

## **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. **Enhance Feedback Consistency:**
  - Standardize progress indicators for all multi-step processes, such as donations or sign-ups.
2. **Improve 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.
6. **Introduce Undo Options:**
  - Add options to modify or undo actions in forms, particularly for sensitive interactions like donations.