Usability Test Report: **ParkMaster**
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Ideal Team
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The purpose of this usability test was to observe how users interact with both the Client and Admin roles of the apartment parking application, identify usability issues, and determine areas where the interface can be improved. Tasks included viewing assigned spots, navigating lots, reporting issues, requesting parking, accessing profile features, and performing admin functions such as managing lots and viewing issues.

The results from the test and the development team's plan to address their feedback and concerns are as follows:

- Multiple mobile pages did not allow users to scroll to the bottom, preventing access to important content and buttons.
    - The developers will correct scroll-view constraints across all affected screens to ensure full accessibility on mobile devices.
- Android users could not enter slashes in date fields and could not see a "submit lot" button when creating a parking lot.
    - The developers will update date-input handling for Android and adjust layout constraints so all action buttons display consistently across devices.
- Navigation issues were noted, particularly for admin pages lacking back buttons, such as "View Details" and "Manage Parking Lots."
    - Developers will add back-navigation functionality and ensure all admin workflows include consistent navigation patterns.
- The parking lot layout was difficult to zoom into and interpret, and users wanted a full-screen view.
    - Developers will implement a full-screen layout option and improve zoom usability for more precise interaction.
- The lot-creation workflow was unintuitive, including zero-indexed rows and unclear row-merging explanations.
    - Developers will change indexing to start at one and rewrite merge instructions to clearly explain how many rows will be affected.

In general, users found the application visually appealing, easy to read, and functionally promising. They appreciated the real-time parking availability and overall structure of the interface. However, issues related to mobile responsiveness, navigation clarity, feature discoverability, and the parking-lot creation process hindered usability. Addressing these concerns will significantly improve the experience for both client and admin users while providing a more intuitive and reliable system.