CASE STUDY | HIGHER ED

From Day One to Graduation and Beyond:

Guiding Students at Every Step with Success Coaching



CHALLENGE

The American College of Healthcare Sciences (ACHS) serves a fully online, geographically dispersed student population of working adult professionals, lifelong learners, and healthcare professionals seeking continuing education in integrative health and wellness. And with more than 90% of students women and 89% over the age of 25, many ACHS students are balancing coursework with careers, personal responsibilities, and long-term career goals.

With students across the U.S. in multiple time zones, ACHS wanted to provide expanded support beyond traditional business hours. Students often needed help with time management, academic preparedness, and financial wellness support, but existing resources — like a self-paced financial literacy program — saw low engagement, and students weren't participating in the courses beyond the first two weeks of the program.

As a result, ACHS needed a more flexible, accessible way to connect students with meaningful support in real time. **That's when the institution turned to TimelyCare for Success Coaching.**

Type
Online

Location
Portland, Oregon

Enrollment
1,907

Founded
1978

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SOLUTION

ACHS, already a TimelyCare partner for mental health care, implemented Success Coaching to provide students with flexible, one-on-one support across academic, financial, and career-related needs.

Through Success Coaching, students receive personalized guidance on time management, study skills, goal setting, financial wellness, and career readiness — enabling them to navigate challenges in real time rather than relying on static, self-paced tools.

Student engagement reflects a broad range of needs. The top reasons for participating in Success Coaching include Academic Preparedness (70%), Career Readiness (54%), and Financial Wellness (39%).

The college embedded Success Coaching into the student experience through faculty referrals, orientation programming, and ongoing communications, helping drive awareness and engagement.

"Success Coaching helps us ensure our students have the support, skills, and confidence they need to succeed, not just academically, but professionally and in their lives beyond graduation. As an integrative health and wellness College, it was important to us to work with a partner who shared our values for holistic support, and TimelyCare has been a great partner in this work," said Tracey Abell, President, ACHS.

Building on early success, ACHS expanded Success Coaching to alumni, extending support beyond graduation and helping learners navigate career transitions, professional growth, and long-term financial wellness.

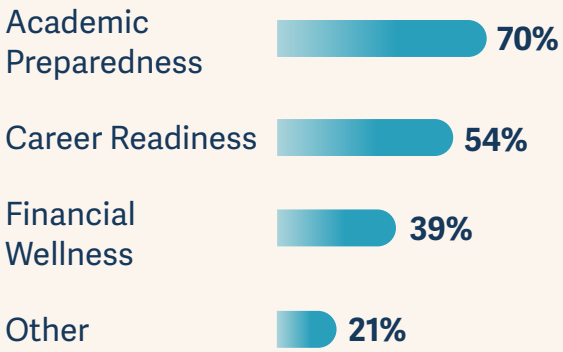
SINCE SEPTEMBER 2024:

13% of students have completed a Success Course

6% of students have completed a Success Coaching visit

Top Reasons for Enrolling in Success Coaching

(students can select multiple options):



Our students don't stop needing support after graduation — they continue growing in their careers and personal lives. Success Coaching allows us to stay connected to that journey, offering alumni the practical guidance they need to navigate transitions, build careers and stay aligned with their goals.



Jessica Bradley
Career Services Advisor, American College of Healthcare Sciences

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RESULTS

By partnering with TimelyCare, ACHS expanded access to personalized, human-centered support for both students and alumni — helping address a wide range of academic, professional and personal challenges.

Student satisfaction has been exceptionally strong, with Success Coaching earning an average rating of 9.5 out of 10. TimelyCare has also maintained a 5.0 out of 5.0 Success Coach Rating and 5.0 out of 5.0 Visit Rating.

Students are actively engaging with Success Coaching for support with time management, note-taking, career planning, resume development, and financial wellness, with continued usage signaling sustained demand for real-time, personalized support.

"TimelyCare is a critical part of how we support student success," said Prisca Bermúdez, Director of Academic Services, ACHS. "By giving students easy access to real, human support, it's helping them stay engaged, overcome challenges, and persist in their programs."

By working alongside existing student success personnel and programming, TimelyCare helps ACHS improve access, strengthen student confidence and support long-term outcomes — both during the student journey and beyond graduation.

AVERAGE COACHING RATING **5.0**

AVERAGE VISIT RATING **5.0**

AVERAGE RATING

9.5

Out of 10

When asked how likely they are to recommend TimelyCare Success Coaching to others

Success Coaching gives our students and alumni practical, ongoing support — whether they're navigating a career shift, building a business, or staying aligned with their goals in a very busy life. TimelyCare makes it easy for us to provide well-rounded support that guides students through their academic and personal journeys.



Prisca Bermúdez

Director of Academic Services, American College of Healthcare Sciences

Ready to turn student confidence into measurable outcomes?

Book a conversation to learn how Success Coaching drives meaningful gains in academic confidence.

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