

The Benefits of Online Scheduling to Tutors

Tutors and tutoring groups rely on Appointment-Plus each and every day to improve the efficiency and profitability of their operations. They use the service to securely schedule student appointments (both self-scheduling where the student books his or her appointment online and internal scheduling in the more traditional manner), manage their upcoming sessions and student profiles, send automated e-mail and text reminders to students regarding upcoming appointments, accept online payments and offer session packages. One example of how tutors use Appointment-Plus to improve their business is detailed in the Case Study on page two.



Recent surveys conducted by Appointment-Plus show the real need small businesses such as tutors have for an alternative to their appointment-setting procedures:

- Before using Appointment-Plus, over 72 percent of small business owners and their receptionists manually took appointments by phone.
- Business owners chose to utilize an online appointment scheduling system for two main reasons: expand the ability of their clients to schedule appointments via the Internet (56.5 percent) and decrease the amount of time they and their staffs were spending on scheduling appointments (53.2 percent).
- Appointment-Plus helped business owners reduce their “no-show” rate by an average of almost 20 percent.
- Fifty-six percent of businesses saw their business increase since they began using Appointment-Plus.

To find out if Appointment-Plus is right for you and your business, please call us at 480-483-1199/800-988-0061 or visit us at www.appointment-plus.com to set up a free trial today!



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Case Study

COMPANY PROFILE

Tutor180 Tutoring Center is an educational tutoring service in Cedar Park, Texas, that offers assistance on such subjects as mathematics, reading, spelling and SAT/ACT prep. Setting approximately 250 tutoring sessions per month, the company offers services for students ranging from kindergarten-age to college-level.

THE PROBLEM

Prior to using Appointment-Plus, Tutor180 Tutoring Center relied on another software program for its scheduling needs. Because the software was installed on only one computer and not Web-based, staff members and tutors could not easily access their tutoring schedules and student information. Additionally, as Tutor180 Tutoring Center internally schedules its student tutoring times (as opposed to self-scheduling), staff could only schedule appointments on the above-mentioned computer.

ANALYSIS

A Web-based appointment-scheduling service became a necessity for Tutor180's operations. Most importantly, it wanted a system that would allow multiple users in different locations to access their individual accounts and student information online. It also wanted the receptionist and other staff members who actually set the student tutoring times to be able to do this at home or in other locations outside the office.

SOLUTION

Tutor 180 Tutoring Center conducted an Internet search to identify appointment-setting software providers. After reviewing the specific services offered at the various companies, it chose Appointment-Plus, which offered more functionality than the other providers.



RESULTS

Appointment-Plus has been helping Tutor 180 Tutoring Center better manage its sessions and students since 2005. In addition to allowing its tutors and staff to access their calendars and student information online at any time and from any location, the business utilizes other system features to more efficiently coordinate their services, such as: creating individual student profiles and folders where staff can add tutor notes following each session; allowing Tutor 180 to easily monitor session payments; and creating student tutoring session packages. The result is more staff time saved in managing and setting tutoring sessions.



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