GI BILL SCHOOL FEEDBACK TOOL

Department of Veteran Affairs - Digital Service VA Team

Natalie Moore - Product Manager

CIVIC DIGITAL FELLOWSHIP

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Engineering

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Brandeis University
Computer Science / African & Afro-American Studies

OVERVIEW

- Immersive experience working with Vets.gov and DSVA team

- First exposure to Civic Tech

- Gained experience:

  - Networking

  - Product Management

  - ReactJS

  - Design/User Research

  - Leading Meetings in government

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MilitaryTimes
REBOOT**CAMP**   Education   Employment   Entrepreneurship   Transition   Military Times Best Rankin

Education

VA reprimands DeVry University based on federal lawsuit, GI Bill complaints

This Nov. 24, 2009 photo, shows the entrance to the DeVry University in Miramar, Fla. Students aren't the only ones benefiting from the billions of new dollars Washington is spending on college aid for the poor. An Associated Press analysis shows surging proportions of both low-income students and the recently boosted government money that follows them are ending up at for-profit schools, from local career colleges to giant publicly traded chains such as the University of Phoenix, Kaplan and Devry. (AP Photo/J Pat Carter)

GI BILL SCHOOL FEEDBACK TOOL

- Anyone who has used their GI Bill for an education can submit feedback

- The current tool is housed on the DoD website but the current server will be retired this month

GI BILL SCHOOL FEEDBACK TOOL

- The current tool's search function was broken and often goes down

- We wanted to add plain language and design a better user experience for this tool on Vets.gov

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THE TEAM

- VA Office of Education

- Veterans Benefits Administration

- Office of Business Process Integration

- Consumer Finance Protection Bureau

- VA Call Centers

- Vets.gov Team (DSVA + AdHoc)

- **Veterans!**

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RESEARCH

P2, Marines
Alexandria, VA

P1, Army
Douglass County, GA

P3, Air Force
Tampa, FL

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TIMELINE

Discovery
Meetings with 15+ stakeholders and veterans

Prototype Created
Developed an interactive prototype using Figma

Completed User Research on New Tool
Completed five user research sessions.

June 26

July 30

Aug. 9

June 4

July 6

Aug. 8

Started User Research on Existing Tool
Received preliminary feedback through veteran user research sessions.

Building the Tool
Tool was built and pushed to Staging

Demo Day Presentation

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