HCD-501: Human-Centered Design
Scenario & Storyboard
Maleek Patterson

Overview of System

The proposed system is an AI-powered automation platform designed to help students, clinicians, and instructors streamline documentation tasks, feedback cycles, and time management in clinical or academic settings. It optimizes efficiency without replacing human judgment, providing smart prompts, feedback summaries, and note completion support.

Part I: Scenarios

Scenario 1: "The Overwhelmed Student"

User: *Maya Thompson, Nursing Student*
Goal: Complete documentation quickly while maintaining accuracy.
Context: Late at night after back-to-back clinical rotations.

Story:
Maya logs into the AI assistant platform from her tablet to finalize her clinical notes. The system identifies incomplete entries and suggests auto-completions based on prior similar cases. Maya accepts the recommended edits, checks flagged sections for accuracy, and generates a summary for her instructor. Within minutes, she meets submission requirements, reducing her anxiety about delayed feedback.

Scenario 2: "The Efficient Instructor"

User: *Dr. Jordan Lee, Clinical Instructor*
Goal: Review student documentation efficiently while ensuring quality and feedback consistency.
Context: Between teaching sessions, reviewing submissions on a laptop.

Story:
Dr. Lee logs into the instructor dashboard. The AI automatically groups student notes by completeness and flags areas needing deeper review. Using the quick-view panel, Dr. Lee reviews Maya's entry, where the system highlights missing rationales. They leave a personalized comment—half-written by the AI, half refined manually—and approve the record. The process saves over 50% of review time while improving feedback precision.

Scenario 3: "The Adaptive Team"

User: *Clinic Coordinator + Multiple Students*
Goal: Maintain documentation consistency across multiple students using different styles and devices.
Context: Shared clinic workspace with mixed digital skill levels.

Story:
The coordinator accesses the dashboard to monitor which students have completed daily reports. The AI tool identifies irregular formatting or missing data, sends automatic reminders, and generates an end-of-day summary. Students receive instant feedback through their mobile app, allowing them to make corrections before submission. This coordination boosts compliance and reduces administrative stress.

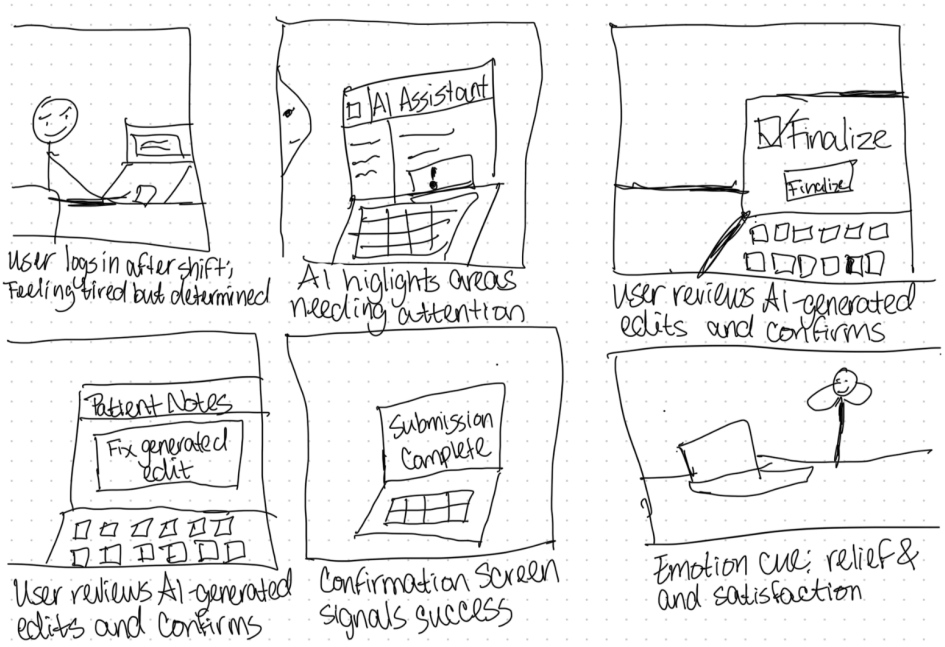
Scenario 4: "The Learner in Progress"

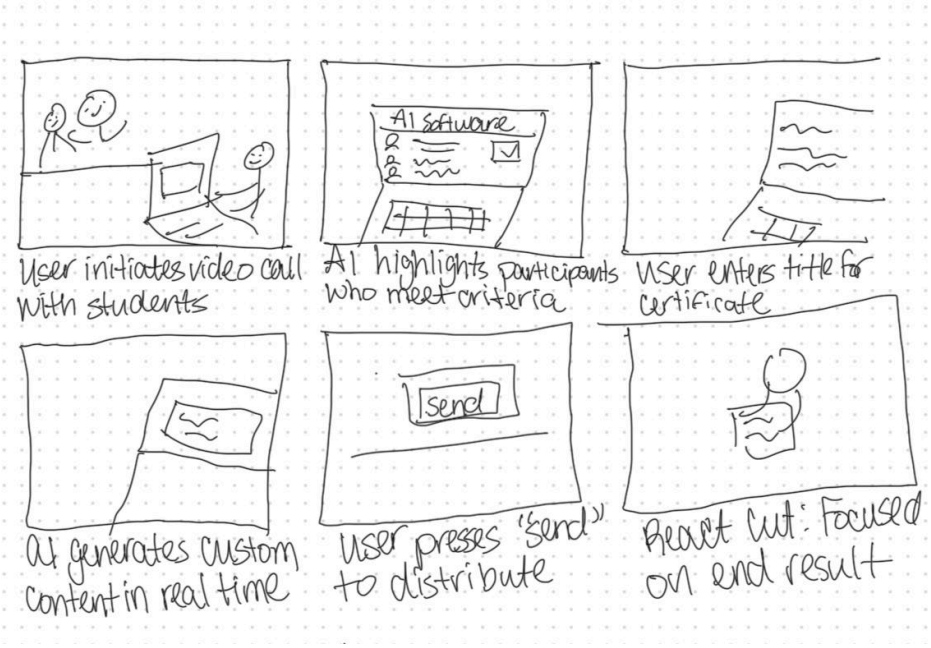
User: *Maya (Student)*
Goal: Learn from past mistakes using AI feedback tools.
Context: At home, reviewing past submissions on a laptop.

Story:
Maya opens her feedback dashboard to review the system's performance trends. She notices consistent feedback about incomplete patient histories. The AI offers a guided walkthrough comparing her current note to an ideal one, helping her self-correct. This loop improves her confidence and writing skills over time.

Part II: Storyboards

Each storyboard visually depicts **5 frames** of interaction, focusing on action, context, and motion.





Reflection:

These scenarios and storyboards illustrate key use cases for the AI automation system in realistic educational and clinical contexts. They highlight context, emotion, and motion, as suggested in Greenberg et al. (2012), showing how the system simplifies complex workflows while preserving human expertise.