

Resources

Our resources help you better understand the ideas on this site and get a head start on making them part of your projects.

Playbooks

Explore guides that show how to implement research and evaluation methods — designed for tasks or clinical scenarios within medical centers in the VHA.

Quick Start Guides

Get practical, step-by-step advice on how to make user experience a part of your project.

Videos

See how user experience research and human-centered design are done through these videos created by experts.

Personas

Find personas that match your users to help you better understand their goals, tasks, and environments.

Tools

Get examples of templates, checklists, and other tools to help you in your projects.

Case Studies

See how other groups have used the ideas featured on this site to build better products.

Design Patterns

Download examples and guidelines that describe how to display and enter information for common software tools at the VHA.

Newsletters

Access publications about user experience and human-centered design to further your knowledge.

Glossary

Learn the definitions of terms that we use on this site and learn more about user experience.

FAQs

Get answers to common questions about how user experience and human-centered design can improve your projects.