Usability review

[Enter product name]

Score

Comments

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.

			Weighting (out of 5)	Weighting ratio	Rating (0 - 5)	Score

Features & functionality

#	Guideline	Score	Comments	Weighting (out of 5)	Weighting ratio	Rating (0 - 5)	Score
1	Features and functionality meet common user goals and objectives.	Poor	*Información básica como horarios, direcciones o precios no están presentes.*	5	100 %	2	2
2	Features and functionality support users desired workflows.	Poor		5	100 %	2	2
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	Moderate		4	80 %	3	2,4
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	Good		3	60 %	4	2,4
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	Good		3	60 %	4	2,4

Homepage / starting page

#	Guideline	Score	Comments	Weighting (out of 5)	Weighting ratio	Rating (0 - 5)	Score
6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	Moderate		3	60 %	3	1,8
7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	Poor		4	80 %	2	1,6
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.	Moderate		3	60 %	3	1,8

Navigation

#	Guideline	Score	Comments	Weighting (out of 5)	Weighting ratio	Rating (0 - 5)	Score
9	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).	Excellent		2	40 %	5	2

| 10 | The navigational scheme (e.g. menu) is easy to find, intuitive and consistent. | Moderate | | 4 | 80 % | 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 | *Aunque presenta categorías de actividades, no existe una función robusta de búsqueda.* | 3 | 60 % | 2 | 1,2 |

| 12 | The site or application structure is clear, easily understood and addresses common user goals. | Poor | | 5 | 100 % | 2 | 2 |

| 13 | Links are clear, descriptive and and well labelled. | Moderate | | 3 | 60 % | 3 | 1,8 |

| 14 | Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported. | Excellent | | 4 | 80 % | 5 | 4 |

| 15 | The current location is clearly indicated (e.g. breadcrumb, highlighted menu item). | Good | | 2 | 40 % | 4 | 1,6 |

| 16 | Users can easily get back to the homepage or a relevant start point. | Excellent | | 2 | 40 % | 5 | 2 |

| 17 | A clear and well structure site map or index is provided (where necessary). | Poor | *Se presenta la estructura de "directorios" al acceder a una actividad, pero no existe un diagrama general.* | 1 | 20 % | 2 | 0,4 |

Search

| 18 | A consitent, easy to find and easy to use search function is available throughout (where desirable). | Very poor | *No funciona la búsqueda* | 4 | 80 % | 1 | 0,8 |

| 19 | The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results). | Very poor | | 4 | 80 % | 1 | 0,8 |

| 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 |

| 21 | Search results are relevant, comprehensive, precise, and well displayed. | Very poor | | 4 | 80 % | 1 | 0,8 |

Control & feedback

22	Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).	**Moderate**		4	80 %	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 commiting (e.g. before placing an order).	**Very poor**		3	60 %	1	0,6
24	Users can easily give feedback (e.g. via email or an online feedback / contact us form).	**Good**		1	20 %	4	0,8

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.	**Moderate**		3	60 %	3	1,8
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).	**Excellent**		2	40 %	5	2
27	Required and optional form fields are clearly indicated.	**Excellent**		2	40 %	5	2
28	Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.	**Moderate**	*No se especifica el formato de teléfono o de email.*	3	60 %	3	1,8
29	Help and instructions (e.g. examples, information required) are provided where necessary.	**Good**		3	60 %	4	2,4

Errors

30	Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).	**Moderate**	*Cuando se comete un error en el formulario de reserva, la página refresca , pero no muestra el error directamente. Es necesario volver a pinchar en el botón de "Reservar actividad" para ver la causa del error.*	4	80 %	3	2,4
31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.	**Excellent**		3	60 %	5	3
32	Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.	**Good**	*Se marcan con el síbolo "*", pero al introducir un dato incorrecto, el usuario sólo lo sabrá si espera a que refresque la página y vuelve a pinchar en el botón de reserva.*	3	60 %	4	2,4
33	Users are able to easily recover (i.e. not have to start again) from errors.	**Moderate**	*Al cometer un error en la reserva, los datos previamente introducidos que eran correctos se mantienen, pero si todos los datos cumplen con los requisitos, se enviará la reserva y el usuario no la podrá modificar.*	3	60 %	3	1,8

Content & text

34 Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.

Moderate					
		5	100 %	3	3

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

Good					
		2	40 %	4	1,6

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

Good					
		4	80 %	4	3,2

37 Terms, language and tone used are consitent (e.g. the same term is used throughout).

Good					
		3	60 %	4	2,4

38 Text and content is legible and scanable, with good typography and visual contrast.

Good					
		3	60 %	4	2,4

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	*No existe función de ayuda.*				
		4	80 %	1	0,8

40 Online help is concise, easy to read and written in easy to understand language.

Very poor					
		3	60 %	1	0,6

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

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

Moderate	*Existen medios de comunicación por email y teléfono.*				
		2	40 %	3	1,2

Performance

43 Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).

Good					
		4	80 %	4	3,2

44 Errors and reliabilty issues don't inhibit the user experience.

Good					
		4	80 %	4	3,2

| 45 | Possible user configurations (e.g. browsers, resolutions, computer specs) are supported. | Good | | 3 | 60 % | 4 | 2,4 |

| Overall usability score (out of 100) * | 59 | - | Moderate | | 5 | | 84,6 |

* 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.

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