

# Rogers Review Reminder System

## *Solution Comparison*

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

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