



Summary

Augustana
COLLEGE

Type:

Private Liberal Arts

Location:

Rock Island, Illinois

Enrollment:

2,500

Athletics:

NCAA Division III

Founded:

1860

Launched TimelyCare:

Fall 2020

Campus Impact of TimelyCare



83% of users reported mental health improvement using TimelyCare

“A Valuable Investment in Our Students”

Augustana College Expands Access to Care With TimelyCare

Challenge

Before partnering with TimelyCare, Augustana College’s Counseling Center was grappling with the future of its office. Would it serve as a walk-in clinic or continue to foster longer-lasting therapeutic relationships through only scheduled appointments?

“No one wanted the office to be a walk-in clinic, but the reality of our capacity as a small liberal arts college and the demand from students was leading us to think that might be the appropriate vision,” said William Iavarone, director of counseling services.

Augustana College needed to address the following:

- Student demand for in-the-moment support
- The need for around-the-clock emotional support
- The limited capacity of on-campus counselors

“There is relief that comes with knowing students have unlimited access to mental health care, whether they are having a crisis or just need a non-traditional scheduled appointment.”

William Iavarone, LCPC, DBA
Director of Counseling Services

“We make sure TimelyCare wraps around the classroom so students know they are always supported. This impacts the students in ways that keep them engaged in the classroom and emotionally well.”

William Iavarone, LCPC, DBA
Director of Counseling Services



Campus Impact of TimelyCare



4.8 minutes: average wait time for on-demand emotional support



55% of all visits occurred after hours and on weekends



80% of users said they would have done nothing if TimelyCare was not available to them

Solution

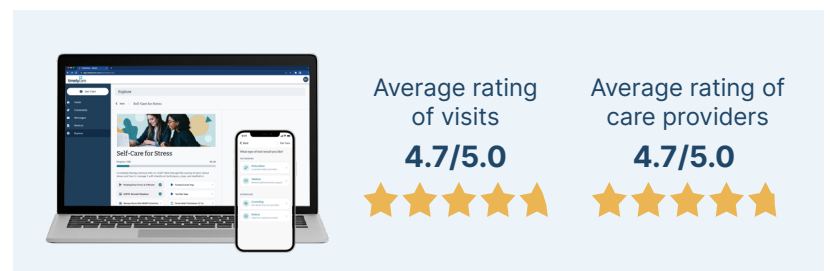
Augustana College partnered with TimelyCare to enhance its on-campus counseling services and fill the gap for on-demand support. “Without TimelyCare, there would be a lot more stress and dissatisfaction in the counseling office, and we would see a lot less opportunity for change,” said Iavarone. He noted that, since TimelyCare’s implementation, there has been no staff turnover, and the amount of crisis appointments has decreased. By adding TimelyCare to the school’s portfolio of health resources, counseling staff were given the bandwidth to maintain their vision for the Counseling Center.

TimelyCare complements Augustana’s campus health resources with:

- On-demand emotional support
- Scheduled counseling
- On-demand urgent medical care
- Scheduled medical support
- On-demand self-care tools and resources
- An online community of peers

“TimelyCare is one way that Augustana demonstrates it wants a more holistic relationship with its students.”

William Iavarone, LCPC, DBA
Director of Counseling Services



Average rating of visits
4.7/5.0



Average rating of care providers
4.7/5.0



Results

When students need after-hours appointments, in-the-moment care, or support over breaks, TimelyCare helps fill gaps in care. TimelyCare supports Augustana College students with care available whenever, wherever, and however students need it.