



Summary



Johnson C. Smith University
Become yourself. Change our world.

Type

Historically Black
Colleges and Universities
Private, liberal arts university

Location

Charlotte, North Carolina

Enrollment

~1,300

Athletics

NCAA Division II

Founded

1867

Joined TimelyCare

Fall 2020

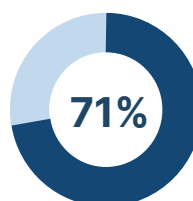
Case Study

Johnson C. Smith Develops Culture of Health and Well-Being with 24/7 Care

Challenges

- Students went online during the pandemic in 2020
- The pandemic worsened students' mental and emotional health
- The institution committed to providing care regardless of a student's location
- There was concern about the stigma surrounding mental health issues and seeking care

Impact of TimelyCare



The percentage of visits where students reported mental health improvement after a visit.

“At the height of the pandemic, there were many companies that we could have selected. TimelyCare just stood out. As one of its HBCU partners, we wanted to ensure that its services met the educational and cultural needs of our students. And, whenever we had suggestions for or made recommendations to them, they listened.”

Dr. Davida Haywood

Vice President, Student Affairs
Johnson C. Smith University

CASE STUDY

JOHNSON C. SMITH DEVELOPS CULTURE OF
HEALTH AND WELL-BEING WITH 24/7 CARE

“Our students have been much more open to talking about their mental, intellectual, and emotional health issues – unprompted. TimelyCare has been a part of our collective efforts to de-stigmatize the myths about who seeks help and why. And for a campus like Johnson C. Smith University, this is an important milestone.”

Dr. Davida Haywood

Vice President, Student Affairs
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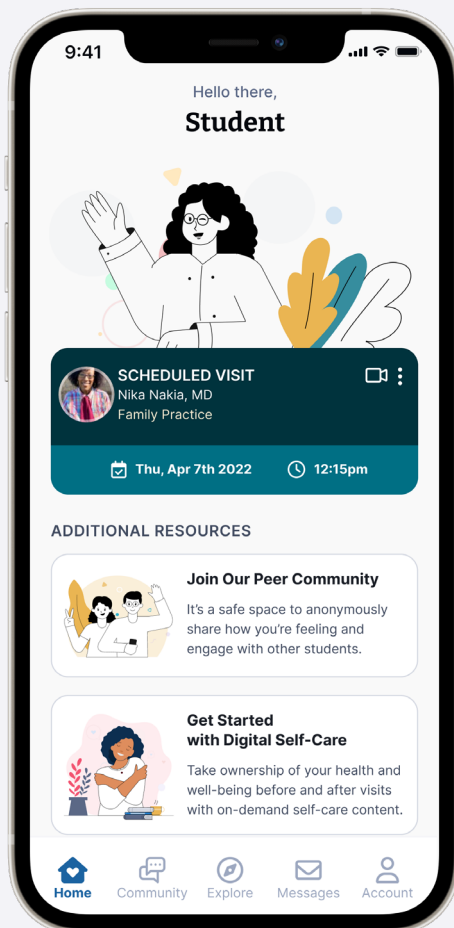
Average student
rating of visits

4.9/5.0



Average student
rating of providers

4.9/5.0



Solution

Johnson C. Smith University partnered with TimelyCare to provide a complete clinical care solution that helped center the concept of health and wellness for its campus and provide care for students regardless of their location. Services include:

- On-demand medical and mental health services
- Scheduled medical and mental health services
- Psychiatry
- Health coaching
- Care navigation

Results



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



50%: Student visits that occurred after hours



52%: The amount of student mental health visits in TimelyCare for anxiety, stress, or depression



74%: Nearly 3 out of 4 student visits are for mental health, either TalkNow or Scheduled Counseling

Ready to transform your campus? **Get started at timelycare.com**

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