

Washtenaw Community College

Augusoft Lumens® Customer Reference

Augusoft®

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



Michelle Zervos
Director of Economic and
Community Development

Lumens Products
Lumens Professional
Lumens API
Contract Training

Washtenaw Community College is a community college located in Ann Arbor Charter Township, Michigan. Founded in 1965, WCC welcomes more than 20,000 students from over 100 countries to study each year, and grants certificates and degrees to over 2,600 students annually. For over 40 years, WCC's open-door admissions policy, affordable tuition rates, and high-quality classes have attracted students from local communities and around the world. More than 18,000 register for credit classes each year, and thousands more enroll in Economic and Community Development classes.

Featuring: Michelle Zervos | Director of Economic and Community Development

How long has the WCCNET been using Lumens?

"Washtenaw has been using Lumens for about six and half years."

How many annual registrations does your program manage?

"We have over 7000 registrations with annual revenue approximately \$800,000."

What was your student enrollment method prior to Lumens?

"Prior to Lumens, we used Banner with some back-end program which was created internally. It was not super friendly for students or staff."

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

"We discovered Augusoft through LERN. Also, one of our leaders wanted to use Lumens at a previous school but wasn't able to get the backing. When she came here she advocated for Augusoft. It's better for our students and for administration."

What is one Lumens feature you cannot live without?

“Reporting – the reporting on Lumens is really, really good. And the reporting is very easy to access which I greatly appreciate. Another thing Augusoft does really well is customer service. Not only is the customer service team always responsive, the director of customer service responds immediately. This has helped me respond to questions from my leadership. They are always trying to help – fantastic.”

Do you have an ERP system within your program?

“We have an API interface with Lumens and Banner.”

Describe your experience in working with Augusoft employees.

“Fabulous. One thing Augusoft does that others don’t do is a site review. It was really eye opening for us. The Augusoft team is super knowledgeable and helpful. They noticed things that we weren’t doing and features we were not utilizing. We learned about the multiple layout choices and with our website and working together with Augusoft, our site is much more appealing. We build a personal connection with the Augusoft team at the User Summit. You really feel you can just call Judi or Cem at any time and they will help.”

Would you recommend Lumens to your colleagues?

“I would, yes. I love data. It’s so easy to go and pull the data; especially if you have the LERN connection – it’s laid out beautifully for you. You can get reports quite easily. I find that is quite effortless to use vs. others. The level of support from Augusoft is amazing.”

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