



calendly.com

How it has helped me organise my student bookings.

Lisa Newell

2 Purpose of the session:

To share how I have reduced my admin duties while improving retention and increasing student satisfaction

What will the session involve?

- 1) A brief overview of the software (pros and cons) **RECORDED**
- 2) The opportunity to experience Calendly from a student's perspective (interactive)
- 3) An open discussion with questions and answers

3 Why do I use the Calendly online booking system?

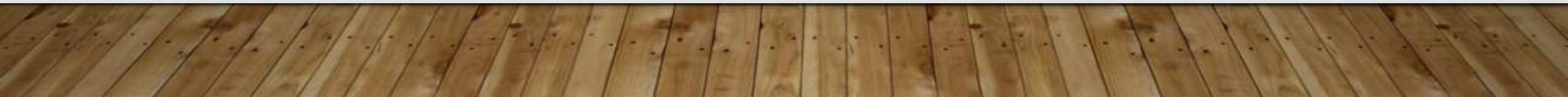
- One of my Derby (ADHD and Dyslexic) students asked if I use it – their personal tutor used it for tutorials and they found it really useful
- I like to relax in the evening and weekends rather than feel like I need to check my phone to book students in the next day (two whole years of bliss!) 😊
- Fitting in students used to be a challenge – especially when they requested the same time and forget to respond to messages.

4 What do some of my other students think?

(recent student survey responses)

“I think Lisa has supported me really well. There is always choice for the session, e.g teams, telephone etc. There is always availability and Lisa makes me feel so comfortable so I can share my camera if i wish and not on days where I dont want to. There is no judgement and this service really helps support me in the areas that i would like help in.”

“Lisa made setting up sessions and access to support super easy and unscary, I really appreciate the accessibility of the service and the support offered!”



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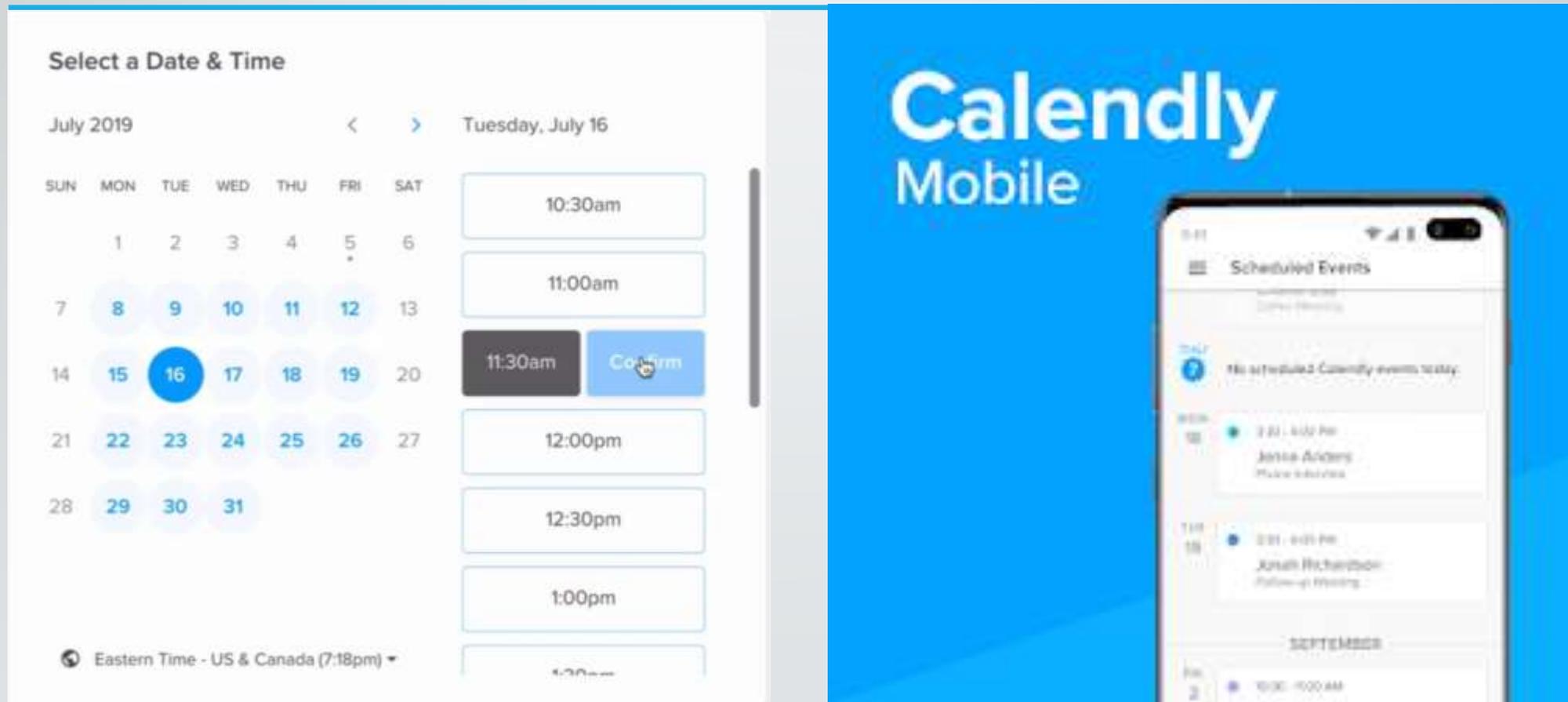
The genius way to work **better**

Calendly makes it easy to work smarter when you're working solo. Meetings, sessions, and appointments become more efficient ways to achieve success and accomplish goals.

[Sign up for free](#)



- 6 After clicking my Calendly link, students schedule sessions and they appear on my app (and the website) ↓



7 Free verses paid...

- <https://calendly.com/pricing>

£10.85 per month

The screenshot displays the Calendly pricing page with four plans: Basic (Always Free), Premium (\$8/mo), Pro (\$12/mo), and Enterprise. A blue arrow points from the text '£10.85 per month' to the 'Start Pro' button of the Pro plan. Below the pricing cards is a 'Features by plan' section with a toggle for 'Billed monthly' (selected) and 'Billed annually'. At the bottom is a table of 'Core features'.

Core features	Basic	Premium	Pro	Enterprise
Calendar connections per user	1	2	6	6
Personalized booking link	✓	✓	✓	✓

8 Cost for certain features

- The basic version is free (this may well be enough for most people) but if you want more than one session type (for example a 1-hour Study Skills meeting, a 30-minute Study Skills session, a 2-hour Mentor session and an initial 10-minute meeting) there is a monthly fee (see slide 7). Students can however book consecutive sessions if necessary.
- If you don't want the Calendly logo on your booking system and the Calendly website on the bottom of confirmation emails '**Powered by Calendly.com**' you need to pay a monthly fee (see slide 7)

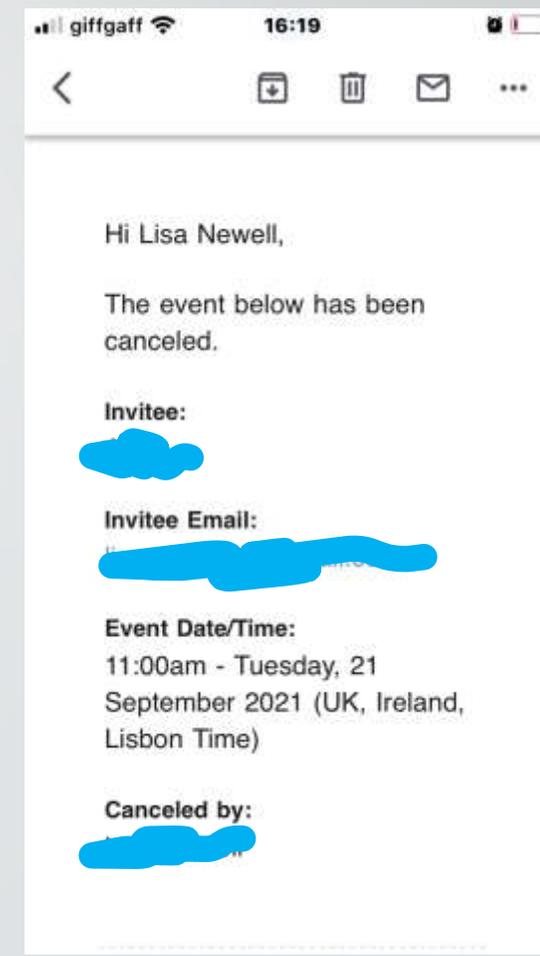
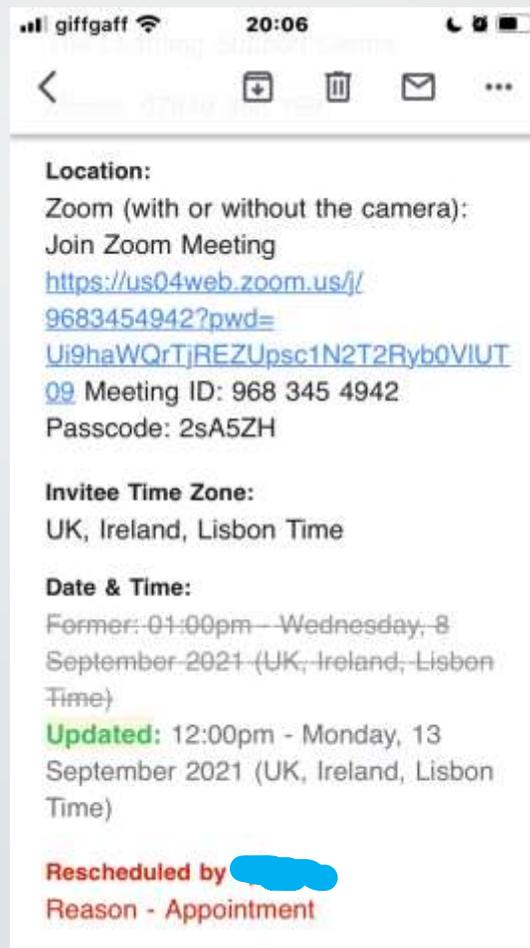
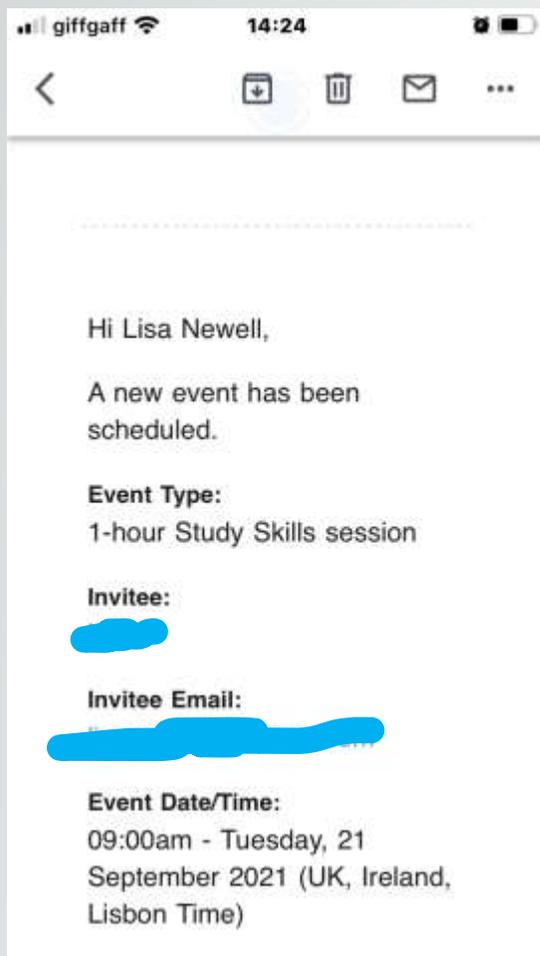


Need to make changes to this event?
Cancel: <https://calendly.com/cancellations/ENHYQ5WQZVPX7YQI>
Reschedule: <https://calendly.com/reschedulings/ENHYQ5WQZVPX7YQI>
Powered by Calendly.com

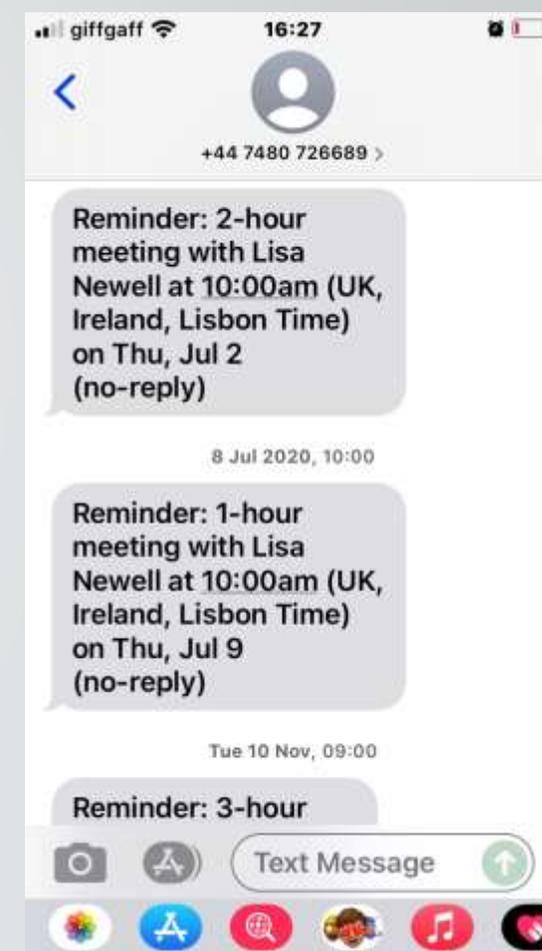
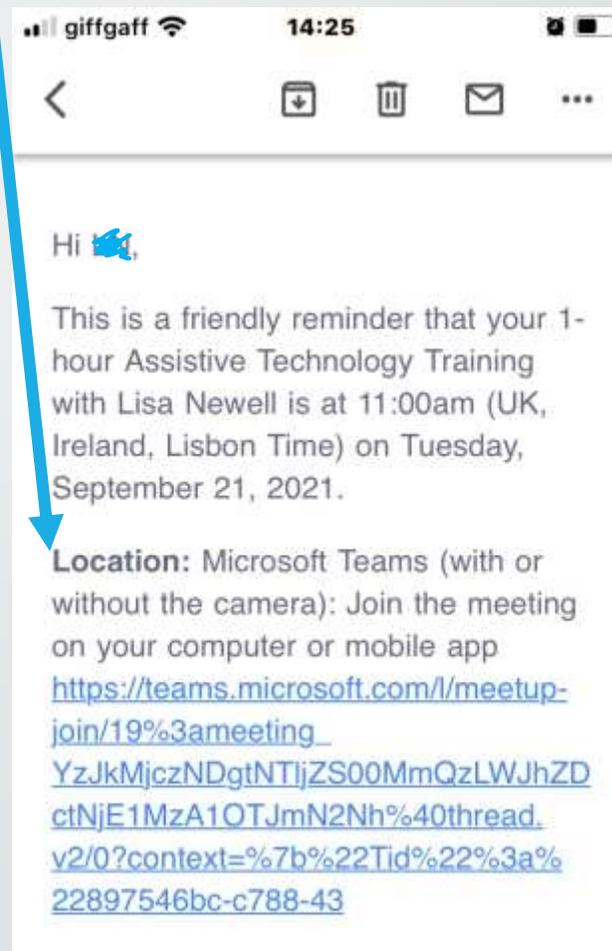
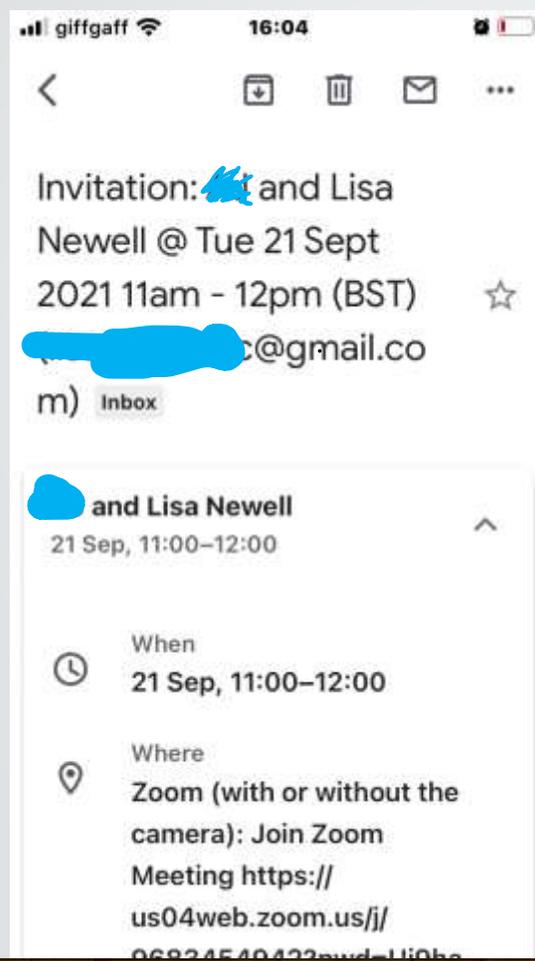
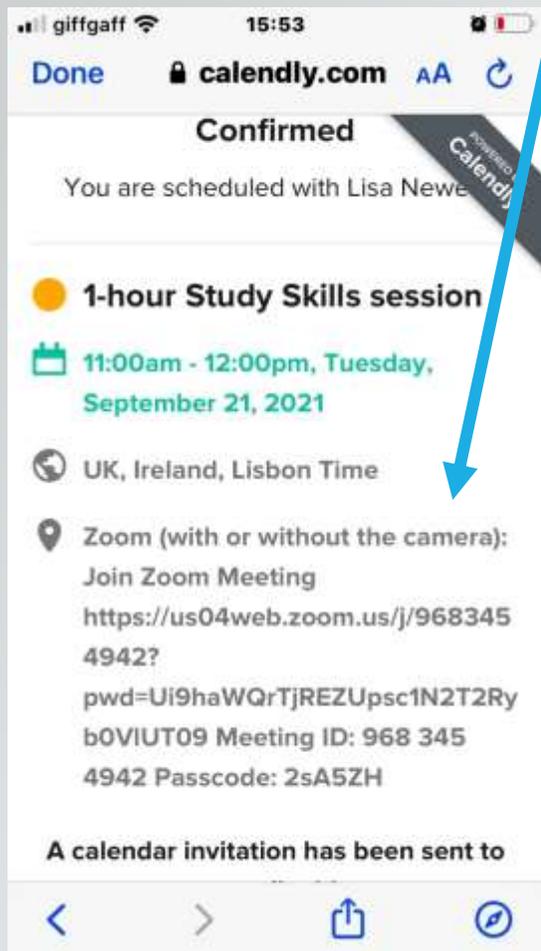


Lisa Newell
1-hour Study Skills

9 I receive automatic emails...



10 Students receive automatic messages...



|| Pros for students

It is particularly helpful for the following students:

- **ADHD** (quick to schedule – fewer opportunity for distractions, plus useful session reminders)
- **Dyslexic and Dyscalculia** (numbers and dates automatically added to online calendar, plus useful session reminders)
- **Anxious and under confident** (instant confirmation and no need to ask for availability).

12 Pros for students

Ease of use

- Clear availability for students
- Time-saving - no need to write and wait for replies to messages
- Students can schedule sessions from my initial email/text
- Instant confirmations are sent to students (with an *optional* link to schedule more sessions)
- My availability is instantly updated ready for the next student (no need to wait for replies to messages) this eliminates confusion and frustration.

13 Pros for students

Organisation - students can easily stay organised by:

- choosing to get automatic text reminders when booking
- clicking a link to add sessions to their online calendars
- scheduling, cancel and reschedule sessions 24 hours a day 365 days a year, when they think about it, without feeling like a nuisance
- choosing how to meet each time and get an email reminder with a link to Zoom/Teams etc.

14 Pros for me

Relaxation - it's an automatic admin fairy!

- Time-saving - no need to write and wait for replies to messages
- Instant email notifications are emailed to me when students book in
- No temptation to overstretch myself to meet a student's request
- No juggling dates and times after work or at weekends
- Breaks between sessions can be automatically generated (I prefer back-to-back sessions)
- I can schedule my lunch break at the same time each day or different times each day
- A time limit can be set so I get enough notice before a session (I have chosen to have at least one hour's notice)
- Students can schedule sessions while I am on holiday and get automatic confirmations.

15 Pros for me

Organisation

- If I want a reminder about any training etc. I can schedule it in with Calendly
- I get an email to say how each student wants to meet each time and the information is also in the Calendly app
- I can schedule sessions for students on the website while sharing screens to help them decide the best time
- It eliminates typos when transferring sessions to a diary
- I can view my schedule via the app, the website or Google Calendar (as I have chosen to link it) and it send me reminders
- I can easily change my availability via the website
- The website has easy to follow instructions and answers to common questions
- Session scheduling, rescheduling and cancelling is documented via email confirmations and the Calendly website/app

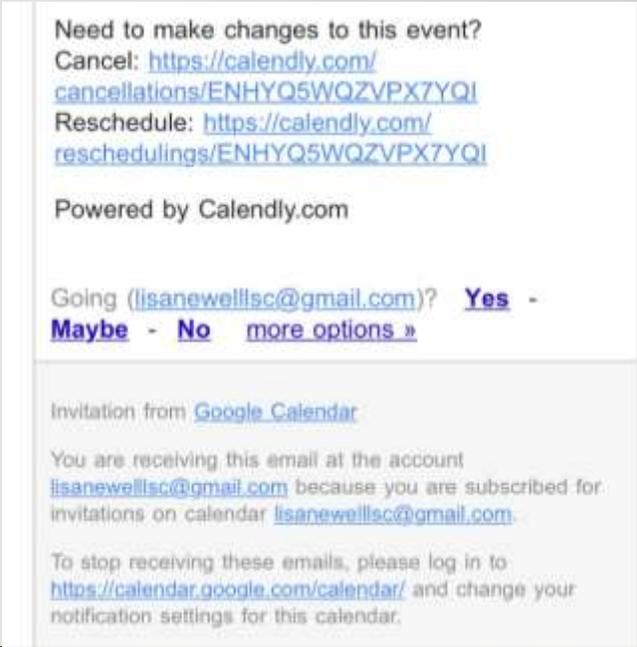
16 Cons for me

Confusion

- It is possible for students to schedule sessions they do not have – I need to keep an eye on them
- Students might not always click this to reschedule or cancel
- Students may click this which is not linked to Calendly (only Google Calendar)

It is an automatic Google message and cannot be removed by Calendly.

However, I get an automatic email notification and can then cancel it myself on the Calendly scheduling system (I just need to pay attention to my emails).



Need to make changes to this event?
Cancel: <https://calendly.com/cancellations/ENHYQ5WQZVPX7YQI>
Reschedule: <https://calendly.com/reschedulings/ENHYQ5WQZVPX7YQI>

Powered by Calendly.com

Going (lisanewellsc@gmail.com)? **Yes** - **Maybe** - **No** [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this email at the account lisanewellsc@gmail.com because you are subscribed for invitations on calendar lisanewellsc@gmail.com.

To stop receiving these emails, please log in to <https://calendar.google.com/calendar/> and change your notification settings for this calendar.

17 Cons for students

Confusion

- It is possible for students to schedule sessions they do not have – I need to keep an eye on them
- Some students might need support when scheduling sessions initially (this isn't really a con)
- If students schedule too many at once they may get confused
- Students might not be comfortable using the system because they might not want to share their data with an additional third party*. I know an IT and Computing student who feels strongly about that. It would be worth looking into the terms and conditions before using it.

* Students can however use a fake email address in the app that would let you know it is them for example AJ@me.com. They just wouldn't receive email reminders or text messages.

18 Con for me

Cost

- Although I was happy with the free version for some time, I choose to pay for the more advanced features. However, I feel this is totally worth it.

19 Possible GDPR issue when using the system

Privacy

- The software asks for students to type their **name** every time they book in. Many students do this even though I ask them to use their initials (e.g. AJ).
- This results in their names being in my personal Google Calendar, in the Calendly app, in reminders and the pop-ups I choose to receive on my phone. **This is only an issue if someone looks over my shoulder.**

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help.calendly.com/hc/en-us/categories/360000711913-security-compliance

The screenshot shows the Calendly Help Center interface. At the top left is the Calendly logo and 'Help Center' text. At the top right are links for 'Developers' and 'Contact Us', along with a user profile icon. The main heading is 'Security & Compliance' with a subtext: 'Read about how we handle cookies, uphold your data rights and ensure you remain GDPR compliant.' Below this is a horizontal navigation bar with categories: 'GETTING STARTED', 'AVAILABILITY', 'CUSTOMIZE EVENT TYPES', 'EMBED OPTIONS', 'TEAM SCHEDULING', 'INTEGRATIONS', 'ACCOUNT SETTINGS', and 'SECURITY & COMPLIANCE' (which is highlighted in blue). The main content area features a sub-heading 'Security & Compliance' with a list of 6 articles: 1. SOC 3 Compliance, 2. How to submit documentation for sales tax exemption, 3. How to report unwanted or fraudulent bookings, 4. Sales tax and your Calendly subscription, 5. Calendly sub-processors (GDPR, CCPA), and 6. How Calendly stores your Exchange credentials. At the bottom left is a button that says 'See all 13 articles'.

Calendly | Help Center

Developers Contact Us

Security & Compliance

Read about how we handle cookies, uphold your data rights and ensure you remain GDPR compliant.

GETTING STARTED AVAILABILITY CUSTOMIZE EVENT TYPES EMBED OPTIONS TEAM SCHEDULING INTEGRATIONS ACCOUNT SETTINGS **SECURITY & COMPLIANCE**

Security & Compliance

1. [SOC 3 Compliance](#)
2. [How to submit documentation for sales tax exemption](#)
3. [How to report unwanted or fraudulent bookings](#)
4. [Sales tax and your Calendly subscription](#)
5. [Calendly sub-processors \(GDPR, CCPA\)](#)
6. [How Calendly stores your Exchange credentials](#)

[See all 13 articles](#)

21 Thank you!

- I hope you found this information useful!
- I will make this PowerPoint available in case anyone wants to look at it without listening to the recording
- Your Calendly.com can be used with an avatar to help students easily find messages from you
- It is also possible to customise the automatic messages that can be sent
- I recommend trying the free version with friends/family and a willing student or two to see if it will work for you before using with all your students.
- Enjoy! 😊

22 The opportunity to experience Calendly from a student's perspective (interactive)

Only participate if you are happy to share your email address with me for the purposes of this activity. I will not share your email with anyone else and I will not use it to contact you outside of this session. You are welcome to use a fake email address! (I will delete all emails after the session).

Click on the Calendly link in the chat box

- 1) Choose an early session and time on Monday 3rd January 2022 (or that week if not possible)
- 2) Schedule it in using your **initials** (for privacy reasons) not your name, and feel free to request a text reminder (I will not see your number at all)
- 3) Reschedule the session on the same day or week.
- 4) Cancel the session

23 An open discussion with questions and answers

- What did everyone think to the scheduling system?
- Does anyone have any questions?
- Did you find this session useful? Is there anything else you would like to know?
- Thank you for joining the session today 😊