

DVSA Book a driving test service redesign

A group project where we collaborated throughout the wireframing and testing phase. Specifically, I pitched the problem, did the secondary research and designed the storyboard.



Driver & Vehicle
Standards
Agency



GOV.UK

Overview:

The problem

I recently passed my driving test, but experienced pain points when trying to book a test.

- Tests were not available for a long time, so I had to book and then search for cancellations.
- The long-winded login process on the government website made this very difficult, the user experience on a mobile wasn't easy and there was no option to receive notifications.
- I signed up to third-party websites, which were easier to use and offered more features, but weren't always accurate.

Ultimately, I couldn't find an earlier test and stuck with my original appointment and passed! However the process was difficult and frustrating and I knew there must be a better way which is why I pitched to a group to design a better system

User research

Proto persona

Users of the book a driving test service are quite a specific group.

We needed to speak to these users during our research in order to gain valuable insights.

Name

Name: Emma Johnson



Behavioural demographics

- Age: 22
- Occupation: University student
- Location: Birmingham
- Busy schedule with university and driving lessons so needs a test date that fits her current schedule
- She is applying for jobs and some require her to have a driving licence.

Goals and needs

- Overarching goal is to learn to drive and legally be allowed to drive independently
- Immediate goal is to book practical driving test
- Need to be able to take the test when they are fully prepared
- Need a quick and easy way to book a test
- Need to book at a test centre that is easy to get to
- Need to book a time and date that they can make
- Need to be able to change their test time, date and/or location if they are unable to make it for any reason
- Need to be notified of any changes to their test date, time or location or earlier availability in terms of date and center.
- Need a service that is easy to access and use and fully protects personal data

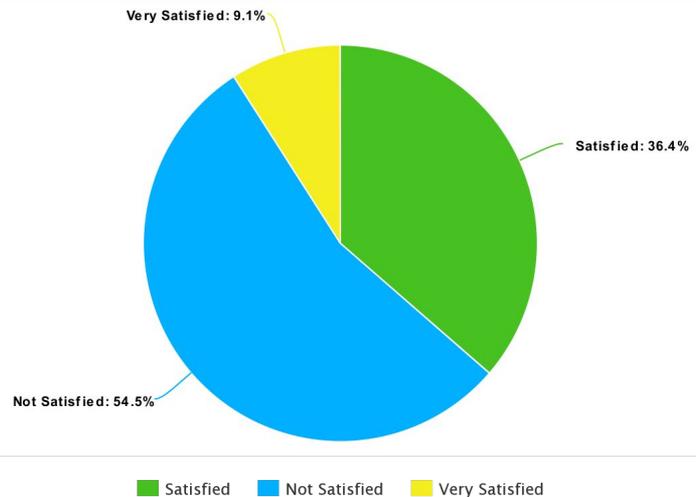
Pain points and potential solutions

- No clear log in process; details cannot be saved so it is long winded to log in
- Tests are booked up for months in advance (often 24 weeks in . advanced - when the times are released), so Emma has to guess when she will be ready to take the test
- Currently hard to find earlier test dates - no notification system or alerts available on the government website, you can only book and manually check dates
- doesn't want to go through third-party apps to find sooner dates as they access a lot of personal data, often cost money and are usually ineffective
- To be able to use the cancellation apps and get notifications Emma already needs to have a test booked. - A solution could be to be able to get test alerts without having booked a test.

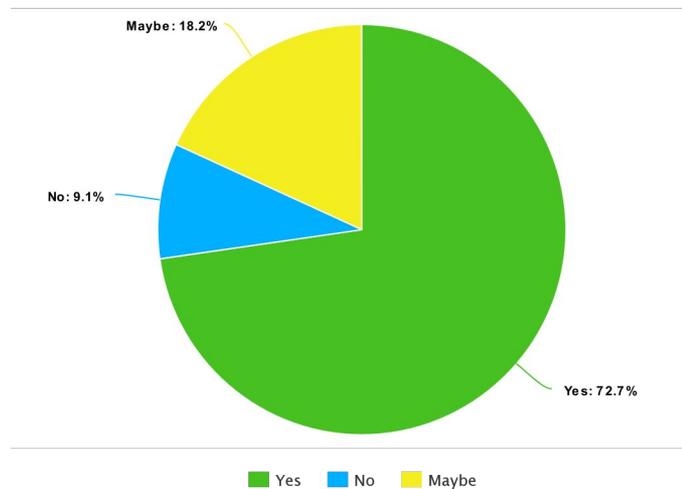
Survey Results

From users who booked / changed their test after the COVID-19 Pandemic

How satisfied were you with the book your driving test online service?

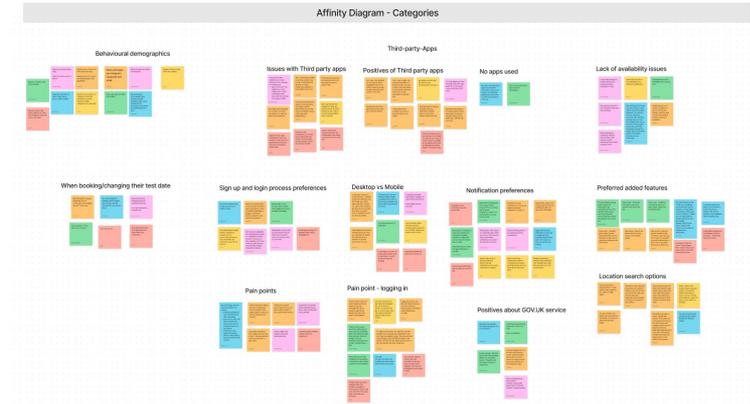


There are currently no options to receive notifications from the government book or change a driving test services. Would you find notifications about test availability useful?



Pain points with existing service

Our affinity sort highlighted pain points that users were experiencing:



- **Complex login process**, where users needed to remember long numbers every time
- There were **no notifications**, so users had to manually search for cancelled appointments
- **Limited search options** meant users could only search for one test centre at a time
- There was also no way to avoid seeing dates and times users couldn't make, for example days at work
- **Third-party apps cost money and were unreliable**, but were the only way to receive notifications and search multiple test centres

Secondary research

Camilla Benitz, AA Driving School Managing Director said:

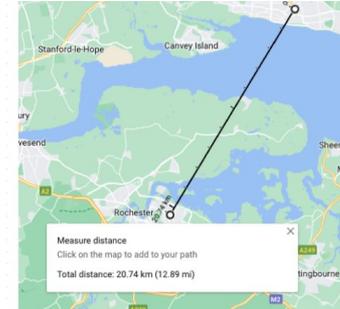
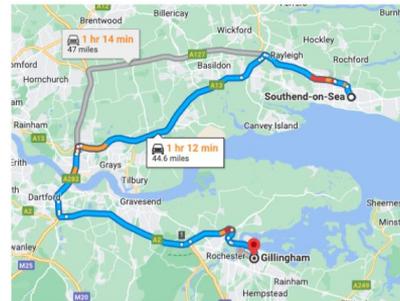
“There is no easy way for candidates to check availability at multiple test centres without checking each one manually. A better system could save many weeks of waiting as our data showed wait times varied between some local test centres by as much as three months.”

According to DVSA data from an FOI request, test availability was extremely uneven across test centres. The following examples show waiting times accurate to 22nd November 2022:

- a test in **Swansea** had a **20-week wait**, 12 miles away in **Llaneli** it was **10 weeks**
- a test in **Herne Bay**, Kent had a **22-week wait**, 9 miles away in **Cantebury** it was **2 weeks**
- a test in **Cheetham Hill, Manchester** had a **22-week wait**, 7 miles away in **West Didsbury** it was **6 weeks**

One driving instructor said:

“the search goes by as the crow flies NOT using actual roads to get there (mine often book Gillingham in Kent when they live near Southend on Sea resulting in me explaining - yes it is only 10 miles BUT we have to drive 1.5 hours just to get there!”



User insights

- Learner Drivers need to be able to check for practical test cancellations without having booked a test as there is currently no way to search cancellations without having a test booked.
- Learner Drivers need to receive notifications for cancelled tests, within their local area and required date range, as this saves them manually looking for test that don't meet their criteria.
- Learner Drivers need a quicker way to log in to the DVSA website to check their current booking or to book a new practical driving test. This is because the current way is too long and does not have an autosave function, meaning users waste valuable time when searching for cancellations, in the login process.
- Learner drivers need to be able to see test availability at nearby test centres so they do not have to wait unnecessary time when they could go a further ten miles and get a test closer to their preferred date saving them money on driving lessons.

Problem statement

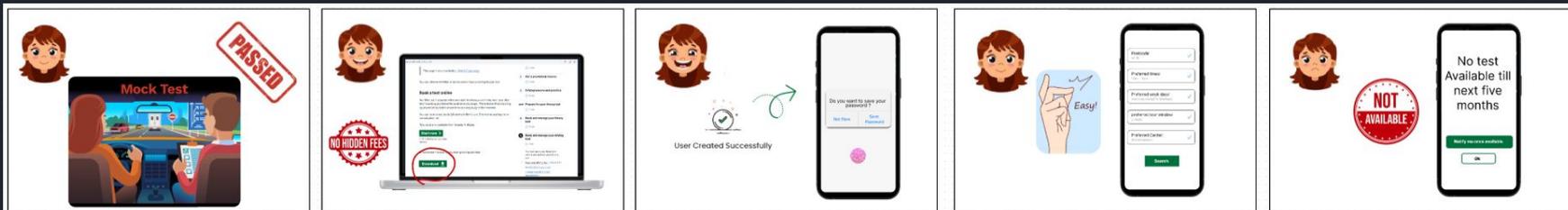
DVSA Booking App's aim is to provide a **quick and easy way to for learner drivers to book** onto practical driving tests, when they are ready. We have observed that DVSA's current users are struggling to log in quickly, cannot sign up for notifications for cancellations on the government website, or have personalised search results.

To be able to receive notifications users must have a practical test already booked and then go through a third-party app, which often require payment for notification features.

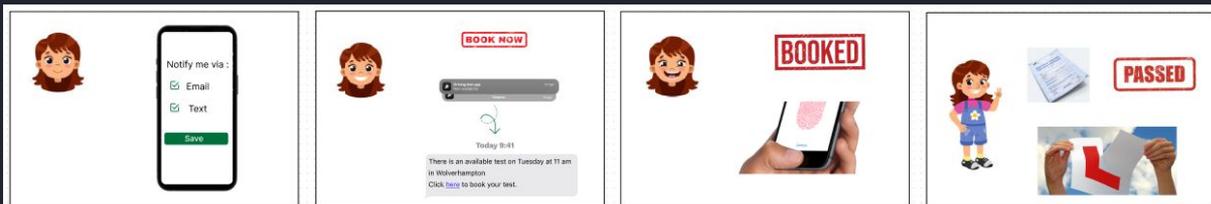
This is not beneficial for users as they want to book cancellation tests quickly and easily; not having a notification system can lead to learners missing cancelled tests and not being able to take their required test earlier.

How might we introduce a system that gives users the chance to be notified of cancellations and book onto earlier tests that suit their personalised needs?

Storyboard - Improved process



1. Emma's driving instructor says she is ready to book a driving test as she passed the mock test they did in a lesson.
2. Emma goes online to gov.uk to book and is recommended to download the new dsva driving test app so she can streamline the booking process.
3. She downloads the app and makes an account, all she needs is her driving licence number, she then saves the account so she can login with touch ID next time, Emma is surprised at how straightforward the process is.
4. She then puts in her postcode, her preferred test times (10am - 3pm to avoid the busiest traffic times), her preferred test-window, within 2 weeks to search for a test, and everyday but not Mondays because she works.
5. The results come back and Emma is disappointed. There are not tests available for five months at the Wolverhampton test centre, her closest one.



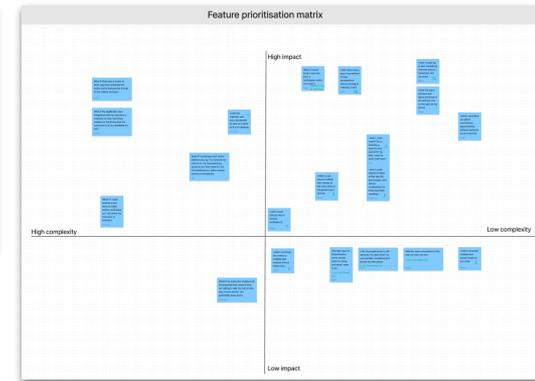
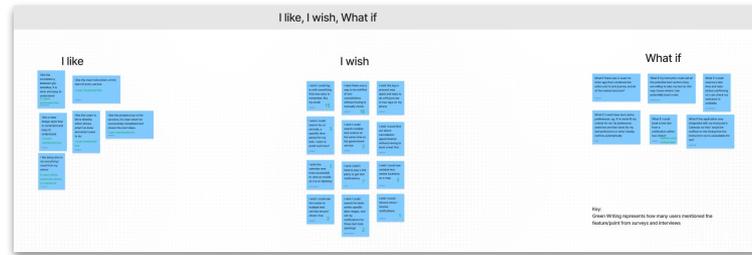
6. Emma decides to not book a test and instead opts into notifications for cancelled tests via the app, email and text - Emma doesn't want to miss a test come up!
7. Two days later Emma sees a notification come up on her phone, its for a driving test on Tuesday at 11am in Wolverhampton - a perfect match.
8. Emma clicks on the notification, signs into the app using touch ID, checks the test details and immediately books the test, it was very easy and Emma is ecstatic that she has a test so soon.
9. Emma passes her test with two minors and is pleased to have the freedom of driving. She is so pleased there was a driving app, she didn't have to pay for any extra driving lessons and just clicked on the notification to book, it couldn't have been easier. She is so glad she didn't have to wait for five months to pass and can now go and see her friends without relying on a lift from her parents.

Ideation

Competitor analysis

		Auto save Sign In	Cancellation Notifications	Paid Features	Search Multiple Sites
Current Service					
					
					
					

Key features



1. A user friendly login using details that are easy to remember, and a single-touch sign on for devices with fingerprint and face ID recognition.
2. A sophisticated search and filter feature, where users can:
 - search a date range of their choice
 - include or exclude specific times and dates
 - search multiple test centre locations in one go
3. Users can receive notifications via text, email or app for their search parameters. They can receive notifications whether they have a test already booked or not. Users can book a test from notifications in 2 clicks.

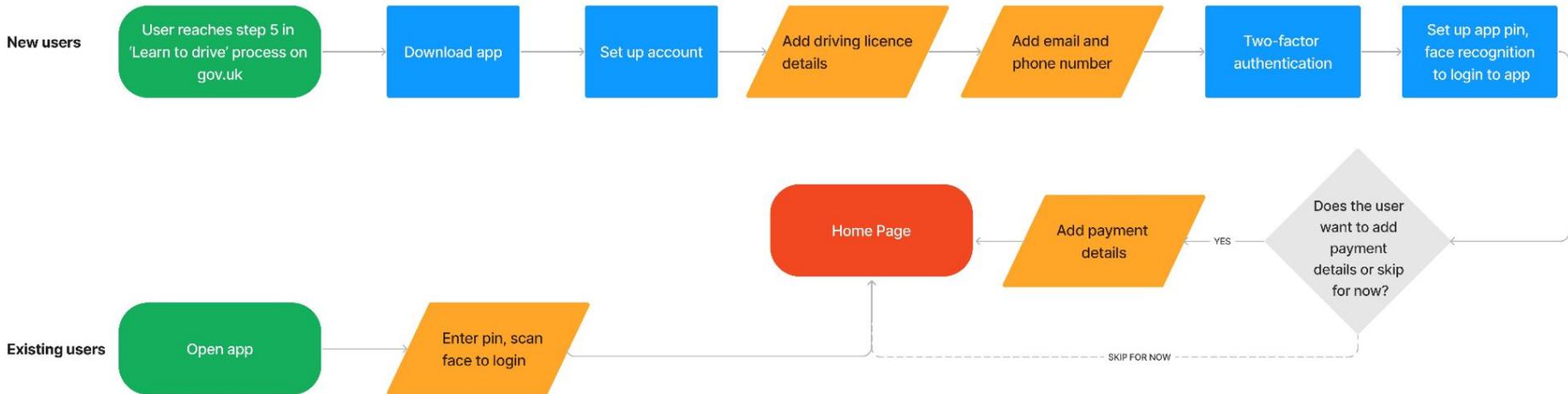
Value proposition statement

DVSA is developing an all in one app aimed to help learner drivers who are currently in the process of booking or changing their driving test. This app's aim is to **cut down time spent in the login process** and **allow users to quickly book onto cancellation tests**, that will be **shared via notifications**.

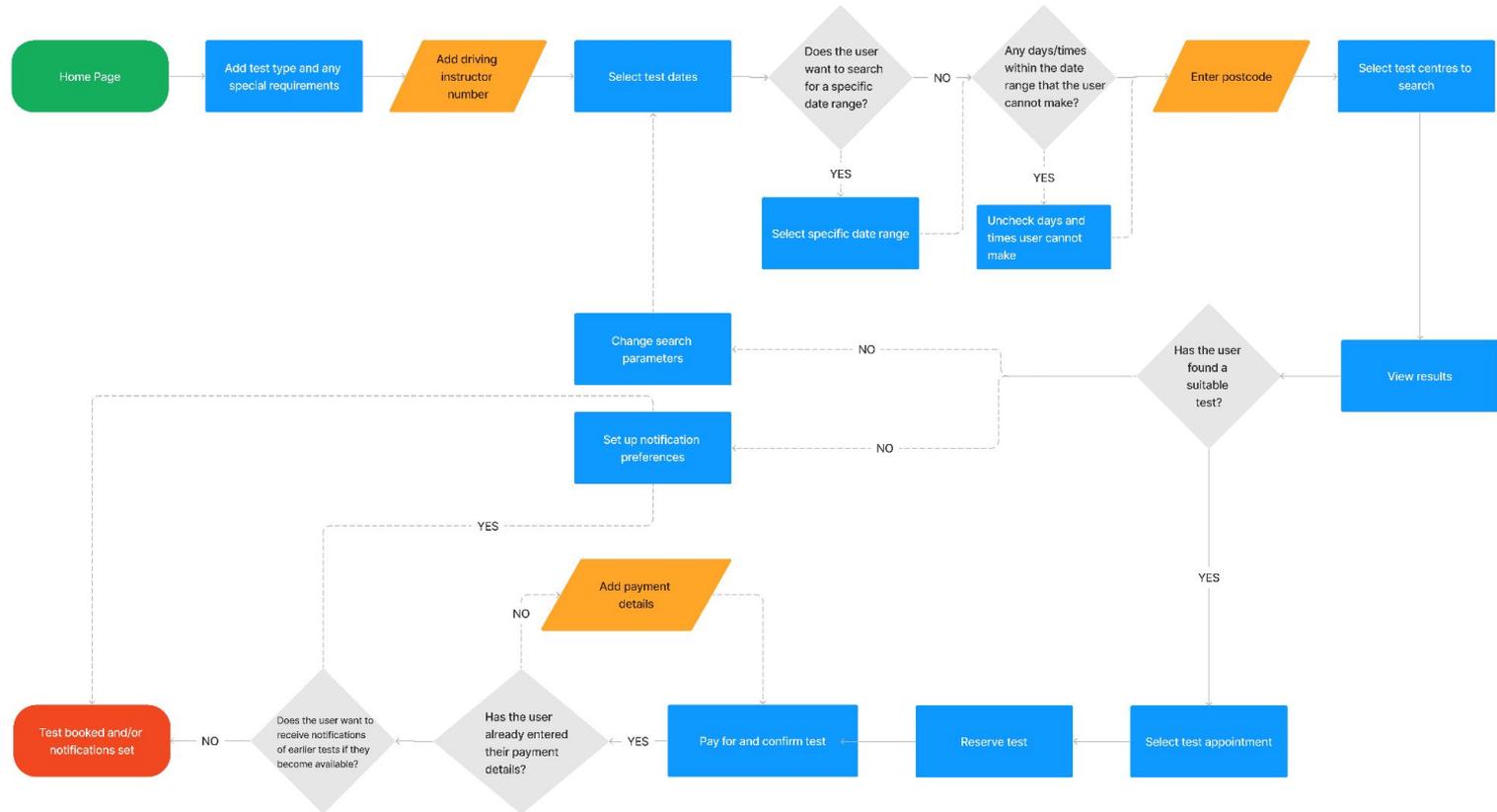
We're better because this a **free service**, unlike any third party apps, which will allow users to set preferences for their notification settings, so they **only receive notifications for tests which match their specific search criteria**.

We're believable because we are the **official DVSA app** to book and manage practical tests.

User flow On Boarding and login

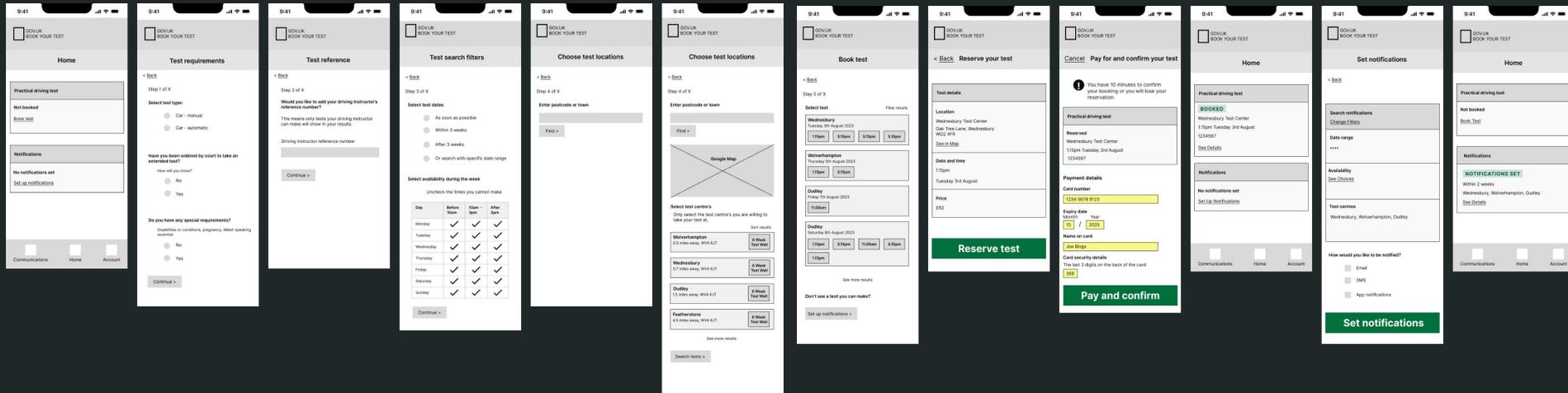


User flow Search and Book a test



Wireframes

Search and Book a test



Testing

Tests - First round

Questions	Success Rate (6 individuals)
Do users understand how to select and remove certain times from their search?	75.00%
Do users understand how to search for tests across multiple centres?	75.00%
Is it clear to users how to edit their payment details?	91.67%
Can users successfully set up notifications?	100.00%
how users would change their card details for payment and complete the booking	100.00%
	In average: 88%

Tests - First round Results/ Iterations

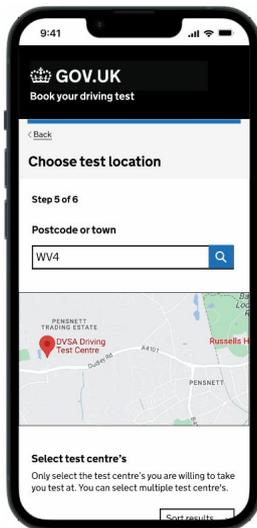
Low (1 time repeated)	Average (2 times repeated)	High (3 times repeated)	High-Mid (4 times repeated)
Notification preferences need to be made more clear; general notifications can be changed in app settings	Would like to use Apple pay 	Would expect to enter in 3-digit security code before paying and not have it auto filled 	It needs to be clear when something is selected 
Would expect a booked confirmation email and notification it has been sent 	Clarify how many test centres you can select 		
Would like to see the "Booking reference" and have an option for Printing the receipt after booking. 	A lot of work to uncheck all of the box on the time screen		
Would like to be able to uncheck all time slots with one click			

Tests - First round Results/ Iterations

High-Mid
(4 times repeated)

It needs to be clear when something is selected

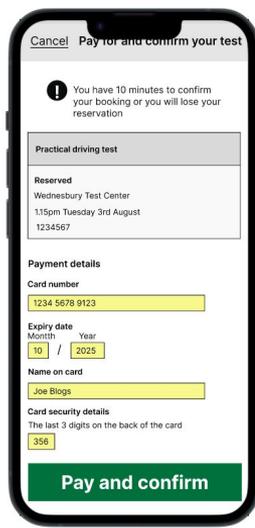
After



High
(3 times repeated)

Would expect to enter in 3-digit security code before paying and not have it auto filled

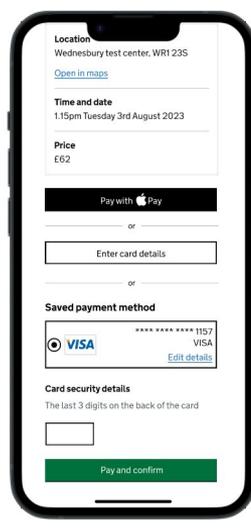
Before



Average
(2 times repeated)

Would like to use Apple pay

After

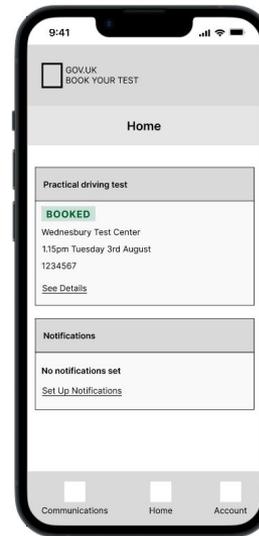


Low
(1 time repeated)

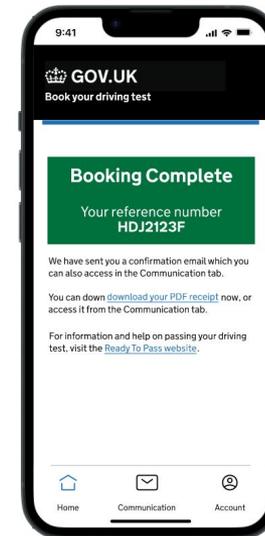
Would expect a booked confirmation email and notification it has been sent

Would like to see the "Booking reference" and have an option for Printing the receipt after booking.

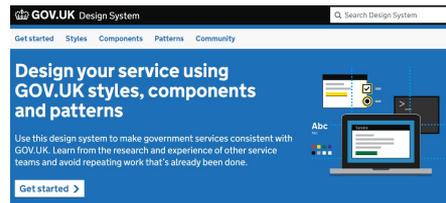
Before



After



Design system



Government services must be designed using the **Gov.uk design system** to ensure **consistency and accessibility** for the user. Components and patterns in the design system are extensively researched and fully accessible in a browser. We followed the documentation to ensure that we used components and patterns in the appropriate way in order to make the user experience **simple** and **intuitive**.

The government **does not have a design system for apps**. We had to **custom build components and a lot of our screen patterns** to fit with the wider design system and ensure they were accessible, but also provide the functionality that we knew our users needed.

Day	Before 10am	10am - 3pm	After 3pm
Check and uncheck all	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Friday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Saturday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sunday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Wolverhampton
0.5 miles away
WV4 6JT

6 WEEK WAIT

Wednesbury
0.7 miles away
WV4 6JT

3 WEEK WAIT

Dudley
1.5 miles away
WV4 6JT

20 WEEK WAIT

Featherstone
4.5 miles away
WV4 6JT

6 WEEK WAIT

Wednesbury
Tuesday 3rd August 2023

13:15 15:15

Wolverhampton
Wednesday 4th August 2023

08:15 11:15 12:55 13:30

Dudley
Friday 7th August 2023

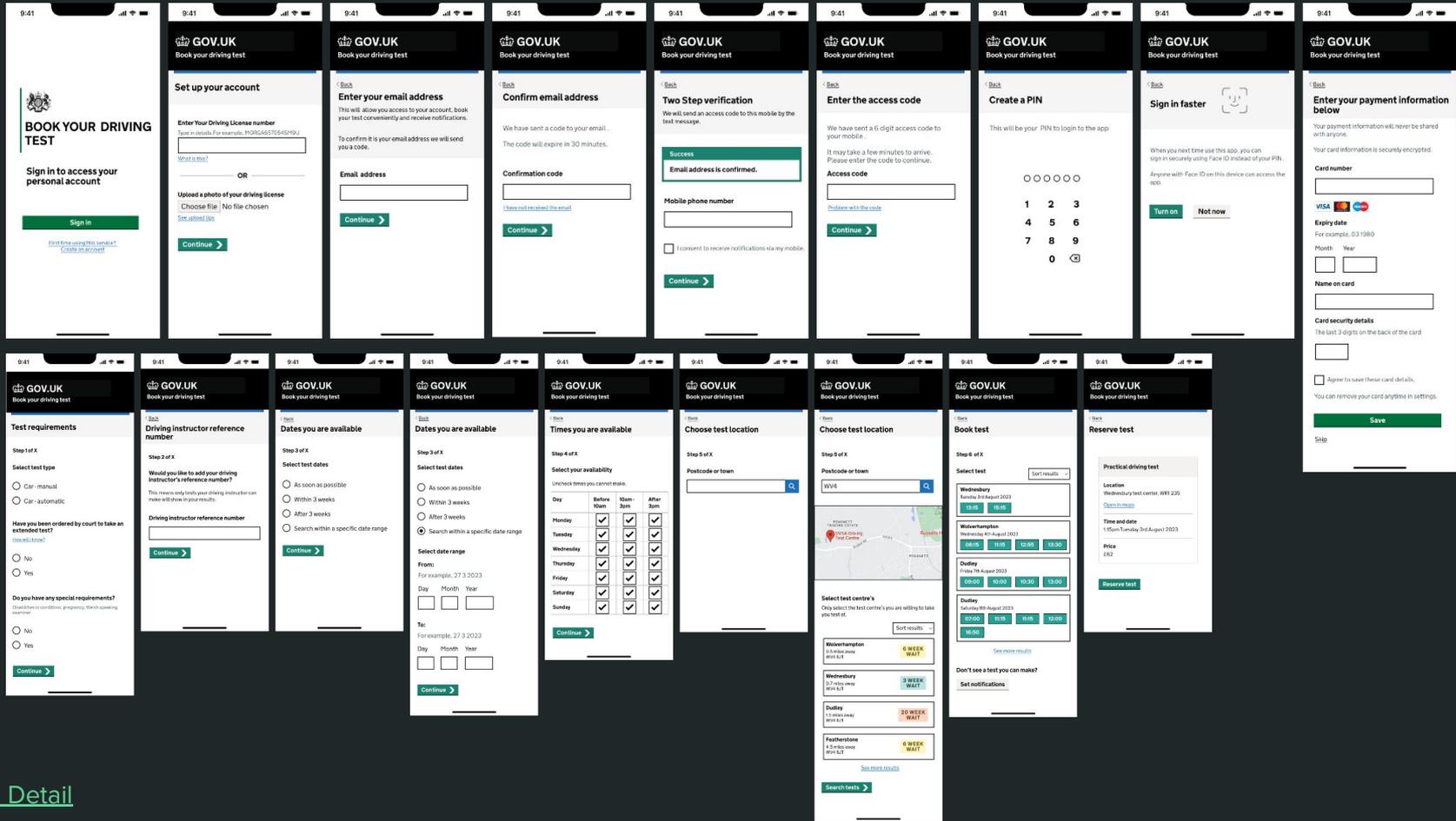
09:00 10:00 10:30 13:00

Dudley
Saturday 8th August 2023

07:00 11:15 11:15 12:00

16:50

High-fidelity Prototype



Tests-second round

Results

Questions	Success Rate (5 individuals)
Task 1	100%
Task 2	90%
Task 3	100%
Task 4	90%
Task 5	100%
	In average: 96%

Frequency of Responses

High

Sharan Boparai

High -
Mid

Sharan Boparai

Average

Sharan Boparai

Low

Sharan Boparai

Negative

When notifications are set if user wants to go back to results page user needs to go through whole search process again - not ideal and very long

Visual Issue

Issues with hover states and buttons changing states in prototype

Some back buttons not working

When selecting test centres needs to be clearer what has been selected

Would like to zoom on map

"Pay and confirm button" needs to be fixed on the payment page.

- Home Footer's icons seem too big and need to get aligned.

Reconsider

Buttons have hover states - not required for mobile
Some buttons (e.g pay and confirm) change size when clicking or hover
Need to check and fix buttons

A/B Test a 'uncheck all' button on availability page
Is it beneficial to user?
Does it clutter the page layout?

if card details are saved in app they should save saved for payment page, if not then user should be able to input.
If card details are saved for payment user should still need to input CVV for security of payment

Make selected test centre's clearer, add more difference between unselected

Finalise "step 1 of x" progress bar

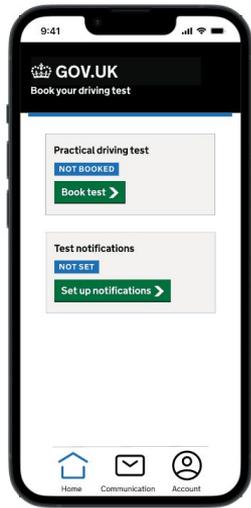
Tests second round Results/ Iterations

Issues with hover states and buttons changing states in prototype

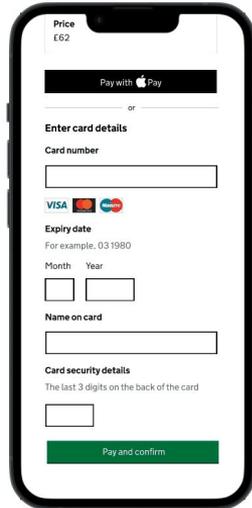
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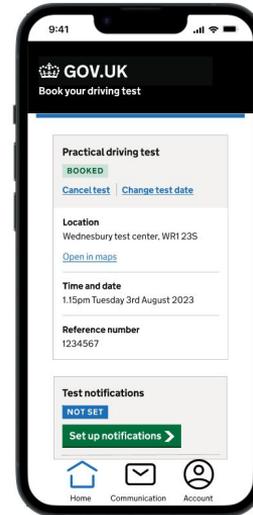
Before



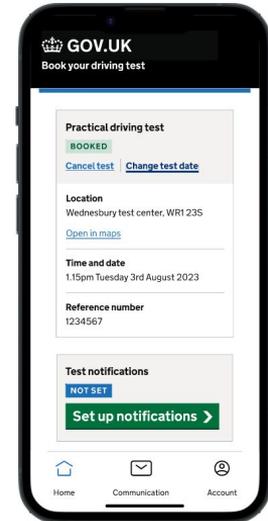
Before



Before



After



Tests second round Results/ Iterations

Would like to be able to uncheck all time slots in a bulk

After

Day	Before 10am	10am-3pm	After 3pm
Check and uncheck all	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Friday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Saturday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sunday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

When notifications are set if user wants to go back to results page user needs to go through whole search process again - not ideal and very long

Before

After

Practical driving test
NOT BOOKED
Book test >

Test notifications
NOTIFICATIONS SET
[Cancel notifications](#)
[Change notifications](#)

Locations
Wednesbury, Wolverhampton, Dudley

Date range
As soon as possible

Selected availability
[Show selections](#)

Practical driving test
NOT BOOKED
Book test >

Test notifications
NOTIFICATIONS SET
[Cancel notifications](#)
[Change notifications](#)
[Return to previous search](#)

Locations
Wednesbury, Wolverhampton, Dudley

Date range
As soon as possible

Selected availability

Final Design

Final Prototype

Sign in and Book



Final Prototype

Book From a Notification



Conclusion

Next steps

- Continue to **test the designs**, especially the **new components**, to ensure usability and accessibility.
- Give users the option to **save their search preferences**. They could then receive notifications for multiple search options, for example, they could have their 'ideal' search which excludes rush hour tests, but also have another sets of filters saved that searches for tests at all times of the day. For users who don't want notifications, they could quickly search their saved search preferences.
- I would like to **expand the app to include all of the steps you need to take to learn to drive**. Users would be able to **access everything in one place** from applying for a provisional licence and theory test practice questions to booking your test.

Reflections

It was hard for me to stay impartial in the research and ideation process as I had very strong views as a target user and had thought about ways to improve the service for a long time. The other group members had some good ideas coming from a different perspective that I hadn't thought about like having notifications before even booking a test and I made sure to listen to what they had to say. But overall I really enjoyed this project as the other group members worked hard and it is something I am really passionate about. I think if the DVSA were to develop an app it would make learner drivers' lives much easier!



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