

# Overcoming Resistance of New Technology to Improve Business Processes

## Augusoft®

Customer: Central New Mexico Community College - Workforce Training Center

Location: Albuquerque, NM

Website: [cnm.augusoft.net](http://cnm.augusoft.net)

Students Serviced: 22,077

Product: Lumens PRO

Modules: Contract Training, Part-time Certificates and B2B

Services: Google Analytics, Online Class Integration, Lumens API, Blackboard Integration

**“A traditional college enrollment system isn’t as user-friendly nor does it have the components to meet the needs of what CNM does in non-credit corporate and workplace training.”**

Evelyn Dow  
Associate Director, Workforce Training Center  
Central New Mexico Community College

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Central New Mexico Community College (CNM), New Mexico's largest and most comprehensive community college, is the state's second largest educational institution. The CNM Workforce Training Center (WTC) provides innovative, customized training and job training courses designed for professional development and skills upgrade. Clients range from Fortune 500 to small entrepreneurial companies, non-profit and government agencies. Training is delivered at CNM's 62,500-square-foot center, at company sites or through distance learning. CNM implemented Augusoft Lumens® to offer students online registration, improve efficiencies and better meet the unique business needs of the WTC.

### Business Need

CNM uses Ellucian Banner® as its campus wide ERP (Enterprise Resource Planner) system to service their 2+2 programs which are readily transferable to a 4-year institution. The shortcoming for the WTC was not having the ability to provide non-credit students with online self-registration and staff with an easy data collection and reporting tool. It was then that CNM started their quest to remedy this situation, trying many different approaches working within the ERP system before using Augusoft Lumens.

“Overcoming the Banner culture at CNM was one of our biggest challenges,” said Evelyn Dow, Associate Director, Central New Mexico Community College Workforce Training Center. “Banner was designed for the credit side of the house and we felt we were trying to put a square peg into a round hole.”

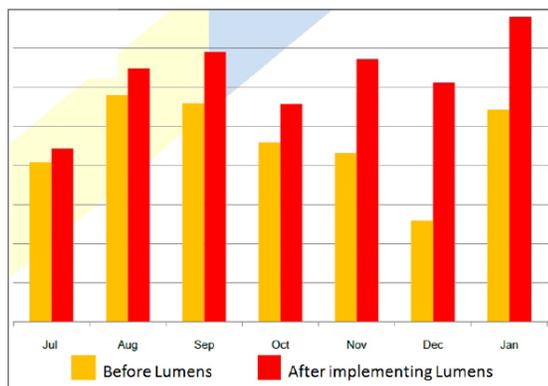
The CNM Workforce Development team worked with key Information Technology and Finance stakeholders to shift the mind set to better meet the business needs of the WTC. Despite the fact that many staff members complained about the old system in place, there was still resistance and skepticism towards implementing anything new. The anxiety of change and fear of the unknown caused the staff to downplay the extra work and ignore the benefits of another option. Overcoming this resistance to change and convincing the various internal stakeholders to move forward with a new software system was one of the biggest challenges WTC faced.

## Solution

When the decision was finally made to move forward with a new system that complemented Banner, CNM was able to quickly proceed with the purchase and implementation of Lumens Contract Training (CT). The WTC began implementing Lumens in April and by July they went “live” with it. In October, internal demonstrations of Lumens were made throughout the college. In April of the following year, third-party online classes were added to WTC course offerings to generate additional revenues.

## Benefits

After installing Lumens, CNM increased its revenue for the WTC in the first eight months compared to the same time the previous year. This was done with no additional marketing or sales efforts. This increase was mainly attributed to WTC’s new web presence and the ability to offer students online self-registration.



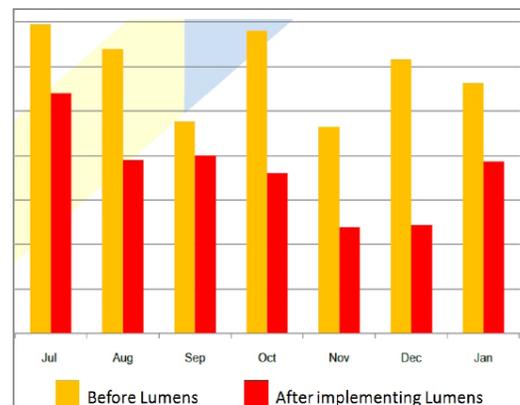
Revenue increase immediately after implementing Lumens

WTC’s website was quite minimal before Lumens. Now WTC has a landing page that is easily found by students visiting the college’s main website. The college’s homepage navigates the student to the landing page with a direct link to the Lumens online catalog. “We never had a web presence for the WTC before due to lack of resources,” said Dow. “Lumens not only offered us the ability to offer online self-registration, but provided us with the ability to easily embed keywords and taglines into our site to make it easier for people to find us and enroll in classes.”

Another reason for the increase in revenue was CNM saw a significant reduction in the number of cancellations. Compared to the previous year, cancellations were down from 60 percent to 38 percent on average per month after installing Lumens.

There was also a lot of human error and wasted resources with the previous process. For example, people often showed up to classes that had been cancelled. CNM has not encountered that problem since implementing Lumens, as email notifications go out to students when classes are cancelled.

Labor costs have also been reduced stated Dow. “CNM has gone from having two full-time staff and one temp processing



Cancellation rate comparison, before and after implementing Lumens

registration to only one full-time staff.” Accountability and resource management is easily referenced with the click of a few buttons in Lumens. “The ability to track everything in Lumens is huge,” said Dow. “The system paid for itself in the first year alone. It has also enabled us to merge and save resources by including community education (leisure topics) and CNM employee training on the same system.

## Eager to Upgrade

Within the first year, WTC upgraded to add the B2B module. With Lumens ENT, WTC creates estimates, proposals, convert contracts, customize documents and manage their invoicing in one system. “CNM is constantly looking for and asking for new features. We appreciate the continued support we are receiving from Augustsoft,” said Dow.