Recommendations From the Heuristic Evaluation Report for Doctors Without Borders Website

Based on the identified issues, the following recommendations aim to improve usability and user satisfaction:

1. Enhance Feedback Consistency:
- Standardize progress indicators for all multi-step processes, such as donations or sign-ups.
2. Improve Error Prevention:
- Use input masks for fields like phone numbers and zip codes to guide users toward correct formats.
3. Optimize Content Density:
- Introduce collapsible sections or accordions for text-heavy pages to reduce visual overload.
4. Streamline Call-to-Action Buttons:
- Ensure uniform styling for buttons across the website for consistent user interaction.
5. Strengthen Mobile Usability:
- Refine mobile navigation menus and ensure responsive feedback for all interactive elements.
6. Introduce Undo Options:
- Add options to modify or undo actions in forms, particularly for sensitive interactions like donations.