Mihaylo College of Business and Economics
California State University, Fullerton

Scheduling Software Helps Business School Expand Tutoring Services

An AppointmentPlus Case Study
In 2008, the Tutoring Center at Mihaylo College of Business and Economics realized they needed help with student scheduling. They spent six months searching for a solution, and purchased software.

After using the software for several months, the staff realized it wasn’t quite meeting their needs. So they began a new search for a better solution. What Mihaylo College needed was a company that could provide a more tailored solution. They chose AppointmentPlus.
Results for the 2014-2015 academic year:

11,000
appointments scheduled with Mihaylo College Tutoring Center

2 out of 3
appointments were scheduled using AppointmentPlus software

About Mihaylo College of Business and Economics

The California State University, Fullerton, Mihaylo College of Business and Economics is the fifth largest accredited business school on the West Coast. Nationally recognized for its business and accounting programs, Mihaylo College has 8,500 active students and a network of more than 50,000 alumni and business partners.

Mihaylo College of Business and Economics operates the college tutoring center, which offers tutoring in accounting, economics, finance, and other subjects. The center’s staff is dedicated to providing assistance to Mihaylo College business students in a friendly, supportive learning environment.
Growth on campus requires upgraded process

In 2008, the tutoring center relocated to a new building with a capacity for 90 students. Before the move, the center relied on walk-in scheduling, which didn’t allow students to schedule tutoring appointments or reserve study rooms in advance.

With the new space and anticipated increased traffic, Mihaylo College searched for an online scheduling solution that could help them manage both appointments and resources. Initially, they selected a vendor we’ll call Software X.

After using the new software for three months, they realized they weren’t happy with the interface. The software’s template for scheduling appointments did not fit the needs of their students, and it wasn’t customizable.

Additionally, as student usage of the software increased, so did the price — not ideal for a privately funded center with a fixed annual budget and a goal of increasing student participation in its services.
Fixed fee frees up center for growth

The tutoring center’s disappointment with their previous scheduling software provider led them to renew their search for a replacement — one more aligned with their scheduling needs and budgetary guidelines.

Unlike their previous vendor, AppointmentPlus welcomed the opportunity to work with the Assistant Dean to develop a pricing structure that would meet their needs.

Increased appointments lead to better tutoring center utilization

Without the escalating price structure, Mihaylo College was able to focus on increasing tutoring appointments without fear of going over budget.

During the 2014-2015 academic year, the Mihaylo College tutoring center scheduled 11,000 appointments using AppointmentPlus® software. According to the staff, students love the convenience of going online to choose their appointment time and sorting by time or tutor.

Sara Lycans-Roy, administrative support staff for the tutoring center, says that “AppointmentPlus software has helped our students. It’s helped our center really grow.”
Reporting shows financial transparency to donors

As a privately funded center, it’s imperative that Mihaylo College show donors how their funds are being utilized. Mihaylo College uses the reporting features within the AppointmentPlus system to show how many students are using the tutoring center. The center is also able to pull stats that help them create presentations for executives, donors, and other key stakeholders.