



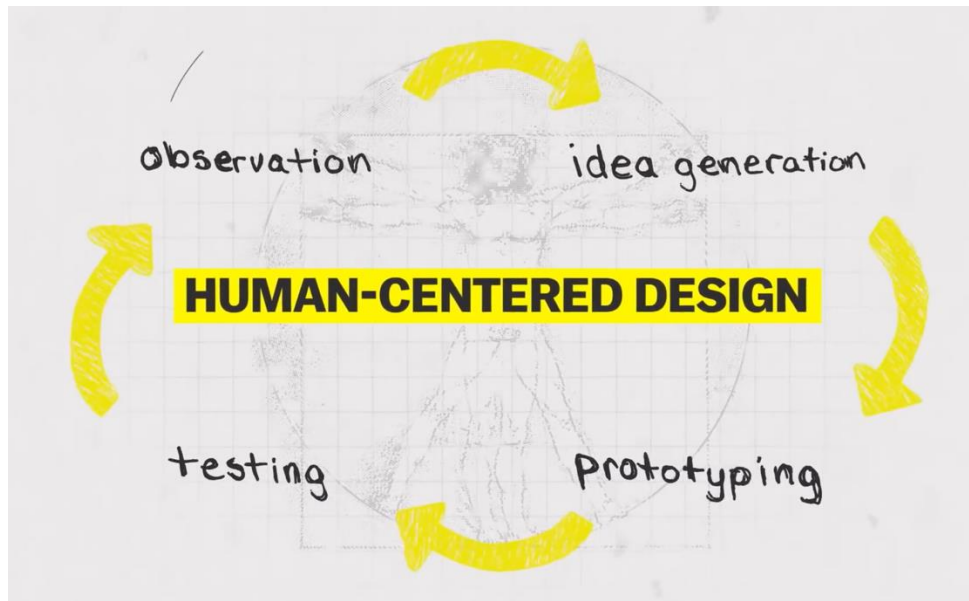
جامعة جدة
University of Jeddah

**Ministry of Education
University of Jeddah
Collage of Computer Science and Engineering**

Project report – Dallah Application

Student's names and IDs:

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1. What is the general project idea?

Our idea is to design how to enroll in Dallah Driving School in an easier way than it is now.

2. Who are the targeted users?

We target women.

3. What are the main problems we are trying to solve?

Facilitate booking service and make it online.
Provide a training plan for each client.
Provide coach change service.
Providing evening appointments.

4. How are you going to collect the data from the users?

By conducting surveys and talking to numerous acquaintances who had previously dealt with Dallah School.

5. How are you going to find users?

We searched for users who had previously dealt with Dallah in order to interact with us, such as our friends, family, and some from social media.

6. What interview questions are you going to ask?

- How was your experience when you went to Dallah?
- What is the most problem you faced when you went to register at Dallah Driving School?
- Does the traditional method used by Dallah in their reservations raise the quality of performance or not, and why?
- How do you think we can improve the driving license booking application or website?

7. The link to your online questioner (using Google Forms).

https://docs.google.com/forms/d/e/1FAIpQLSdygdErS5fadO8onoPZEJheYuYD_uIPWqzrPmJFfs6I9pE3EA/viewform?usp=sf_link

- **The raw data collected from the users:**

The interview answers:

How was your experience when you went to Dallah?

1. It was quite good but crowded.
2. It was a good experience, but there are some problems, such as the difficulty of reaching Dallah and the inflexibility of training times.
3. It was fairly good, but I encountered some details that were not as big as I expected.
4. It's not as good as I wished, I finished, but it took longer than expected.

What is the most problem you faced? when you went to register at Dallah Driving School?

1. The complexity of the process of changing dates and all their services are present. No application facilitates the process.
2. One of the problems was the lack of evening times for training, and the other problem is that it requires going to a guide for reservations, and not through an application or a website.
3. The first problem was choosing the time because there are not many available times, also the problem of not knowing the specific schedule in the training.
4. One of the problems I faced was the lack of a training schedule, while I wasted training sessions because there was no fixed schedule.
5. As a woman with a busy schedule, there are not many options available for appointments, and there is no website or application that facilitates the booking process.

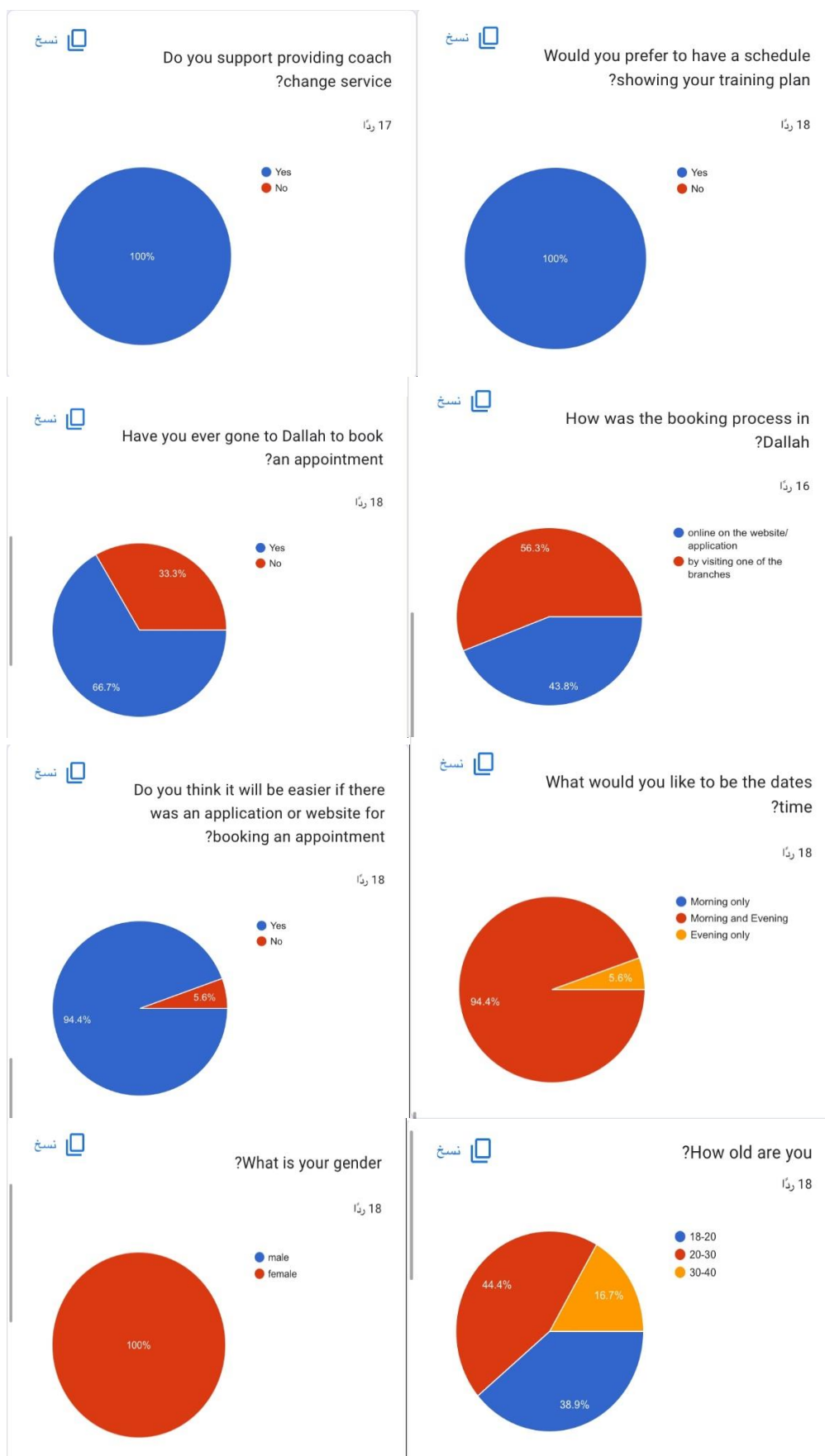
Does the traditional method used by Dallah in their reservations raise the quality of performance or not, and why?

1. It reduces its quality, of course, because it may lose some customers due to lack of flexibility in booking, changing appointments, and other services.
2. The traditional method reduces the quality of performance and takes time and effort.
3. The traditional method reduces the quality and leads to difficulty in dealing with Dallah and takes time and effort.
4. I do not expect that because there are no fixed schedules. They can improve the services provided by the center in terms of working on some problems.
5. It does not improve quality, quite the opposite. They can improve the quality by adding services that make it easier for the user and save him time and effort.

How do you think we can improve the driving license booking application or website?

1. Facilitate the booking method in the application by providing customer service.
2. By facilitating the possibility of booking at the appropriate times for people.
3. It would be excellent to add an application or website for booking and browsing, so that it helps the trainees to easily access Dallah, book appropriate appointments, and see other features through the site.
4. In terms of providing boxes for making a personal schedule with the trainer and the possibility of modifying it at any time.
5. It will be improved by making reservations through a website or application to facilitate the trainees and make evening appointments available.

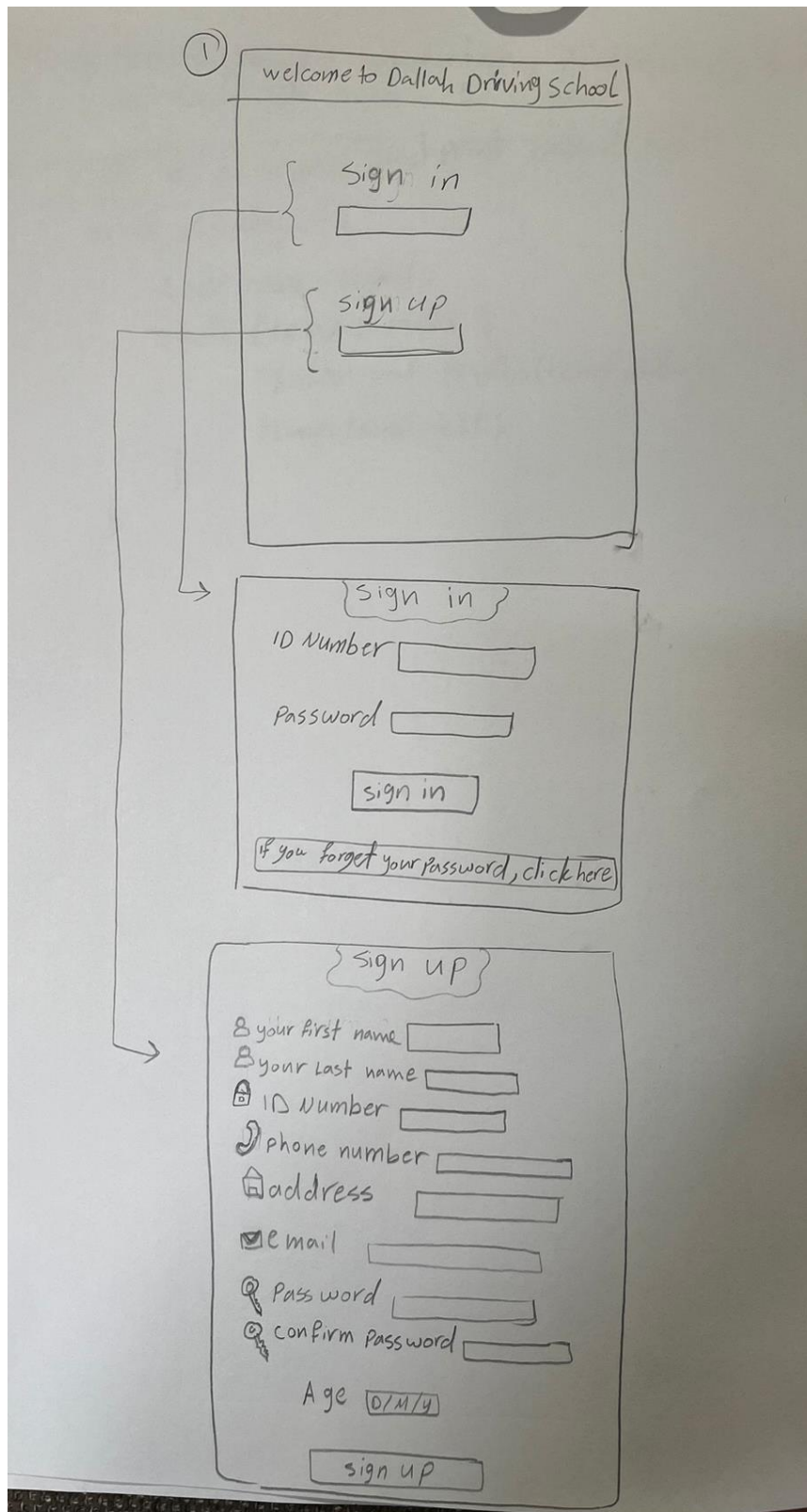
- A simple visualization of the data collected:



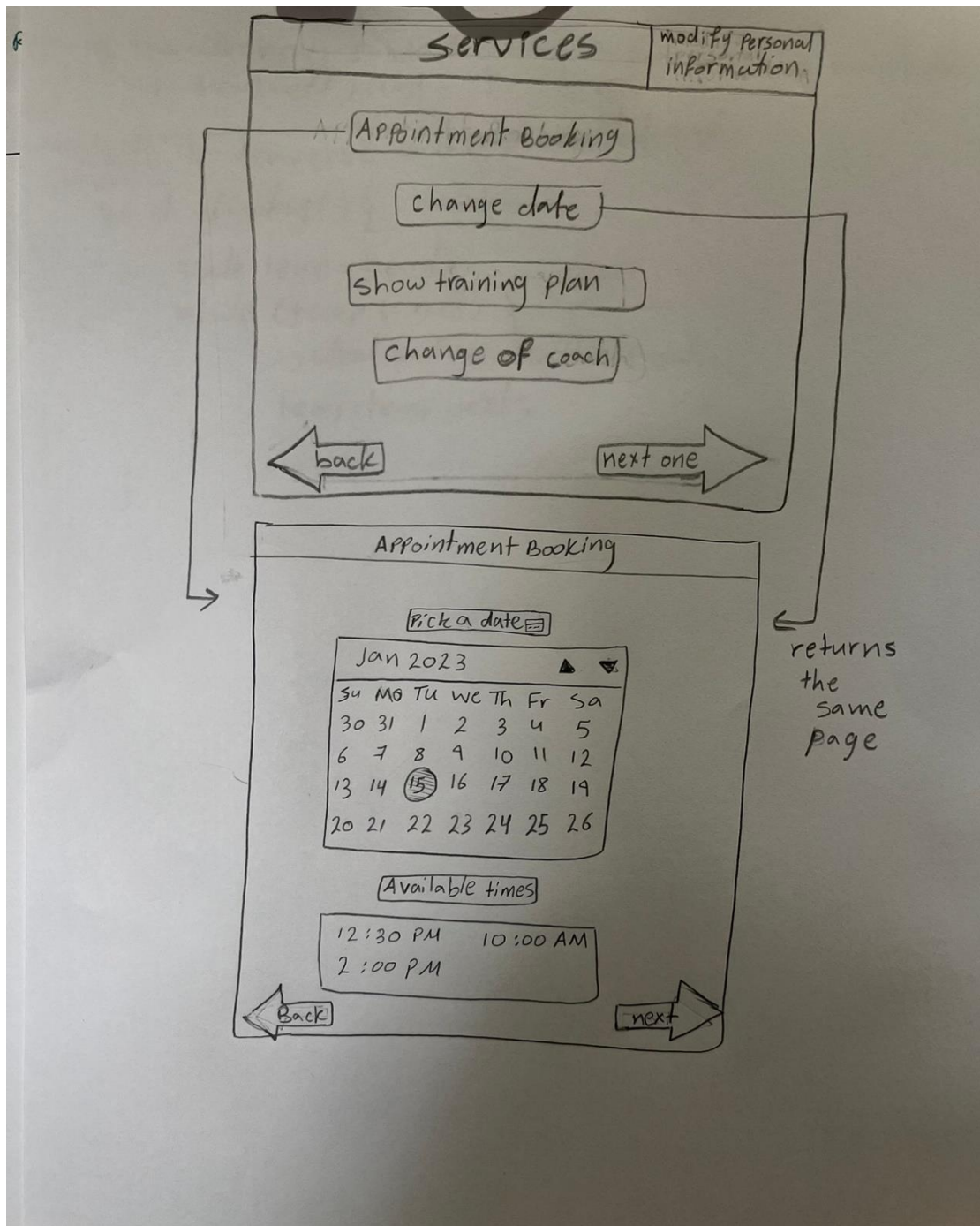
- **The user's needs and insights:**

User	need	insight
User wants to book an appointment	Facilitate booking service and make it online.	To make things easier and save time, money, and effort, such as saving time to arrive r to the school's main campus, saving money on the cost of petrol for the trip, and using the lost time to do something else productive.
Subscribed user	Provide a training plan for each client.	A training plan is provided for each client, so that everything is clear to the client, what are the number of training hours, schedule of days, remaining to complete the training, exam dates..
User under training	Provide coach change service.	The coach change service helps to choose the appropriate coach for the trainee, who helps him so that he can learn the skills in the best possible way and with all comfort.
User wants to book an appointment	Providing evening appointments.	Providing evening appointments to facilitate the arrival of the person to the appointment according to his availability, because most people go to work in the morning.
User wants to change an appointment	Provide alternative appointment booking service.	The alternative appointment booking service allows the trainee, who was unable to attend his main appointment, to be able to pay and make up the appointment for the day and time that suits him.

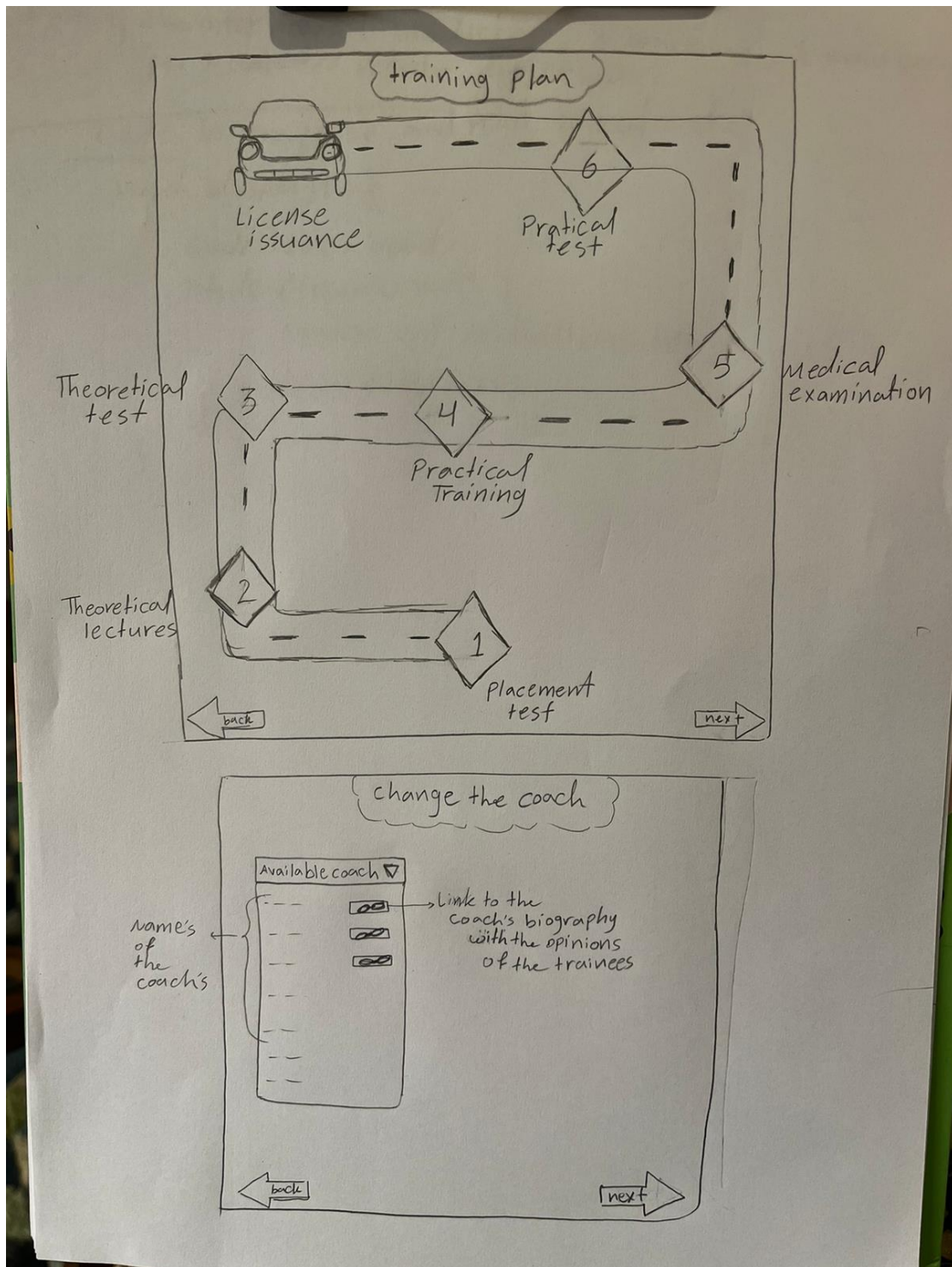
- **Based on the needs and insights, define 5 tasks that your application will perform to meet the user needs:**
 - Facilitate booking service and make it online.
 - Provide a training plan for each client.
 - Provide bus change service.
 - Providing evening appointments.
 - Provide alternative appointment booking service.



Log in or register a new user and add personal information



List of available services that the user is allowed to choose from



Training plan from start to finish

The ability to see the information of the available coaches and choose from them

① welcome to Dublin Driving School

sign in

sign up

sign in

ID Number

password

sign in

[if you forgot your password, click here](#)

sign up

Sign first name

Sign last name

ID Number

phone number

Address

E mail

password

confirm password

Age

sign up

SERVICES [modify personal information](#)

Appointment Booking

change date

show training plan

change of coach

back next one

Appointment Booking

pick a date

Jan 2023

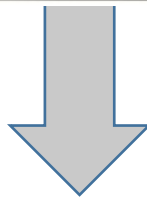
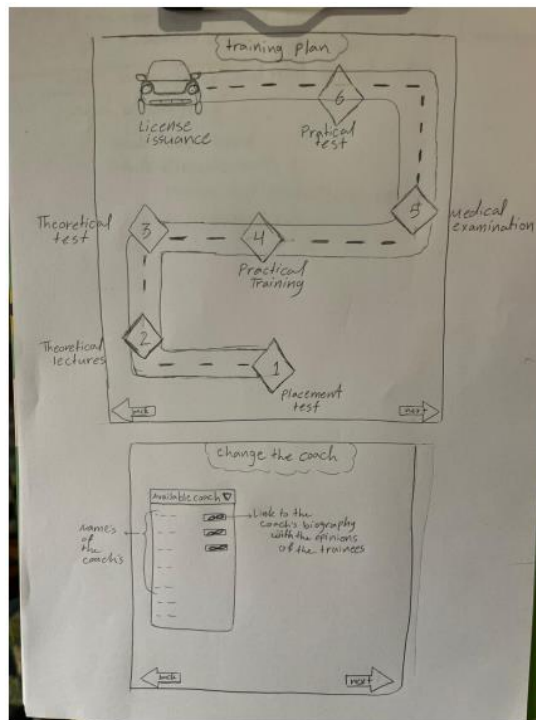
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26

Available times

12:30 PM 10:00 AM
2:00 PM

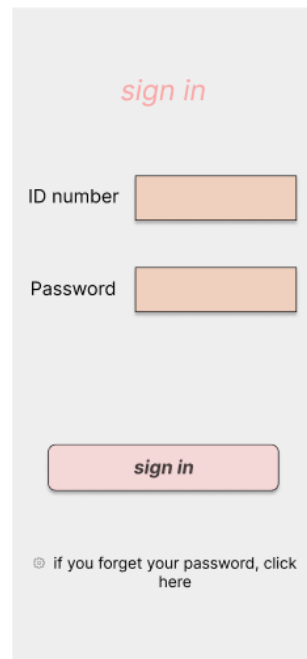
back next

returns the same page

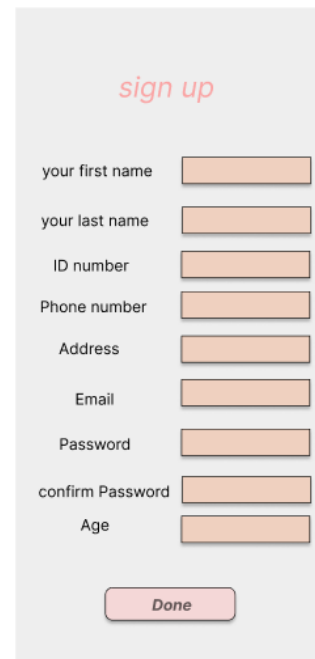




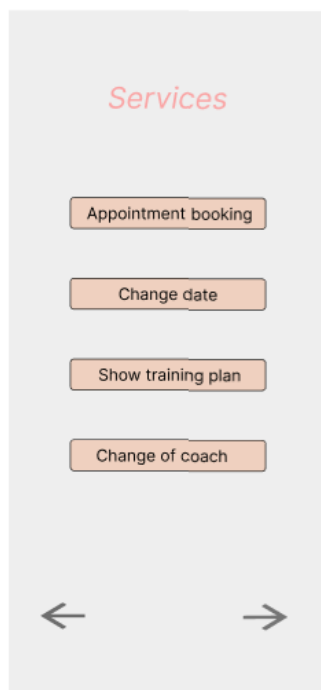
The main page of the application.



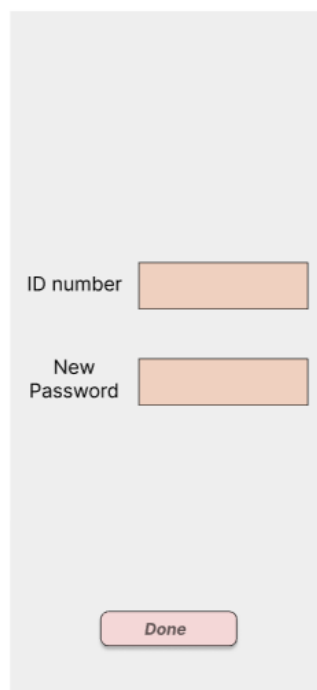
Log in page.



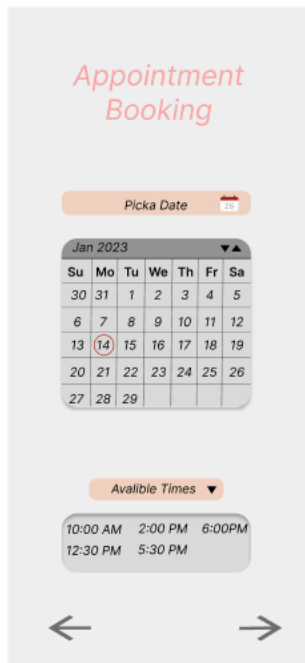
New customer registration page.



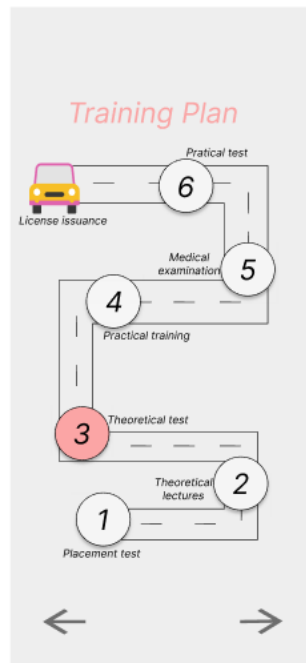
Available services page.



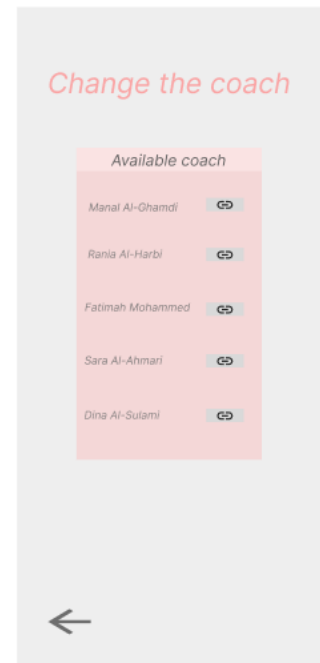
New password reset page.



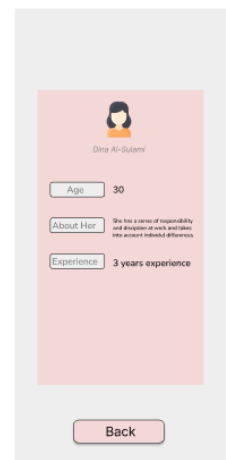
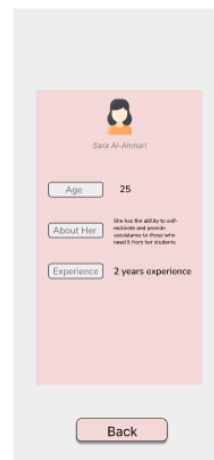
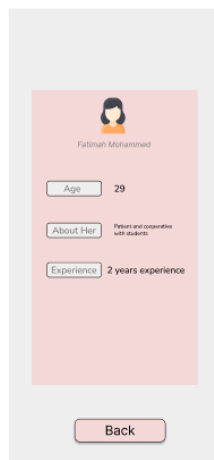
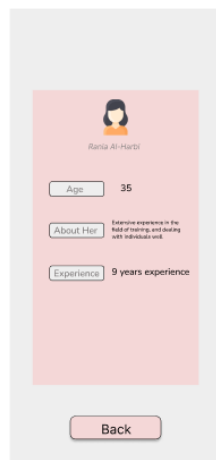
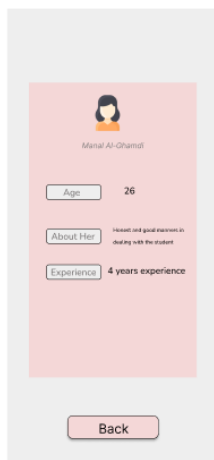
Reservation appointment page change the reservation date.



Training plan page.



Change the coach page.



Personal information page for each coach.

It helps the user to do several things in just one app so that after signing in the user can choose what services he wants if the user chooses to book an appointment or change the appointment it will show a calendar to pick the date whether he wants it in the morning or evening, also it can display the training plan to help the user know what the step next to do. It also provides a coach changing service to make sure that the user feels comfortable with the coach .

Design Run Link:

<https://www.figma.com/proto/xvUtt0gpeepv9NseTUSgXs/Untitled?node-id=4%3A9&scaling=scale-down&page-id=0%3A1&starting-point-node-id=4%3A9&show-prot-sidebar=1>

Design link:

<https://www.figma.com/file/xvUtt0gpeepv9NseTUSgXs/Untitled?node-id=0%3A1&t=ZBKzr04E14Eduyz9-0>