



Office of the President

NORTHERN ARIZONA UNIVERSITY

July 31, 2020

Dear Lumberjacks,

Like most universities throughout the country, NAU is putting finishing touches in place at residence halls, public spaces, and classrooms, including preparations for physical distancing, enhanced hygiene protocols, and sanitation.

We have developed and implemented vital technology tools throughout the pandemic that will allow us to provide high-quality, flexible learning options.

NAU is joining many other universities in our adoption of technology to facilitate learning while focusing on health and safety. We are among 82 percent of U.S. universities using hybrid technology to allow for campus-based and virtual learning this fall. We also are among 54 percent of U.S. institutions using technology-based health screening tools, according to a recent [EDUCAUSE poll](#).

The creative and innovative use of technology, spearheaded by our Information Technology Services team, has helped us better prepare for virtual fall classes and events, the implementation of COVID-19 contact tracing, and the use of apps to monitor health and limit wait times for student services. I would like to share some of the technologies you will see in use this fall:

- [NAUFlex](#) will be available to students statewide. All classrooms on the Flagstaff campus have been outfitted with computers, screens, and webcams for professors and students in the classroom to interact with students participating virtually.
- [The NAUgo mobile app](#) is being updated to allow students to access their accounts through LOUIEgo. Students also will get information about occupancy counts, which track how busy campus dining and laundry facilities are and help to reduce occupancy in high-traffic areas on campus.
- **Mobile, no-touch, self-service kiosks** will be available at University Admissions, the Lumberjack Mathematics Center and other places throughout campus, allowing students to reach a real person, ask questions, and check in on the status of appointments—all while maintaining physical distance.
- **The NAU Waitwhile app** will hold a person's place in line at restaurants, the bookstore, and other high-traffic places, notifying users when it's their turn.
- **NAU HealthCheck** enables employees and students to report COVID-19-related symptoms, potential exposure, and testing history. Based on self-reported symptoms, users will be guided to information and next steps.
- **The COVIDWatch app** will notify users if they have been exposed to the virus and directs them on next steps to manage their health.

- **Louie's temperature-sensing kiosks** will be available to measure a user's temperature at a variety of locations on campus, including residence halls, the University Union and DuBois Center, the recreation center, and more. They also may be used to screen access to meetings and facilities. In total, 36 kiosks will be available on campus.

We also have updated other technological resources on behalf of our community, including:

- **Flagstaff campus wireless network/5G service:** Verizon is installing micro-cell towers on the Flagstaff campus to improve cellular communications and offer 5G wireless. NAU is working with other providers to offer 5G services as well. ITS also is upgrading WiFi capabilities to improve network services.

- **Starship delivery robots:** Additional robots that deliver your favorite foods are now available on the Flagstaff campus. Orders may be placed on the [Starship app](#) for touchless robotic delivery.

These technology enhancements are allowing us to expand services, meet the needs of our community, and mitigate risks during the pandemic.

I believe in our ability as Lumberjacks to thrive in any challenging circumstance, and technology and innovation are key to helping make that happen. It is with hope and great expectation that I welcome our students, faculty, and staff to campus for the fall semester.

Sincerely,

A handwritten signature in black ink that reads "Rita". The signature is fluid and cursive, with a small mark to the right of the name.

Rita Hartung Cheng
President