



Summary

**Type:**

Private

Location:

Malibu, California

Enrollment:

~12,000

Athletics:

NCAA Division I

Founded:

1937

Launched TimelyCare:

Fall 2022

Campus Impact of TimelyCare



84% of users reported mental health improvement using TimelyCare

“The Key to Student Well-Being and Academic Success”

Pepperdine University Expands Access to Support With TimelyCare

Challenge

At Pepperdine University, campus leaders needed a solution to provide students access to care—anytime, anywhere. While more than 60% of Pepperdine University students live on campus, the university has a significant population of remote learners. Before partnering with TimelyCare, Doug Hurley, associate dean of student affairs, said students consistently reported difficulty finding the campus Health Center and accessing services through it. Students also expressed how it was a challenge to access care and get prescriptions when there were long wait times or campus resources were unavailable.

Pepperdine University needed to:

- Provide support when campus resources are unavailable
- Expand access to psychiatry services
- Make it easier for out-of-state students to get care
- Remove barriers to care, such as cost, insurance, and transportation

“TimelyCare has provided me with access to medical professionals at times when the university’s health center has been closed. As an out-of-state student, TimelyCare professionals have helped me in times when my prescriptions cannot be filled in the state of California.”

Student

“TimelyCare gives students who may feel embarrassed about seeking help in person the opportunity to get help online.”

Student Wellness Advisory Board



Campus Impact of TimelyCare



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



51% of all visits occurred after hours and on weekends



59% of users said they would have done nothing if TimelyCare was not available to them

“TimelyCare has helped supplement the Counseling Center’s work by increasing accessibility in three significant ways: increasing accessibility to counseling for students through after-hours and weekend care, expanding access to care for out-of-state students, and increasing access to students who require psychiatric medication.”

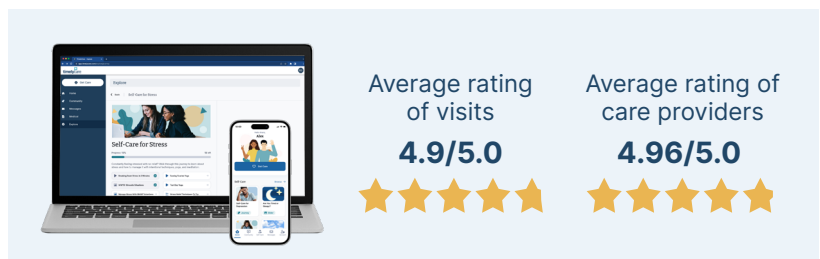
Jason Wong

Training Director
Pepperdine University Counseling Center

Solution

Pepperdine University partnered with TimelyCare to provide easy access to a comprehensive care solution. “As part of the university’s health offerings such as fitness classes and resilience education, TimelyCare helps us provide a complete package of wraparound care that is of great value to students and helps them take responsibility for their well-being, which is a key to their academic success,” said Hurley. With TimelyCare, the school expanded students’ access to:

- 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



Results

When students need after-hours appointments, in-the-moment care, or support over breaks, TimelyCare fills gaps in campus resources. “Students have expressed appreciation in reduced wait times to access psychiatry, as well as being able to access mental health services after normal business hours,” said Jason Wong, training director at the Pepperdine University Counseling Center.