KCTCS Creates a Unified Digital Front Door Across 16 Colleges with Modo

CASE STUDY

Kentucky Community & Technical College System

INDUSTRY

Higher Education

Overview

The Kentucky Community and Technical College System (KCTCS), serving more than 120,000 students across 16 colleges, set out to transform how its community accesses campus resources.

By partnering with Modo, **KCTCS launched a unified, mobile-first campus experience platform** to create a single digital front door that connects academics, services, communications, and campus life into one cohesive experience. The platform is designed to **meet users where they are**, delivering a consistent, personalized experience across mobile devices and, over time, desktop environments.



The Challenge: Fragmentation at Scale

KCTCS operates one of the largest community college systems in the U.S., spanning 16 colleges and more than 70 campuses.

Before Modo, students and staff navigated:

- Multiple logins across systems
- Disconnected platforms for academics, services, and events
- Inconsistent experiences across colleges
- Limited visibility into campus engagement opportunities

The result was a fragmented experience that created friction for both students and the teams supporting them.

The Solution: One Experience Across Every College

KCTCS selected Modo to deliver a **single, unified campus experience** across all institutions.

The **mobile-first platform** provides:

- Personalized, role-based experiences for students, faculty, staff, and visitors
- Single sign-on access to key systems like PeopleSoft (SIS) and Blackboard (LMS)
- Centralized communications and alerts
- Events, calendars, and campus services in one place
- System-wide and college-specific experiences within a single app

Instead of navigating multiple tools, users now access everything they need through one, intuitive interface.

Rapid Implementation at System Scale

KCTCS moved quickly to replace its legacy mobile experience with a modern, unified platform.

Implementation was completed in less than three months, with the new app live in app stores in time for a full system-wide launch across all 16 colleges. This accelerated timeline enabled KCTCS to deliver immediate value to its community while establishing a scalable foundation for future innovation.

<90 days
to launch

From Access to Engagement

KCTCS didn't stop at simplifying access. Instead, they focused on deepening engagement.

With Modo My Community™, each college now has dedicated mobile-first, digital spaces where students can:

- Discover clubs and organizations
- Explore events and campus activities
- Manage groups, events, and check-in directly in the app
- Participate in discussions and campus life
- Engage with their community

> "KCTCS is redefining the digital campus, bringing systems, services, and community into one unified experience that reduces friction and helps students succeed."

This transforms engagement from a fragmented, optional activity into **a core part of daily campus life.** The common theme: **less friction, more focus.**

The Experience: What Users Are Saying

Early feedback from students, faculty, and staff highlights a clear shift:

- The app is easy to navigate and intuitive
- Students value having academics, finances, and communications in one place
- Faculty and staff benefit from a clean, efficient interface

As one student shared: “It’s very easy to find what you need... having everything in one place helps me stay on track.”

Another noted the impact on productivity: “Opening tab after tab can get me off track. Having everything on one home page helps me remember what I was looking for.”

Most valued capabilities include:

- Access to Blackboard, grades, and schedules
- Quick links to essential systems
- Integrated calendars and events
- Personalized, mobile access to campus resources

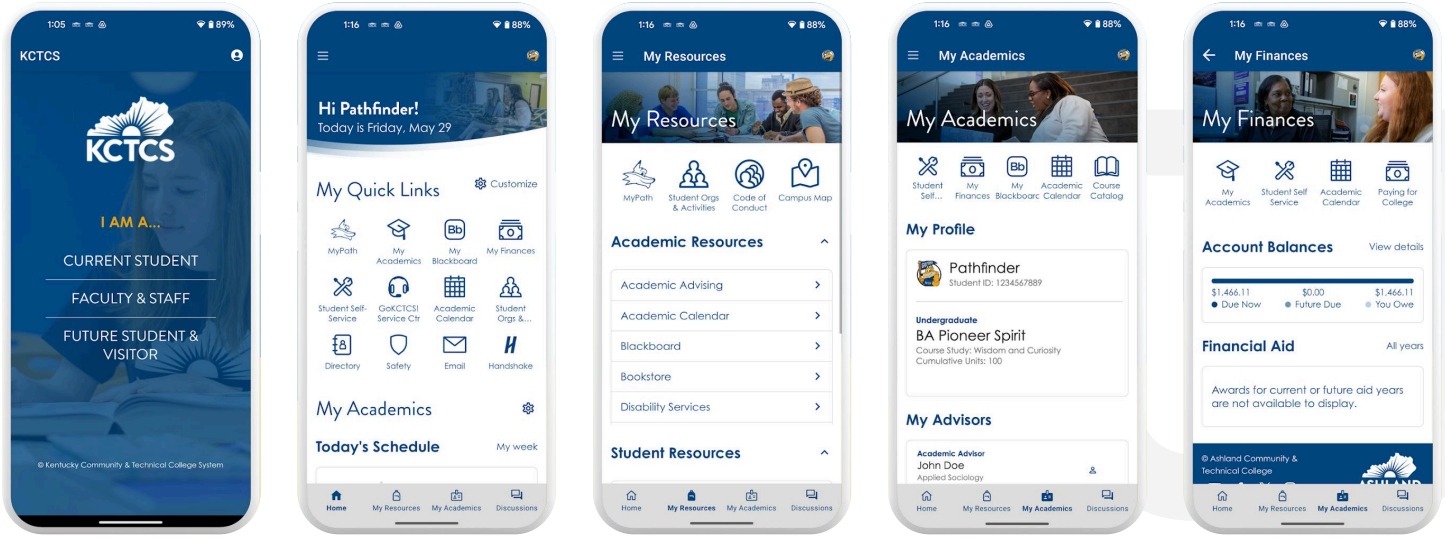
Impact: Reducing Friction Across the System

By consolidating systems into a single experience, KCTCS is already seeing:

- **Simplified access** to critical academic and administrative tools
- **Reduced cognitive load** for students navigating multiple systems
- **Improved visibility** into campus resources and events
- **Greater consistency** across all 16 colleges
- **A stronger foundation for scalable digital engagement**

KCTCS will continue evolving the platform with a desktop portal, AI-powered assistance with Modo My Agent ™, and expanded personalization over time.

By unifying systems, services, and community into one platform, KCTCS has redefined the digital campus at scale, meeting users where they are and enabling more personalized, accessible, and action-oriented experiences.



Learn More

Looking to move beyond static campus apps and fragmented digital experiences? Discover how Modo Campus helps institutions create personalized, mobile-first digital experiences that simplify access, reduce friction, and strengthen campus engagement. Learn more at modolabs.com.