

# Anthology's CRM solution and SIS help Luminus Technical University College overcome challenges of virtual learning

Luminus Technical University College manages the entire admissions to graduation lifecycle of its students from marginalized societal groups with Anthology's award winning customer relationship management (CRM) solution and student information system (SIS).



Anthology has really helped us in our mission to expand our operations beyond physical campuses. Anthology's software has helped us conduct distance learning programs seamlessly. All this was possible despite the fact that we are trying to expand our programs to people with limited digital skills. Overall, Anthology has been a helping hand for us, to achieve our vision of providing quality education to the less fortunate and ensure their employability & well being.

**Mr. Mohammad Ahmad Khanfar**  
CTO, Luminus Education Group

<b>INSTITUTION TYPE:</b>	<b>LOCATION:</b>	<b>STUDENT POPULATION:</b>
PRIVATE	AMMAN, JORDAN	8000+ STUDENTS

Luminus Technical University College (LTUC) is a privately-owned academic institution offering employment-focused programs to improve the livelihoods and well-being of marginalized and under served communities, including refugees. LTUC has four campuses in Jordan, offering different courses.

However, to expand the reach and open study opportunities to wider geographies and learner demographics, LTUC invested in technology that would not only improve decision-making, but also provide a platform for the delivery of high-quality TVET (Technical and Vocational Education Training). This step benefits those residing outside urban areas who are unable to attend on-campus and in-person programs due to the poor transport infrastructure and societal norms restricting women's participation.

Anthology's partnership with LTUC is a testament to the fact that technology can break down barriers and make education accessible to all.





## The Challenges

**Need for a robust remote learning system:** LTUC needed a comprehensive online platform to effectively replace in person education, ensuring a seamless transition for students and educators, while maintaining the same academic rigour and engagement level.

**Lack of digital skills among target student group:** LTUC faced a major challenge in swiftly transitioning to a virtual learning environment due to external factors This transition proved particularly challenging for its predominantly vulnerable youth and refugee student population, many of whom lacked digital skills and experience

**Lack of a professional body for professors:** LTUC lacked connection and collaboration among professors, leading to a lack of professional development opportunities and lower job satisfaction, which in turn resulted in lower teaching standards A teacher development program has addressed these issues by fostering a community of practice.

**Existing solution wasn't suitable for multi campus environment:** The previous software was outdated and unsuitable for multi campus deployment, causing difficulty accessing and sharing information between locations, compatibility issues, and limited operational efficiency A modern multi campus compatible software solution would improve communication, collaboration, and overall efficiency.

**Reporting issues:** LTUC was using a homegrown decentralized system across multiple cities and several campuses, causing reporting issues.



## The Solution

**CRM & SIS:** Anthology's CRM solution and SIS enabled us to seamlessly transition from in person education, while ensuring the same level of academic rigour and engagement for both students and educators.

**Easy to use software:** Anthology's solutions helped LTUC to overcome the challenge of swiftly transitioning to a virtual learning environment, especially for its vulnerable youth and refugee student population, who lack digital skills and experience The solution helps ensure a seamless transition to online learning while maintaining academic rigour and engagement

**Quick & smooth system transition:** Partnering with esteemed education providers like Anthology helped LTUC to expedite the transition process, from physical to digital classes Since implementing Anthology's solutions, more than 6 400 learners have successfully completed their studies online.

**Fostering community practice:** Anthology's system fosters a community practice among teachers at LTUC This resulted in collaboration, knowledge sharing, and professional growth, elevating teaching standards and increasing satisfaction among teachers.

**Central repository for all activities:** Anthology provided a central repository for managing all activities, students, structures, and master data structures This made institute operations smoother, which in turn helped scale up education to more.

