"TimelyCare Gives Us Peace of Mind"

Faulkner University Invests in 24/7 Student Support

Summary

FAULKNER UNIVERSITY

Type:
Private

Location:
Montgomery, Alabama

Enrollment:
~2,200

Athletics:
NAIA

Founded:
1942

Launched TimelyCare:
Fall 2020

Campus Impact of TimelyCare

85% of users reported mental health improvement using TimelyCare

Challenge

Before partnering with TimelyCare, Faulkner University's campus Health Center and Counseling Center were not able to keep up with the demand for after-hours care.

"Having support after 5 p.m. was essential as we looked to give our students help and resources to navigate sickness and stress," said Candace Cain, vice president for student services. "We only have a part-time nurse in our clinic. Plus, we have a limited number of on-campus counselors who serve our entire population, so additional support was needed."

Faulkner University needed to:

- Provide on-demand support for students, particularly during evenings, weekends, and school breaks
- Give support to the limited staff of the campus counseling center and clinic
- Increase convenience and accessibility to care for students, faculty, and staff
- Provide accessible medical and mental health care for adult and remote-learners

"Having a service that extends the Health and Counseling Centers hours gives our staff peace of mind and relief that they can redirect a student to TimelyCare when they are unavailable."

Candace Cain
Vice President for Student Services

"Faulkner University takes an individual approach to caring for each student based on their unique situations. TimelyCare is especially impactful for our adult and remote-learner populations to let them know that we care for them even though they don't live on campus."

Candace Cain
Vice President for Student Services

Campus Impact of TimelyCare

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

45% of all visits occurred after hours and on weekends

1 in 5 users said they would have done nothing if TimelyCare was not available to them

"Our TimelyCare partnership started when COVID hit, and it has been wonderful to have. Even if we had a full-time clinic, many health issues happen after hours, so the 24/7 availability is fantastic."

Candace Cain
Vice President for Student Services

Solution

Faulkner University partnered with TimelyCare to provide a comprehensive care solution that ensures students, faculty, and staff have easy access to care. "For students, mental health and how they feel is directly tied together with their success," said Cain. "The after-hours care for both medical and mental health was the No. 1 reason we opted for a telehealth provider. Students stay up all hours, and TimelyCare gives them 24/7 access."

Faulkner University expanded the campus community's access to care with:
- On-demand emotional support
- Scheduled counseling
- Advanced psychiatric care
- On-demand urgent medical care
- Scheduled medical support
- Health coaching
- On-demand self-care tools and resources
- An online community of peers

Average rating of visits
4.8/5.0
★★★★★

Average rating of care providers
4.91/5.0
★★★★★
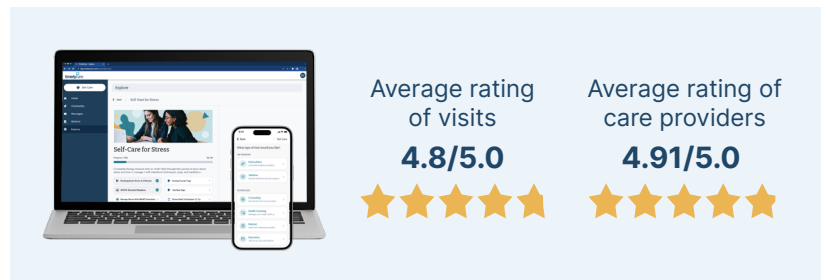
Results

Cain said the 24/7 availability has been a game-changer for Faulkner University, relieving the stress of campus health staff and avoiding additional undue stress on residence hall directors who work with their traditional student population. When students, faculty, and staff need after-hours appointments, in-the-moment care, or support over breaks, TimelyCare helps fill gaps in care.

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