

# Over 300 appointments daily with a multi-channel scheduling system



Gateway Technical College is one of the largest technical colleges in Wisconsin, U.S. Across nine campuses and center locations, they admit over 20,000 students each year and offer 70 career programs & 21 fully online programs.

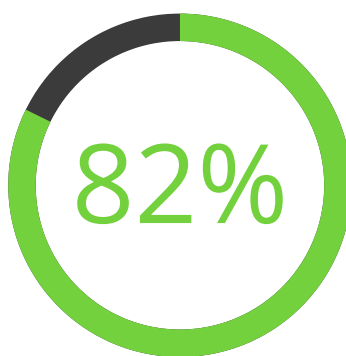
## Challenges

### An extensive backlog and a long waiting list

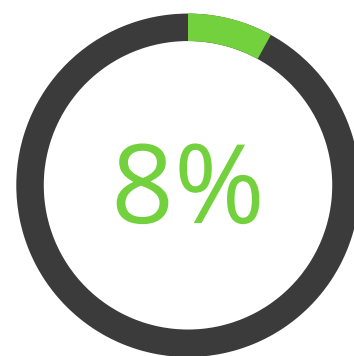
Before implementing Sign In Scheduling, their nursing and health departments were faced with challenging and extensive backlogs and students who weren't seeking medical attention when they needed it. Their waiting lists became unmanageable, which was consequently eating into the resources that the college medical team had available.



Appointments  
booked daily



Student-initiated  
bookings



No-show rate after  
launch

## Solution

# Implementing a multi-channel scheduling solution in the college's health department

With a **20,000-person strong student body**, it was essential that Gateway got their appointment backlog under control quickly.

They needed an appointment booking system that was:

- **Quick and easy** to set up
- Could handle a **high volume of appointments** at once
- **Student-friendly**: Allows for 24/7 appointment scheduling and was available online
- **Intuitive** to use for medical staff

Working closely with 10to8's Customer Support team, Gateway created a **simple online booking page** that they could connect to the school's intranet. They customized the page to let students know what services they can access. They also set up communications - automated appointment confirmations sent by both SMS and email to ensure students remember their appointments.

*"We're so pleased that Gateway has been able to implement Sign In Scheduling so successfully within their business and that both students and teachers are now seeing the benefit."*

Matthew Cleevely

Co-founder, Sign In Scheduling



## Results

### A 350% increase in appointments and 82% of bookings made by students

Three months following their launch, Gateway was taking over 1000 appointments per month. As of writing (over two years later), they are now taking around **300 appointments per day, an increase of 350%**. The uptake was phenomenal. And with **82% of bookings made by students**, the admin pressure has been dramatically reduced. Gateway has created **phone-only services**, and students have been able to book online, over the phone, and in person.

#### Results at a glance

- 350% appointment increase
- 1,000 appointments per month
- 82% student-initiated appointments
- Reduced wait times (max. 7 days)



## Let's start your success story!

We would love to get to know your organization and its scheduling and visitor management requirements. Let's talk!

[Book a call](#)