

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. Improve Real-Time Feedback

Implement real-time progress indicators and clear success or error messages for users navigating complex forms or completing donations.

2. Enhance 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.