



Beneficiary Experience Policy:

KSAU-HS beneficiary experience policy is designed to ensure that all users, including students, faculty, staff, and visitors, have a positive and productive experience when interacting with the university's digital systems and services. This policy covers a wide range of topics, including:

1. **Access to information:** Beneficiaries should have easy access to information about their benefits and services. This may involve providing information online, over the phone, or in person.
2. **Accessibility:** We ensure that all digital systems and services are accessible to all users, regardless of their abilities. This may involve providing features such as screen readers, text-to-speech, and large fonts.
3. **Usability:** We ensure that all digital systems and services are easy to use and understand. This may involve using clear and concise language, providing clear instructions, and avoiding jargon.
4. **Communication:** We always keep beneficiaries informed about their benefits and services in a clear and concise manner. This may involve providing written materials, using plain language, and offering translation services.
5. **Quality of care:** Our beneficiaries receive high-quality care that meets their individual needs. This may involve providing access to qualified providers, ensuring that care is delivered in a timely manner.