

## Success Story

### Gateway Technical College Bridges the Gap Between Students and Teachers

#### Taking 1000+ appointments per month

Very promising student uptake, with around 82% of bookings made by students

#### Around 8% no-show rate

Fantastic low no-show rate means students are attending the appointments and staff have less admin.

#### Connected the staff with the students

With an 8:1 student-to-staff ratio, 10to8 provided an appointment scheduling solution that worked for everyone.

#### About Gateway Technical College

Gateway Technical College is one of the largest technical colleges in Wisconsin, USA. Across 9 campuses and center locations, they admit over 20,000 students each year and offer 70 career programs & 21 fully online programs.

#### Challenges

Before implementing 10to8, their nursing and health departments were faced with challenging and **extensive backlogs and students that 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.

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

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### The Solution

10to8 is **omnichannel scheduling software**: This means students can request appointments via an online platform as well as over the phone with the automated phone booking system. The multi-channel approach not only ensures accessibility but also appeals to users with different technological skills and preferences.

Working closely with 10to8's Customer Support team, Gateway was able to create a simple online booking page that they could connect to via the school's intranet. They customized the page with relevant information and 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.

### The Result

Within three months following their 10to8 launch in July 2020, Gateway Technical College had begun to take over 1000 appointments per month for their students. As of writing (two years later), this has increased even further and they are taking around **300 appointments per day, an increase of 350%**.

The uptake was phenomenal. The system caters to thousands of students every day - be it day or night, weekday or weekend. And with **82% of bookings made by students**, the admin pressure has been dramatically reduced. Now, students are adopting more virtual appointments. Gateway has been able to create phone-only services, and students have been able to book online, over the phone, and in person.

Students are much happier to book an appointment with the doctor and, as a result, the waiting list has become much more manageable. Students typically only have to **wait between 5-7 days for an appointment**.

10to8 was such a success within the Gateway's health department, that the college has since implemented virtual consultations too. So, instead of struggling with a growing backlog and having students that avoid using the healthcare facilities, Gateway now has a system that caters directly to the student body but, on the back end, it allows staff to stay completely in control.

*"We're so pleased that Gateway has been able to implement 10to8 so successfully within their business and that both students and teachers are now seeing the benefit."*

- Matthew Cleavelly, CEO of 10to8