

RECOMMENDATIONS FOR IMPROVING USABILITY ON THE DOCTORS WITHOUT BORDERS WEBSITE



Introduction

This document outlines a set of recommendations aimed at enhancing the usability and overall user experience of the Doctors Without Borders (Médecins Sans Frontières) website. The suggestions are based on a heuristic evaluation that identified key usability issues.

Recommendations

1. Enhance Feedback Mechanisms
2. Improve the visibility and consistency of loading indicators across all devices. Ensure users receive clear feedback during interactive processes, such as form submissions and donation transactions, to reduce confusion and enhance user confidence.
3. Optimize Content Presentation
4. Simplify text-heavy sections by breaking down information into digestible formats. Utilize bullet points, infographics, and visuals to make content more engaging and easier to read, particularly in areas like "Our Impact" or detailed project descriptions.
5. Standardize Call-to-Action Buttons
6. Ensure uniformity in the design of call-to-action buttons throughout the site. Consistent button styles, colors, and hover effects will help users quickly identify actionable items, improving navigation and interaction.
7. Implement Input Masks for Forms
8. Introduce input masks for fields such as phone numbers and credit card details in forms. This will help prevent user errors by guiding them on the correct format for input, thereby enhancing data accuracy and submission success rates.
9. Improve Visual Hierarchy
10. Utilize headings, subheadings, and adequate spacing to create a clearer visual hierarchy within text-heavy sections. This will help users navigate content more effectively and improve their overall reading experience.
11. Increase Accessibility Features
12. Enhance accessibility by incorporating features such as adjustable text sizes, high-contrast color options, and alternative text for images. These improvements will make the website more inclusive for users with varying abilities.

Conclusion

By implementing these recommendations, the Doctors Without Borders website can significantly improve its usability, leading to a better experience for donors, volunteers, and supporters. Enhancing feedback mechanisms, optimizing content presentation, standardizing design elements, and increasing accessibility will foster greater engagement and support for the organization's mission.