navegando la aplicación.* |

| 12 | The site or application structure is clear, easily understood and addresses common user goals. | **Good** | *La estructura es clara, las subsecciones están bien orgaizadas al igual que los contenidos en cada una de ellas.* |

| 13 | Links are clear, descriptive and and well labelled. | **Good** | *Los títulos o enlaces son intuitivos aunque poco descriptivos.* |

| 14 | Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported. | **Excellent** | *Se puede navegar la web de forma habitual, acceder al homepage con un enlace en el nombre de cabecera o ver el siguiente contenido sin tener que volver al menú principal.* |

| 15 | The current location is clearly indicated (e.g. breadcrumb, highlighted menu item). | **Very poor** | *No existe ningún indicador de navegación, ni historial, ni marcado en el menú.* |

| 16 | Users can easily get back to the homepage or a relevant start point. | **Moderate** | *El enlace al homepage se hace clicando en el nombre de la cabecera. Para otras secciones es necesario volver hacia atrás o bien acceder al homepage y navegar desde allí.* |
| 17 | A clear and well structure site map or index is provided (where necessary). | **Moderate** | *El menú de secciones y subsecciones hace función de mapa de la aplicación de forma satisfactoria, sin embargo, no existe un mapa de la estructura por sí mismo.* |

## Search

| 18 | A consitent, easy to find and easy to use search function is available throughout (where desirable). | **Very poor** | *No es posible buscar contenido dentro de la web mediante teclado. La navegación debe ser de forma manual a través de las secciones y subsecciones de la web.* |
| 19 | The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results). | **Very poor** | *No existen opciones de filtrado. Sólo la sección de agenda con los eventos está marcada y determinada por la fecha.* |
| 20 | The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations. | **N/A** | |
| 21 | Search results are relevant, comprehensive, precise, and well displayed. | **N/A** | |

## Control & feedback

| 22 | Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action). | **Poor** | *No se muestran mensajes de feedback de ningún tipo.* |
| 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). | **Moderate** | *Los controles de avance o retroceso de la web se hacen mediante los botones del navegador, por tanto, es posible navegar pero no hay botones exclusivamente dedicados a ello en la aplicación.* |

| 24 | Users can easily give feedback (e.g. via email or an online feedback / contact us form). | **Excellent** | *Existe un apartado de contacto, que además de ofrecer información de contacto, ofrece la posibilidad de contactar desde la web con sus gestores.* |

## 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. | **Excellent** | *Los procesos de reserva o compra de entraadas están bien identificados y divididos en pasos.* |

| 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). | **N/A** | |

| 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. | **N/A** | |

| 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.). | **N/A** | *No se ha producido ning´un tipo de error.* |

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

| 32 | Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented. | **N/A** | |
|----|----|----|----|
| 33 | Users are able to easily recover (i.e. not have to start again) from errors. | **N/A** | |

## Content & text

| 34 | Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals. | **Excellent** | *Hay suficientes imágenes. Son muy descriptivas de los contenidos que representan, tanto de las secciones como de los lugares de interés.* |
|----|----|----|----|
| 35 | Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context. | **Excellent** | *Los links a otros contenidos, correos electrónicos, o enlaces a otras web son fácilmente identificables. Marcados con otro color y/o subrayados.* |
| 36 | Language, terminology and tone used is appropriate and readily understood by the target audience. | **Excellent** | *Se usa un lenguaje no estrictamente formal, fácilmente entendible y accesible. Vocabulario relativo al turismo.* |
| 37 | Terms, language and tone used are consitent (e.g. the same term is used throughout). | **Excellent** | *Los términos usados son fácilmente comprensibles, se usan repetidamente para describir mismos conceptos en diferentes secciones.* |
| 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. | **Poor** | *No existe apartado específico de ayuda, la opción más cercana es la de contacto.* |
|----|----|----|----|

| 40 | Online help is concise, easy to read and written in easy to understand language. | **N/A** | *No existe ayuda.* |
|----|----|----|----|
| 41 | Accessing online help does not impede users (i.e. they can 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** | *Los usuarios pueden contactar con la aplicacación mediante la sección de contacto, tanto de forma directa como mediante correo electrónico o teléfono.* |

## Performance

| 43 | Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays). | **Excellent** | *La web funciona sin retrasos apreciables.* |
|----|----|----|----|
| 44 | Errors and reliabilty issues don't inhibit the user experience. | **N/A** | *No se han producido errores de ningún tipo.* |
| 45 | Possible user configurations (e.g. browsers, resolutions, computer specs) are supported. | **Excellent** | *La web es adaptable al dispostivo. La versión para móvil cumple todos los mismos requisitos que la web para pantallas "grandes".* |

| Overall usability score (out of 100) * | 76 | - | **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.

| Weighting (out of 5) | Weighting ratio | Rating (0 - 5) | Score | Out of |
|---|---|---|---|---|
| 5 | 100% | 4 | 4 | 5 |
| 5 | 100% | 4 | 4 | 5 |
| 4 | 80% | 4 | 3,2 | 4 |
| 3 | 60% | 5 | 3 | 3 |
| 3 | 60% | 3 | 1,8 | 3 |
| 3 | 60% | 5 | 3 | 3 |

| | | | | |
|---|---|---|---|---|
| 4 | 80% | 5 | 4 | 4 |
| 3 | 60% | 4 | 2,4 | 3 |
| 2 | 40% | 5 | 2 | 2 |
| 4 | 80% | 5 | 4 | 4 |
| 3 | 60% | 1 | 0,6 | 3 |
| 5 | 100% | 4 | 4 | 5 |
| 3 | 60% | 4 | 2,4 | 3 |
| 4 | 80% | 5 | 4 | 4 |
| 2 | 40% | 1 | 0,4 | 2 |

| | | | | |
|---|---|---|---|---|
| 2 | 40% | 3 | 1,2 | 2 |
| 1 | 20% | 3 | 0,6 | 1 |
| 4 | 80% | 1 | 0,8 | 4 |
| 4 | 80% | 1 | 0,8 | 4 |
| 2 | 40% | 0 | 0 | 0 |
| 4 | 80% | 0 | 0 | 0 |
| 4 | 80% | 2 | 1,6 | 4 |
| 3 | 60% | 3 | 1,8 | 3 |

| 1 | 20% | 5 | 1 | 1 |
| 3 | 60% | 5 | 3 | 3 |
| 2 | 40% | 0 | 0 | 0 |
| 2 | 40% | 0 | 0 | 0 |
| 3 | 60% | 0 | 0 | 0 |
| 3 | 60% | 0 | 0 | 0 |
| 4 | 80% | 0 | 0 | 0 |
| 3 | 60% | 0 | 0 | 0 |

| | | | | |
|---|---|---|---|---|
| 3 | 60% | 0 | 0 | 0 |
| 3 | 60% | 0 | 0 | 0 |
| 5 | 100% | 5 | 5 | 5 |
| 2 | 40% | 5 | 2 | 2 |
| 4 | 80% | 5 | 4 | 4 |
| 3 | 60% | 5 | 3 | 3 |
| 3 | 60% | 4 | 2,4 | 3 |
| 4 | 80% | 2 | 1,6 | 4 |

| | | | | |
|---|---|---|---|---|
| 3 | 60% | 0 | 0 | 0 |
| 3 | 60% | 0 | 0 | 0 |
| 2 | 40% | 3 | 1,2 | 2 |
| 4 | 80% | 5 | 4 | 4 |
| 4 | 80% | 0 | 0 | 0 |
| 3 | 60% | 5 | 3 | 3 |
| 5 | | | 79,8 | 105 |