

70% student uptake and 83% reduction in no-shows

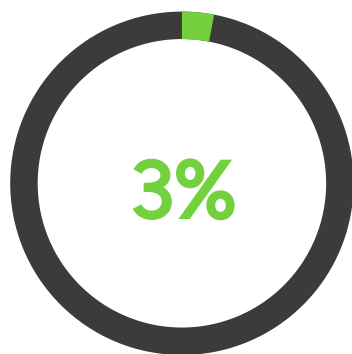


Located in Santa Clara, California, U.S., Santa Clara Wilcox High School is one of the two public high schools in this district. They admit around 2,000 students a year.

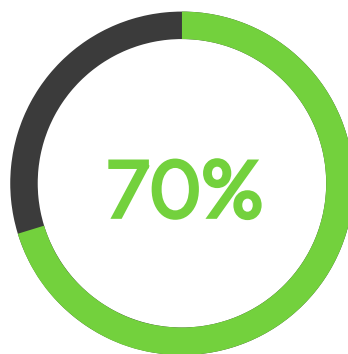
Challenges

Time consuming admin and keeping students safe

Santa Clara High School needed a way to manage its increasing number of student service appointments. Eight secretaries were organizing around 100 monthly appointments, and generating a separate pass for each appointment. Each pass had to contain the student's name, ID, time of appointment, etc, and give each student authorization to leave class. This was a very time-consuming task and a technical solution was needed to reduce the admin burden.



No-show rate



Students have booked online



Daily admin hours saved

Solution

Switching to a more secure appointment scheduling system

Their first trial of an appointment scheduling tool was with Calendly. But after several security concerns, they decided to switch to a different solution. Their new requirements included ISO 27001 compliance, WCAG compliance, CCPA compliance, fully accessible and easy to use. After research, they chose Sign in Scheduling. After a short onboarding and trial period of just three weeks, Santa Clara High School launched 10to8 across the school on the 10th of March 2022.

Some of the features they implemented include:

- Self-service online booking page
- Service-specific messaging
- Automated reminders and confirmations via emails, voice, and SMS
- Accessible WCAG-compliant booking pages
- Private bookings links via email
- Calendar sync integration
- Can extract easy reports

"We can't say enough good things about Sign In Scheduling. It caters to all of our staff schedules and makes meetings very customizable."

Staff members

Santa Clara Wilcox High School



Results

Leading the way in improving student management

Less than eight months after their launch, Santa Clara High School is incredibly happy with their results. A total of 1,400 students have booked appointments online. **Sign In Scheduling** has also completely eliminated the need for admin-heavy student passes. Now, students can book an appointment online and have their student pass/booking confirmation available on their phones. This has given the staff members at least **3 hours of admin back throughout the day.**

Results at a glance

- No-shows dropped from 30% to less than 5% per month
- 70% of their student population have booked appointments
- Now taking over 300 bookings monthly.
- Student wait times reduced from 5 days to 2.



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](#)