Usability review

Product: Score   Comments

Features & functionality

#	Guideline	Score	Comments
1	Features and functionality meet common user goals and objectives.	Good	Los usuarios pueden cumplir meta referente a los servicios que ofrece la página
2	Features and functionality support users desired workflows.	Good	Las características y la funcionalidad permiten a los usuarios llevar a cabo adecuadamente sus operaciones.
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	Good	Las tareas frecuentas son fácilmente accesibles
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	Poor	No existe soporte personalizado en función de la experiencia del usuario
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	Good	Las llamadas a la acción son claras

Homepage / starting page

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

| Good | En la página de inicio se describen bien las funcionalidades de la página |

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

| Good | En la página de inicio se deja claro qué servicios se ofrecen para los clientes |

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

| Moderate | La distribución de las imágenes y textos resulta un poco confusa |

Navigation

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

| Good | Los usuarios pueden acceder fácilmente a la página web |

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

| Good | El esquema de navegación es intuitive y conciso |

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 | Los usuarios solo pueden navegar por la página a través del menú de navegación |

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

Good

La estructura de la aplicación permite a los usuarios llevar a cabo sus tareas de forma intuitiva

13 Links are clear, descriptive and and well labelled.

Poor

Los enlaces no se aprecian en la página

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

Good

Good

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

Excellent

La ubicación está muy indicada puesto que se accede a esta a través del menú de navegación

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

Excellent

Para volver al inciio basta con pulsar encima de logo de la página web o en Inicio que se encutra en el menú de navegación

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

Poor

La página no cuenta con ningún índice que muestre en perspectiva el sitio web

Search

18	A consitent, easy to find and easy to use search function is available throughout (where desirable).	Very poor	No cuenta con ninguna función de búsqueda
19	The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).	Very poor	El sitio web no cuenta con ninguna interfaz de búsqueda
20	The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations.	Very poor	El sitio web No cuenta con ninguna función de búsqueda
21	Search results are relevant, comprehensive, precise, and well displayed.	Very poor	El sitio web No cuenta con ninguna función de búsqueda

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).	Moderate	Se pueden deshacer las acciones con cierta facilidad.

| 24 | Users can easily give feedback (e.g. via email or an online feedback / contact us form). | Moderate | La página cuenta con las opiniones recogidas de Google las cuales se pueden realizar fácilmente, sin embargo el formulario de contacto de la página es difícil de localizar |

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	El indicator del progreso de un proceso se aprecia claramente
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	En primer lugar se require poca información
27	Required and optional form fields are clearly indicated.	Good	Los campos obligatorios y opcionales del formulario están claramente indicados.
28	Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.	Good	En los formularios e utilizan campos de entrada apropiados.
29	Help and instructions (e.g. examples, information required) are provided where necessary.	Poor	El sitio web no cuenta con instrucciones

Errors

30	Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).	Good	Los errores se identifican fácilmente
31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.	Good	Los mensajes de error describen adecuadamente el error en cuestión
32	Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.	Moder ate	Los errores comunes de los usuarios provocan mensajes de error
33	Users are able to easily recover (i.e. not have to start again) from errors.	Good	En caso de error, los usuarios no tienen que introducir todos los datos de nuevo

Content & text

34	Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.	Good	El contenido es apropiado y describe los eventos del sitio web para que el usuario elija el servicio conveniente
35	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.	Poor	Los enlaces no sobresalen del resto del texto

36	Language, terminology and tone used is appropriate and readily understood by the target audience.	Good	El lenguaje empleado es fácilmente comprensible
37	Terms, language and tone used are consitent (e.g. the same term is used throughout).	Good	El lenguaje utilizado es coherente
38	Text and content is legible and scanable, with good typography and visual contrast.	Moderate	La tipografía es muy mejorable debido al tamaño y el grosor de las letras

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.	Good	La ayuda es adecuada basada en el contexto de la misma
40	Online help is concise, easy to read and written in easy to understand language.	Good	La ayuda es fácil de leer
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	Good	Good

| 42 | Users can easily get further help (e.g. telephone or email address). | Good | Good |

Performance

| 43 | Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays). | Good | El rendimiento es bueno |

| 44 | Errors and reliabilty issues don't inhibit the user experience. | Good | Los errores obstaculizan la experiencia del usuario |

| 45 | Possible user configurations (e.g. browsers, resolutions, computer specs) are supported. | Good | Las configuraciones del usuario son permitidas |