"A Commitment to Providing Quality Support"

Wittenberg University Invests in TimelyCare to Support Students 24/7

Summary

Wittenberg UNIVERSITY

Type:
Private

Location:
Springfield, Ohio

Enrollment:
~1,300

Athletics:
NCAA Division III

Founded:
1845

Launched TimelyCare:
Fall 2023

Campus Impact of TimelyCare

100% of users reported mental health improvement using TimelyCare

Challenge

Before partnering with TimelyCare, Wittenberg University offered on-campus health services. However, with out-of-state students and others with limited financial and healthcare resources, the school needed to find ways to fill gaps in care.

"We had several interests in pursuing virtual care to supplement our counseling center," said Matthew West, M.S., LPCC-S, director of student counseling. "One of which was that we needed quicker and easier access to psychiatry services."

Wittenberg University needed to:

- Provide on-demand support for students, particularly during evening and weekend hours and on school breaks
- Increase access to psychiatry services
- Support out-of-state students
- Help students overcome barriers to care, such as cost, insurance, and transportation

"Having this expansion of mental health and medical care increases a student's ability to transition through issues and increases their connection to the campus community."

Casey Gill
Vice President of Student Development
and Dean of Students

"Adding TimelyCare has given our staff peace of mind that students have good options for mental health support with quality care professionals and a more diverse network of providers."

Casey Gill
Vice President of Student Development
and Dean of Students

Campus Impact of TimelyCare

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

61% of all visits occurred after hours and on weekends

50% of users said they would have done nothing if TimelyCare was not available to them
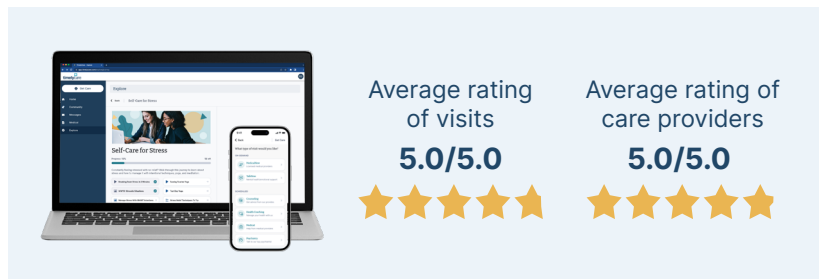
"The University has confidence that a student will have care available to them 24 hours a day throughout the year. Students who have registered for TimelyCare have commented that they feel cared for and they feel that the University is showing a commitment to providing quality medical and mental health support."

Matthew West, M.S., LPCC-S
Director of Student Counseling

Solution

Wittenberg University partnered with TimelyCare to provide a comprehensive care solution that ensured students had easy access to care. "TimelyCare increased options for students outside of face-to-face counseling," said West. "It has given students options for reaching out for support after hours and during time away from campus when the counseling center is unavailable." The school expanded students' 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
5.0/5.0
★★★★½

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

Results

When students need after-hours appointments, in-the-moment care, or support over breaks, TimelyCare helps fill gaps in care. West said the increased access to psychiatric care has made a significant positive impact on out-of-state students, many of whom did not have insurance or financial resources to seek care otherwise. Students were able to get immediate psychiatric care, medication, and follow-up visits, giving them the freedom to concentrate on their academic responsibilities and increase independence on campus.

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