

Usability review

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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

1Features and functionality meet common user goals and objectives.

Moderate

5

100%

3

3

5

2Features and functionality support users desired workflows.

Moderate

5

100%

3

3

5

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

Poor

4

80%

2

1,6

4

4Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).

Poor

3

60%

2

1,2

3

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

Good

3

60%

4

2,4

3

Homepage / starting page

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

Good

3

60%

4

2,4

3

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

Moderate

4

80%

3

2,4

4

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

Poor

La página de inicio no es legible ya que no contrasta el color de las letras con el fondo elegido.

3

60%

2

1,2

3

Navigation

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

Moderate

El nombre de la url no coincide con el nombre del hostal, sin embargo, al buscarlo en cualquier motor de búsqueda lo devuelve como el primer resultado.

2

40%

3

1,2

2

10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	Good		4	80%	4	3,2	4
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...).	Poor	El único tipo de búsqueda que permite es buscar las habitaciones disponibles para un día concreto.	3	60%	2	1,2	3
12	The site or application structure is clear, easily understood and addresses common user goals.	Good		5	100%	4	4	5
13	Links are clear, descriptive and and well labelled.	Good		3	60%	4	2,4	3
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	Excellent		4	80%	5	4	4
15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	Moderate	Se señala al comienzo de la sección. Sin embargo, cuando una sección es larga, por ejemplo en Donde estamos, se deja de marcar la sección en la que nos encontramos.	2	40%	3	1,2	2
16	Users can easily get back to the homepage or a relevant start point.	Excellent		2	40%	5	2	2
17	A clear and well structure site map or index is provided (where necessary).	Good		1	20%	4	0,8	1

Search

18	A consitent, easy to find and easy to use search function is available throughout (where desirable).	Poor	No hay opción de búsqueda a través de palabras.	4	80%	2	1,6	4
19	The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).	Poor	Sólo se puede buscar por fecha. No se puede añadir un presupuesto ni otros parámetros.	4	80%	2	1,6	4
20	The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations.	Very poor		2	40%	1	0,4	2
21	Search results are relevant, comprehensive, precise, and well displayed.	Moderate		4	80%	3	2,4	4

Control & feedback

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22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).	Good		4	80%	4	3,2	4
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).	Moderate		3	60%	3	1,8	3
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).	Moderate	Ofrece un número de teléfono y un correo pero no tiene un formulario como tal para mandar un comentario.	1	20%	3	0,6	1

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		3	60%	2	1,2	3
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		2	40%	4	1,6	2
27	Required and optional form fields are clearly indicated.	Good		2	40%	4	1,6	2
28	Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.	Good		3	60%	4	2,4	3
29	Help and instructions (e.g. examples, information required) are provided where necessary.	Poor		3	60%	2	1,2	3

Errors

30	Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).	Moderate		4	80%	3	2,4	4
31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.	Poor	Por favor, seleccione al menos una unidad del alojamiento deseado en la caja de selección. No queda del todo claro qué debe seleccionarse.	3	60%	2	1,2	3
32	Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.	Good		3	60%	4	2,4	3
33	Users are able to easily recover (i.e. not have to start again) from errors.	N/A		3	60%	0	0	0

Content & text

34	Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.	Good		5	100%	4	4	5
35	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.	Moderate	Aparece un enlace a un blog.	2	40%	3	1,2	2
36	Language, terminology and tone used is appropriate and readily understood by the target audience.	Good		4	80%	4	3,2	4
37	Terms, language and tone used are consitent (e.g. the same term is used throughout).	Good		3	60%	4	2,4	3
38	Text and content is legible and scanable, with good typography and visual contrast.	Poor		3	60%	2	1,2	3

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.	Very poor		4	80%	1	0,8	4
40	Online help is concise, easy to read and written in easy to understand language.	Very poor		3	60%	1	0,6	3
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	Very poor		3	60%	1	0,6	3
42	Users can easily get further help (e.g. telephone or email address).	Good		2	40%	4	1,6	2

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	Moderate		4	80%	3	2,4	4
44	Errors and reliabilty issues don't inhibit the user experience.	Good		4	80%	4	3,2	4

45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	Good		3	60%	4	2,4	3
Overall usability score (out of 100) *		61	-	Moderate	5		86,4	141

* 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.

