



Summary



Type

Private university

Founded

1907

Location

Redlands, California

Athletics

NCAA Division III

Enrollment

4,992

Launched TimelyCare in Spring 2021

Case Study

University of Redlands Eliminates Wait Times and Reduces Hospitalizations with 24/7 Care

Challenge

The COVID-19 pandemic pushed higher education toward a digital transformation that included both academics and student services. As the physical impact of the pandemic began to fade, the devastating mental health impact on students came into view for higher education leaders.

At the University of Redlands, the demand for mental health services was overwhelming campus resources, creating a waitlist that was often four-to-five weeks long for students seeking care. Just hiring more counselors wasn't the answer, said Ken Grcich, senior associate dean of student affairs at the University of Redlands. Beyond the demand for care, students were seeking care outside of normal business hours, which campus resources were not able to accommodate with its current staff. Additionally, the number of Redlands student hospitalizations were disproportionately high in comparison to the national average of small liberal arts colleges and universities.

University of Redlands needed a solution for:

- Increased student demand for mental health care
- Disproportionately high number of student hospitalizations
- Student requests for after-hours and weekend care

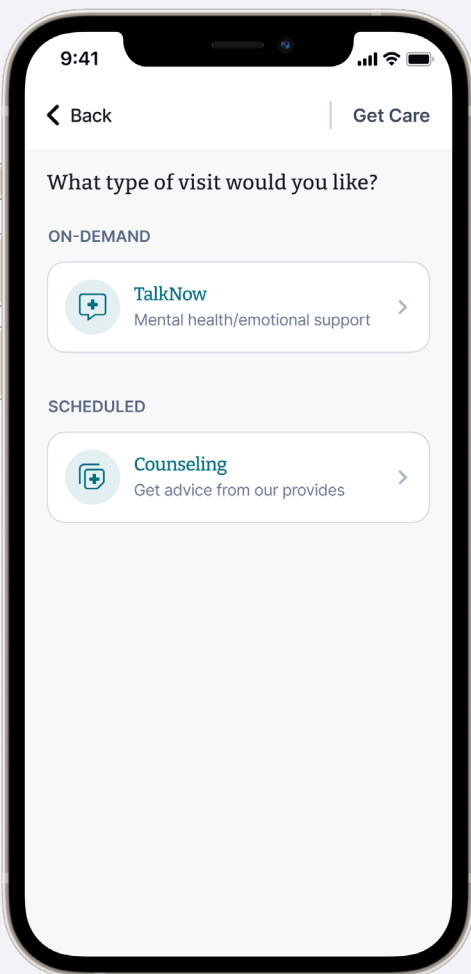
“The collaboration of the counseling center and virtual services can provide a powerful pathway for a student to receive care 24 hours a day, 365 days a year.”

Ken Grcich

Senior Associate Dean of Student Affairs
University of Redlands

“TimelyCare became our virtual counseling center as a seamless partner in our students’ care.”

Ken Grcich
Senior Associate Dean of Student Affairs
University of Redlands



Solution

As the university evaluated strategic virtual care partners as an alternative to its in-person counseling services, Grcich said, “There were concerns that students would not utilize telehealth for their mental health. While the pandemic forced many to engage in virtual care, there was a thought that students would be eager to return to in-person sessions.” With that in mind, cost was a major concern for Redlands leaders who were unsure if students would fully utilize a telehealth solution for care, even in the face of long wait times and lack of 24/7 support.

As a member of the Association of Independent California Colleges and Universities (AICCU), the university was able to utilize the CollegeBuys Master Service Agreement, enabling access to a pre-negotiated rate for TimelyCare’s virtual health and well-being solution. This option gave the university an affordable pilot program to determine if students would take advantage of virtual mental health services, said Grcich. Redlands partnered with TimelyCare to cater to the growing demand for student mental health services. This partnership offers a comprehensive clinical care solution with a diverse network of nationwide providers and a wide range of services, including:



Unlimited, on-demand emotional and mental support



Self-care tools and resources



Appointment-based counseling



Peer Community



Care navigation

What is CollegeBuys?

CollegeBuys, powered by the Foundation for California Community Colleges, offers competitive pricing on a wide range of products and services for higher education, including TimelyCare’s virtual health and well-being solution for students. Through CollegeBuys’ partnership with TimelyCare, colleges and universities can take advantage of a Master Service Agreement (MSA) to provide students 24/7, no-cost visits for mental health and medical care.

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

Result

Feedback from students since adding TimelyCare to the university's student services has been positive, said Grcich. He noted that students expressed to him how they have utilized TimelyCare when they were homesick, having difficulty making friends, and mentally struggling with academics. Additionally, Grcich said, "TimelyCare has helped us reach students in crisis that we may not have known, if it wasn't for their intervention."

The university worked with CollegeBuys to deliver services that students need, providing reassurance during challenging times that care will be available. In response to what the university would be like if it hadn't partnered with TimelyCare, Grcich said, "We would continue to manage crisis after crisis, have a long waitlist at the counseling center, and students would be going to the health center with symptoms as a result of not managing their mental health."



5 minutes: Average wait time for on-demand emotional support



47% of student visits occurred after hours



60% of student mental health visits were due to anxiety, stress, or depression



40% of students would have done nothing if TimelyCare was not available to them



70% of visits resulted in a mental health improvement for students

"The counseling center did not have a waitlist during the first week of October, which hasn't happened in over ten years. Hospitalizations have been reduced, and students can now access healthcare services provided by the university, even on weekends and holidays."

Ken Grcich

Senior Associate Dean of Student Affairs
University of Redlands

University of Redlands Student Reviews of TimelyCare

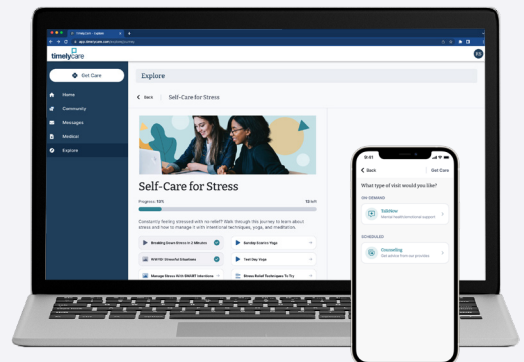
Average student
rating of visits

4.8/5.0



Average student
rating of providers

4.9/5.0



"My therapist turned out to be amazing. I felt like I could be open, and that's what is important because I want to be honest, so that I can get honest help."

-Student, University of Redlands

"I love my therapist, and I love being able to do therapy at home during this busy time in my life. My mindset improved immediately and continues to improve with each session."

-Student, University of Redlands

"It is easy to use, and more importantly, the provider was great."

-Student, University of Redlands