



Summary



Texas Wesleyan
UNIVERSITY

Type:

Private

Location:

Fort Worth, Texas

Enrollment:

~2,200

Athletics:

NAIA SAC

Founded:

1890

Launched TimelyCare:

Fall 2022

Campus Impact of TimelyCare



75% of users reported
mental health improvement
using TimelyCare

“Making it Easy for Students to Prioritize Their Well-Being”

Texas Wesleyan University Enhances Campus Services With TimelyCare

Challenge

Before partnering with TimelyCare, Texas Wesleyan University had an on-campus health services staff of one and a counseling center at its capacity.

“The limitations of our health services were consistently challenging: 30 hours/week, the office was in a residence hall, inability to diagnose or prescribe, and the number of students being referred to our counseling center was maxing out its service capacity,” said Dennis Hall, Ph.D., vice president for student affairs and dean of students.

Texas Wesleyan needed to:

- Increase the capacity to support student health and well-being
- Provide on-demand access to care, regardless of students' location
- Support its diverse student population with a broader network of care providers
- Help students overcome barriers to support, such as cost, insurance, and transportation

“Giving students the tools and options to take care of themselves has been a game changer. We have continued to see an increase in demand, especially for mental health support, and TimelyCare moves the needle on our students' experience.”

Dennis Hall, Ph.D.

Vice President for Student Affairs and Dean of Students

“Incoming students, in particular their parents, really appreciate knowing that students have TimelyCare at their fingertips. We’ve been able to make it easy for our students to prioritize their well-being.”

Dennis Hall, Ph.D.
Vice President for Student Affairs and Dean of Students



Campus Impact of TimelyCare



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



44% of all visits occurred after hours and on weekends



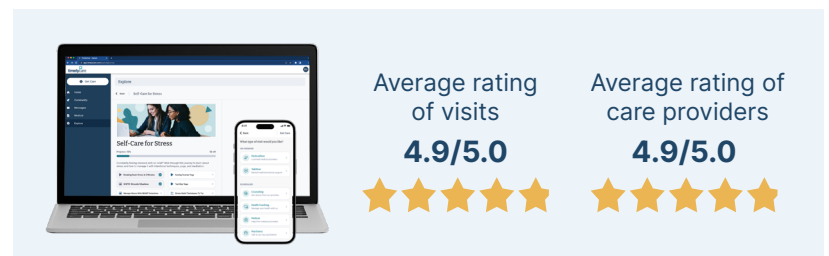
45% of users said they would have done nothing if TimelyCare was not available to them

Solution

Texas Wesleyan University partnered with TimelyCare to provide a comprehensive care solution that ensured students had easy access to care and a diverse network of care providers. In addition to on-campus support, Texas Wesleyan's distance learners benefit from TimelyCare services. “When working with a diverse student body, you cannot underestimate the ability to tap mental health practitioners that speak the first language of a student or come from a similar background,” said Gary Stout, Ed.D., associate vice president for student affairs.

TimelyCare complements Texas Wesleyan's campus health resources with the following:

- 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 helps fill gaps in care. TimelyCare provides Texas Wesleyan students with support that's available whenever, wherever, and however, students need it.

“TimelyCare has been an invaluable mental health resource with its convenience and availability of diverse practitioners it provides our students. This has been extremely beneficial when caring for students in crisis.”

Gary Stout, Ed.D.
Associate Vice President for Student Affairs