Coastal Carolina University Addresses Demand for Care

Summary

COASTAL CAROLINA UNIVERSITY

Type
Public University

Location
Conway, South Carolina

Enrollment
10,473

Athletics
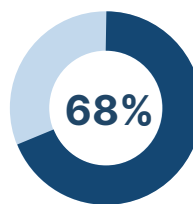NCAA Division I

Founded
1954

Joined TimelyCare
Fall 2021

Challenges

- Students identified mental and physical well-being as top priorities

- Students faced long wait times for in-person appointments with clinicians

- Demand for services was high even before the pandemic and increased after it began

- Psychiatric services were scarce

Impact of TimelyCare

68%

The percentage of Coastal Carolina University (CCU) student mental health visits in TimelyCare used for anxiety, stress, or depression.

"TimelyCare has made a positive impact on our campus' challenges. During the pandemic, students became more comfortable with telehealth, which made the implementation of the TimelyCare platform more seamless. This partnership also enabled us to provide psychiatric care to our students—a scarce resource where our campus is located."
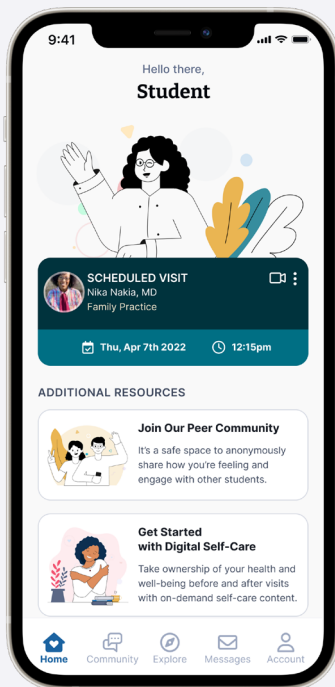
Lee Carter, Ph.D.
Assistant Vice President for
Student Wellness and Health Equity
Coastal Carolina University

"The landscape of the student experience on a college campus has changed over the years—and continues to evolve. It is imperative that CCU be a leader in higher education by providing the best possible resources available. Offering these important services to our students is a critical part of our institutional commitment to ensuring our students have the best experience possible."

Michael T. Benson, D. Phil.
President and Professor of History
Coastal Carolina University

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

Average CCU student rating of providers
4.9/5.0
★★★★★

Solution

CCU partnered with TimelyCare to provide a complete clinical care solution that supports campus resources, including:

- On-demand medical and mental health services
- Scheduled medical and mental health services
- Psychiatry
- Health coaching
- Care navigation

Results

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

30%: How many student visits occurred after hours

1 out of 4: Students who said they would have done nothing if TimelyCare was not available to them

82%: The percentage of visits where students reported mental health improvement after a visit

"It is nice to have that virtual option where you can just go online and talk to somebody in the moment, right then. It has got me thinking more about making sure I take care of myself and I reach out to somebody if I do need help with physical or emotional health."

Student
Coastal Carolina University

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