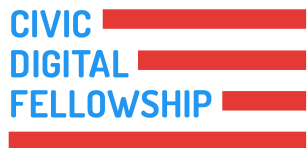


GI BILL SCHOOL FEEDBACK TOOL

Department of Veteran Affairs

Natalie Moore - Product Manager
Digital Service Team at the VA



MARIAM MAYANJA
University of Washington
Engineering

R MATTHEWS
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



GI BILL SCHOOL FEEDBACK TOOL



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 a DoD website but the current server will be retired this month



GI BILL SCHOOL FEEDBACK TOOL

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

VA GI Bill Feedback System

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](#)



Postsecondary Education Complaint System

[Home](#)

Error Encountered



Sorry, PECS has encountered an error while processing your request. The error has been logged and will be corrected as soon as possible. In the meantime, please use the button(s) below to move on from here.

Why am I here?

- A request failed to process successfully.

[Return Home](#)

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

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.

June 26

July 30

Aug. 9

June 4

July 6

Aug. 8

Started User Research on Existing Tool

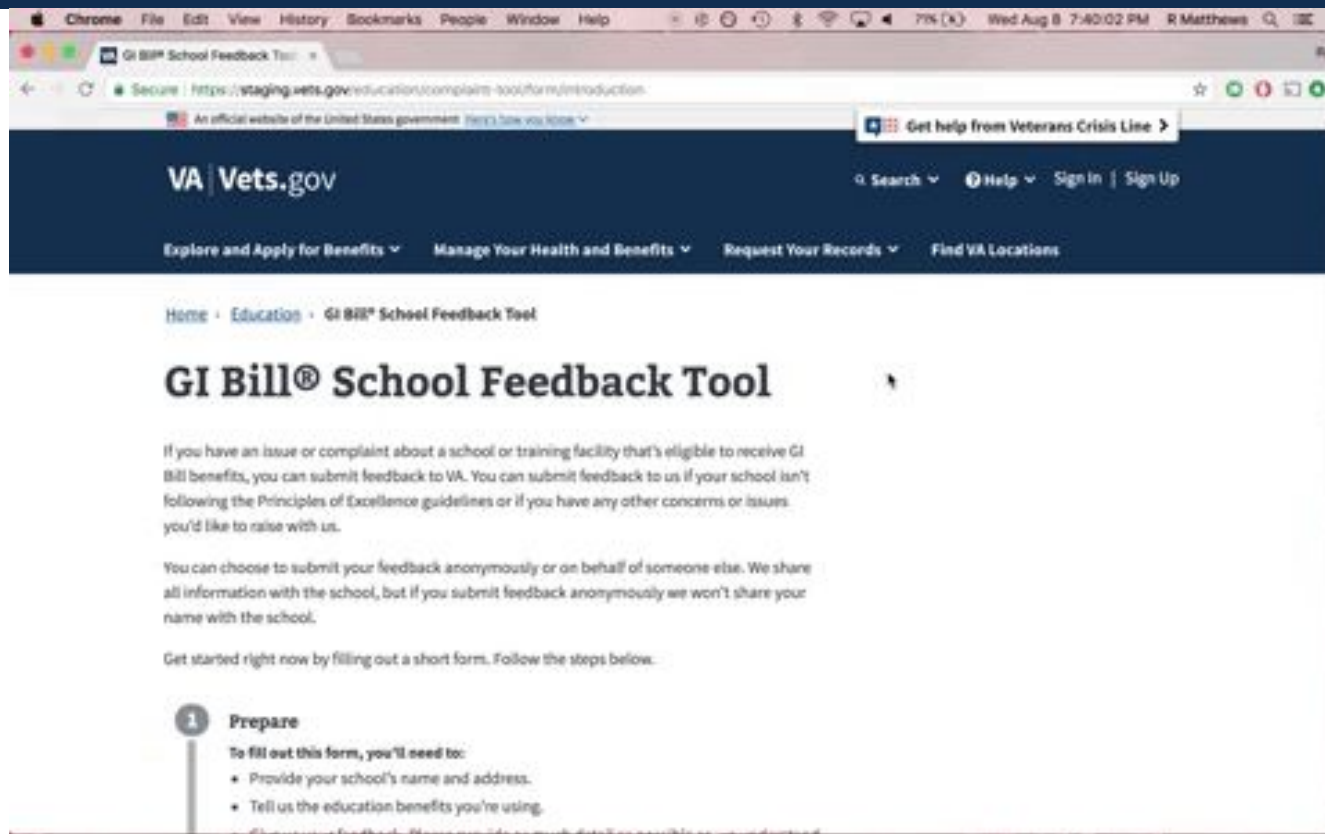
Received preliminary feedback through 3 Veteran user research sessions.

Building the Tool

Tool was built

Demo Day Presentation

INTRODUCTION PAGE



APPLICANT INFORMATION

A screenshot of a web browser showing the 'GI Bill School Feedback Tool' form. The browser's address bar shows the URL 'https://staging.vets.gov/education/complaint-tool/form/applicant-information'. The form has a title bar with standard browser controls. The main content area contains a question: 'I'm submitting feedback on behalf of... (*Required)'. Below this question are three radio button options: 'Myself', 'Someone else', and 'I want to submit my feedback anonymously'. At the bottom of the form are two buttons: a light blue 'Back' button and a dark blue 'Continue' button. Below the buttons is a link that says 'Save and finish this application later.'.

I'm submitting feedback on behalf of... (*Required)

☐ Myself

☐ Someone else

☐ I want to submit my feedback anonymously

[Back](#) [Continue](#)

[Save and finish this application later.](#)

Need help?

For help filling out this form,
ask the Education Call Center:

1-888-442-4551 (1-888-GIBILL1)
Monday – Friday, 8:00 a.m. – 7:00 p.m. (ET)
[Submit a question to Education Service](#)

To report a problem with this form,
please call the Vets.gov Technical Help Desk:

1-855-574-7286
TTY: 1-800-877-8339
Monday – Friday, 8:00 a.m. – 8:00 p.m. (ET)

CONTACT INFORMATION

Chrome File Edit View History Bookmarks People Window Help 72% Wed Aug 8 7:40:31 PM R Matthews

GI Bill® School Feedback Tool

Secure | <https://staging.vets.gov/education/complaint-tool/form/contact-information>

1 of 5 Applicant Information

Address line 1 (*Required)

Address line 2

City (*Required)

State (*Required)

Postal code (*Required)

Country (*Required)

United States

BENEFITS

Chrome File Edit View History Bookmarks People Window Help 72% Wed Aug 8 7:40:56 PM R Matthews

Gi Bill® School Feedback Tool

Secure | <https://staging.vets.gov/education/complaint-tool/form/benefits-information>

☐ Federal financial assistance (VA)

☐ State-funded Tuition Assistance (TA) for Servicemembers on Active Guard and Reserve (AGR) duties

☐ Military Spouse Career Advancement Accounts (MyCAA)

Have you used any of these other benefits?

☐ Federal financial aid

[← Back](#) [Continue →](#)

[Save and finish this application later.](#)

Need help?

For help filling out this form,
ask the Education Call Center:

1-888-442-4551 (1-888-GIBILL1)
Monday - Friday, 8:00 a.m. - 7:00 p.m. (ET)
[Submit a question to Education Service](#)

To report a problem with this form,
please call the Vets.gov Technical Help Desk:
1-855-874-7288

SCHOOL SEARCH

The screenshot shows a web browser window with the address bar displaying "https://staging.ets.gov/education/complaints-tool/form/school-information". The page title is "GI Bill® School Feedback Tool". Below the title, a progress indicator shows "3 of 5 School Information". The main heading is "School Information (*Required)". Below this, a text prompt says "Enter your school's name or city to search for your school". There is a text input field and a blue button labeled "Search Schools". Below the input field is a link "Start Over". Further down, there is a checkbox labeled "I'd rather type in my school information". At the bottom of the form section are two buttons: a light blue button labeled "< Back" and a dark blue button labeled "Continue >". Below the buttons is a link "Save and finish this application later.". At the bottom of the page, there is a section titled "Need help?" with a horizontal line. Below this section, the text reads: "For help filling out this form, ask the Education Call Center: 1-888-442-4551 (1-888-GIBILL1) Monday - Friday, 8:00 a.m. - 7:00 p.m. (ET) Submit a question to Education Service".

Chrome File Edit View History Bookmarks People Window Help Wed Aug 8 7:41:04 PM R Matthews

GI Bill® School Feedback Tool

Secure | https://staging.ets.gov/education/complaints-tool/form/school-information

GI Bill® School Feedback Tool

3 of 5 School Information

School Information (*Required)

Enter your school's name or city to search for your school

Search Schools

[Start Over](#)

☐ I'd rather type in my school information

[< Back](#) [Continue >](#)

[Save and finish this application later.](#)

Need help?

For help filling out this form,
ask the Education Call Center:

1-888-442-4551 (1-888-GIBILL1)
Monday - Friday, 8:00 a.m. - 7:00 p.m. (ET)
[Submit a question to Education Service](#)

FEEDBACK DESCRIPTION

The screenshot shows a web browser window with the address bar displaying "https://staging.vets.gov/education/complaint-tool/form/feedback-information". The page title is "GI Bill® School Feedback Tool". Below the title is a progress bar with four segments, the fourth of which is highlighted in blue and labeled "4 of 5 Feedback Information". The main heading is "Which topic best describes your feedback? (Select all that apply)" followed by a red "[*Required]" label. A list of twelve topics with checkboxes is provided: Recruiting or marketing practices, Accreditation, Financial concern (for example, tuition or fee changes), Student loan, Post graduation job opportunity, Change in degree plan or requirements, Quality of education, Grade policy, Release of transcripts, Transfer of credits, Refund issues, and Other.

GI Bill® School Feedback Tool

4 of 5 Feedback Information

Which topic best describes your feedback? (Select all that apply)
[*Required]

- ☐ Recruiting or marketing practices
- ☐ Accreditation
- ☐ Financial concern (for example, tuition or fee changes)
- ☐ Student loan
- ☐ Post graduation job opportunity
- ☐ Change in degree plan or requirements
- ☐ Quality of education
- ☐ Grade policy
- ☐ Release of transcripts
- ☐ Transfer of credits
- ☐ Refund issues
- ☐ Other

REVIEW AND SUBMISSION

The screenshot shows a web browser window with the address bar displaying "https://staging.vets.gov/education/complaint-tool/form/review-and-submit". The page title is "GI Bill® School Feedback Tool". Below the title, a progress indicator shows "5 of 5 Review Application". The main content area contains four expandable sections, each with a plus sign icon: "Applicant Information", "Education Benefits", "School Information", and "Feedback Information". Below these sections, a note states: "Note: According to federal law, there are criminal penalties, including a fine and/or imprisonment for up to 5 years, for withholding information or for providing incorrect information. (See 18 U.S.C. 1001)". At the bottom, there is a checkbox labeled "I have read and accept the [privacy policy](#)".

Chrome File Edit View History Bookmarks People Window Help 72% Wed Aug 8 7:41:32 PM R Matthews

GI Bill® School Feedback Tool

Secure | https://staging.vets.gov/education/complaint-tool/form/review-and-submit

GI Bill® School Feedback Tool

5 of 5 Review Application

Applicant Information +

Education Benefits +

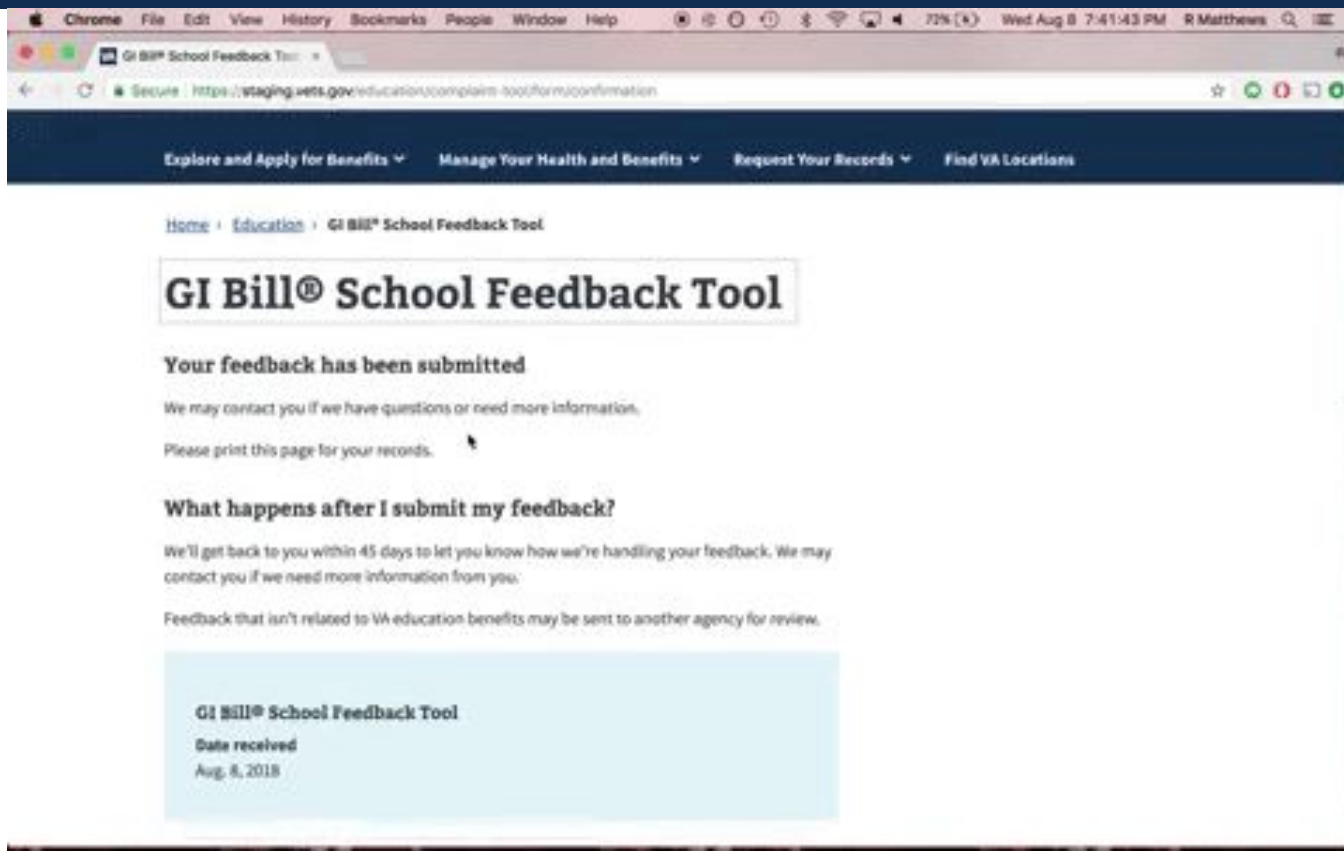
School Information +

Feedback Information +

Note: According to federal law, there are criminal penalties, including a fine and/or imprisonment for up to 5 years, for withholding information or for providing incorrect information. (See 18 U.S.C. 1001)

☐ I have read and accept the [privacy policy](#)

CONFIRMATION



THANK YOU!

