

Recommendations for Improving Usability: Doctors Without Borders Website

Introduction

Based on the heuristic audit conducted on the Doctors Without Borders website, the following recommendations aim to enhance usability, accessibility, and overall user experience.

Recommendations

1. Improve Navigation and Search Functionality

- Implement advanced filtering options in the search feature to help users find specific information more efficiently.
- Add a well-structured sitemap or quick-access links to key sections.

2. Enhance Content Readability

- Break long paragraphs into smaller sections using bullet points, headings, and summaries.
- Use clear, concise language with a focus on accessibility.

3. Streamline the Donation Process

- Reduce the number of steps required to complete a donation.
- Offer multiple payment methods, including digital wallets and regional payment options.

4. Optimize Mobile Responsiveness

- Adjust button sizes and spacing to improve usability on touch screens.
- Ensure text scales appropriately on various screen sizes.

5. Increase Accessibility Features

- Implement better keyboard navigation and ARIA labels to assist users with disabilities.
- Add subtitles or transcripts to all video content.

6. Enhance Error Handling and Feedback

- Provide clear error messages and guidance when users encounter issues.
- Use visual cues (e.g., highlighted fields) to indicate required or incorrectly filled fields in forms.

Conclusion

Implementing these recommendations will significantly enhance the usability and accessibility of the Doctors Without Borders website, ensuring a better experience for all users, including donors, volunteers, and general visitors.