

Case Study

**RMIT****The Royal Melbourne Institute of Technology**

## Enhancing student experiences with Microsoft Entra Verified ID

### The Highlights

- > Introducing digital innovation in higher education to redefine the student journey.
- > To incentivise the students to use it a discount incentive was introduced upon verification.
- > Verifiable Credentials Technology was integrated into existing systems and processes.

### The Client

Our client, The Royal Melbourne Institute of Technology (RMIT), is a public research university in Melbourne, Australia.

RMIT is leading the way in higher education, shaping the lives of 95,000 students globally. RMIT is recognised for their strong programmes in Art and Design, Architecture, Engineering, Computer Science, and Information Systems, to name a few.

Our client is dedicated to innovation and industry opportunities, and more recently, have widened their focus to implement developments globally.

We engaged with RMIT and Microsoft to carry out a Proof of Value (PoV) to facilitate a smoother onboarding of students and provide an enhanced student experience.

### The Challenge

RMIT implemented the following main changes;

- Student identification credentials stored in the Microsoft Authenticator App as part of the process of their 1st Azure AD login;
- To have student identification to verify discounts on campus, (with the discounts to be used as an incentive to students to load their credential into the authenticator app);
- Manage student training records and printing of certificates;
- Alumni transcript issuing as part of employee onboarding.

Condatis were required to demonstrate three specific user journeys: issuing student cards; completion of training, verification and printing certificates; issuing and verifying alumni transcripts to onboard alumni as new employees.

## The Solution

Using the Microsoft Azure AD Verifiable Credentials technology stack, Condatis initiated and delivered three user journeys.

**The first user journey: Student card** being issued digitally through an Azure Active Directory login.

To incentivise students into verifying their identity, they received a discount upon verification. This solution allowed students to prove their university status for discounts at several campus locations such as the cafeteria or RMIT bookstore.

**The second user journey: Student** completes training and verifies to print their certificate.

This user journey met RMIT's aim to demonstrate module attainment and other qualifications offered by the University. This journey allows students to add their qualifications to a digital wallet for verification.

**The third and final user journey:** Issuing alumni transcripts and verifying as part of employee onboarding.

This solution eliminated the common challenge faced in the industry – verifying alumni students after graduating from RMIT. As such, the final user journey permits non-enrolled former students to provide a verified status for them to access transcripts, improving employability, allowing students to exchange verified qualifications with new employers easily.

## The Benefits

Our three-step PoV provided value in several ways for RMIT:

- Verifiable credentials are cryptographically secure, enabling RMIT to build trust with their partners and employees.
  - Students hold and self-manage the privacy and distribution of their data. Verifiers request only the information they need, and the students decide what information about themselves to supply and when.
- Cost savings: support and maintenance costs are reduced.
- No need for new or complex IT infrastructure. RMIT can integrate verifiable credentials technology into existing systems and processes.
- Increasing the speed of onboarding which

previously took days and will now potentially take seconds, making this a high administrative cost and time-saving.

- Sustainability targets: removal of the need to issue plastic identity cards help RMIT reach sustainability targets.
- Students receive discounts and offers through proof of status.
- Students can retrieve and print official documentation, including their academic records, on-demand.
- Digitally verify qualifications as part of new employee onboarding.
- Build a trust framework between the University, students, partners, and employers as students move from learning into employment.

If you would like to know more about what we do or have any enquires please contact us:

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