





transforming campus IDs

BY ADAM MCDONALD

In this new era of campus cards, technology is redefining the function of the campus ID and what the ID management system can do for students, staff, and the institution. Mobile phones, cloud and hosted computing, and integrated solutions provide ID systems with capabilities that turn mobile devices into the new nexus of the student experience and campus operations.

Students' mobile phones can function as ID cards, digital wallets, and appointment managers; they can also provide credentialing, offer a check-in function, track declining balance accounts, and more. With these and other capabilities in one place—often within a single app—the campus experience becomes unified and convenient as students perform many tasks that used to require in-person interactions across campus quickly and without friction.

Streamlined ID management systems provide powerful features that reduce the burdens on staff in the card office and elsewhere on campus. From printing cards to taking ID photos, manual and time-intensive office work transitions to online, digital automations managed anytime, anywhere. Hosted and cloud solutions can further reduce responsibilities of campus IT personnel, providing an integrated computing environment that improves staff communication, increases process coordination and automation, and facilitates data-sharing amongst offices.

Mobile Phones

With the newest technology, mobile IDs can perform the same traditional tasks previously done with physical ID cards. These cards allow students to better manage their on-campus life and—often—bypass in-person visits for faster, safer access to campus services.

Mobile phones can leverage wireless technologies to perform a number of tasks with speed and ease. Near Field Communication (NFC), Bluetooth, and Wi-Fi interfaces allow phones to communicate with technology embedded across campus. With phone in hand, students can conveniently check into class, get on campus buses, access doors and buildings, and purchase tickets to attend events.

Mobile phones can also take advantage of mobile wallets and related solutions. Students can manage payments, refunds, and other financial activities via the student account. They can also utilize closed-loop, declining balance accounts for campus purchases like printing, books, vending, parking, laundry,

and more. Phone apps can schedule appointments with academic advisors, reserve dining hall tables, and more.

With all of the functions in one place, students have a single sign-on rather than logging into multiple systems, and multi-factor authentication strengthens the security of signing in. Additionally, while physical ID cards are frequently lost, students are much less likely to forget their phones.

For staff, mobile IDs can mean no longer printing physical ID cards and paper tickets for events, saving time and money in production costs and staffing for face-to-face business. Even further, students submit ID photos and manage their accounts through their phones, and staff members can provision the IDs, manage permissions, and more from any location, reducing the staff required, the need for extended office hours, and the numbers of students waiting in long lines for their IDs. Staff can also reach students with messaging they are less likely to ignore, via notifications and alerts on their

continued on next page



From **OVERLY** Fully Operable STC 50 Wood Door

Riverbank Acoustical Labs Test Report TL21-241

- 2 1/4" Thick
- 11 lb/sq ft
- Overly Super "H" Door Bottom
- Overly "H" Seals
- Cam Lift Hinges
- Wood Perimeter Stiles and Rails
- Non- UL Fire Rated
- "A" and "AA" Face Veneers Available in Both FSC and Non-FSC
- Unfinished, Primed, Clear, Custom Stain and Plastic Laminate Finish Options Available



Phone: 1-800-979-7300
 Fax: 724-830-2871
 E-mail: overly@overly.com
 Web: overly.com

RECRUITER™

WOOD SPORT LOCKER

2



CUSTOM INSTALLS



BENCHES



**Get Your Team
GAME READY!**

SUPERIOR®
AMERICA'S MOST COMPLETE LOCKER LINE™

Metal, Plastic, Phenolic & Wood Lockers



+MEDSAFE™
ANTIMICROBIAL FINISHES
Our Metal Lockers are available with MedSafe™ antimicrobial finishes with Microban®, formulated to protect against bacteria, mold, yeast & mildew for up to 20 years! Very beneficial for educational, healthcare, food processing and other hygiene conscious environments.



800-776-1342

info@ListIndustries.com ListIndustries.com



phones, thereby improving campus communication and student engagement and success.

Hosted and Cloud Services

Moving ID management systems from on-premises to hosted and cloud environments reduces costs, decreases IT demands, and streamlines the management of traditional permissions, privileges, and authorization processes. Hosted and cloud computing trims on-campus resource requirements, especially purchasing, implementing, maintaining, and upgrading servers and related infrastructure. In addition to decreasing capital expenditures, IT staff have reduced responsibilities for managing databases, securing data centers, maintaining servers, and performing network oversight. Campus IT then has more capacity to focus on value-added work and critical projects.

Hosted and cloud environments provide a bevy of tech benefits. They are flexible and can be fitted to every situation, saving the campus money by purchasing only what is needed and

having it configured to the specific needs. But as circumstances change, hosted solutions are built to expand, contract, and reshape more easily and quickly than on-premises software. Hosted and cloud server architecture has built-in redundancy and disaster prevention measures to keep data safe and make recovery fast. It also increases reliability, with more uptime for user satisfaction and less downtime with its costs and headaches. Updates are more smoothly implemented, and the system accrues less technical debt since it runs the most recent version with the latest upgrades. Hosted and cloud providers usually offer access to test environments in which users can experiment and develop solutions focused on improving performance.

The Power of Integration and Data

An important aspect of cloud and hosted environments is the integration of solutions and hardware. Rather than legacy solutions that don't connect, the components of hosted and cloud ID management systems communicate

with each other. This integration improves the creation, unification, and communication of data by turning the arduous, manual work of collecting, analyzing, and sharing data into an automated, real-time process of data analytics.

Integrated campus ID solutions generate usable data from every activity they're involved in, which for mobile IDs includes everything from entering buildings and attending class to making purchases and riding campus buses. This data was previously inaccessible to administrators. Data from integrated systems will not just gather data points from student activities that use mobile IDs across the entire campus, but also make connections between them to help administrators detect patterns that lead to actionable insights. Data analytics are presented in dashboards and digestible reports that are delivered in near real time as data continuously synchronizes across the integrations.

Individual offices like dining services can observe dining hall data to optimize schedules, services, and ordering. But administrators can

continued on next page

EARLY WARNING WATER LEAK DETECTION
Installed in over 23,000 sites!



CEILING GUARD®



WATER ALERT®

WATER ALERT SENSOR CABLE

- 5 Year Warranty
- Made in the USA
- In Business 40 Years
- Ultra High Quality



DORLEN Products Inc.
1-800-533-6392
WWW.WATERALERT.COM

Effective against SARS-Related Coronavirus 2 (SARS-CoV-2) in 10 minutes on hard, non-porous surfaces. **(Kills)** (Effective against) SARS-CoV-2 (virus) **(COVID-19 virus)** on hard, non-porous surfaces (Kills 99.9% of) (Eliminates 99.9% of) SARS-CoV-2 (virus) (COVID-19 virus) in 10 minutes on hard, non-porous surfaces.

Sterifab It!!



STERIFAB®
MUCH MORE THAN A BED BUG KILLER

800 359-4913 • STERIFAB.COM

BATTLE-TESTED SECURITY



When it comes to security and communication, strength matters. At Viking Electronics, we combine the industry-leading innovation of today with the tough-as-nails durability of the past.

Whether your system calls for analog or VoIP, multiple access points, or color video...

YOU NEED A VIKING.



VIKING

715.386.8861
vikingelectronics.com



By digitizing the campus ID, running it in a hosted and cloud environment, and connecting it to payments, access, and administrative solutions that integrate across campus, dozens of tasks are streamlined and automated.

also synthesize data from multiple sources—dorms, events, classrooms, service offices, and more—to paint a larger picture of the students' habits and well-being. Problem indicators can be detected, and staff can provide timely help to keep at-risk students safe, enrolled, and successfully progressing toward graduation.

Integration also allows for real-time monitoring of the ID system, remote administration, and immediate decisions on access. A lone administrator, working from anywhere, can use a web-based program to quickly lock doors across campus, change permissions and credentials status for any user, and communicate essential information to the entire campus community, such as safety warnings or inclement weather delays.

Transforming IDs

By digitizing the campus ID, running it in a hosted and cloud environment, and connecting it to payments, access, and administrative solutions that integrate across campus, dozens of tasks are streamlined and automated. From making payments to scheduling advising appointments, students can save time and effort by accomplishing their to-do lists quickly via their phones. Staff can eliminate labor-intensive work and take advantage of the power of modern solutions to more easily and quickly control access, generate and share data, and coordinate with other offices, from dining services and academic advising to the gym and the library.

According to the National Association of Campus Card Users (NACCU) Benchmarking Survey 2020, 70% of surveyed higher education institutions do not have mobile credentials, 60% do not have mobile payments, and 69% lack event access. This situation offers a fantastic opportunity to invigorate campus operations and the student experience with the powerful, multi-functional capabilities of ID management systems that rely on mobile phones, hosted and cloud computing, and integrated solutions.



ABOUT THE AUTHOR: Adam McDonald is the President of TouchNet. He has spent his entire career in the software industry and draws from that experience to steer TouchNet's product and process innovation and ensure consistently exceptional customer experience. Adam is a graduate of Dartmouth College, where he earned his bachelor's degree in history.



SAVE ON UNIVERSITY TRANSPORTATION



**ULTRA
COACHLINER™**

ACQUISITION AND OPERATIONAL EXPENSES ARE A FRACTION OF THE COST OF TRADITIONAL MOTORCOACHES.

The initial purchase price of this front engine coach is less than any other motorcoach on the market today. Due to improved fuel economy, lower insurance premiums, reduced maintenance costs, and decreased operating expenses, the Ultra Coachliner™ is the best alternative. The Ultra Coachliner™ stands out amongst traditional motorcoaches as a better, more cost-efficient alternative, without sacrificing performance and modern amenities.

CALL US AT
(800) 475-1439

VISIT US AT
ULTRACOACHLINER.COM

JOIN 100+ CAMPUSES IN DEPLOYING AWARD-WINNING SELF-SERVICE DISPENSING KIOSKS



Space-Saving • Experience-Enhancing • Forever-Flexibility



Mix-N-Match Laptops And Now
110V Portable Power Outlets



For More Info Go To:
ChargersAnytime.com

A New Innovative Approach To Student Battery Access

OVER 4 MILLION
ANNUAL CHECKOUTS AND GROWING
4,000,000



Trusted Technology Branded to Your Local Look-n-Feel
LAPTOPSANYTIME™
Automated Checkout Kiosks
1-877-836-3727 • LaptopsAnytime.com