

User Interface Design and Maintenance Procedure			
Parent Policy	User Interface Design and Maintenance Policy		
Policy Sponsor	Vice-President University Relations	Category	Administrative
Policy Contact	Manager, Digital Communication and Analytics	Effective Date	July 3, 2019
Procedure Contact	Manager, Digital Communication and Analytics	Review Date	July 3, 2024

1. Purpose

To outline the steps and practices that must be followed to comply with Athabasca University's *User Interface Design and Maintenance Policy*.

2. Scope

This procedure applies to the creation, development, redesign and maintenance of University User Interfaces and Digital Content directed to University employees and students and to the general public.

3 Definitions

Application	A software program that collects, manipulates, processes, stores, distributes, displays or prints Digital Content.
Authoring Privileges	Rights to create, update, maintain, redesign, delete or archive Websites, Web Pages, user interfaces, Digital Content or Applications.
Digital Content	Binary encoded information.
End-user	A person or group of people for whom an Application, computing device, Digital Content, User Interface, Website or Web Page is designed.
End-user Device	A computing device used by End-users including desktop computers, net stations, laptops and mobile devices (e.g., tablets, smart phones).
Executive Team	Is comprised of the President; Provost and Vice-President Academic; Vice-President, Finance and Administration and Chief Financial Officer; Vice-President, Information Technology and Chief Information Officer; Vice-President, University Relations;

	University Secretary; Chief Human Resource Officer; the Chief of Staff, Office of the President, and any other position as so designated.
Mobile Application	A software program, installed on a mobile device, that collects, manipulates, processes, stores, distributes, displays or prints Digital Content.
Service Requester	The primary contact person for an AU unit requesting a User Interface-related service.
University	Athabasca University
User Experience	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.
User Interface	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).
User Interface Owner	An AU staff member responsible for ensuring adherence to University design standards on a User Interface and for ensuring the currency and accuracy of inherent Digital Content.
Web Page	A hypertext-enabled document connected to and accessed through the Internet or an intranet.
Website	A collection of one or more Web Pages connected to and accessed through the Internet or an intranet.

4. Guiding Principles

- 4.1** User Interfaces must adhere to the University's [Digital Communication Standards](#) and [User Experience Guiding Principles](#) and the [Athabasca University Brand and Editorial Guidelines](#). These guiding documents are developed and updated from time to time by the University Relations Division. User Interface Owners are responsible for ensuring compliance in the work of both University employees and external providers engaged in the development or redesign of User Interfaces or in Digital Content creation.
- 4.2** University units that identify a need to develop a new User Interface or alter or redesign an existing User Interface will designate an official Service Requester, who will function as the primary contact person for inquiries related to that development, redesign or creative initiative, obtain current copies of the guiding documents listed above and submit a request for the desired service, through ServiceNow, for routing to the appropriate service unit.
- 4.3** A User Interface must include the name of the User Interface Owner and the

- date on which it was last updated.
- 4.4** Should an owner not be specified for an existing User Interface, the senior employee (manager, co-ordinator, etc.) in the unit that the User Interface serves will be considered the owner.
- 4.5** Disputes over User Interface Ownership and Authoring Privileges will be resolved by the Executive Team member(s) responsible for the unit(s) and the User Interface(s) involved.
- 4.6** User Interface Owners must ensure that all content complies with the requirements of the *Alberta Freedom of Information and Protection of Privacy Act*. Online forms that collect personal information must include a statement or a link to a statement that
- a) explains why the information is being collected
 - b) identifies the legislation that authorizes the collection of the information
 - c) provides the job title, business address and phone number of a staff member who can answer questions about the collection of the information

In case of uncertainty about compliance with the *FOIP Act*, User Interface Owners should consult the FOIP/Policy Co-ordinator in the Office of the University Secretariat.

- 4.7** User Interface Owners must ensure that User Interface content complies with copyright laws and any other applicable legislation.
- 4.8** User Interface Owners must audit User Interface content on an ongoing basis to ensure that it remains accurate and up-to-date.
- 4.9** User Interface Owners must retire User Interfaces that have fallen out of use or that are no longer being maintained.
- 4.10** A User Interface that does not comply with this procedure may be removed with the approval of the Executive Team member responsible for the unit which owns the User Interface.

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 Policy](#)
- [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)