

Using Microsoft Bookings to Meet with Potential Students

Example of a UK Online Bookings page: [https://outlook.office365.com/owa/calendar/MACounseling@l.uky.edu/bookings/](https://outlook.office365.com/owa/calendar/MACounseling%40l.uky.edu/bookings/)

**Advantages of Using Bookings**

* **Online Scheduling**: Bookings allows potential students to schedule appointments conveniently online, eliminating the need for back-and-forth communication or phone calls to find a suitable time slot. The platform automatically syncs with university members' Outlook calendar, preventing double bookings and conflicts with other appointments or out of office time.
* **Integrated Communication:** The platform sends automated reminders to both administrators and potential students, reducing the chances of missed appointments. It also sends messages for missed appointments, and thank you notes after a meeting. Prospective students also are entered into the Student Journey email campaign to keep your program top of mind and encourage application.
* **Comprehensive Student Recruitment Records**: Prospective students who request a virtual meeting show up on your program’s weekly recruitment report. This allows you track them though the various stages of recruitment. Meetings are also notated on the potential student’s recruitment record, providing a complete recruitment activity in one central location.
* **Scalability**: Appointments can be assigned to any number of representatives, thus expanding impact and lessening strain on specific individuals.
* **Customization**: You are in control over your availability!

**Bookings is Not a Good Fit If…**

* You don’t keep your Outlook Calendar up-to-date with your appointments/meetings/vacations (if you sync another calendar to Outlook, that will still work!) By default, meetings must be scheduled 24 hrs in advance, but we can increase this if you prefer to 48 hrs.

**FAQ**

**Can I set my own schedule of availability?**

Yes, you are in full control. Whether you offer up one day a week, or 5, we can customize the days, and even time blocks when you want to accept meetings.

**Can I reject a request for appointment?**

Yes, if you see a meeting request come through that you can not make, you can always cancel the meeting, and ask the requestor to reschedule.

**Will I need to mark university holidays as “out of office”?**

No, we do this automatically. No appointments will be accepted for University holidays.

**I often attend in-person meetings. How can I be sure I have enough buffer time to return to my desk before a meeting starts?**

We can build in buffer time, 15 mins-30 mins, up against existing appointments to account for travel time. It will maintain that gap between existing appointments on your calendar.

**Does anyone see my calendar details?**

Only busy or available blocks are visible to calendar administrators. For potential students, they only see open time slots with no visibility of busy time.

**How many people can be assigned to accept appointments for my program?**

As many as you like. And they each can have their own unique schedule.

**Will meetings be in Zoom?**

No. Meeting will be in Teams, as this is a Microsoft product. However, you do not need to be a Teams user for this to function. Meeting links are sent to both hosts and participants through registration and reminder emails. Anyone can join from anywhere, including mobile, with no additional downloads or logins necessary.

**How to Get Started**

Complete the request form! <https://uky.az1.qualtrics.com/jfe/form/SV_d5tll6dh4uwRqUS>