Usability review

[Enter product name]	Score	Comments		Weighting (out of 5)	Weighting ratio	Rating (0 - 5)	Score	Out of
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

1	Features and functionality meet common user goals and objectives (Very high importance) Key and common user goals and objectives (e.g. carry out some transaction, find some information, carry out some res...	Good	Para ambos perfiles es facil llegar a comprar entradas		5	100 %	0	0	0
2	Features and functionality support users desired workflows (Very high importance) The site or application should support or at least be compatible with the way that users wish to work. For example, users might...	Good			5	100 %	0	0	0
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (High importance) For example short cuts and a login to retrieve details might be provided to speed up...	Excellent	Las opciones comunes están a mano		4	80 %	0	0	0
4	Users are adequately supported according to their level of expertise (Medium importance) For example, novice users are given help and instructions and features are progressively disclosed (e.g. advanced feat...	Moderate	Página en la que se ofrece la información relevante en primer plano		3	60 %	0	0	0
5	Calls to action (e.g. register, add to basket, submit) are clear, well labelled and appear clickable (Medium importance) Possible actions should always be clear and the primary call to action (i.e. the most common...	Good	Fácil compra de entradas		3	60 %	0	0	0

Homepage / starting page

6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available (Low importance) For example, an introduction and overview of the site is provided toget...	Excellent	Vídeo de fondo con actuaciones y muestra toda la información relevante		3	60 %	0	0	0
7	The homepage / starting page is effective in orienting and directing users to their desired information and tasks (High importance) Users should be able to work out where they need to go to complete a given tas...	Good	Una vez llegas al final de la página, hay un acceso directo a la compra de entradas		4	80 %	0	0	0
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space' (Medium importance) Users should be able to quickly scan the homepage and make sense of both the content available...	Moderate	Demasiada información aglomerada		3	60 %	0	0	0

Navigation

9	Users can easily access the site or application (Low importance) For example, the URL is predictable and is returned by search engines. If a user attempts to find the site via a search engine, it should ideally be...	Excellent	Dominio de la página web acorde al nombre de la empresa		2	40 %	0	0	0
10	The navigational scheme is easy to find, intuitive and consistent (High importance) Users should be able to very easily locate and use the navigational scheme (e.g. left hand menu, top menu, tabbed menu), and...	Excellent	Menú bien situado y a la vista		4	80 %	0	0	0
11	The navigation has sufficient flexibility to allow users to navigate by their desired means (Medium importance) For example a user might want to be able to search for an item or browse by size, name or type. Alth...	Very poor	La página web no permite búsqueda de ningún tipo, solo acceso a través del menú		3	60 %	0	0	0
12	The site or application structure is clear, easily understood and addresses common user goals (Very high importance) For example, gathering information, submitting data, carrying out research. Users should be...	Good	Muestra de primeras la información relevante		5	100 %	0	0	0
13	Links are clear, descriptive and well labelled (Medium importance) Links should be clearly 'clickable' (e.g. underlined or colourised) and it should be clear to users where any given link goes to. Non-descriptive lin...	Good	Los links importantes están bien marcados (compra de entradas), los menos importantes no tanto (p.e. política de cookies)		3	60 %	0	0	0
14	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported (High importance) Users should be able to bookmark a page (or be presented with a URL to use) and go back and forth without break...	Excellent	Funciones habilitadas		4	80 %	0	0	0
15	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item) (Low importance) Users should always know where they are in the site or application. The current location is clearly indicated (e...	Good	Menú y logo bien indicados		2	40 %	0	0	0
16	Users can easily get back to the homepage or a relevant start point (Low importance) For example, a homepage link might be part of the breadcrumb or a home link might be available as part of the header. Use...	Good	Pueden volver atrás mediante la tecla del navegador o pulsando al logo, pero no es muy intuitivo		2	40 %	0	0	0
17	A clear and well structure site map or index is provided (where necessary) (Low importance) The sitemap might be part of the header or footer and should ideally be available from every page on the site. A clear...	Poor	No existe índice como tal, únicamente el menú con las diferentes opciones de la página		1	20 %	0	0	0

Search

18	A consistent, easy to find and easy to use search function is available throughout (High importance) The search function (where required) should be directly available from most pages on the site or application an...	Very poor	No existe ninguna opción de búsqueda		4	80 %	0	0	0
19	The search interface is appropriate to meet user goals (High importance) For example users are able to filter search results, an advanced search is available (if necessary) and common search conventions such...	Very poor	No existe ninguna opción de búsqueda		4	80 %	0	0	0
20	The search facility deals well with common searches, misspellings and abbreviations (Low importance) Ideally synonyms (e.g. 'coat' should also match 'jacket') should mean that logical and appropriate search re...	Very poor	No existe ninguna opción de búsqueda		2	40 %	0	0	0
21	Search results are relevant, comprehensive, precise, and well displayed (High importance) It should be easy for users to see what has been returned, to work out why something has been returned and to determ...	Very poor	No existe ninguna opción de búsqueda		4	80 %	0	0	0

Control & feedback

22	Prompt and appropriate feedback is given (High importance) For example, a confirmation message is shown following a successful transaction, input errors are promptly highlighted and it's made clear to users w...	N/A			4	80 %	0	0	0
23	Users can easily undo, go back and change, or cancel actions (Medium importance) If an action can not be undo then users should at least be given the chance to confirm an action before committing (e.g. befor...	Good	Se permite con facilidad y no ocasiona problemas		3	60 %	0	0	0
24	Users can easily give feedback (Very low importance) For example, via email or an online feedback / contact us form. There should be an indication of how long users can expect to wait for a response if a query...	Excellent	En la parte inferior de la página se proporciona la información necesaria para esto		1	20 %	0	0	0

Forms

25	Complex forms and processes are broken up into readily understood steps and sections (Medium importance) For example, a checkout process might be broken up in to 'address', 'delivery options', 'payment' an...	Moderate	Las secciones se especifican claramente		3	60 %	0	0	0
26	A minimal amount of information is requested and where necessary justification is given for asking for information (Medium importance) For example a site might outline that a telephone number is required in ca...	Excellent	A la hora de comprar las entradas se exige un número de teléfono y correo		2	40 %	0	0	0
27	Required and optional form fields are clearly indicated (e.g. using text or '*') (Low importance) Where most fields are required the optional fields should be identified and when most fields are optional the required...	Excellent	Al lado de la descripción sobre que escribir en la casilla aparece un asterisco		2	40 %	0	0	0
28	Appropriate input fields are used and required formats are indicated (Medium importance) Appropriate input fields might include calendar for date selection, drop downs for selection and radio button for small sel...	Good	El calendario esta disponible y accesible durante la compra de entradas		3	60 %	0	0	0
29	Help and instructions (e.g. examples, information required) are provided where necessary (Medium importance) Where input is non trivial or is likely to require some explanation this should be provided. Where a...	Moderate	Se especifica una información breve, sin embargo son campos fáciles de intuir en cuanto a su contenido		3	60 %	0	0	0

Errors

30	Errors are clear, easily identified and appear in appropriate locations (High importance) Errors should be immediately apparent to users and ideally be located close to the offending input or function (e.g. adjacen...	Good	Aparece un borde rojo alrededor de la casilla con información errónea		4	80 %	0	0	0
31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary (Medium importance) Errors should avoid using very technical terms or jargon and...	Good	Se especifica en rojo debajo de la casilla el error que se ha cometido		3	60 %	0	0	0
32	Common user errors have been taken into consideration and where possible prevented (Medium importance) Common user errors might be missing fields, invalid formats and invalid selections. For example, fiel...	Excellent			3	60 %	0	0	0
33	Users are able to easily recover (i.e. not have to start again) from errors (Medium importance) For example, users might be able to re-edit and resubmit a form or enter a different value. Users are able to easily r...	Excellent	Se permite editar tras error y por tanto, el error no afecta del todo al proceso de compra		3	60 %	0	0	0

Content & text

34	Content available (e.g. text, images, video, audio) is appropriate and sufficiently relevant, and detailed to meet user goals (Very high importance) Content should also be appropriately formatted, so for example v...	Excellent	Ya en la página principal se pueden observar los vídeos mostrando actuaciones del lugar		5	100 %	0	0	0

#	Criteria	Rating		Comment			Score	%				
35	Links to other useful and relevant content (e.g. related pages, external websites or documents) are available and shown in context (Low importance) For example there might be links from an article to related art	Good		Al final de la página se puede disfrutar de esta información			2	40 %	0	0	0	
36	Language, terminology and tone used is appropriate and readily understood by the target audience (High importance) Jargon should be kept to a minimum and plain language should be used where ever possib	Good		La página ofrece además varios idiomas entre los que elegir			4	80 %	0	0	0	
37	Terms, language and tone used are consistent (e.g. the same term is used throughout) (Medium importance) Capitalisation (e.g. 'Main title'; 'Main Title'; 'MAIN TITLE') and grammar should be consistent, togethe	N/A					3	60 %	0	0	0	
38	Text and content is legible and scanable, with good typography and visual contrast (Medium importance) Users should be able to quickly scan headers and body text, in order to get an overview of what's availab	Excellent		Los textos son claros y legibles en toda la página			3	60 %	0	0	0	
Help												
39	Online help is provided and is suitable for the user base (High importance) Help should be written in easy to understand language and only uses recognised terms. Users should be able to easily find and access	Poor					4	80 %	0	0	0	
40	Online help is concise, easy to read and written in easy to understand language (Medium importance) Help should cover the essentials without providing excessive detail and shouldn't use jargon or technical ter	Moderate		Se proporcionan varios idiomas para la ayuda			3	60 %	0	0	0	
41	Accessing online help does not impede users (Medium importance) Users should be able to resume work where they left off after accessing help. Ideally help should be available directly on a page or using a new	Very poor		Se pierde la posibilidad de volver a la compra de entradas cuando se entra en ayuda			3	60 %	0	0	0	
42	Users can easily get further help (e.g. telephone or email address) (Low importance) If a telephone help number is provided the hours of operation should be shown. If an email address or online form is provided	Good		Al final de la página se proporciona información de ayuda			2	40 %	0	0	0	
Performance												
43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays) (High importance) Web page downloads shouldn't take longer than 5 seconds and on page interactions	Good		Los vídeos ralentizan un poco la carga de la página			4	80 %	0	0	0	
44	Errors and reliability issues don't inhibit the user experience (High importance) Sites and applications should be free of bugs and shouldn't have any broken links. Errors and reliability issues don't inhibit the user	Excellent		No se encuentra ningún tipo de error que inhabilite la experiencia del usuario			4	80 %	0	0	0	
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported (Medium importance) Websites should be usable at a 800x600 screen resolution and should work with the most common	Good		No se puede experimentar fallos por la configuración del navegador (probado en Chrome y Mozilla)			3	60 %	0	0	0	
Overall usability score (out of 100) *		**58,8445**							0	0		

* 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.