

INFORMATION ITEM

TimelyCare Status Report - Third Quarter of 2022

Description of TimelyCare:

Collin College provides [TimelyCare](#) (formerly known as CougarCare) to all students and part-time employees. TimelyCare provides free tele-health and tele-mental health benefits to our part-time staff, adjunct faculty, and students.

Collaboration and Planning Team:

- Christina Canales, Manager HR/Benefits
- Kim Davison, Special Assistant to the President
- Matt Geracie, Associate Dean of Counseling and ACCESS
- Carol Harber, Executive Assistant to the Chief of Staff
- Candace Hamilton-Meserole, Assistant Manager of Student Information Systems
- Nicole Luna, Coordinator of Marketing and Communications
- Stephen Rogers, Assistant Director Student Engagement
- Dr. Allison Venuto, Chief of Staff
- Heather Webb-Losh, Manager of Web Systems

Key Accomplishments in the Quarter:

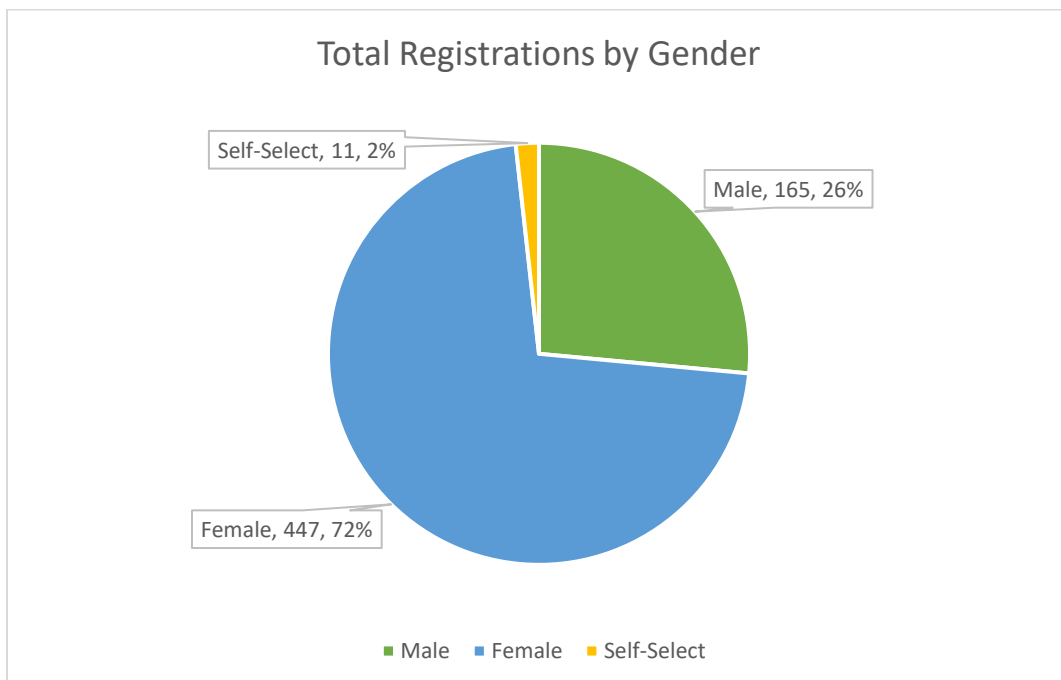
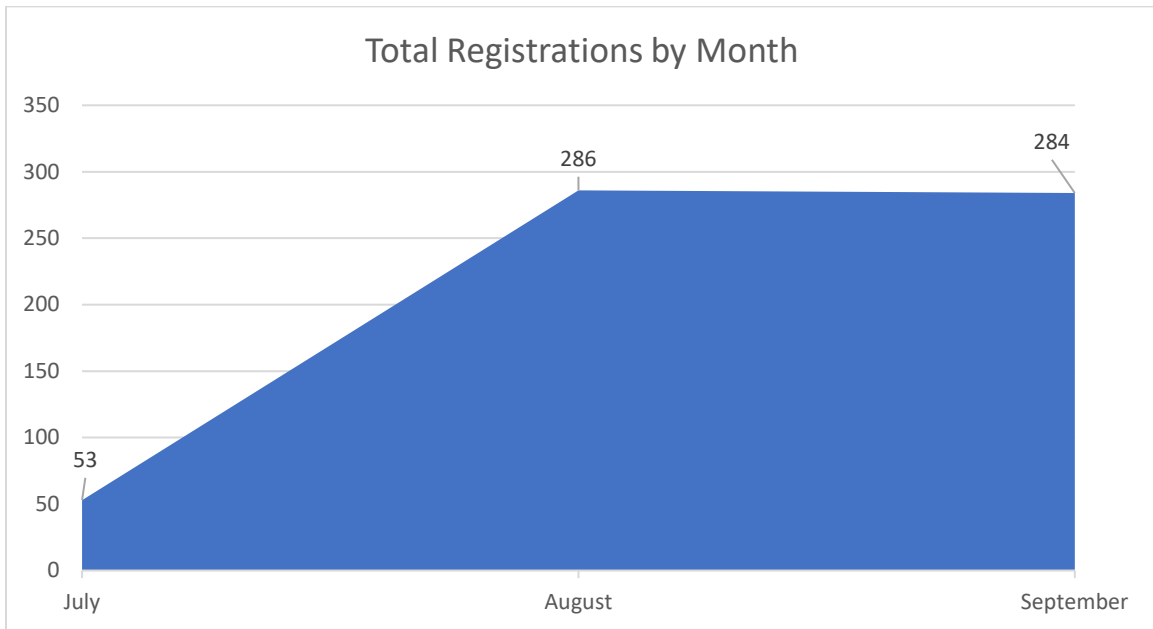
- In the third quarter of 2022, part-time employees and students were notified about TimelyCare via:
 - Distribution of TimelyCare information and/or stress balls to students at CAT Camps, online orientation, Registration Plus, and Welcome Weeks held at all campuses,
 - Email to all students,
 - Counseling and ACCESS emails and newsletters to students and faculty/staff,
 - Student orientation packets,
 - Student housing information packets, emails to students, and flyers on doors,
 - Student athlete orientation,
 - Table at National Night Out,
 - Counseling and ACCESS staff visiting classes to discuss services,
 - Collin social media posts,
 - CougarVision slides on monitors throughout the district,
 - Campus Resource Fairs,
 - Flyers around Fitness Centers,
 - CougarWeb graphics,
 - August meetings with Associate Deans, Directors, Deans, and Provosts,
 - August Adjunct Faculty meetings,
 - Faculty Professional Development Conference,
 - Student and Enrollment Services staff meeting, and
 - Technology Team email to all faculty.
- In addition to the above, an icon was added to Canvas so that students and adjunct faculty can access TimelyCare information quickly. This icon is accessible each time someone opens Canvas from a desktop, laptop, or mobile device.

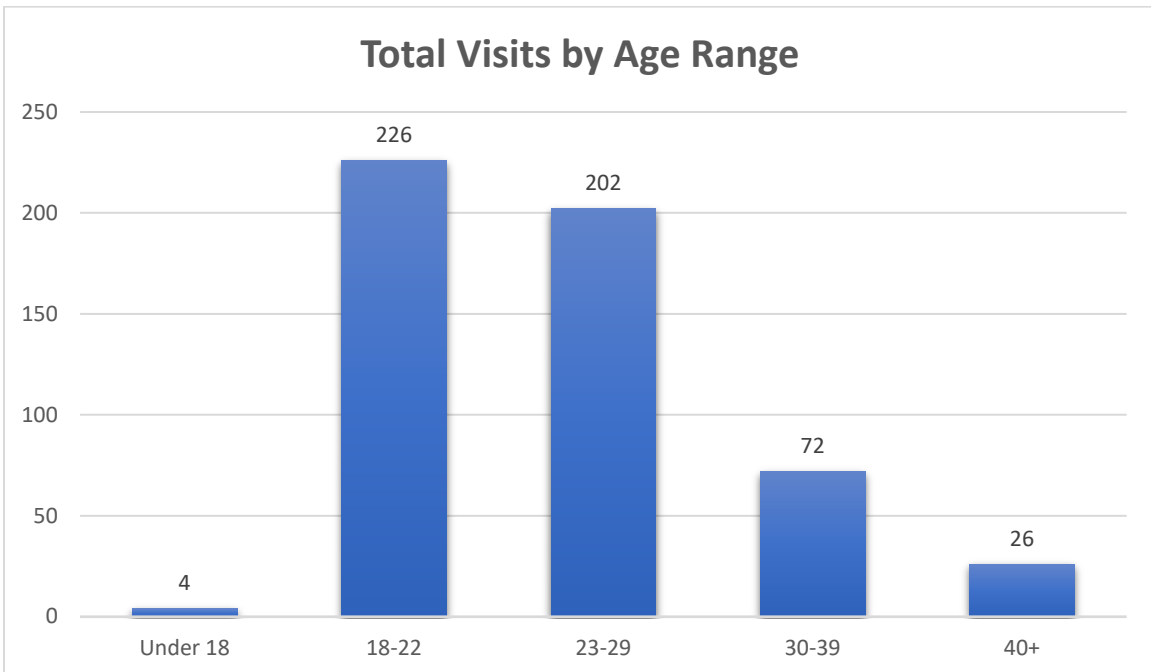
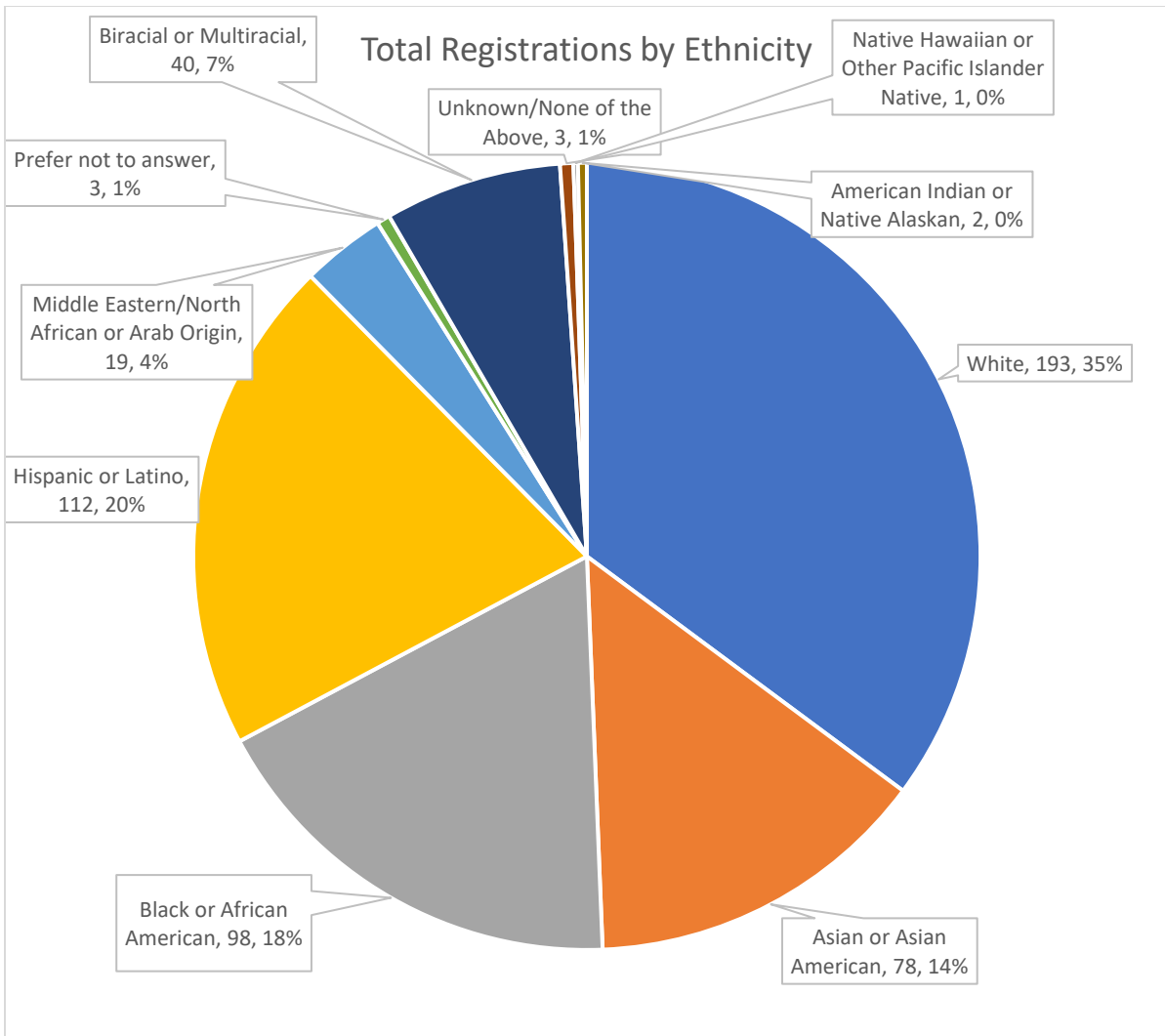
- We updated the Client Card with contact information to help TimelyCare professionals serve our students throughout Collin County.

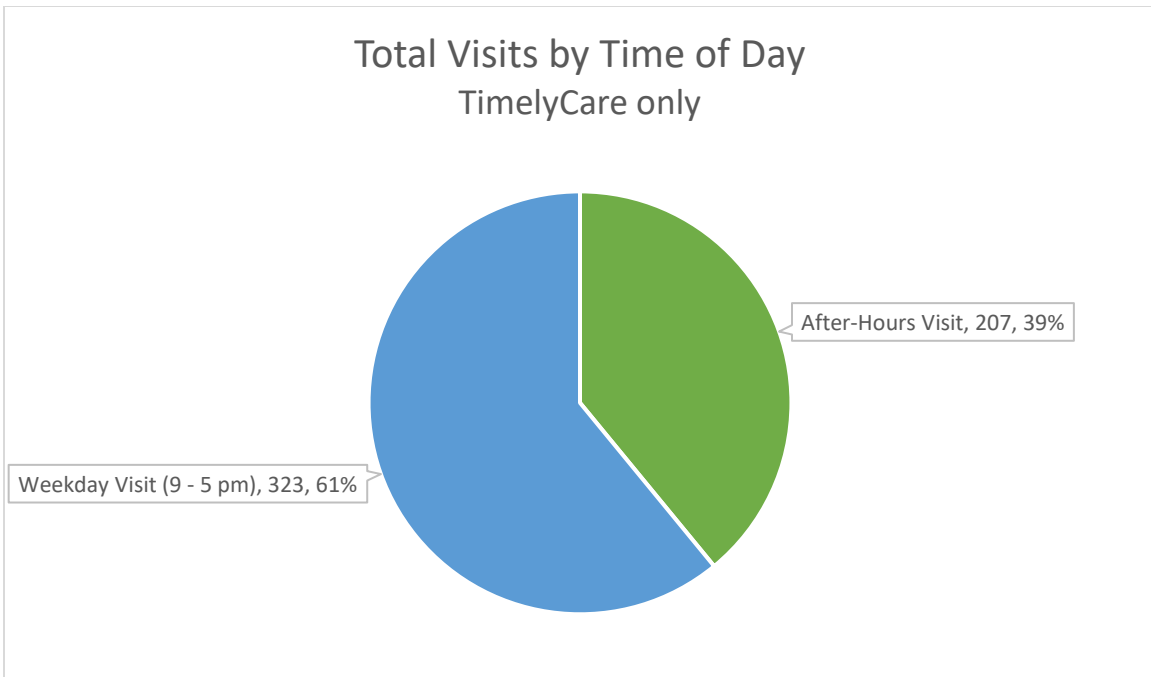
Future Events:

- Student and Enrollment Services plans to email information to all students.
- Human Resources plans to email information to all part-time employees.
- Student and Enrollment Services plans to add information to future student housing orientations.

Quarterly Data: Students

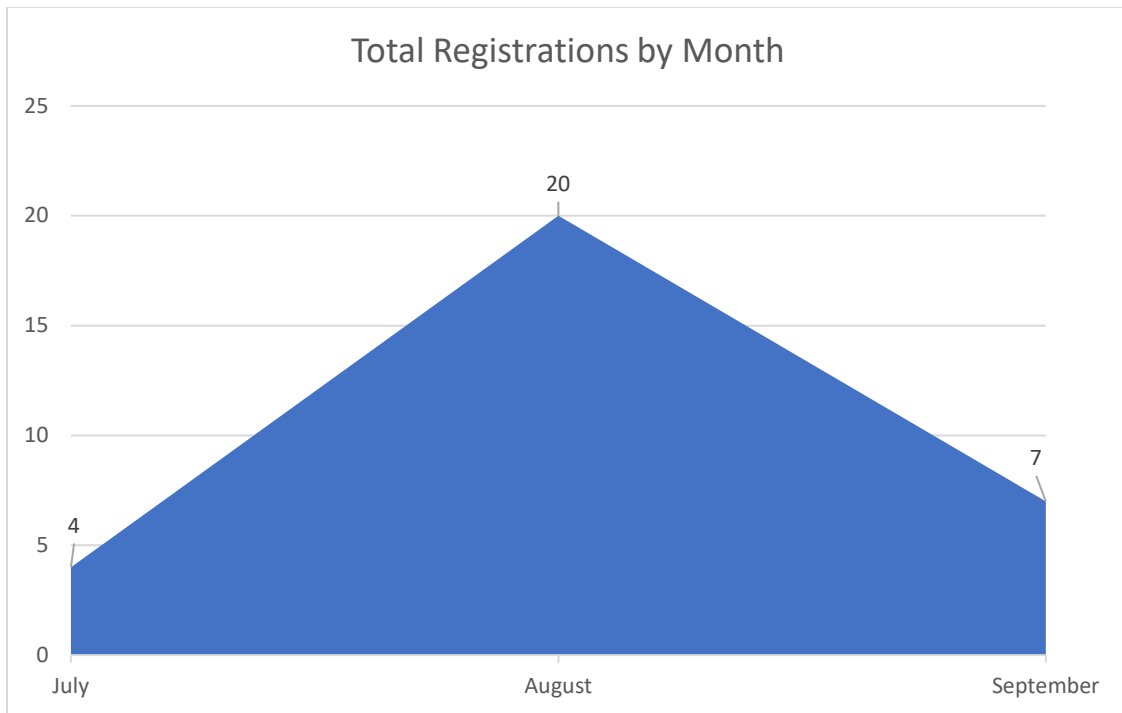




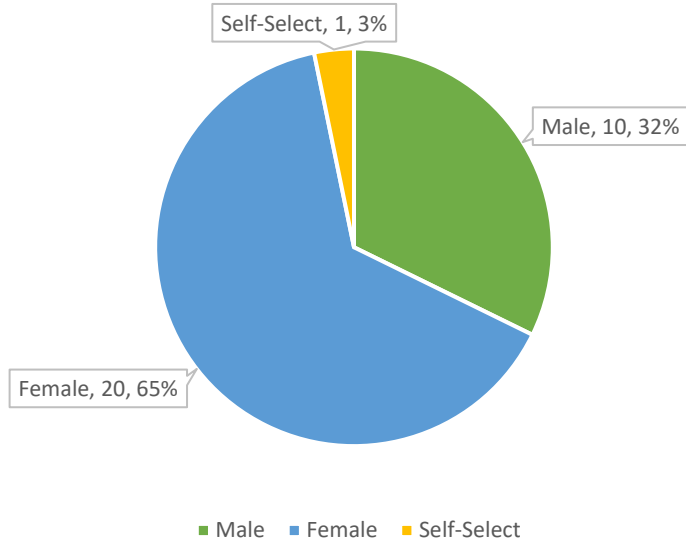


- Wait Time for Medical Visits
 - 7 minutes
- Wait Time for TalkNow visits
 - 4 minutes
- Total utilization
 - 530 visits

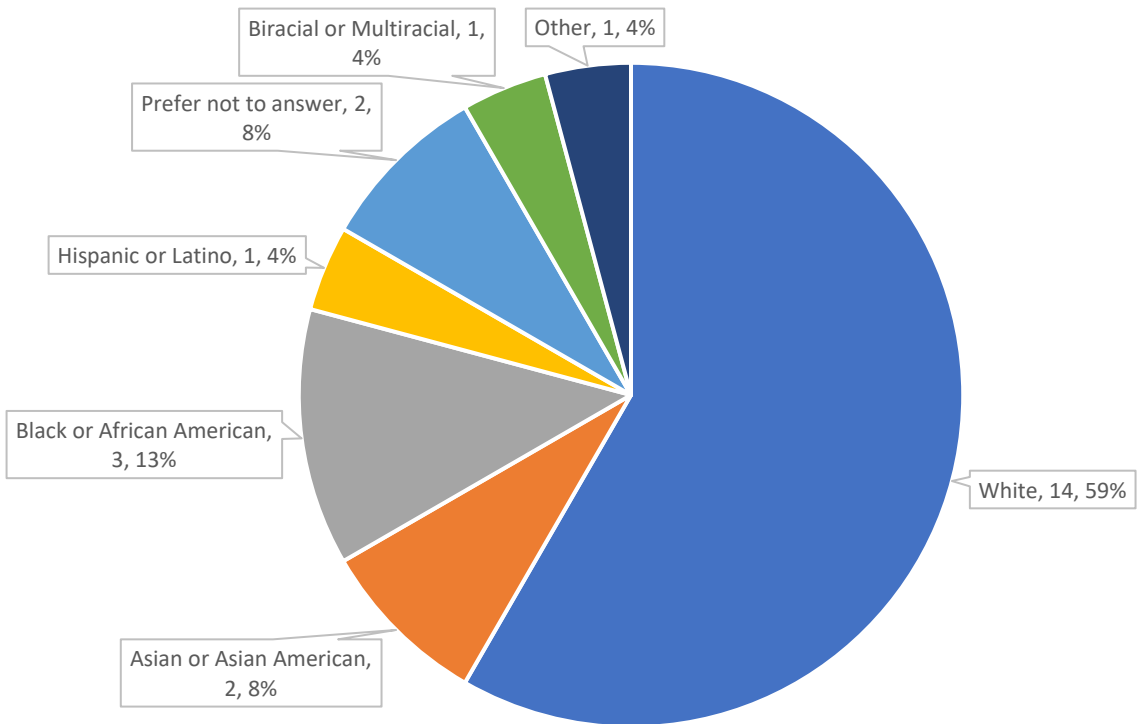
Quarterly Data: Part-time Faculty/Staff

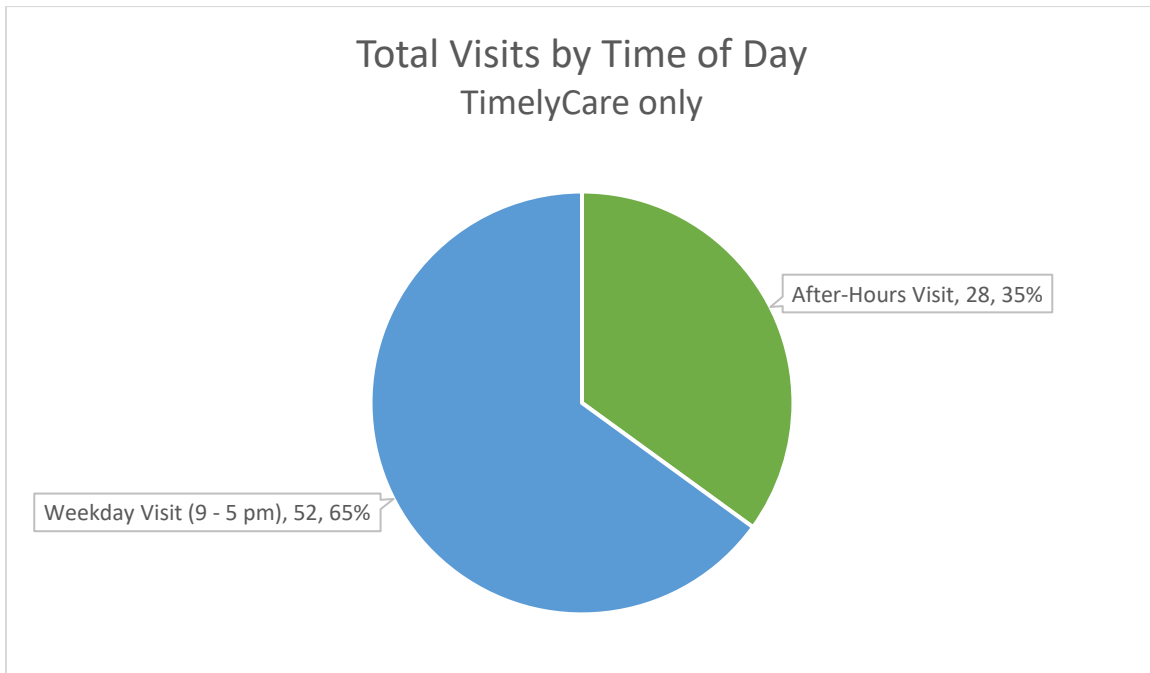
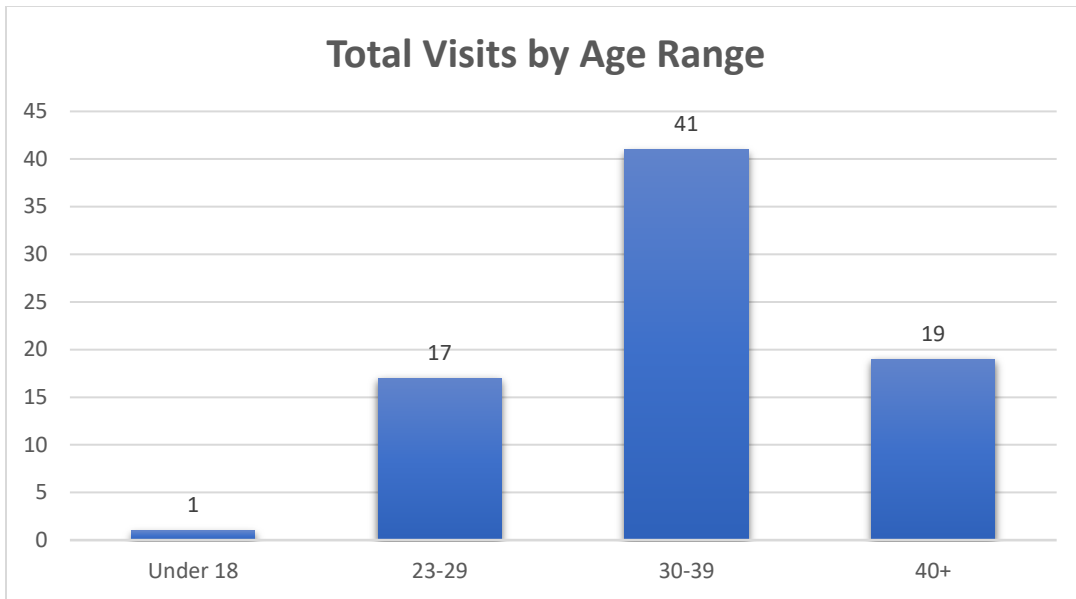


Total Registrations by Gender



Total Registrations by Ethnicity





- Wait Time for Medical Visits
 - 9 minutes
- Wait Time for TalkNow visits
 - 3 minutes
- Total utilization
 - 80 visits

Resource:

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