

# Tackling an urgent need to protect a community



The University of Alberta is the flagship institution for the province of Alberta, one of the largest institutes in Canada. With a thriving student population of roughly 40,000 with a 10-15k faculty and staff members.

## Challenges

### Keeping a community safe with rapid testing

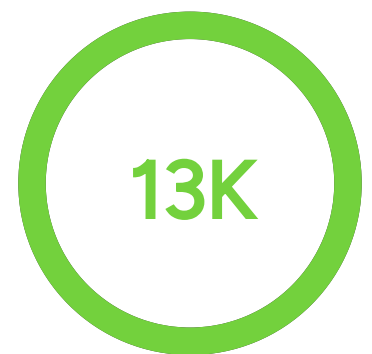
In August 2021, the University needed to manage the Covid pandemic. They rolled out a program within 3 months, asking all community members to provide their vaccination status if they were attending in-person activities across the campuses. It was a considerable administrative burden to track individuals' vaccination status. Campus attendees also had to test every 72 hours just so they could remain on campus.



Appointments booked weekly



Days to get up and running



People scheduled

## Solution

### A hugely successful 5-day turnaround

Sign In Scheduling was referred internally, as the Community Social Works team at the University had already been using 10to8 since 2016 for end-to-end appointment and communications management across a wide variety of user types.

The existing and new needs for appointment scheduling software were very similar, sharing the same user demographics and scenarios.

With a diverse community with people of all ages, backgrounds, and nationalities, they needed an easy-to-use and accessible system. The Uni reached out to the 10to8 team and was able to quickly, over a 5-day period, get the use case put together. Their turnaround time was extremely tight and even with the time difference, the team at 10to8 was great at understanding their needs and extremely tight deadlines.

*"It's a testament to the team and the ease of use of the software that they were able to stick to our 4-5 day timeline and have everything rolled out with minimal issues. As of Monday morning, things went very smoothly."*

**Kevin Friese**

Assistant Dean of Student Health and Wellness



## Results

# Protecting a community and keeping students safe and healthy

Less than a month after implementation, the University was scheduling roughly 800 to almost 1,000 tests per week. With 10to8, not only were they able to roll the system out with minimal problems but to do this in a way that significantly reduced the workload and burden on the team. The end result is that they are now able to take around 200 appointments per day and the longest time students ever waited for an appointment was 4 days, with an average wait time of 2 days.

### Results at a glance

- SMS and email reminders gave students much more control
- Over 13,000 students have booked appointments
- The University met its testing goal and kept students safe
- The average student wait time is just 2 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!

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