#### Department of Veteran Affairs - Digital Service VA Team

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# 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



It's only been a few hours and the new @CodingItForward Civic Digital Fellows have already started brainstorming with sticky notes 💛. It's gonna be a good summer @DeptVetAffairs!!!



M

Tweet your reply

101



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)



- 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







- 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

Postsecondary Education Complaint System
Home
Error Encountered
Sony, PECI has encountered an error while processing your request. The error has been logged and will be corrected as soon as possible. In the meandine, please use the butter(s) below to move on from tree.
Why am I here?
A request failed to process successfully.
Return Home

#### VA GI Bill Feedback System

#### When Should You Submit A Complaint

You may submit a complaint if your school or employer is failing to follow the Principles of Excellence. VA will review the following types of complaints:

Recruiting/Marketing Practices	Quality of Education
Accreditation	Grade Policy
Financial Issues (e.g. Tuition/Fee charges)	Release of transcripts
Student Loans	Transfer of Credits
Post-Graduation Job Opportunities	Refund Issues
Change in Degree Plan/Requirements	Other

Please check back later as we expect this site to be operational very soon.

Questions about your eligibility and payments under the GI Bill should be directed to the "Ask a Question" section of our website.

If you are not using VA education benefits please file your complaint with the appropriate agency:

- Military Tuition Assistance or MyCAA Department of Defense
- · Federal financial aid (e.g., Pell Grants and federal loans) Department of



# 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!





### RESEARCH





## TIMELINE

**FELLOWSHIP** 

<b>Discovery</b> Meetings with 15+ stakeholders and veterans		<b>Prototype C</b> Developed an prototype us	n interactive	<b>Completed Use on New Tool</b> Completed five research sessio	user
•	June 26	•	July 30	•	Aug. 9
June 4	•	July 6	•	Aug. 8	•
<b>Started User Research</b> <b>on Existing Tool</b> Received preliminary feedback through veteran user research sessions.		<b>Building the To</b> Tool was built a to Staging		Demo Day Presentation	