

# Trident Technical College

## Augusoft Lumens® Customer Reference

### Augusoft®

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



Deseret Scharett  
Director of Business Services

Lumens Products  
Lumens Professional  
Contract Training

Trident Technical College is a public, two-year, multi-campus community college that provides quality education and promotes economic development in Berkeley, Charleston and Dorchester counties in South Carolina. An open-door institution of higher education, and one of the largest institutions in the state, Trident Technical College serves traditional and nontraditional curriculum students who have a wide variety of educational goals, from personal enrichment to career development to university transfer.

To help students meet their goals, Trident Technical College offers university transfer associate degrees and applied technical associate degrees, diplomas and certificates. The curriculum includes programs in arts and sciences, aeronautical studies, agriculture, business, computer technology, engineering technology, health sciences, hospitality, industrial technology, and public service. Trident Technical College students draw on knowledge from a broad range of disciplines to develop the communication and critical thinking skills that are fundamental to lifelong learning.

Trident Technical College further promotes economic development through continuing education courses; customized education and training for business, industry and government; and a variety of employment training programs.

### Featuring: Deseret Scharett | Director of Business Services

#### How long has Trident Technical College been using Lumens?

"We have been using Lumens for four and a half years now. We went live in November of 2015."

#### How many annual registrations does your program manage?

"Annual revenue approximately \$5 million. 10,000 registrations for open enrollment and 3-5000 contract training."

### **What was your student enrollment method prior to Lumens?**

“We used Ellucian’s Colleague. It was not an ideal online registration or reporting product for our business. The credit side still uses Colleague.”

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

“The registration method for the student. The shopping cart technology with simple click and the ability to passively and actively search for classes. Other products lose students. We naturally increased revenue because of ease of use. Also, important was the reporting functionality. We wanted to access reports that our executives could use quickly. It was very difficult and time consuming to get reports out of Colleague.”

### **What is one Lumens feature you cannot live without?**

“Shopping cart technology, reporting, and contract training. Can’t live without anything. The Contract Training module keeps everything in one place. We can create a proposal, generate a contract, and can follow a customer through the contract process with accounts receivable - all in one place. We used to have multiple screens, documents in multiple places. Now everything is very accessible and streamlined.”

### **Do you have an ERP system within your program?**

“Colleague on the credit side, but we do not interface. There is a program to do an import to the general ledger. It is a semi-automated upload to Colleague.”

### **Describe your experience in working with Augusoft employees.**

“Great experience working with all employees. Very good rapport with Customer Support and Leadership. The Lumens User Summit helps reinforce our relationships. Customer service exceeds expectations. I enjoy working with the Augusoft staff and have enjoyed working with marketing.”

### **Would you recommend Lumens to your colleagues?**

“Definitely. Without Lumens non-credit was experiencing a slow recovery during the economic downturn. We had to be self-reliant. The program would have not been able to sustain and grow without Lumens. We have increased our summer programs 30% year over year. If we didn’t have Lumens we would have declined.”

**Interested in learning more about Lumens?  
Schedule your private demonstration at [augusoft.net/demo](http://augusoft.net/demo)**



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