

<b>User Interface Design and Maintenance Policy</b>			
<b>Policy Sponsor</b>	Vice-President University Relations	<b>Category</b>	Administrative
<b>Policy Contact</b>	Manager, Digital Communication and Analytics	<b>Effective Date</b>	July 3, 2019
<b>Approved By</b>	Executive Team	<b>Review Date</b>	July 3, 2024
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## 1. Purpose

As Athabasca University operates in a digital learning environment and a semi-virtual work environment, User Interfaces and Digital Content are essential to the realization of the University's strategic and academic goals and administrative initiatives. This policy and related procedures are aimed at strengthening and optimizing the User Experience of persons interacting with the University through End-user Devices, at defining roles and responsibilities for the development and maintenance of User Interfaces and Digital Content, and at ensuring that University User Interfaces provide a quality User Experience in support of institutional goals by

- promoting a consistent User Experience across all User Interfaces
- ensuring that Digital Content within User Interfaces is up-to-date and accurate
- ensuring that all User Interfaces comply with design and Digital Content maintenance standards established by the University

## 2. Scope

This policy and related procedures apply to University User Interfaces and Digital Content directed to University employees and students and to the general public.

## 3. Definitions

<b>Application</b>	A software program that collects, manipulates, processes, stores, distributes, displays or prints Digital Content.
<b>Digital Content</b>	Binary encoded information.
<b>End-user</b>	A person or group of people for whom an Application, computing device, Digital Content, User Interface, Website or Web Page is designed.
<b>End-user Device</b>	A computing device used by End-users including desktop computers, net stations, laptops, and mobile devices (e.g., tablets,

	smart phones).
<b>Mobile Application</b>	A software program, installed on a mobile device, that collects, manipulates, processes, stores, distributes, displays or prints Digital Content.
<b>University</b>	Athabasca University
<b>User Experience</b>	An End-user's initial experience or lasting impression resulting from interaction(s) with an End-user Device, User Interface, Website, Web Page or Digital Content.
<b>User Interface</b>	The means by which an End-user interacts with a Website, Web Page, Digital Content, learning management system or Application (including Mobile Applications) through End-user Devices, both hardware (e.g., keyboard, mouse, remote control) and software (e.g., menus, toolbars, windows, buttons).
<b>Web Page</b>	A hypertext-enabled document connected to and accessed through the Internet or an intranet.
<b>Website</b>	A collection of one or more Web Pages connected to and accessed through the Internet or an intranet.

#### 4. Guiding Principles

- 4.1** All University User Interfaces within the scope of this policy, including Websites, Web Pages, Applications and Mobile Applications, must be developed in accordance with User Interface design standards and Digital Content maintenance standards as established by the University.
- 4.2** The University Relations Division is responsible for developing User Interface design standards and Digital Content maintenance standards for User Interfaces within the scope of this policy.
- 4.3** All User Interfaces affected by this policy must have an identified owner responsible for ensuring adherence to design and maintenance standards and for the currency of inherent Digital Content.

#### 5. Applicable Legislation and Regulations

- [Copyright Act \(Canada\)](#)
- [Freedom of Information and Protection of Privacy Act \(Alberta\)](#)

#### 6. Related Procedures/Documents

- [User Interface Design and Maintenance Procedure](#)
- [Digital Communication Standards](#)

- [User Experience Guiding Principles](#)
- [Athabasca University Brand and Editorial Guidelines](#)
- [Athabasca University Archives Policy](#)
- [Records Management Policy](#)
- [Use of University Identity, Logos, Name and Symbols of Armorial Bearings Policy](#)
- [Security of Digital Information and Assets Policy and related Procedures](#)

### History

<i>Date</i>	<i>Action</i>
July 3, 2019	Policy Approved (Executive Team)