


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.

Features & functionality

1	Features and functionality meet common user goals and objectives.	Excellent	Si alguien busca un curso de cocina, podrá encontrarlo en esta página web
2	Features and functionality support users desired workflows.	Good	La selección de la fecha del calendario es poco intuitiva.
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	Excellent	Se puede acceder a los talleres desde un menú de navegación.
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 hay ayudas especificadas para gente con menos nivel.
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	Excellent	Se ve todo correcto.

Homepage / starting page

6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	Excellent	Ofrece una página principal fluida y con las funcionalidades disponibles.
7	The home page / starting page is effective in orienting and directing users to their desired information and tasks.	Excellent	Tiene acceso directo a los talleres para ahorrarle tiempo a los usuarios.
8	The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.	Excellent	Es sencilla pero bonita. No está saturada, dejando espacios para que respire la página web

Navigation

9	Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).	Excellent	URL sencilla y concreta. Corresponde con el nombre de la empresa.
10	The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.	Excellent	Se encuentra en la parte superior y permanece cuando nos movemos por la página web.
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 permite filtrar los talleres disponibles.
12	The site or application structure is clear, easily understood and addresses common user goals.	Good	Muestra la información que el usuario promedio demanda.

Weighting (out of 5)

Weighting ratio

Rating (0 - 5)

Score

Out of

5

100%

5

5

5

5

100%

4

4

5

4

80%

5

4

4

3

60%

2

1,2

3

3

60%

5

3

3

3

60%

5

3

3

4

80%

5

4

4

3

60%

5

3

3

2

40%

5

2

2

4

80%

5

4

4

3

60%

1

0,6

3

5

100%

4

4

5

13 Links are clear, descriptive and and well labelled.

Good	Los enlaces cambian de color cuando situas el ratón encima, de forma que indica que eso es un enlace.
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3

60%

4

2,4

3

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

Excellent	Están soportadas perfectamente.
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4

80%

5

4

4

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

Excellent	La ruta de enlace es descriptiva, lo cual permite al usuario saber dónde se encuentra.
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2

40%

5

2

2

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

Excellent	Si, clickando en el logo de la empresa puedes volver al menú inicial.
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2

40%

5

2

2

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

Good	Está bien estructurado.
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1

20%

4

0,8

1

Search

18 A consitent, easy to find and easy to use search function is available throughout (where desirable).

Excellent	Aparece un buscador que permite buscar palabras para encontrar más fácil un contenido.
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4

80%

5

4

4

19 The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).

Very poor	No permite filtrar de ninguna forma.
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4

80%

1

0,8

4

20 The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations.

Poor	No corrige búsquedas, de forma que si te equivocas, no aparece el contenido. Por ejemplo, si buscas "Italia" aparecen talleres de comida italiana, pero si buscas "italiano" no encuentra nada.
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2

40%

2

0,8

2

21 Search results are relevant, comprehensive, precise, and well displayed.

Excellent	Los resultados son claros.
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4

80%

5

4

4

Control & feedback

22 Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).

Excellent	Da indicaciones claras en caso de errores comunes o búsquedas erróneas.
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4

80%

5

4

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).

Good	Tienes posibilidad de confirmar y rechazar el pedido desde la cesta.
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3

60%

4

2,4

3

24 Users can easily give feedback (e.g. via email or an online feedback / contact us form).

Excellent	Dispone de un chat directo con la empresa para recibir valoraciones, dudas o comentarios.
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1

20%

5

1

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.

Moderate	Son claros, pero podrían serlo aún más.
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3

60%

3

1,8

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).

Moderate	Si solicita información pero no justifica el motivo de la petición.
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2

40%

3

1,2

2

27 Required and optional form fields are clearly indicated.

Excellent	Si los estan.
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2

40%

5

2

2

28	Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.	Good	Tienen un formato correcto.	3	60%	4	2,4	3
29	Help and instructions (e.g. examples, information required) are provided where necessary.	Moderate	En algunos cuadros de input no tienen ejemplos de como introducirlos.	3	60%	3	1,8	3
Errors								
30	Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).	Excellent	Tienen mensajes de error cuando falta documentación, incluso mensajes emergentes para indicar el fallo.	4	80%	5	4	4
31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.	Excellent	Si, son muy descriptivos.	3	60%	5	3	3
32	Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.	Moderate	Tienen muchos mensajes de error, pero hay algunos campos que no comprueban si tienen el formato correcto.	3	60%	3	1,8	3
33	Users are able to easily recover (i.e. not have to start again) from errors.	Good	Está bien, no retrocede ni borra la información proporciona hasta ese momento.	3	60%	4	2,4	3
Content & text								
34	Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.	Good	Las imagenes y descripciones son correctas con los servicios proporcionados, aunque hay fotos en distinto formato.	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	Hay algunos talleres relacionados que no están comunicados por medio de enlaces.	2	40%	3	1,2	2
36	Language, terminology and tone used is appropriate and readily understood by the target audience.	Good	La terminilogía y lenguaje empleado es correcto y sin faltas ortográficas, aunque hay algunos tecnicismos que pueden ser no entendidos por el público general.	4	80%	4	3,2	4
37	Terms, language and tone used are consitent (e.g. the same term is used throughout).	Good	Si, suele emplearsae la misma terminología.	3	60%	4	2,4	3
38	Text and content is legible and scanable, with good typography and visual contrast.	Excellent	Si, la página web es agradable a la vista y todo está bien situado.	3	60%	5	3	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.	Good	Se ofrece a los usuarios múltiples formas de contacto, además de preguntas frecuentes.	4	80%	4	3,2	4
40	Online help is concise, easy to read and written in easy to understand language.	Excellent	La sección de preguntas frecuentes está muy bien estructurada y fácil de leer.	3	60%	5	3	3
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	Moderate	Te permite reanudar por donde lo dejaste.	3	60%	3	1,8	3

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

Excellent	Tienen disponible tanto teléfono de contacto como correo electrónico y ubicación.
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2

40%

5

2

2

Performance

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

Moderate	La implimentación de la página es correcta, salvo a la hora de selccionar la fecha, que tiene un retraso.
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4

80%

3

2,4

4

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

Good	A simple vista no se ven.
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4

80%

4

3,2

4

45 Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.

Poor	Si haces mucho zoom, desaparece el menú.
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3

60%

2

1,2

3

Overall usability score (out of 100) *	81	-	Good
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5

117

144

* 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.