

CUYAMACA COLLEGE

College technology specialist solves appointment scheduling dilemma

“When I started at the college I very quickly realized that I needed a tool to help me manage the scheduling of faculty support and training sessions. Finding TimeDriver was a lifesaver, it immediately eliminated the back and forth email and phone calls and saved me more than five hours per week of tedious scheduling hassles.”

*Rhonda Bauerlein
Instructional Design Technology Specialist
Cuyamaca College*

Back and forth email delayed faculty training

Cuyamaca College, a small community college in El Cajon, California, takes pride in its comprehensive student support services. Rhonda Bauerlein, Instructional Design Technology Specialist at the college, strives to offer its faculty the same level of technical support and training for faculty websites, FrontPage, SharePoint Designer and Blackboard. “On average I met with 15 faculty members per week for technical support or training. Scheduling time with

our adjunct faculty members was especially difficult because of their widely diverse, part-time schedules. When it came time for one of them to schedule an appointment with me, it would take as many as ten emails and phone calls back and forth to find a time that would work for both of us,” recalls Bauerlein. “Faculty often delayed scheduling time with me and the emails and phone calls cost me upwards of five hours per week.”

TimeDriver spells success and saves 250 hours annually of time

“Shortly after I started with Cuyamaca, I realized I needed a tool to manage the scheduling process. TimeDriver delivered exactly what I was looking for – the ability for faculty to view my availability and schedule an appointment with me at a time that is also convenient for them,” comments Bauerlein. “A TimeDriver link is embedded in all my outgoing email as well as on my website. Faculty members simply click on the link, select a time and the appointment is added to my Outlook calendar.

“In addition, the reminders that TimeDriver sends have been very helpful in eliminating

missed appointments and preparing me for my day’s appointments. The faculty is always complimenting me on how easy TimeDriver is to use,” continues Bauerlein. “Over the year, I have saved 250 hours of my time that would have previously been spent on scheduling appointments. Although it is difficult to estimate how many more faculty members I am helping each month, my increased availability has certainly led to better customer service and utilization of college services and hopefully has led to increased technical knowledge of our teaching staff.”



About Cuyamaca College

Since 1978, Cuyamaca College has provided a solid education to students, whether they’re beginning their university degree at Cuyamaca, returning to school for a career change or enrolling in an innovative occupational program. With 49 degree programs and 46 certificates offered at Cuyamaca College, learning opportunities abound under the tutelage of highly-qualified, dynamic instructors imbued with a love of teaching.

- Who?** Rhonda Bauerlein, Instructional Design Technology Specialist, Cuyamaca College
- How?** “Schedule Now” link in emails and on website
- Usage?** ~750 appointments annually
- Calendar?** Syncs with Outlook
- Benefits?** Saved 250 hours annually of time
Eliminated missed appointments
Improved customer service and utilization of college services

