



MapleLMS

Anywhere. Anytime. Any device

A leading Egypt-based University streamlined their Online Education, Assessment, and Certification program using MapleLMS

OUR CLIENT

Our client is Egyptian University with a diverse range of courses and specializations, including Undergraduate, PhD, and Masters. They have 25K plus students and research scholars who learn, get trained, and earn professional and educational certifications at the end of their respective courses.

Finance, Medical, Nursing, Information Technology, Engineering, Science, and Arts, Commerce, and a wide range of courses are offered to students and research scholars.





CLIENTS REQUIREMENT



Our client is Egyptian University with a diverse range of courses and specialization. They have 25K plus students and research scholars who learn, get trained, and earn professional and educational certifications at the end of their respective courses. They offer University-level general and professional degree courses and training programs including Finance, MBA, MBBS (Medical), Nursing, STEM, Arts, and research facilities across niches.

THE CHALLENGES

Our client wanted a centralized system to deliver hybrid learning, training, and certifications, and conduct assessments. They wanted a hassle-free solution that can replace their multiple systems in silos and eliminate the risk of manual errors as well. Plus, a secure **Online Assessment and Proctoring** platform for online assessments to deliver certifications and a learning platform that learners can access from anywhere.

After going through their system, understanding their processes, and interviewing the process managers and other stakeholders, we figured out the following challenges that they encountered on a daily basis:

The Challenges



Centralized Platform for Learning for Hybrid Learning

Learners were not able to access the recordings for assignments or revising the topics after the sessions were over. Offline and asynchronous learning was not possible when internet was down or unavailable.



Remote Assessment Test Administration and Proctoring

Conventional assessment and certification methods posed the risk of cheating and malpractice by the candidates. The university found it challenging to invigilate the candidates remotely.



Marking Attendance Online

For remote sessions, the instructors found it difficult to mark the attendance of the learners. There was a chance that learners might mark false attendance.

Data Accessibility and Administration Issue

Staff with minimal technical knowledge were not able to manage the learning data or manage it efficiently. Mapping courses, completion data, and certificates of learners was time consuming and confusing.

Time-Consuming and Expensive Certification Process

Manually designing and disbursing certificate was a gruesome task. Tracking the course completion to award the certificate was equally daunting.

Fee Payments

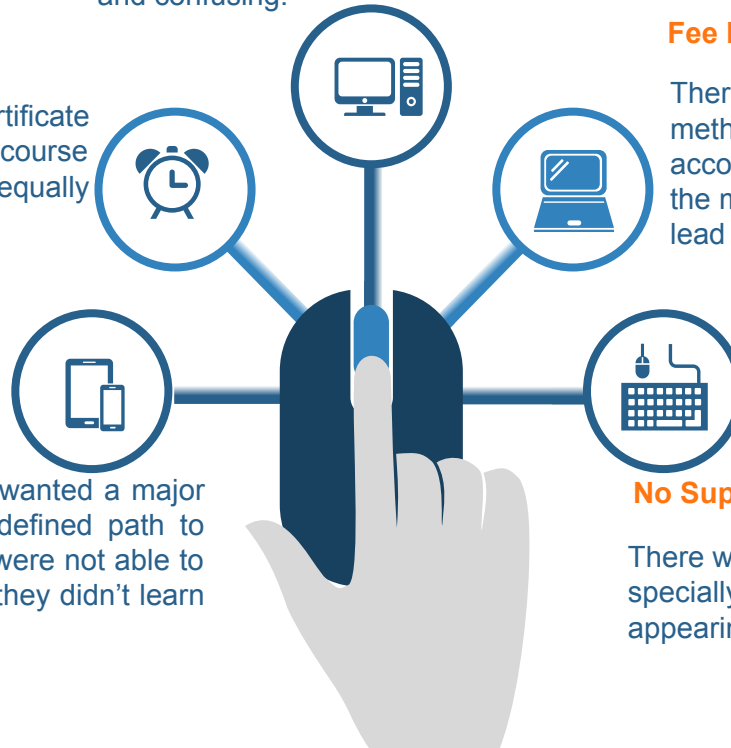
There was no synchronized payment methods to manage admissions and accounts at one go. Data in silos needed the management to collate it manually that lead to manual errors and discrepancies.

Undefined Learning Paths

Learners who switched courses or wanted a major had to struggle as there was no defined path to guide them for the transition. They were not able to pick courses those are unique and they didn't learn them in the previous course.

No Support for Specially-abled Learners

There was no provision to accommodate specially-abled learners and candidates appearing for assessment tests.



Challenges in Document Management

Transcripts and Report cards, research papers, images in different formats was not supported. Learners as well as staff were unable to upload or submit relevant documents.

No Scope of Auto-reporting and Analytics

All the data in silos made it tough to report and analyze the data. Plus, manual reporting, analysis and visualization was impossible without a dedicated analytics tool.

Evaluation, Grading, and Reporting was Time Taking

Conventional assessments, evaluations, grading assignments, report card generation, and publishing results consumed more time for the instructors.

Digital Course Library

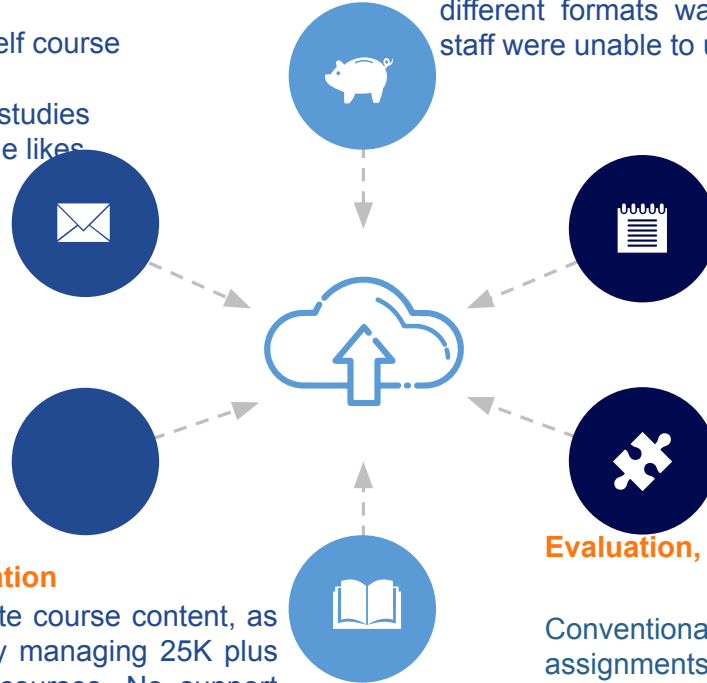
The client didn't have a digital off-the-shelf course library for professional courses, such as Engineering, Finance and Management studies such as BBA or MBA, MBBS, CA, and the likes.

Data in Silos

The client was not able to synchronize the data stored in different systems. This data silos prevented monitoring and managing the information.

Content and Course Creation

Earlier it took long to create course content, as the University was already managing 25K plus learners across different courses. No support for content migration from other authoring tools.



SOLUTIONS OFFERED

A person is holding a tablet computer, with their hands visible. The person is wearing a dark jacket and brown pants. The background is a solid dark grey.

We have offered the following solutions to our client after careful consideration of their numerous pain points across verticals within their University. We realized that they needed a full-fledged **learning management system (LMS)** with an online assessment platform. The solution was designed to help them streamline their online training, education, assessment and reporting processes.

Our flagship **MapleLMS and the Online Assessment Platform** enabled the client to have a centralized and synchronized system, proctored assessments to authenticate candidates and ensure exam probity. Our highly scalable online learning and proctoring platform eased all their training and online assessment issues in diverse ways.

01

Centralized and Scalable LMS for Easy Course Access:

The client was able to onboard and train 25K active users in the University across courses using the scalable LMS. The learners were able to access courses using the mobile-friendly platform and learn on the go and asynchronously.

02

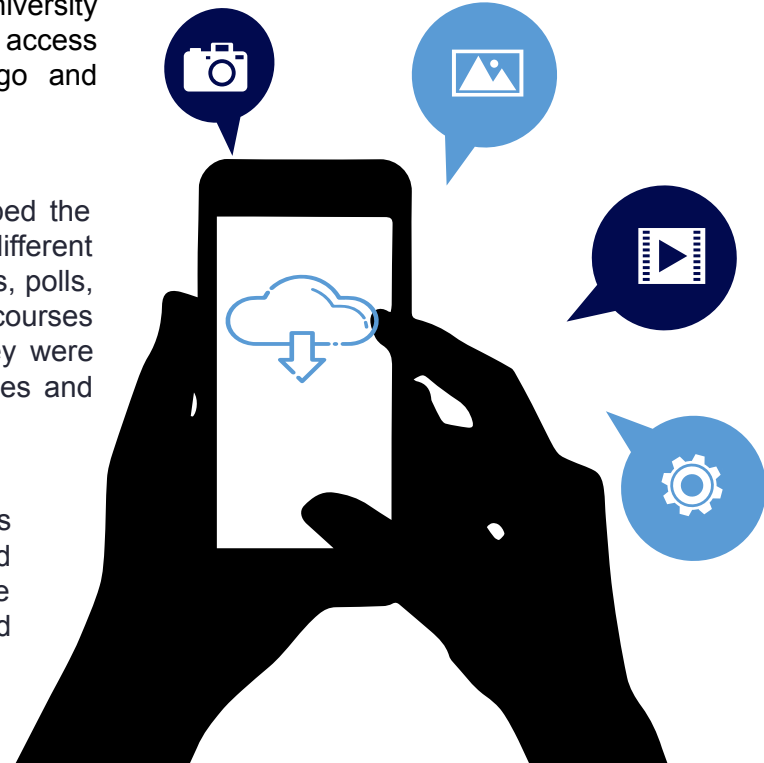
Content Authoring and Course Creation:

MapleLMS and the Online Assessment and AI-Proctoring tool helped the client create different types of courses and assessments, using different questions and answer types from the question bank, forums, quizzes, polls, surveys. They were able to create and migrate SCORM and xAPI courses from old systems to MapleLMS without losing any data. Plus, they were able to access our off-the-shelf course library with 10K plus courses and offer digital library to their learners.

03

Cost-effective Auto-certificate Generation:

MapleLMS helped the client auto-generate white-labeled certificates for candidates, as soon as the assessment, evaluation, grading, and reporting process was done using the LMS. As instructors were able to set questions and answers on the LMS, it auto-generated certificates as soon as the learners met the criteria.



04

Candidate Authentication and Proctoring:

After implementing MapleLMS Online Assessment and AI-Proctoring, the client was able to authenticate candidates' identities using multiple verification methods. Live human proctors were able to invigilate assessment tests along with AI-proctoring. Proctored certification tests were conducted by authenticating candidates, locking browser and external devices, and live recording test sessions to verify later.



AI-suggested Learning Paths:

Using MapleLMS platform the client was able to guide learners in an AI-suggested learning path. The suggestions were based on the learners role, learning history, and interests. It helped learners understand and easily navigate through a proper career path.

05



06

Automated Certificate Generation:

Using MapleLMS Online Exam and AI-Proctoring tool, the client was able to instantly evaluate, report, and auto-generate certificates for the candidates. Automating certificate generation with this tool enabled the client to deliver a better online assessment experience to the candidates without much delay.



07

Process Automation and Manual Error Removal:

The client was able to eliminate most of the performance roadblocks for training, learning delivery, or assessments as the processes got automated with MapleLMS online learning platform. Both the LMS and assessment processes were streamlined to facilitate faster delivery of learning and assessment solutions.

Integration with Third-party Applications:

The client had difficulty in synchronizing data between the different departments, such as finance, accounting, HR, student information system, and the learning platform. MapleLMS enabled the client to effortlessly synchronize data with all the systems for a centralized data repository. Learning data and other details of the learners were consolidated with a single source of truth. MapleLMS integrates with Salesforce, Fonteva, MemberClicked and plenty other applications.

08

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eCommerce and Fee Payment:

The client was able to accept online fee payment towards courses and assessment tests using the eCommerce module. It came with a payment gateway, multiple payment method support, course catalog, membership-based prices to apply discounts and coupons, and more.

10

Microsites:

The client was able to offer dedicated learning platforms to each group or department of learners within the University. It helped the management to keep track of the learning programs, progress, and achievements easily through the LMS microsites. Each department had their own branding for their version of the LMS.

Learner Engagement through Quizzes and Forums:

The client was able to create quizzes, forums, group discussions, and chats, it helped the learners to experience social learning. They were able to interact with peers and instructors, collaborate over projects, participate in quizzes and polls, and more. This increased engagement and quickened knowledge retention.

11

12

Gamification for Interactive Learning:

The client was able to create interactive content using the content authoring tool. Along with that, the gamified platform helped learners to learn with fun and earn rewards (badges, leaderboards, certificates, credits, and more) to stay motivated and continue learning.

Continuing Learning:

With the best LMS at hand, the client was able to deliver continuing learning to learners, instructors, staff, and alumni for their professional growth.

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The outcome of the LMS and Online Proctoring

With the MapleLMS learning platform and online assessment tool, we delivered the following benefits to the client:

1

A glitch-free online learning platform and AI-proctored certification experience.

3

100K+ candidates simultaneously were able to take proctored tests without burdening the admin staff.

2

Synchronized learning and certification management system using AI-proctored online assessment enhanced performance by 40%

4

Multi-tenancy enabled the client to cut costs and have a scalable platform for learning development and online assessment.

5

Automated certificate generation quickened certification delivery and reduced manual errors.

6

Significant reduction in cost, manual tasks, and man hours to deliver online education and conduct assessments.

7

Microsites for dedicated learning environment for different groups or specializations.

8

Reporting and analytics were quickly generated to ensure transparency, identify and take action on critical issues.

9

The client saved guest lecture visiting costs as sessions were made possible online with webinar tools and Zoom integration.

10

Security of high stake certification assessment tests was ensured with AI-proctoring. Further the data was encrypted while being stored for future audits.

11

Accommodation for specially-abled learners made the university receive more learners and it enforced an inclusive learning environment for them.

12

One-click report generation for learning data and assessment and proctoring analysis.

13

Dedicated account managers helped the client with all their training challenges 24x7. Unlimited training was provided to their team.

14

It helped the university students and alumni to pursue continuing education as the courses were accessible in the LMS anytime and anywhere.



MapleLMS became the one-stop spot for the University as they were able to deliver hybrid learning and professional training to students and research professionals without much hassle!

Thank You



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