



#### Summary



**Amarillo College**

**Type:**

Community College

**Location:**

Amarillo, Texas

**Enrollment:**

~9,000

**Athletics:**

NJCAA

**Founded:**

1929

**Launched TimelyCare:**

July 2022

#### Campus Impact of TimelyCare



**73%** of users reported mental health improvement using TimelyCare

# “An Equitable Option to Scale Access”

## Amarillo College Expands Campus Resources with TimelyCare

### Challenge

As a community college with a largely non-traditional student population, Amarillo College needed to scale its counseling center services faster to meet the needs of its student body. According to Jerrod Hinders, counseling center coordinator at Amarillo College, the school's typical student lives with a marginalized background, goes to school part-time, works two part-time jobs, has children, and faces significant financial stressors.

Amarillo College needed to:

- Help students overcome significant barriers to care
- Provide medical services
- Serve a student population spread across five campuses
- Fill gaps in after-hours care
- Offer a more diverse care provider network

“TimelyCare provides after-hours and on-demand services, which has sustained our students’ needs while reducing staff burnout. It likely would have taken years for us to develop the infrastructure to offer 24/7, on-demand support for medical and mental health services. With TimelyCare, it was done instantly.”

**Jerrod Hinders**  
Counseling Center Coordinator

“TimelyCare provided an option for us to drastically scale the access of mental health and well-being resources for our student body while maintaining high-quality care.”

**Jerrod Hinders**  
Counseling Center Coordinator



## Campus Impact of TimelyCare



**4.4 minutes:** average wait time for on-demand emotional support



**62%** of all visits occurred after hours and on weekends



**50%** of users said they would have done nothing if TimelyCare was not available to them

“More than half of the appointments accessed by our students occur outside of Amarillo College’s traditional operating hours, serving students who would otherwise be unable to receive services. Additionally, TimelyCare has provided a level of access to care on our rural campuses that have been underserved due to limited resources.”

**Jerrod Hinders**  
Counseling Center Coordinator

## Solution

Amarillo College partnered with TimelyCare to enhance its on-campus counseling services and fill gaps in care with 24/7, on-demand support. “TimelyCare has provided a foundation that has allowed our counseling center to provide students more options for equitable and evidence-based practices for care without needing to impose session limits,” said Hinders. “We’ve also been able to decrease our intake time and focus more intentionally on students who need higher levels of care.” Prior to partnering with TimelyCare, Amarillo College did not offer medical services, meaning students had to seek out off-campus options like urgent care or hospitals.

Amarillo College expanded students’ access to care with:

- On-demand emotional support
- Scheduled counseling
- On-demand urgent medical care
- Scheduled medical support
- Advanced psychiatric care
- Health coaching
- Basic needs assistance
- On-demand self-care tools and resources
- An online community of peers



Average rating of visits  
**4.9/5.0**



Average rating of care providers  
**4.91/5.0**

