

FOR IMMEDIATE RELEASE

Sept. 7, 2023

Contact: (708) 456-0300, Ext. 3202

Triton College Partners with TimelyCare to Improve Student Health and Well-being

(River Grove, Illinois) - Triton College has partnered with TimelyCare and serves as a 24/7 virtual extension of campus health and counseling center resources, with a goal of improving student well-being, engagement and retention.

Through TimelyCare on their phone or other device, Triton College students can now select from a wide-ranging menu of virtual care options from licensed physicians and mental health providers in all 50 states – at no cost and without the hassle of traditional insurance – including:

- On-demand and appointment-based medical care.
- On-demand mental health and emotional support (TalkNow).
- Appointment-based mental health counseling (up to six sessions each academic year).
- Health coaching.
- Basic needs assistance.
- Care navigation.
- Peer support community.
- Digital self-care content.

Additionally, faculty and staff have access to support that empowers them to guide students to TimelyCare resources to help students achieve a sense of well-being, live healthier lifestyles and improve their mental health.

The partnership with TimelyCare allows Triton College to deliver a hybrid model of care in collaboration with on-campus resources. Benefits to students include:

- Convenient 24/7 care – Physical and mental health issues often present themselves outside regular business hours, and TimelyCare makes seeking support or treatment as easy and convenient as making a video or phone call. Nationally, more than 40 percent of mental health care visits through TimelyCare occur after regular business hours or on weekends.
- Diverse provider network – TimelyCare’s diverse and culturally responsive provider network reflects and is proud to serve students who embody diversity in race, ethnicity, gender identity and expression, age, religion and worldview, language, health, ability, sexual orientation, socioeconomic and immigration status, and more. More than half of mental health providers identify as people of color. The platform also offers professionals who identify as LGBTQIA+, the ability to speak multiple languages and translation services to support more than 240

languages. Students scheduling services can choose to meet with a specific provider or select the first available.

- Peace of mind – TimelyCare is a safe, secure, URAC-accredited and HIPAA-compliant platform that follows campus-specific protocols to facilitate care coordination and follow-up to ensure continuity of care. Integrations with leading learning management systems ensure students have even more on-ramps to in-the-moment support whenever they need it.

The need for 24/7 access to high-quality care has never been more important. According to the American Council on Education, student mental health is the top concern of college and university presidents. It's also the number one reason students leave college. A recent report by Gallup and the Lumina Foundation found that 69 percent of undergraduate students/55 percent of associate degree students considered stopping out of school due to personal mental health reasons in the last six months. Three out of four students using TimelyCare report mental health improvements, including 100 percent of those presenting as a potential suicide risk.

“Triton College Counseling & Wellness Support Services loves the partnership that we have with TimelyCare,” said Leslie Wester, Triton College’s chairperson of Counseling. “We understand that students may need support outside of the traditional hours we provide on campus. Having TimelyCare to support us and our students for a 2 a.m.-on-a-Saturday need has been great. Our students get the support they need in the moment and then can follow up with us for ongoing support.”

Half of all students who have sought mental health support through TimelyCare said they would have done nothing if the service were not available. Founded in 2017, TimelyCare is trusted to serve more than 2 million students at 300 campuses nationwide.

ABOUT TRITON COLLEGE

Triton College is a two-year college dedicated to helping members of the 25 Western Cook County communities in our district and beyond to achieve educational, professional and personal success. Located in River Grove, Ill., Triton offers more than 120 degree and certificate programs on its 110-acre campus, featuring a comfortable, friendly and diverse atmosphere. Triton also holds classes at satellite locations and offers online learning opportunities. Triton’s dedicated faculty and staff work to provide high quality, convenient and affordable educational opportunities to more than 14,000 students each year. Triton College is accredited by the Higher Learning Commission. Learn more at <http://www.triton.edu/>.



Triton College

About TimelyCare

TimelyCare is higher education's most trusted virtual health and well-being provider, serving more than two million students at 300 campuses nationwide. Founded in 2017, TimelyCare pioneered the first telehealth solution built exclusively for higher education, with a mission to improve the health and well-being of college students by making virtual medical and mental health care accessible anytime, anywhere. Today its comprehensive suite of services – including mental health counseling, on-demand emotional support, medical care, psychiatric care, health coaching, basic needs assistance, faculty and staff guidance, peer support and self-guided wellness tools – expands the breadth of campus resources and empowers students to be well and thrive.