

## Recommendations From the Heuristic Evaluation Report for Doctors Without Borders Website

The following recommendations aim to improve usability and user satisfaction:

### 1. Improve Error Prevention:

- Use input masks for fields like phone numbers and zip codes to guide users toward correct formats.

### 2. Enhance Feedback Consistency:

- Standardize progress indicators for all multi-step processes, such as donations or sign-ups.

### 3. Introduce Undo Options:

- Add options to modify or undo actions in forms, particularly for sensitive interactions like donations.

### 4. Strengthen Mobile Usability:

- Refine mobile navigation menus and ensure responsive feedback for all interactive elements.

### 5. Optimize Content Density:

- Introduce collapsible sections or accordions for text-heavy pages to reduce visual overload.

### 6. Streamline Call-to-Action Buttons:

- Ensure uniform styling for buttons across the website for consistent user interaction.