



### Getting Started

Title	Type of resource	Why I should check it out	Design skills I will learn	Time Est.
<a href="#">What One Assistant Principal Learned from Shadowing a Student for a Day</a>	Video	One school principal's effort to focus on the "user-experience" of students by shadowing a student for the day.	Perspective-taking	8 min.
<a href="#">Demand to Understand: How Plain Language Makes Life Simpler</a>	Video	Asks everyone to start demanding well-designed information that focuses on what the user "needs to know" vs. what we "want to tell the user".	Design simplification; plain language	20 min.
<a href="#">Fixing forms is easy...no?</a>	Blog post	Explores common challenges to improving forms, including the form's suitability for a particular purpose.	Form design	10 min.

### Learn a Little More

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<a href="#">When We Design for Disability, We All Benefit</a>	Video	Walks through her process of becoming a human-centered designer, lessons learned through designing for persons with disabilities, and how all professions can improve problem-solving through design thinking.	Human-centered design process	14 min.
<a href="#">Brainstorming at the d.school</a>	Video	Demonstrates the difference between "bad" brainstorming habits that stunt creativity and "good" brainstorming habits that help everyone remain engaged and quickly generate ideas.	Brainstorming during the human-centered design process	9 min.
<a href="#">What Makes a Good Form?</a>	Blog post	Introduces the "4 Cs of Good form design" to improve the user-friendliness of any web or paper-based form.	Form design	10 min.



### Deeper Learning

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<a href="#">Participatory Design and the “Making” of Health</a>	Video	A medical doctor explains how she applies design-thinking to healthcare, viewing the “patient as expert; patient as maker; and patient as collaborator.” The legal system can similarly view the “court customer as expert; court customer as maker; and court customer as collaborator”.	Human-centered design process; visual design; graphic representation of information	10 min.
<a href="#">Plain Language Graphics</a>	Website	By studying user-tested images like these, you can learn how to choose graphics that improve the user’s understanding of confusing or complicated concepts, rather than using graphics to simply fill white space or make a document pretty.  Note: The graphics were produced by <a href="#">Transcend Translations</a> whose website also includes information on language translation, plain language writing, and user-testing.	Visual design; graphic representation of information; and plain language	10 min.
<a href="#">Health Literacy – Part 1</a> <a href="#">Health Literacy – Part 2</a>	Videos	Show a form of “user-experience testing” and advocate for moving beyond “plain language” translation toward the broader focus of improving “medical literacy” for all patients. The legal field is facing similar problems with society’s lack of “legal literacy”.	User testing; perspective taking; functional literacy	5 min. 7 min.
<a href="#">The Double Life of Forms</a>	Blog post	Introduces the idea that “forms” and “documents” are different tools with different purposes.	Form and document design	7 min.



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<a href="#">How Architecture Changes for the Deaf</a>	Video	Beautiful example of how designing for the deaf and hard-of-hearing can improve “universal design” for us all.	General design principles	5 min.
<a href="#">The Right to Understand</a>	Video	Explains why we should all learn to write in plain language, regardless of job title or profession, and challenges everyone to “demand to understand and write to be understood”.	Designing for lower literacy users; plain language	16 min.
<a href="#">Everybody Hurts: Content for Kindness</a>	Video	Exploration of the human side of forms, emphasizing that every form field is a potential emotional trigger for the user and how to be compassionate through our design.	Perspective taking; compassion in design	1 hour and 10 min.
<a href="#">The Non-Designer’s Design Book</a> , by Robin Williams	Book	A fantastic starting place for anyone who ever creates forms or documents and wants to learn to how to do it better.	Visual design principles	15+ hours