

Revolutionizing student engagement with online scheduling



Located in California's Bay Area, the University of San Francisco (USF) is a private university. USF offers undergraduate and graduate degree programs in various fields, including arts and sciences, business, education, law, and nursing, and has roughly 14,000 students.

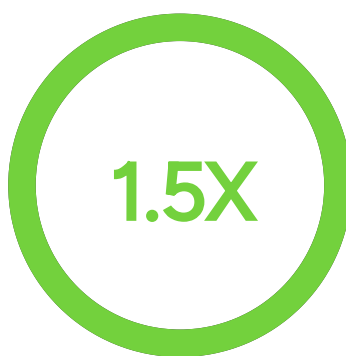
Challenges

Improving social distancing and student services

Students use the Educational Tech Services to book new technology training sessions, and their Internal Customer Service to assist with tech issues. However, back in early 2020, the University struggled to deal with the effects of the pandemic. Students could not adhere to social distancing because of the small waiting areas for these meetings, and so were congregating in small spaces.



Appointments
booked to date



Increase in
appointments



Other departments
adopted

Solution

Launching an experimental pilot program which turned into a huge success

USF decided that the easiest way to do this would be to allow students to book online. They reached out to Sign In Scheduling in late March 2020.

After a detailed discussion with our team, they began their training and onboarding process. They launched their online booking system in early September with their two pilot use cases, their Education Tech Services, and their internal Customer Services.

Some of the features they implemented include:

- Online booking page
- Service-specific messaging
- Automated reminders and confirmation emails and SMSs
- Zoom integration
- SSO
- Calendar sync integration
- Advanced reporting

"It blows my mind because things we've implemented in the past just don't work as cleanly as 10to8"

Bryan Wu

Technical Program Manager, USF



Results

A rapid expansion and transformation of student experience

The University of San Francisco was so impressed with the results of the initial pilot launch that they **expanded their use across 11 other departments.**

One of their original use cases has **experienced a 160% increase in appointments.** They easily onboarded over 900 staff members and their overall appointment count has seen a dramatic increase: from **taking just over 3,000 appointments in 2020 to almost 9,000 in 2022.**

Results at a glance

- 174% increase in appointments
- Over 23,000 appointments booked to date
- Over 10,000 students have scheduled online appointments
- Reduced no-shows



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](#)