

Heuristic Evaluation Report for Doctors Without Borders Website

Step 1: Define the Scope

Business Requirements: The website for Doctors Without Borders (Médecins Sans Frontières) aims to educate the public, encourage donations, and recruit volunteers and medical professionals. It serves as an information hub about the organization's mission, ongoing projects, and impact worldwide.

End-User Demographics: The website targets donors, volunteers, and supporters globally, ranging from young adults to senior professionals. Users access the site through various devices, including desktops, tablets, and smartphones.

Heuristics and Tools Used: The [Heuristic Evaluation Checklist](#) was used to evaluate usability, guided by Nielsen's 10 Usability Heuristics.

Step 2: Evaluate the Experience and Identify Usability Issues

The heuristic evaluation focused on identifying usability issues across several key areas:

1. **Visibility of System Status:**
 - Loading indicators are present for content-heavy pages, but the feedback is inconsistent across devices.
 - Progress indicators during the donation process improve user clarity.
2. **Match Between System and Real World:**
 - Content uses accessible language and imagery consistent with the organization's humanitarian mission.
 - Navigation categories reflect common user needs (e.g., "Donate," "Our Work").
3. **User Control and Freedom:**
 - The site provides clear paths to return to the homepage or previous pages.
 - Limited undo options for form inputs (e.g., donation amount changes).
4. **Consistency and Standards:**
 - Fonts, colors, and layout are consistent, but some inconsistencies exist in call-to-action button styles.
5. **Error Prevention:**
 - Forms include error messages for invalid inputs, but error prevention could be improved with input masks for fields like phone numbers.
6. **Aesthetic and Minimalist Design:**
 - The design balances visuals with content, but some sections feel text-heavy, potentially overwhelming users.

Step 3: Analyze and Aggregate the Data

From the heuristic evaluation:

- **Strengths:**
 - Clear categorization of navigation items.
 - Effective use of visuals to support the mission.
 - Consistent branding and tone across pages.
 - **Weaknesses:**
 - Occasional lack of feedback during interactive processes.
 - Overuse of dense text in certain sections, such as "Our Impact" or project details.
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