MODO.

Northern Arizona University expands its campus app with introduction of digital ID cards

CASE STUDY

Northern Arizona University

INDUSTRY

Higher Education

Northern Arizona University (NAU) serves over 28,000 undergraduate and graduate students across the main Flagstaff campus, 20 statewide campus sites, and its online program.

Like all modern universities, NAU recognized a need to create student experiences exclusively for mobile. The mission of its IT Services group is to use technology and services to meet students where they are. "A mobile app is pivotal for student engagement and success and familiarizing students with campus life," says Patty Allenbaugh, Senior UX/ UI Analyst at NAU.

Challenge

NAU's ID card office approached Allenbaugh's team for help launching digital student IDs. The school had the infrastructure for door readers and ID cards, and a digital version would provide the added benefit of better security for transactions and the ability to track and deactivate IDs if they were lost or stolen.

Solution

Calling upon this existing infrastructure, the IT services team launched a Digital JacksCard for iOS, allowing students to store their JacksCard ID right in their Apple Wallet. Working closely with TouchNet, Apple, and Modo, NAU started with a pilot in March 2021 and went live with the Digital JacksCard in August 2021.

"We have the opportunity to significantly enhance the student experience by providing additional security and convenience to our Lumberjack community. Digital JacksCard aligns with the university's commitment to innovation."

José Luis Cruz Rivera, President
Northern Arizona University

The newly integrated, fully digital IDs work everywhere the old, physical ID cards do – granting students access to campus facilities and resources such as transportation and the gym, entry to their residence hall, and payment across campus with card funds – all with the contactless tap of their iPhone or Apple Watch.
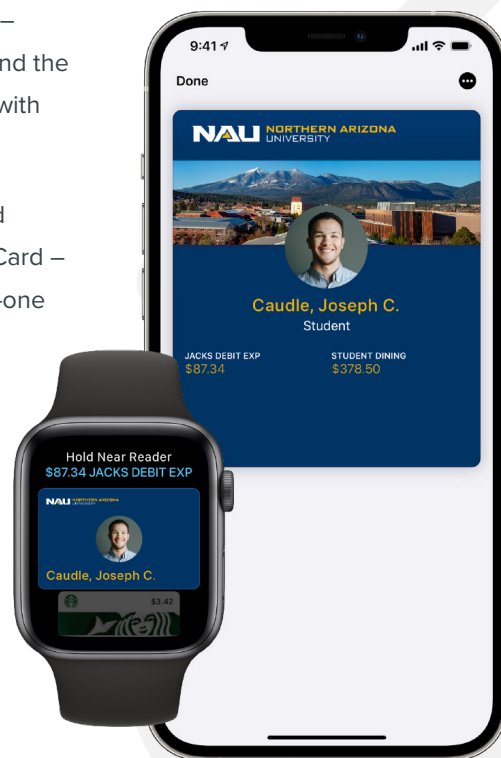
Part of providing this bleeding-edge new feature meant ensuring the information and deployment process was easy by putting the new feature – called the Digital JacksCard – right where students and the NAU community would expect to find it – on their all-in-one Modo-powered campus mobile app, NAUgo.

Having it all on the app means no random web addresses to cut and paste, no intermediary downloads, and no unnecessary verification steps. More importantly, the seamless convenience is what today's students demand from their school's campus app experiences.

The ease of integration with third-party systems offered by the Modo platform and its close partnership with TouchNet, NAU's campus card vendor, made the entire development and rollout process smooth and successful.

"Modo was an amazing partner, working closely with us throughout the project and providing needed integrations for a seamless transition from NAUgo through OneCard technology to Apple Wallet. We plan to roll it out to staff and faculty soon and launch an Android version in 2022," Allenbaugh explains.

Visit modolabs.com/modo-campus-app/ to learn more about the Modo Campus platform.

AWS services used:
AWS EC2, AWS Lambda, AWS Simple Storage Service (S3), AWS Well-Architected

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