



#### Summary

# DVC

#### Type

Community College

Part of the Contra Costa Community College District

#### Location

Pleasant Hill and San Ramon, California

#### Enrollment

~20,000

#### Athletics

California Community College Athletic Association

#### Founded

1949

#### Joined TimelyCare

Fall 2021

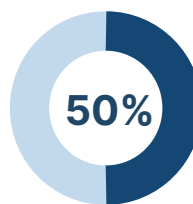
## Case Study

# Diablo Valley College Meets Student Needs with Virtual Health Care

## Challenges

- Institution does not have a health center
- Campus counseling resources are only available during the day, Monday through Friday
- Students needed faster access to mental health and medical care
- Pandemic shifted plans from adding in-person service to virtual care

## Impact of TimelyCare



Half of all student visits are for TalkNow, TimelyCare's on-demand emotional support.

“TimelyCare’s CollegeBuys system-wide agreement ensured that the product and services had been well vetted for our students. And it made the procurement of the contract seamless. Additionally, their customer service and client success team has been incredibly responsive and easy to work with, providing all the tools to brand and market the TimelyCare services.”

**Emily Stone**

Dean, Counseling and Student Success  
Diablo Valley Community College

## CASE STUDY

### DIABLO VALLEY COLLEGE MEETS STUDENT NEEDS WITH VIRTUAL HEALTH CARE

“Our student health and wellness services were expanded and complemented through our partnership with TimelyCare. Both our Care Team and Wellness Team see the TimelyCare platform's 24/7/365 support as an integral part of the wellness services we offer students. When we cannot serve students' brief therapy needs, we refer students to TimelyCare's TalkNow on-demand emotional support. It has been a lifeline for our team to have this resource to offer students.”

**Emily Stone**

Dean, Counseling and Student Success  
Diablo Valley Community College



## Solution

Using a system-wide agreement through CollegeBuys and funds raised by its students, Diablo Valley College (DVC) partnered with TimelyCare to provide a complete clinical care solution that supports campus resources. Services include:

- On-demand medical and mental health services
- Scheduled medical and mental health services
- Health coaching
- Care navigation
- Basic needs support

## Results



**5 minutes:** Average wait time for on-demand emotional support



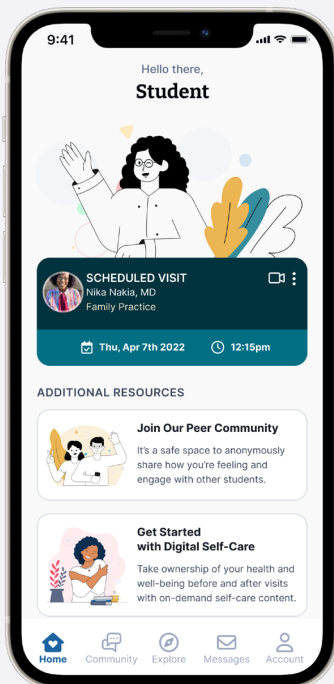
**44%:** Student visits that occurred after hours



**30%:** Students who said they would have done nothing if TimelyCare was not available to them



**78%:** The percentage of visits where students reported mental health improvement after a visit



Average DVC  
student rating  
of visits

**4.9/5.0**



Average DVC  
student rating  
of providers

**4.9/5.0**



“I have used this service several times. I work two jobs and go to school. My life is high stress, but I do not have time to have a regularly scheduled counseling appointment. This service is invaluable to me!”

**Student**

Diablo Valley Community College

Ready to transform your campus? **Get started at [timelycare.com](https://timelycare.com)**