

Lab 2 activity

1. If your Student ID is odd do Track A and if it is even do Track B:

Track A: The "Wide Gulf" Nightmare (The Critique)

Illustrate a failure of design where the system's architecture actively hinders the user with a 3-5 panel storyboard.

- **Panel 1 (Goal & Execution Failure):** The nurse approaches the machine under stress. They try to execute an urgent withdrawal, but are blocked by a confusing menu structure or a lack of clear signifiers.
- **Panel 2 (Evaluation Failure):** The nurse inputs a command. The machine makes a generic whirring sound and displays an ambiguous system message (e.g., Error 0x404: Payload Deferred). The nurse has no idea if the medicine is dispensing, locked, or if the order failed.
- **Panel 3 (The Breakdown):** The nurse abandons the interface out of frustration to find a supervisor, illustrating a catastrophic failure of the system's usability.

Track B: The "Defensive UX" Triumph (The Solution)

Illustrate how smart interface design narrows both Gulfs to ensure a fast, safe interaction with a 3-5 panel storyboard.

- **Panel 1 (Bridging Execution):** The interface detects an "Emergency Mode" bypass button. Clear visual signifiers guide the nurse to scan their biometric ID and input the patient ID in a single, streamlined layout.
- **Panel 2 (Managing Cognitive Load):** The system uses progressive disclosure—hiding non-essential inventory options and showing *only* the requested medication in massive, high-contrast typography to eliminate extraneous load.
- **Panel 3 (Bridging Evaluation):** As the physical drawer unlocks, a dynamic progress tracker on-screen illuminates green and flashes a live map matching the exact physical layout of the medicine bin ("Medication Dispensed in Bin B3").

2. Upload your storyboards to Lab 2 Activities forum on the module page on Moodle. You can add additional description to your storyboard uploads in the text area of your upload. You also have to provide feedback to at least 3 other's submissions.
3. Describe the experience of using a social media of your choice in terms of Norman's three levels of design.