

Northeast Iowa Community College

Augusoft Lumens® Customer Reference

Augusoft®

Augusoft® develops and maintains Lumens® - the most comprehensive management system for Continuing Education and Workforce Development Programs.



Kristi Flack
Director of Operations
NICC Business and Community
Solutions

Lumens Products
Lumens Professional

Northeast Iowa Community College (NICC) serves eight counties in northeast Iowa and surrounding areas. Offering more than 85 academic programs of study in addition to online and blended learning, customized business and industry training, short-term certification options and adult education and literacy, the College is committed to affordable, high-quality education and training to ensure the growth and vitality of northeast Iowa. Northeast Iowa Community College Business & Community Solutions aims to provide quality, personal and professional solutions that impact lives.

Featuring: Kristi Flack | Director of Operations

How long has NICC been using Lumens:

"We went live January of 2011."

How many annual registrations does your program manage?

"Annual revenue approximately 3.8 million with 24,000 unique registrations."

What was your student enrollment method prior to Lumens?

"We used Ellucian Colleague. The credit program still uses Colleague."

What was the deciding factor in the decision to purchase Lumens?

"The most significant reason was online registration. Colleague did not offer that capability. Lumens allows students to register any time of day. This opened staff time immensely. We saw an immediate shift to 34% self-registration online. We have a large WD program - both customized and contract training. We needed a contract training module. We were able to build out our training program and put everything into one system. This was HUGE. It allowed us to monitor and grow that business. Prior to Lumens, we did not have a good system to retrieve data. It was cumbersome. We wanted to customize and run reports. With Lumens we are able to easily create a benchmark system to track revenue and enrollment that was far better than Colleague."

What is one Lumens feature you cannot live without?

“There just isn’t one, there are many. We have a large district with two main campuses that are two hours apart and five centers in the community. When we were using Colleague, we had to log into the network to get into the system. Being internet based with Lumens allows us to manage our classes just by having access to the internet. We have instant access to all our class information, students’ profiles, etc. And we are no longer required to log into the network. This makes everything easy and accessible without complication.

Augusoft customer service and technical support are fantastic. Reliable and accessible. We don’t have to hire anyone internally to manage our system on the tech side. This is HUGE.

We could not live without Lumens reporting, the customize reports are easy to run without a programmer. We can get a broad view of our program and drill into specifics to do target marketing.”

Do you have an ERP system within your program?

“No, we operate separately. We have internal processes to manage the two programs. We do a manual transcription if a non-credit student moves to credit. We have an integration with BrightSpace and Lumens. This was a custom integration we developed jointly with Augusoft. With this integration we are able to offer a lot more classes and have eliminated a long process. We plan to look at an integration with SalesForce and Lumens soon.”

Describe your experience in working with Augusoft employees.

“Always very helpful. Customer Service is always very responsive. When we call or submit a tracker, within a day or two it’s resolved. Communication is excellent. Developers are extremely accessible and helpful. Upper management is willing to schedule one-on-ones to discuss needs. Follow up and delivery on commitments is outstanding. I can’t say enough good things about Augusoft. The company is customer centric. Our IOWA Lumens User Group brings requests often to Augusoft. Customer input is open and encouraged. It is wonderful to have input to changes and improvements that benefit all customers.”

Would you recommend Lumens to your colleagues?

“Absolutely. There used to be just three programs using Lumens in Iowa. Now several colleges are moving to Augusoft. I continually recommend programs to have a look at Augusoft. NICC offers support to IOWA program administrators to help support the change. If we are all using the same system, it is easier to collect data. I am a huge proponent.”

**Interested in learning more about Lumens?
Schedule your private demonstration at augusoft.net/demo**



8441 Wayzata Boulevard, Suite 200
Minneapolis, Minnesota 55426-1360
info@augusoft.net • augusoft.net
(763) 331-8300 • Fax: (763) 331-8349

© 2019 Augusoft, Inc. Augusoft®, the Lumens® name and identifier(s) are registered trademarks of Augusoft. Augusoft reserves the right to alter product and service specifications described in this document. Use of the terms "partner" and "partnership" do not imply a legal partnership between Augusoft and any other party. Various trademarks are held by their respective owners.