

Rogers Review Reminder System

Solution Comparison

	Calendly Pro	Docassemble & Twilio
Costs	<ul style="list-style-type: none">• \$144 yearly for annual subscription• \$15 per month for month-to-month subscription• Time and expertise for set up and maintenance is minimal	<ul style="list-style-type: none">• Twilio: approximately \$1 per month for phone number and \$0.0075 per text message• Server:<ul style="list-style-type: none">• Amazon Web Server: cost varies from several hundred dollars per month to thousands• Setting up Suffolk Clinic's own server would likely require hiring a contractor• Time and expertise for set up and maintain is considerable
Benefits	<ul style="list-style-type: none">• Sends email calendar invitation• Sends up to 3 text message reminders• Sends up to 3 email message reminders• User has option to reschedule or cancel event• Customized email and text messages• Option to embed the Calendly code into Suffolk Clinic's website for easy access• LIT Fellow, clinic student, and professors can easily set up and edit calendar events	<ul style="list-style-type: none">• Unlimited email reminders• Unlimited text message reminders• Customized email and text messages• Server and Twilio would benefit future LIT and Ctl projects• Messages are customizable• Potential to incorporate scheduling code with interview code in docassemble

Negatives & Concerns	<ul style="list-style-type: none"> • User interface may be difficult for some users <ul style="list-style-type: none"> ○ Specifically, selecting a date for the Rogers Review hearing, which requires a user to click multiple times through a calendar. • Currently, unable to integrate Calendly directly into interview 	<ul style="list-style-type: none"> • Doesn't allow calendar invitation in emails • Have not been able to figure out the code for scheduled email or text reminders • Cannot customize cancellation and rescheduling options; users would have to cancel the text messages, restart the messages, and then reschedule with the RRS
User Testing	<ul style="list-style-type: none"> • User testing successful: <ul style="list-style-type: none"> ○ Email calendar invitations sent ○ Scheduled text message sent ○ Schedule email message sent ○ Reschedule option worked ○ Cancel option worked 	<ul style="list-style-type: none"> • User testing worked for immediate text message reminders • User testing continually failed for scheduled text message reminders (failure occurred with every iteration of the code despite coding assistance)
Additional Considerations	<ul style="list-style-type: none"> • Suffolk can remove Calendly logo and use Suffolk's logo • Suffolk can use Calendly for other purposes and events 	<ul style="list-style-type: none"> • Suffolk would have greater degree of privacy control • Suffolk logo can be added • More options for future projects