Usability review (Español)

[Enter product name]   **Score**

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

Features & functionality

1   Las características y la funcionalidad cumplen con las metas y objetivos comunes del usuario.

Good

2   Las características y la funcionalidad son compatibles con los flujos de trabajo deseados por los usuarios.

Good

3   Las tareas de uso frecuente están fácilmente disponibles (por ejemplo, fácilmente accesibles desde la página de inicio) y están bien soportadas (por ejemplo, los accesos directos están disponibles).

Moderate

4   Los usuarios reciben un apoyo adecuado según su nivel de experiencia (por ejemplo, atajos para usuarios expertos, ayuda e instrucciones para usuarios novatos).

Excellent

5   Las llamadas a las acciones (por ejemplo, registrarse, agregar a la cesta, enviar) son claras, están bien etiquetadas y aparecen como cliqueables.

Excellent

Homepage / starting page

6   La página de inicio proporciona una instantánea clara y una descripción general del contenido, las características y la funcionalidad disponible.

Very poor

7   La página de inicio es eficaz para orientar y dirigir a los usuarios a la información y las tareas deseadas.

Poor

8   El diseño de la página de inicio es clara y ordenada con suficiente "espacio en blanco".

Very poor

Navigation

9   Los usuarios pueden acceder fácilmente al sitio o la aplicación (por ejemplo, la URL es predecible y es devuelta por los motores de búsqueda).

Excellent

10   El esquema de navegación (por ejemplo, el menú) es fácil de encontrar, intuitivo y consistente.

Moderate

11   La navegación tiene la flexibilidad suficiente para permitir que los usuarios naveguen por los medios deseados (por ejemplo, búsqueda, navegación por tipo, navegación por nombre, más reciente, etc.).

Very poor

12   La estructura del sitio o la aplicación es clara, fácil de entender y aborda objetivos comunes del usuario.

Very poor

13   Los enlaces son claros, descriptivos y están bien etiquetados.

Excellent

14   Las funciones estándar del navegador (por ejemplo, 'atrás', 'adelante', 'marcador') son compatibles.

Excellent

15   La ubicación actual está claramente indicada (por ejemplo, ruta de navegación, elemento de menú resaltado).

Excellent

16   Los usuarios pueden volver fácilmente a la página de inicio o a un punto de inicio relevante.

Excellent

17   Se proporciona un mapa del sitio o índice claro y bien estructurado (cuando sea necesario)

Excellent

Search

18   Una función de búsqueda consistente, fácil de encontrar y fácil de usar está disponible en todas partes (cuando sea conveniente)

Good

19   La interfaz de búsqueda es adecuada para cumplir los objetivos del usuario (por ejemplo, parámetros múltiples, resultados priorizados, filtrado de resultados de búsqueda)

Poor

20   El servicio de búsqueda se ocupa de las búsquedas comunes (por ejemplo, muestra la mayoría de resultados populares), faltas de ortografía y abreviaturas.

Good

21   Los resultados de búsqueda son relevantes, exhaustivos, precisos y se muestran bien

Excellent

Control & feedback

22   Se proporciona una respuesta rápida y apropiada (por ejemplo, después de una acción exitosa o no exitosa).

Excellent

23   Los usuarios pueden fácilmente deshacer, volver atrás y cambiar o cancelar acciones; o al menos tienen la oportunidad de confirmar una acción antes de cometer (por ejemplo, antes de realizar un pedido)

Excellent

24   Los usuarios pueden enviar comentarios (por ejemplo, por correo electrónico o mediante un formulario de comentarios / contacto en línea)

Good

Forms

25   Los formularios y los procesos complejos se dividen en pasos y secciones fácilmente comprensibles. Cuando se utiliza un proceso, hay un indicador de progreso con números claros o etapas con nombre.

Good

26   Se solicita una cantidad mínima de información y, cuando se proporciona la justificación necesaria para solicitar información (por ejemplo, fecha de nacimiento, número de teléfono)

Good

27   Los campos de formulario requeridos y opcionales están claramente indicados

Excellent

28   Se utilizan los campos de entrada apropiados (por ejemplo, el calendario para la selección de la fecha, el menú desplegable para la selección) y se indican los formatos requeridos

Excellent

29   Se proporcionan ayuda e instrucciones (como ejemplos, información requerida) donde sea necesario.

Excellent

Errors

30   Los errores son claros, fácilmente identificables y aparecen en la ubicación apropiada (por ejemplo, adyacente al campo de entrada de datos, adyacente al formulario, etc.).

Good

31   Los mensajes de error son concisos, están escritos en un lenguaje fácil de entender y describen qué ocurrió y qué acción es necesaria

N/A

32 Los errores de usuario comunes (por ejemplo, campos faltantes, formatos no válidos, selecciones no válidas) se han tenido en cuenta y, en la medida de lo posible, se han prevenido.

Moderate

33 Los usuarios pueden recuperarse fácilmente (es decir, no tienen que comenzar de nuevo) de los errores

N/A

Content & text

34 El contenido disponible (por ejemplo, texto, imágenes, video) es apropiado y suficientemente relevante, y detallado para cumplir con los objetivos del usuario

Excellent

35 Los enlaces a otros contenidos útiles y relevantes (por ejemplo, páginas relacionadas o sitios web externos) están disponibles y se muestran en contexto

Excellent

36 El lenguaje, la terminología y el tono utilizados son apropiados y son fácilmente comprensibles para el público objetivo

Excellent

37 Los términos, el idioma y el tono utilizados son consistentes (por ejemplo, el mismo término se usa en todo)

Moderate

38 El texto y el contenido son legibles y escaneables, con buena tipografía y contraste visual

Excellent

Help

39 Se proporciona ayuda en línea y contextual y es adecuada para la base de usuarios (por ejemplo, está escrita en un lenguaje fácil de entender y solo usa términos reconocidos).

Moderate

40	La ayuda en línea es concisa, fácil de leer y escrita en un lenguaje fácil de entender	Poor
41	El acceso a la ayuda en línea no impide a los usuarios (es decir, pueden reanudar el trabajo donde lo dejaron después de acceder a la ayuda)	Very poor
42	Los usuarios pueden obtener más ayuda fácilmente (por ejemplo, teléfono o dirección de correo electrónico)	Good

Performance

43	El rendimiento del sitio o la aplicación no inhibe la experiencia del usuario (por ejemplo, descargas lentas de páginas, retrasos prolongados)	Good
44	Los errores y problemas de confiabilidad no inhiben la experiencia del usuario	Excellent
45	Se admiten posibles configuraciones de usuario (por ejemplo, navegadores, resoluciones, especificaciones de computadora)	Excellent

Overall usability score (out of 100) *	76	-

* Very poor (less than 29) - Users are likely to experience very significant difficulties using this site or system and might not be able to comp

* Poor (between 29 and 49) - Users are likely to experience some difficulties using this site or system and might not be able to complete so

* Moderate (between 49 and 69) - Users should be able to use this site or system and complete most important tasks, however the user ex

* 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 ma

* Excellent (more than 89) - This site or system provides an excellent user experience for users. Users should be able to complete all impor

Plantilla extraida del artículo: A guide to carrying out usabil http://www.uxforthema

http://www.uxforthemasses.c

Comments

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	Out of
	5	100 %	4	4	5
	5	100 %	4	4	5
Si bien son fácilmente accesibles, el diseño les da menos visibilidad que a otras menos relevantes	4	80 %	3	2,4	4
	3	60 %	5	3	3
	3	60 %	5	3	3
La información sobre el funcionamiento de la página aparece en una pequeña pestaña antes de registrarse (que además está exclusivamente en inglés). Una vez dentro de la propia página es muy confuso pues la información útil se confunde con recomendaciones y anuncios.	3	60 %	1	0,6	3

La página de inicio centra toda la atención en recomendaciones que realmente no van a interesar a casi ningún usuario, la que la mayoría quieren es ir a un lugar concreto, encontrar a un grupo, o poner su casa a disposición, no descubrir las mejores playas.	4	80 %	2	1,6	4
La página de inicio es increíblemente confusa, tiene información por todos lados y los pocos espacios donde no hay tienen anuncios enormes haciéndola agobiante.	3	60 %	1	0,6	3
	2	40 %	5	2	2
Es cierto que el menú en si mismo es bueno, pero creo que ocupa una posición demasiado pequeña teniendo en cuenta que es lo más importante y es completamente imprescindible.	4	80 %	3	2,4	4
Si bien recibes recomendaciones basadas en tus gustos, no puedes realizar búsquedas más haya de el lugar de destino.	3	60 %	1	0,6	3
La estructura es muy confusa, no solo tienes hasta 4 anuncios ocupando un 40% de la pantalla, sino que mucha de la información importante esta poco clara o camuflada con información poco relevante, es difícil saber que es que fuera de los menús.	5	100 %	1	1	5
	3	60 %	5	3	3
	4	80 %	5	4	4
La ubicación se muestra en la ruta de enlace y los iconos se resaltan, haciendo simple saber donde te encuentras.	2	40 %	5	2	2

Para volver solo es necesario pulsar el logo, lo cual es simple e intuitivo.

| 2 | 40 % | 5 | 2 | 2 |

| 1 | 20 % | 5 | 1 | 1 |

La función de búsqueda se mantiene siempre en la zona superior izquierda y es clara, pero creo que debería de resaltase más de alguna forma, ya que la primera vez me costó encontrarla.

| 4 | 80 % | 4 | 3,2 | 4 |

Es cierto que puedas filtrar según busques anfitriones, viajeros, etc. Pero las funciones de búsqueda de sitios en sí es muy mala, realmente solo puedes buscar un lugar y poco más.

| 4 | 80 % | 2 | 1,6 | 4 |

Aunque no exista la búsqueda como tal, se resaltan mucho lo popular y recomendado por otros usuarios.

| 2 | 40 % | 4 | 1,6 | 2 |

| 4 | 80 % | 5 | 4 | 4 |

| 4 | 80 % | 5 | 4 | 4 |

| 3 | 60 % | 5 | 3 | 3 |

En cuento te registras recibes un mensaje de un usuario al que puedes responder con tus dudas	1	20 %	4	0,8	1
	3	60 %	4	2,4	3
La información requerida para registrarse es poca, pero aumenta drásticamente a la hora de verificarse.	2	40 %	4	1,6	2
	2	40 %	5	2	2
	3	60 %	5	3	3
	3	60 %	5	3	3
Los errores que aparecen son claros y cerca del campo.	4	80 %	4	3,2	4
Realmente es difícil que salten errores en páginas como esta pues prácticamente todo se acuerda hablando con la otra persona, me ha sido imposible hacer comprobaciones mayores.	3	60 %	0	0	0

Algunos campos como el correo electrónico deben de tener el formato correcto, pero otros pueden ser valores incorrectos y los acepta, en el caso del teléfono puedes poner un número imposible y no te dirá que es incorrecto, simplemente no lo guardará.	3	60 %	3	1,8	3
Realmente es difícil que salten errores en páginas como esta pues prácticamente todo se acuerda hablando con la otra persona, me ha sido imposible hacer comprobaciones mayores.	3	60 %	0	0	0
	5	100 %	5	5	5
	2	40 %	5	2	2
	4	80 %	5	4	4
Hay información solo disponible en inglés.	3	60 %	3	1,8	3
	3	60 %	5	3	3
Existe mucha ayuda e información pero está exclusivamente en inglés y no es tan fácil de acceder com debería.	4	80 %	3	2,4	4

Comment					
Eso, está solo en ingles y como no sepas te quedas sin la información.	3	60 %	2	1,2	3
La información está en una subpágina aparte por lo que para acceder tenemos que abrir otra pestaña o salir de lo que estemos haciendo.	3	60 %	1	0,6	3
Inmediatamente recibes un mensaje de una persona con la que iniciar chat para hablar.	2	40 %	4	1,6	2
Existe cierto retraso pero no es molesto (incluso podría ser por mi internet).	4	80 %	4	3,2	4
No he encontrado ningún problema ni error.	4	80 %	5	4	4
	3	60 %	5	3	3
Good	*5*			*104,2*	*138*

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Usability review

[Enter product name]   **Score**

Hover over a guideline for more information, examples of good practice and importance to the overall user experience.

Features & functionality

1   Features and functionality meet common user goals and objectives.

Enter score

2   Features and functionality support users desired workflows.

Enter score

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

Enter score

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

Enter score

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

Enter score

Homepage / starting page

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

Enter score

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

Enter score

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

Enter score

Navigation

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

Enter score

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

Enter score

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…).

Enter score

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

Enter score

13   Links are clear, descriptive and and well labelled.

Enter score

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

Enter score

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

Enter score

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

Enter score

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

Enter score

Search

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

Enter score

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

Enter score

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

Enter score

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

Enter score

Control & feedback

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

Enter score

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).

Enter score

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

Enter score

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.

Enter score

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).

Enter score

27   Required and optional form fields are clearly indicated.

Enter score

28   Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.

Enter score

29   Help and instructions (e.g. examples, information required) are provided where necessary.

Enter score

Errors

30   Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).

Enter score

31   Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.

Enter score

32 Common user errors (e.g. missing fields, invalid formats, invalid selections)
    have been taken into consideration and where possible prevented.

    Enter score

33 Users are able to easily recover (i.e. not have to start again) from errors.

    Enter score

Content & text

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

    Enter score

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

    Enter score

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

    Enter score

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

    Enter score

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

    Enter score

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.

    Enter score

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

41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	**Enter score**

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

Performance

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

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

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

Overall usability score (out of 100) *

* Very poor (less than 29) - Users are likely to experience very significant difficulties using this site or system and might not be able to com

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	5	100 %	0	0	0
	4	80 %	0	0	0
	3	60 %	0	0	0
	3	60 %	0	0	0
	3	60 %	0	0	0

		4	80 %	0	0	0
		3	60 %	0	0	0
		2	40 %	0	0	0
		4	80 %	0	0	0
		3	60 %	0	0	0
		5	100 %	0	0	0
		3	60 %	0	0	0
		4	80 %	0	0	0
		2	40 %	0	0	0

	2	40 %	0	0	0
	1	20 %	0	0	0
	4	80 %	0	0	0
	4	80 %	0	0	0
	2	40 %	0	0	0
	4	80 %	0	0	0
	4	80 %	0	0	0
	3	60 %	0	0	0

		1	20 %	0	0	0
		3	60 %	0	0	0
		2	40 %	0	0	0
		2	40 %	0	0	0
		3	60 %	0	0	0
		3	60 %	0	0	0
		4	80 %	0	0	0
		3	60 %	0	0	0

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	4	80 %	0	0	0
	4	80 %	0	0	0
	3	60 %	0	0	0
	5			0	0

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Usability guidelines

Features & functionality

1	**Features and functionality meet common user goals and objectives** Key and common user goals and objectives (e.g. carry out some transaction, find some information, carry out some research etc…) should have been identified and addressed. Ideally the site or application should allow users to meet all of their key goals and objectives.	**Very high**
2	**Features and functionality support users desired workflows** The site or application should support or at least be compatible with the way that users wish to work. For example, users might want to be able to carry out bulk transactions or be able to save and return to their work.	**Very high**
3	**Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported** For example short cuts and a login to retrieve details might be provided to speed up the completion of frequently carried out tasks.	**High**
4	**Users are adequately supported according to their level of expertise** For example, novice users are given help and instructions and features are progressively disclosed (e.g. advanced features not being shown by default).	**Medium**
5	**Calls to action (e.g. register, add to basket, submit) are clear, well labelled and appear clickable** Possible actions should always be clear and the primary call to action (i.e. the most common or desirable user action) should stand out on the page or screen.	**Medium**

Homepage / starting page

6	**The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available** For example, an introduction and overview of the site is provided together with section snapshots and example content.	**Medium**
7	**The homepage / starting page is effective in orienting and directing users to their desired information and tasks** Users should be able to work out where they need to go to complete a given task (e.g. carry out some research, complete a transaction).	**High**
8	**The homepage / starting page layout is clear and uncluttered with sufficient 'white space'** Users should be able to quickly scan the homepage and make sense of both the content available and of how the site is structured.	**Medium**

Navigation

9	**Users can easily access the site or application** 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 returned on the first page of search results for likely queries.	**Low**
10	**The navigational scheme is easy to find, intuitive and consistent** Users should be able to very easily locate and use the navigational scheme (e.g. left hand menu, top menu, tabbed menu), and it should not be significantly different across the site or application (unless a decision has been made to specifically differentiate a given section or area).	**High**
11	**The navigation has sufficient flexibility to allow users to navigate by their desired means** For example a user might want to be able to search for an item or browse by size, name or type. Although not all user preferences can or indeed should be addressed, the most useful and common navigational means should be supported.	**Medium**
12	**The site or application structure is clear, easily understood and addresses common user goals** For example, gathering information, submitting data, carrying out research. Users should be able to work out where they need to go to carry out common user goals and be able to quickly gain an understanding of how the site or application is structured.	**Very high**
13	**Links are clear, descriptive and well labelled** 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 links such as 'click here' should be avoided and any links going to an external website or opening a new window should be identified as such.	**Medium**
14	**Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported** Users should be able to bookmark a page (or be presented with a URL to use) and go back and forth without breaking the site or losing any information they have entered.	**High**
15	**The current location is clearly indicated (e.g. breadcrumb, highlighted menu item)** Users should always know where they are in the site or application.	**Low**
16	**Users can easily get back to the homepage or a relevant start point** For example, a homepage link might be part of the breadcrumb or a home link might be available as part of the header.	**Low**
17	**A clear and well structure site map or index is provided (where necessary)** The sitemap might be part of the header or footer and should ideally be available from every page on the site.	**Very low**

Search

18	**A consistent, easy to find and easy to use search function is available throughout** The search function (where required) should be directly available from most pages on the site or application and should be consistently positioned (e.g. top left, top right or top centre).	**High**
19	**The search interface is appropriate to meet user goals** For example users are able to filter search results, an advanced search is available (if necessary) and common search conventions such as quotation marks (") and natural language searches are handled.	**High**

20	**The search facility deals well with common searches, misspellings and abbreviations** Ideally synonyms (e.g. 'coat' should also match 'jacket') should mean that logical and appropriate search results are returned for common user queries. Popular search results (e.g. top matches) should also be identified for common queries.	**Low**
21	**Search results are relevant, comprehensive, precise, and well displayed** It should be easy for users to see what has been returned, to work out why something has been returned and to determine how many results there are.	**High**

Control & feedback

22	**Prompt and appropriate feedback is given** For example, a confirmation message is shown following a successful transaction, input errors are promptly highlighted and it's made clear to users when a page has been updated.	**High**
23	**Users can easily undo, go back and change, or cancel actions** If an action can not be undo then users should at least be given the chance to confirm an action before committing (e.g. before placing an order). For example, users can return to a step and change their options or dynamically change a value without having to start again. Where an action can't be undone (e.g. a deletion), this should be made clear to users.	**Medium**
24	**Users can easily give feedback** 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 has been made.	**Very low**

Forms

25	**Complex forms and processes are broken up into readily understood steps and sections** For example, a checkout process might be broken up in to 'address', 'delivery options', 'payment' and 'confirmation'. Where a process is used a progress indicator is present with clear numbers or named stages.	**Medium**
26	**A minimal amount of information is requested and where necessary justification is given for asking for information** For example a site might outline that a telephone number is required in case there is an issue with a transaction. Users shouldn't be asked for extraneous information and where possible information should be auto populated (e.g. postcode lookup, code lookup) to keep input to a minimum.	**Low**
27	**Required and optional form fields are clearly indicated (e.g. using text or '*')** Where most fields are required the optional fields should be identified and when most fields are optional the required fields should be identified.	**Low**
28	**Appropriate input fields are used and required formats are indicated** Appropriate input fields might include calendar for date selection, drop downs for selection and radio button for small selections. Text might be used to indicate the required format or an example might be provided. Field lengths should correspond to the expected input so for example an email input field should be long, where as an initials input field should be very short.	**Medium**

| 29 | **Help and instructions (e.g. examples, information required) are provided where necessary**
Where input is non trivial or is likely to require some explanation this should be provided. Where a-lot of explanation is necessary a link to a page outlining what is required should be provided. | **Medium** |

Errors

30	**Errors are clear, easily identified and appear in appropriate locations** Errors should be immediately apparent to users and ideally be located close to the offending input or function (e.g. adjacent to an input entry field). Inputs causing an error should be highlighted, together with an explanation for the error.	**High**
31	**Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary** Errors should avoid using very technical terms or jargon and should be written from the user's perspective.	**Medium**
32	**Common user errors have been taken into consideration and where possible prevented** Common user errors might be missing fields, invalid formats and invalid selections. For example, fields might limit input to particular a format (e.g. numbers only) or only become available once certain criteria have been met. JavaScript might also be utilised to provide immediate feedback for common formatting errors or errors caused by missing fields.	**Medium**
33	**Users are able to easily recover (i.e. not have to start again) from errors** For example, users might be able to re-edit and resubmit a form or enter a different value.	**Medium**

Content & text

34	**Content available (e.g. text, images, video, audio) is appropriate and sufficiently relevant, and detailed to meet user goals** Content should also be appropriately formatted, so for example videos and audio should be directly playable (i.e. shouldn't need to be downloaded to be played) and images should be of a sufficient quality.	**Very high**
35	**Links to other useful and relevant content (e.g. related pages, external websites or documents) are available and shown in context** For example there might be links from an article to related articles, related content or related external websites.	**Low**
36	**Language, terminology and tone used is appropriate and readily understood by the target audience** Jargon should be kept to a minimum and plain language should be used where ever possible.	**High**
37	**Terms, language and tone used are consistent (e.g. the same term is used throughout)** Capitalisation (e.g. 'Main title'; 'Main Title'; 'MAIN TITLE') and grammar should be consistent, together with the use of formal or informal terms (e.g. could not vs couldn't; what's vs what is etc...).	**Medium**
38	**Text and content is legible and scanable, with good typography and visual contrast** Users should be able to quickly scan headers and body text, in order to get an overview of what's available.	**Medium**

Help

39	**Online help is provided and is suitable for the user base** Help should be written in easy to understand language and only uses recognised terms. Users should be able to easily find and access help and where appropriate contextual help should be available, such as help for a specific page, feature or process.	**High**
40	**Online help is concise, easy to read and written in easy to understand language** Help should cover the essentials without providing excessive detail and shouldn't use jargon or technical terminology that isn't likely to be understood by users.	**Medium**
41	**Accessing online help does not impede users** 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 window. If help is provided in the form of a document, it should be formatted for the web (e.g. PDF, rather than a Word document).	**Medium**
42	**Users can easily get further help (e.g. telephone or email address)** If a telephone help number is provided the hours of operation should be shown. If an email address or online form is provided, an indication should be given of how long a response is likely to take (e.g. within the next 24 hrs).	**Low**

Performance

43	**Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays)** Web page downloads shouldn't take longer than 5 seconds and on page interactions (e.g. using an application or AJAX functionality) shouldn't take any longer than 1 second to respond. Interactions taking longer than 1 second to respond should provide suitable feedback to show that something is taking place (e.g. an hour glass or swirling graphic).	**High**
44	**Errors and reliability issues don't inhibit the user experience** Sites and applications should be free of bugs and shouldn't have any broken links.	**Medium**
45	**Possible user configurations (e.g. browsers, resolutions, computer specs) are supported** Websites should be usable at a 800x600 screen resolution and should work with the most common browsers (IE, Firefox, Opera, Chrome etc…). Applications should be usable with common computer specifications (operation system, memory, available disk space) and screen resolutions (e.g. 800x600, 1025x768).	**Medium**

Rating below	Rating	Rating ranges			
0					
1	Very Poor	less than	29		
29	Poor	between	29	and	49
49	Moderate	between	49	and	69
69	Good	between	69	and	89
89	Excellent	more than	89		