Usability review

4UHOSTEL

Score

Comments

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.

Moderate

Ofrece una funcionalidad básica de presentación pero el memú principal tapa parte de la página.

2 Features and functionality support users desired workflows.

Good

Permite conocer bien el hostel y sus servicios y reservar habitaciones.

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

Good

La movilidad a distintas páginas es fácil de realizar desde el menú.

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

Excellent

La página es bastante simple por lo que es sencilla de manejar.

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

Excellent

Las acciones son sencillas y fáciles de ver.

Homepage / starting page

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

Excellent

La página principal da una imagen general sobre las instalaciones y actividades del hostel y sobre otras acciones como la reserva del mismo.

| 7 | The home page / starting page is effective in orienting and directing users to their desired information and tasks. | **Excellent** | *La página es sencilla y clara para la gran mayoría de los usuarios.* |

| 8 | The homepage / starting page layout is clear and uncluttered with sufficient 'white space'. | **Excellent** | *Tiene un diseño sencillo y espacioso.* |

Navigation

| 9 | Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines). | **Excellent** | *La URL tiene el mismo nombre que el hostel y es uno de los primerros resultado para los motores de búsqueda.* |

| 10 | The navigational scheme (e.g. menu) is easy to find, intuitive and consistent. | **Very poor** | *El menú siempre está en la parte superior de la página y muchas veces tapa el contenido.* |

| 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…). | **Moderate** | *El menú es simple y no dispone de muchas opciones.* |

| 12 | The site or application structure is clear, easily understood and addresses common user goals. | **Good** | *La página web presenta todas las características que espera un usuario que busca un hostel.* |

| 13 | Links are clear, descriptive and and well labelled. | **Excellent** | *Los enlaces corresponden con su contenido.* |

| 14 | Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported. | **Excellent** | *Soporta funciones básicas.* |

| 15 | The current location is clearly indicated (e.g. breadcrumb, highlighted menu item). | **Poor** | *No está resaltado la página que se encuentra el usuario.* |

| 16 | Users can easily get back to the homepage or a relevant start point. | **Good** | *Se puede volver fácilmente pulsando sobre el logo situado en el menú.* |

| 17 | A clear and well structure site map or index is provided (where necessary). | **N/A** | *No está implementado.* |

Search

| 18 | A consitent, easy to find and easy to use search function is available throughout (where desirable). | **Poor** | *No hay una opción de búsqueda general, sino para reservar habitaciones.* |

| 19 | The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results). | **Moderate** | *Permite buscar dependiendo de las fechas y los requisitos del usuario.* |

| 20 | The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations. | **N/A** | *No se introduce palabras para buscar.* |

| 21 | Search results are relevant, comprehensive, precise, and well displayed. | **Moderate** | *Los resultados son las habitaciones disponibles acorde con los requisitos del usuario.* |

Control & feedback

| 22 | Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action). | **N/A** | *Puesto que es una página web, no informa de los cambios.* |

| 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 puede volver para atrás facilmente.* |

| 24 | Users can easily give feedback (e.g. via email or an online feedback / contact us form). | **Good** | *Se proporciona un correo electrónico de contacto, el teléfono de contacto y se puede consultar rellenando un formulario.* |

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.	**Poor**	*Hay que rellenar todos datos y la forma forma de pago en un mismo formulario y no se particiona en varios pasos.*
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**	*Requiere la información esencial para poder realizar las reservas.*
27	Required and optional form fields are clearly indicated.	**Excellent**	*Indica la obligatoriedad de todos los campos excepto del campo de la empresa.*
28	Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.	**Good**	*Utiliza el calendario y un menú desplegable para realizar consultas de habitaciones.*
29	Help and instructions (e.g. examples, information required) are provided where necessary.	**Moderate**	*Hay ejemplo para realizar consultas de habitaciones pero no para reservas.*

Errors

| 30 | Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.). | **Good** | *Indica los campos no rellenados a la hora de realizar reservas.* |
| 31 | Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary. | **Good** | *Indica con un color rojo los errores.* |

| 32 | Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented. | **Moderate** | *Se han prevenido no permitiendo al usuario continuar con la reserva.* |

| 33 | Users are able to easily recover (i.e. not have to start again) from errors. | **Good** | *Pueden proseguir con la reserva rellenando los campos.* |

Content & text

| 34 | Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals. | **Good** | *Las letras son suficientemente claras y las imágenes son de buena calidad.* |

| 35 | Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context. | **Moderate** | *Presentan enlaces hacia sus redes sociales.* |

| 36 | Language, terminology and tone used is appropriate and readily understood by the target audience. | **Good** | *El lenguaje utilizado es amistoso y educado.* |

| 37 | Terms, language and tone used are consitent (e.g. the same term is used throughout). | **Good** | *Utiliza un tono cercano e informativo.* |

| 38 | Text and content is legible and scanable, with good typography and visual contrast. | **Excellent** | *Presentan un contraste con los fondos.* |

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 proporciona ninguna ayuda online.* |

40	Online help is concise, easy to read and written in easy to understand language.	**N/A**	

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

42	Users can easily get further help (e.g. telephone or email address).	**Moderate**	*Dispone de un correo y un teléfono de contacto.*

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	**Poor**	*Las páginas tiene un retardo notabla a la hora de cargarlos.*
44	Errors and reliabilty issues don't inhibit the user experience.	**Poor**	*Los errores en el menú impeden que el usuario pueda leer los contenidos de diversas páginas.*
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	**Good**	*Se adapta bien a distintas resoluciones y tamaños de ventana.*

Overall usability score (out of 100) *	**71**	-	**Good**

* 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.