GI BILL SCHOOL FEEDBACK TOOL

Department of Veteran Affairs

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Digital Service Team at the VA

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Engineering

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Brandeis University
Computer Science and African &
Afro-American Studies

OVERVIEW

- Immersive experience working with Vets.gov and Digital Service at VA team
- First exposure to Civic Tech
- Gained experience:
    - Networking
    - Product Management
    - ReactJS
    - Design/User Research
    - Leading Meetings in government

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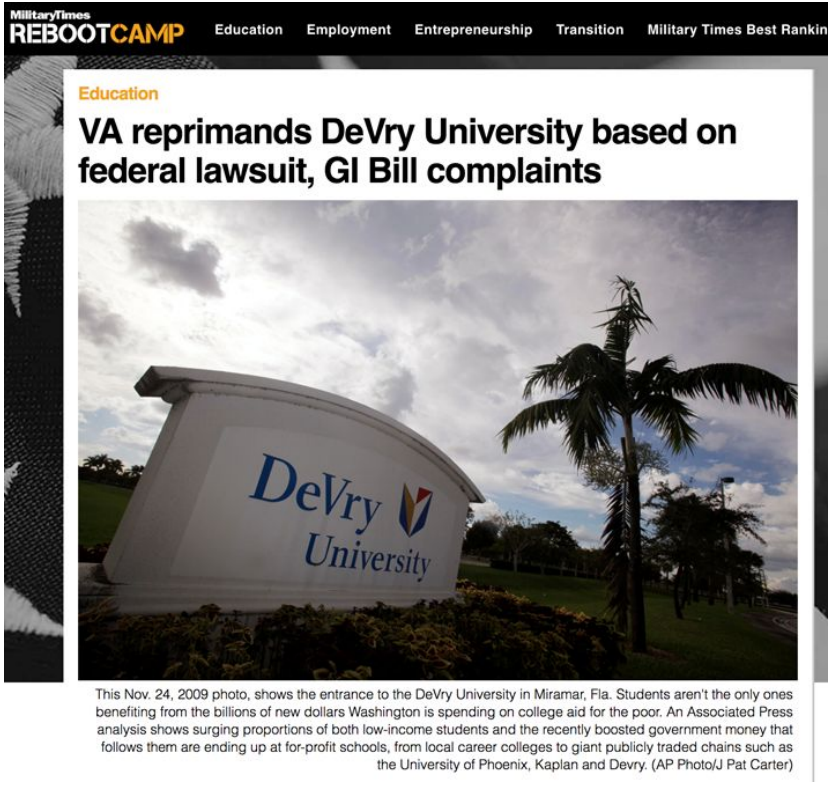

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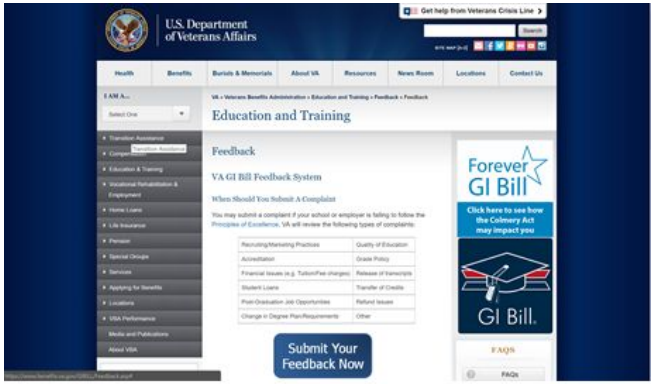
- Anyone who has used their GI Bill for an education can submit feedback

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



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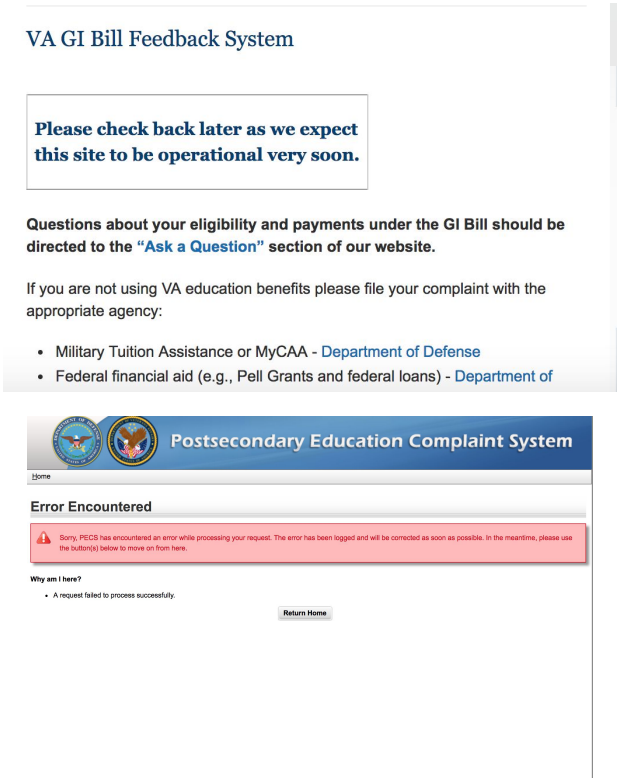
- Search function was not usable
- Tool downtime was significant
- Need for plain language and better user experience



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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

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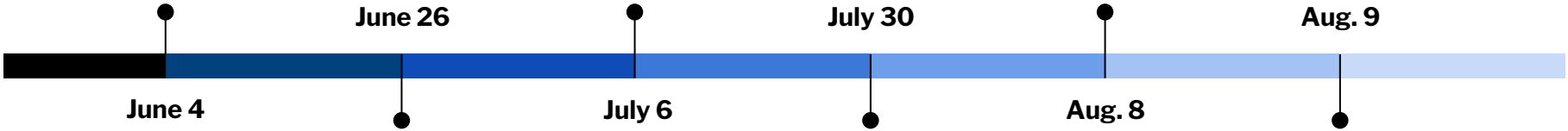
TIMELINE

Discovery
Meetings with 15+ stakeholders and Veterans

Prototype Created
Developed an interactive prototype using Figma

Completed Usability Testing on New Tool
Completed 3 usability testing sessions.



Started User Research on Existing Tool
Received preliminary feedback through 3 Veteran user research sessions.

Building the Tool
Tool was built

Demo Day Presentation

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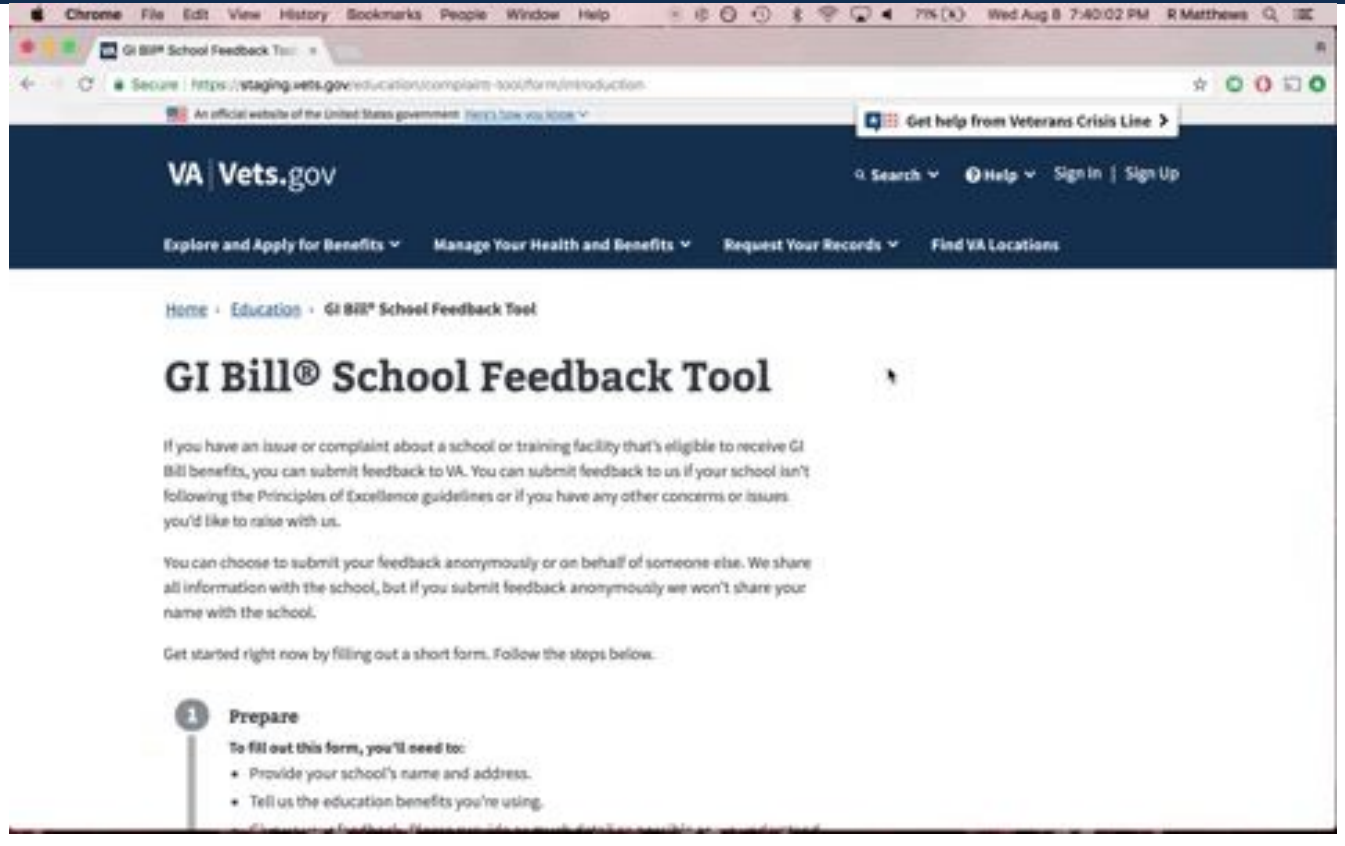
INTRODUCTION PAGE



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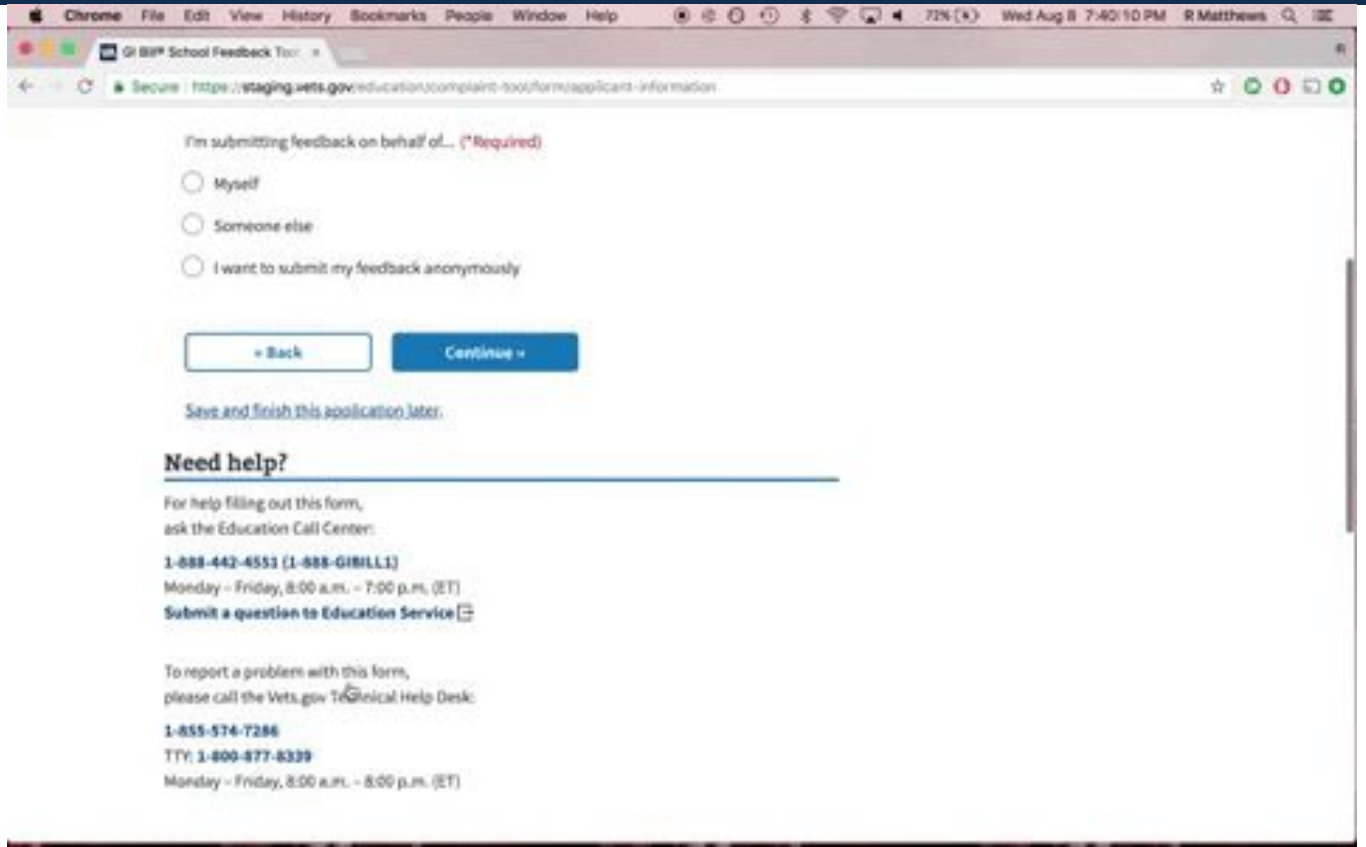
APPLICANT INFORMATION



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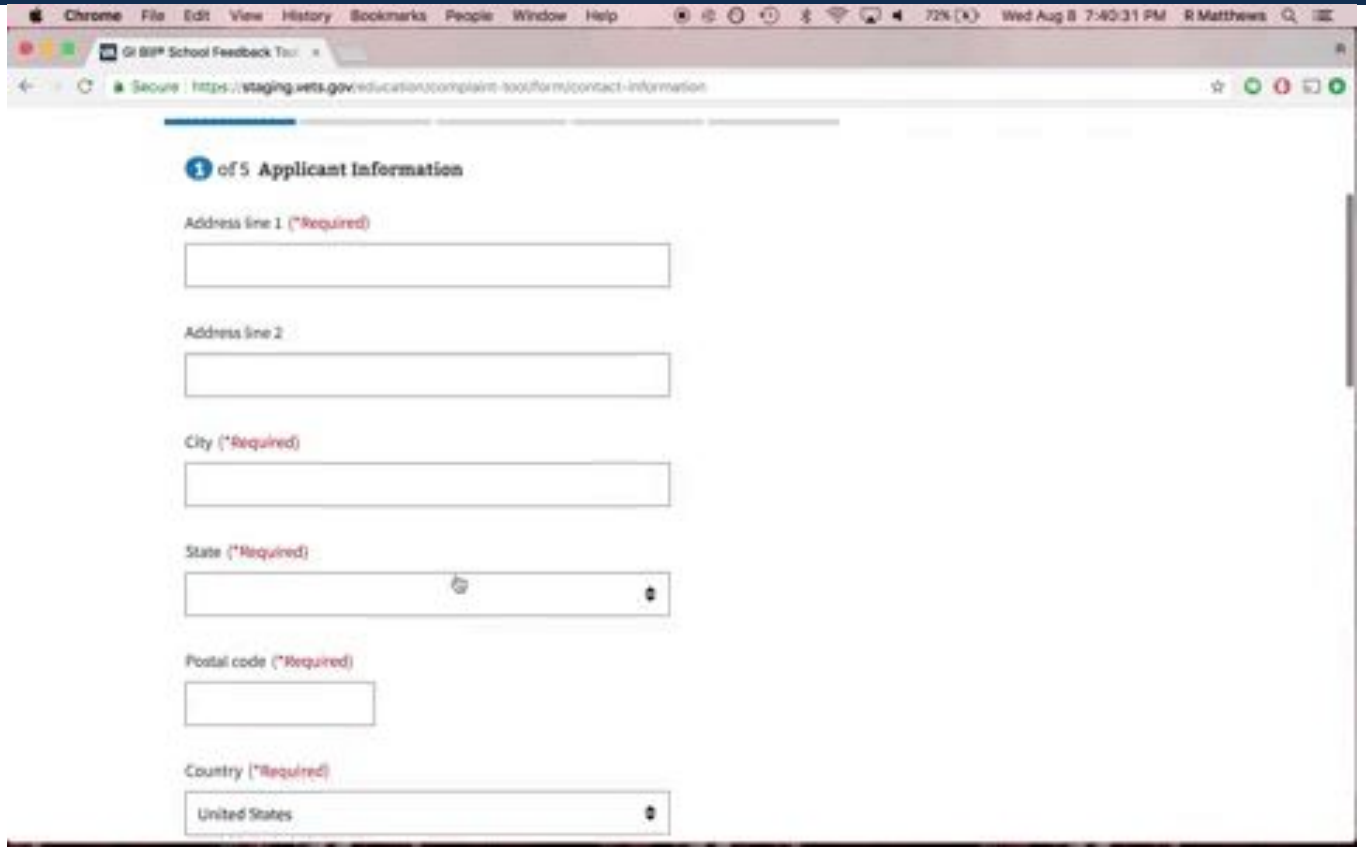
CONTACT INFORMATION



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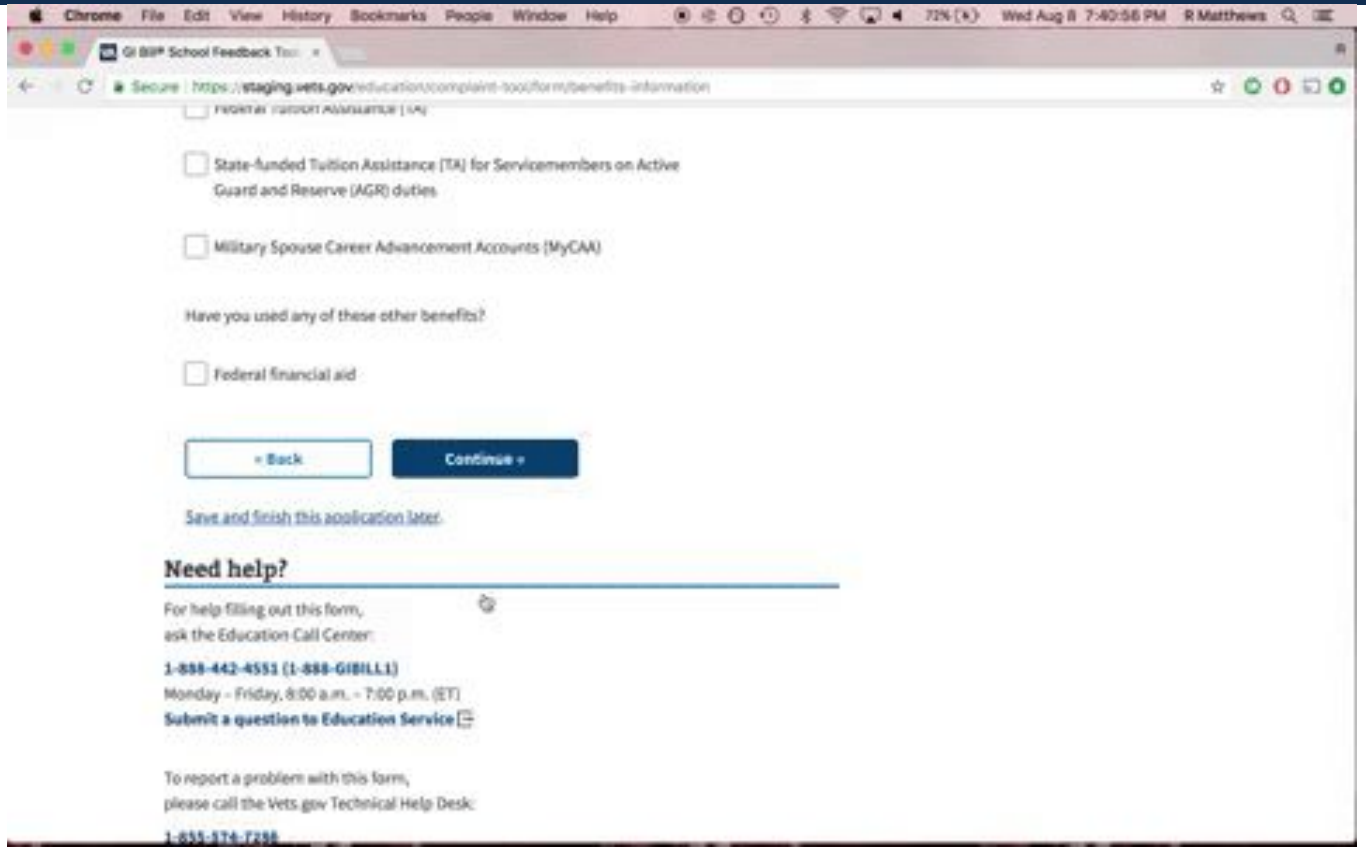
BENEFITS



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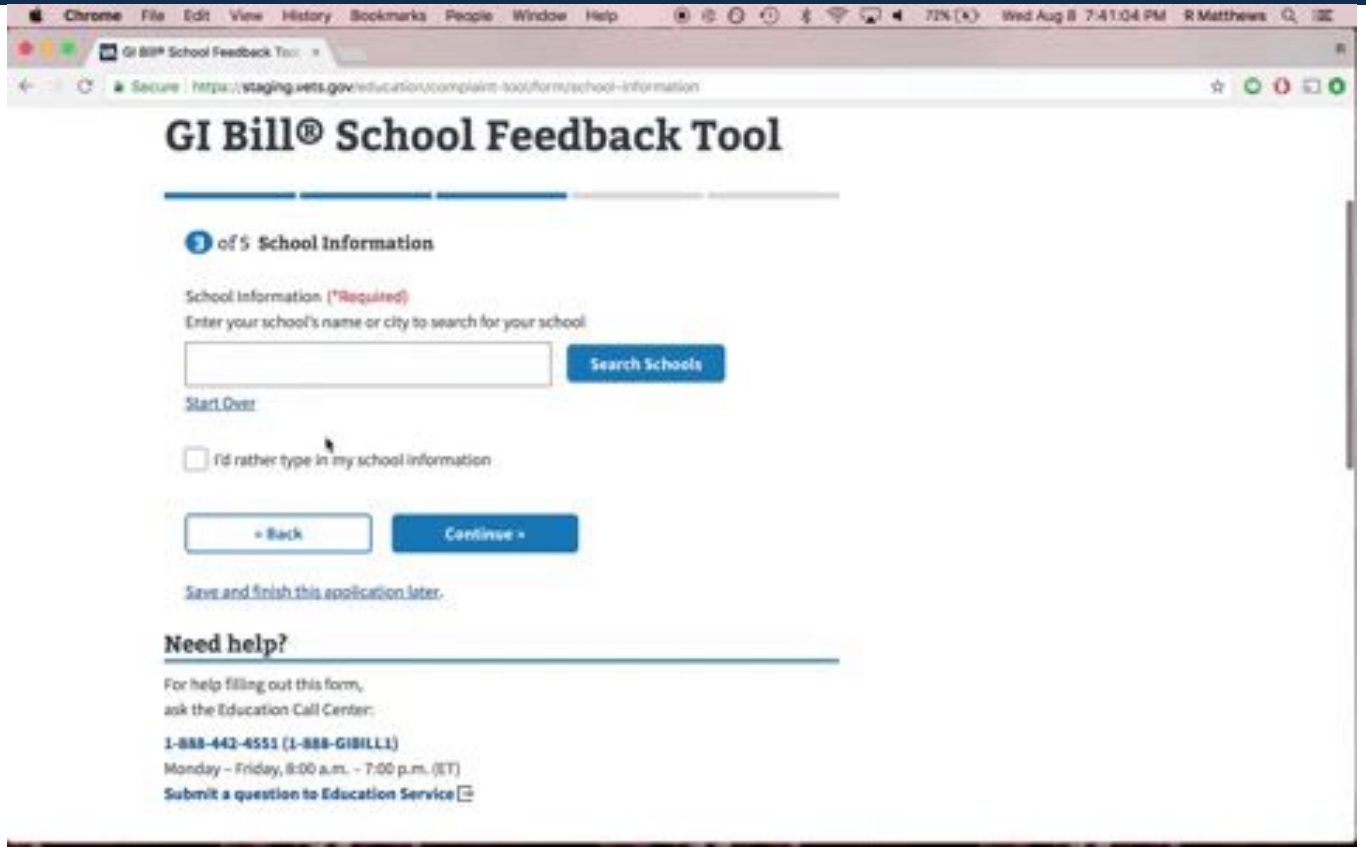
SCHOOL SEARCH



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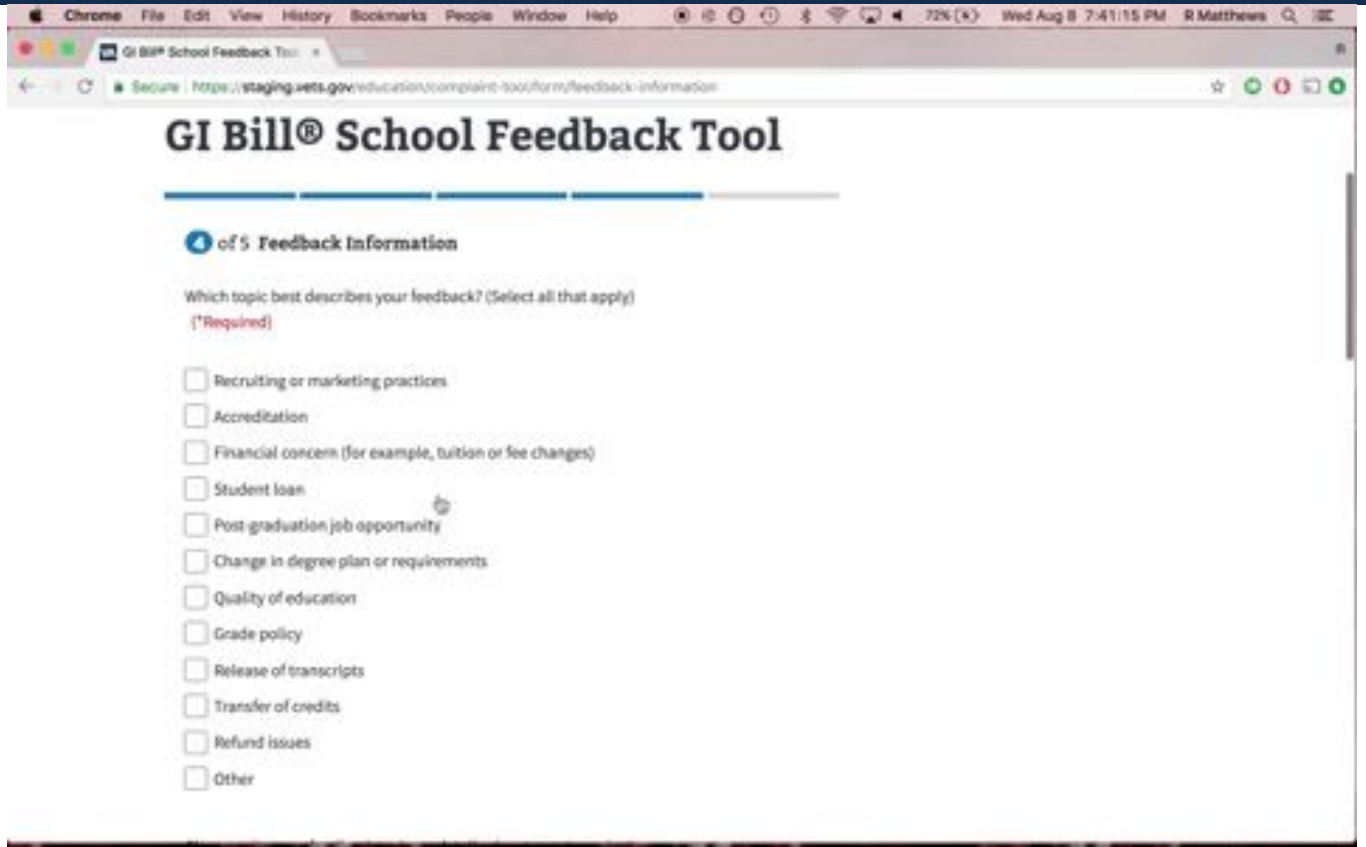
FEEDBACK DESCRIPTION



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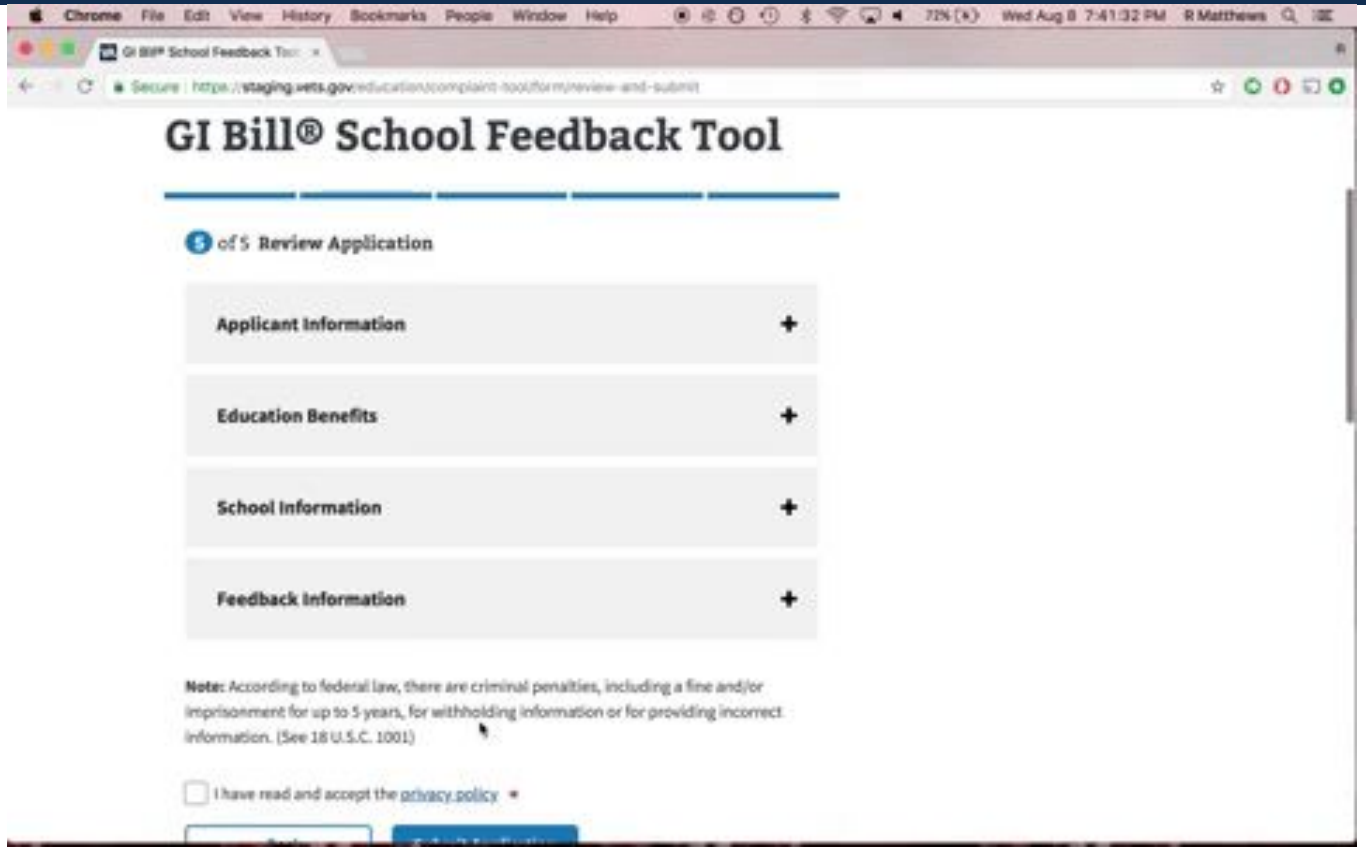
REVIEW AND SUBMISSION



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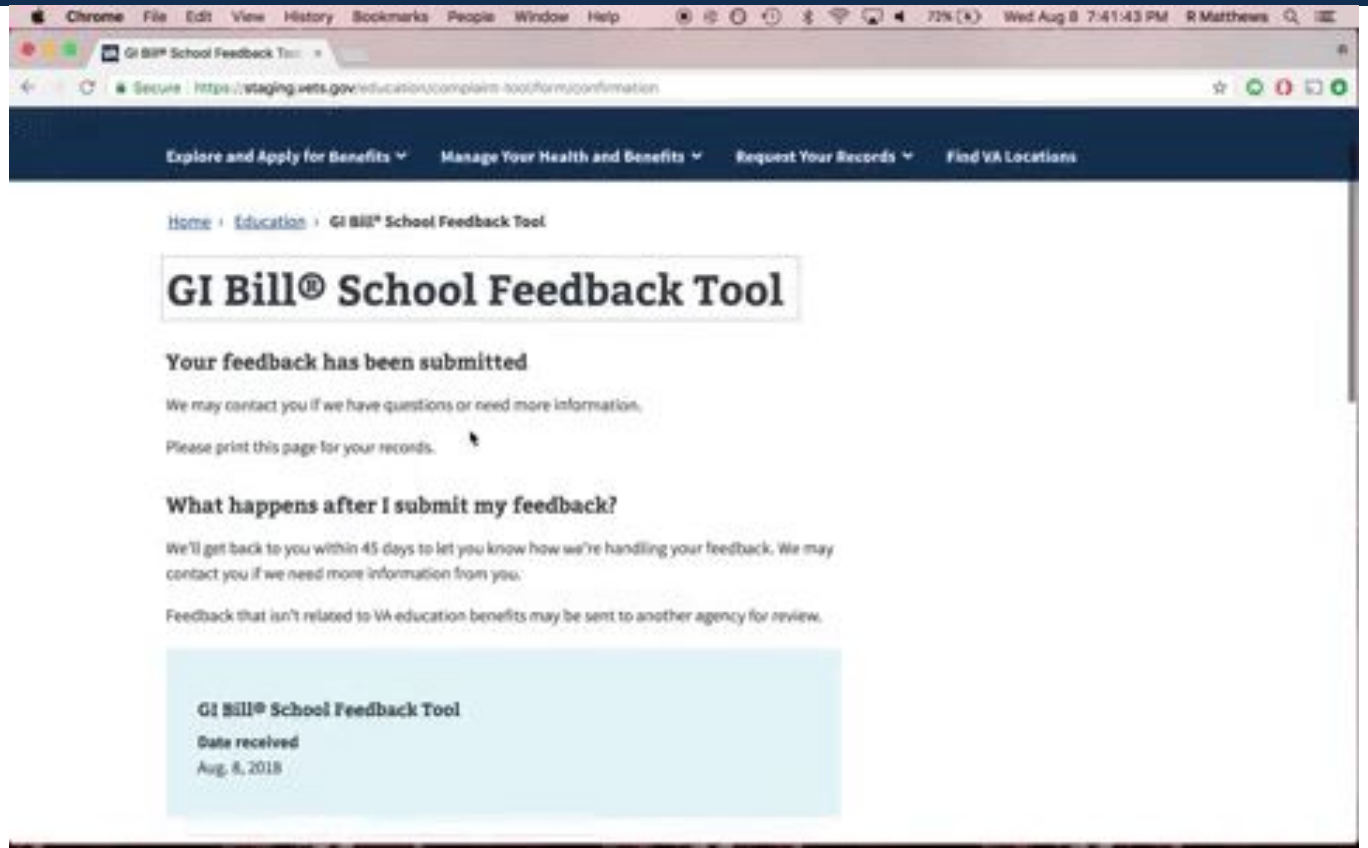
CONFIRMATION



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THANK YOU!

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