

Council of Directors of Student Academic Services

Minutes | August 20, 2025 | 11:00 AM – 12:00 PM

Timely Care - Todd Misener

Dr. Todd Misener introduced Timely Care, a new virtual health and wellbeing platform available to all students enrolled in higher education in Oklahoma, purchased by the State Board of Regents. The platform includes six elements: talk now for immediate crisis management, scheduled counseling with licensed mental health professionals, health coaching, self-care resources, basic needs support, and peer community. Todd mentions he is working with timely care to improve how basic needs information is communicated, as currently students must request information rather than having direct access to a list of campus-specific resources.

Dr. Misener explained that Timely Care offers health coaching for students seeking help with weight loss, nutrition plans, or financial wellness, providing accountability through the platform. The service includes self-care content with helpful videos on topics like anxiety and meditation, accessible 24/7, as well as a monitored peer community where students can share concerns and offer encouragement to others. He clarified that the service is free for students with an okstate.edu email address (funded by the State Board of Regents), Kelly Kavallier asked about appointment limitations, Todd confirmed that students can use this as their primary counseling resource with unlimited appointments.

He explained that OSU currently offers six free mental health sessions per academic year, with potential for more sessions through a fundraising campaign via the foundation. He demonstrated the Timely Care platform, which costs \$200 per session compared to Better Help's \$85, noting that this service is funded through philanthropy rather than regular university sources. The platform includes self-care videos on topics like anxiety and sleep, anonymous discussion boards for peer support (with safety mechanisms for concerning posts), and various provider care options including quick 20-30 minute visits, health coaching, and counseling, though these services are unavailable to international students studying abroad.

Timely Care information will be posted on Canvas, shared through social media, and available through Dr. Baker's marketing materials. Dr. Baker added that they will share information with advisors and mentions that first-year students will receive information through a Cowboy Charlie campaign in week 5, with 1111 instructors emphasizing mental health in the first four weeks. She also notes that the Cowboy Success Station has

reservable study rooms that students can use for virtual therapy appointments, with privacy measures in place. Todd emphasizes that this service is particularly valuable for online students and encourages everyone to promote it, as continued funding depends on student uptake this semester.

FPCs & The Cowboy Success Station – Robert Raab

Shannon introduced the Cowboy Success Station, located in the north wing of Legacy Hall and across campus, which provides various student support services including an academic reboot zone, SAMs from UNIV sections, general help from Karen Clement, and wellness information managed by university counseling and health services. Robert explains that financial planning coaches have moved to the Student Union and will also rotate through the Cowboy Success Station daily to assist students in financial distress, with every undergraduate student assigned a coach accessible through the student portal. Shannon encouraged other departments to utilize the space for outreach hours focused on first-year students, highlighting that retention data shows positive results for students who meet with financial planning coaches.

Change of Major & Gen Ed Check-In – Shannon Baker

Shannon announced the launch of the change of major form in Slate and opened a discussion about issues with the new General Education curriculum. Amy expressed confusion about verifying student form completions before processing major changes, to which Shannon clarifies that advisors don't need to police this process. Beverly asks if students changing colleges within university studies need to complete the form, and Shannon confirms they don't. Lance raises a question about students declaring double degrees, leading Betsey to offer creating a conditional form that would provide specific instructions and separate dropdown options for students pursuing dual degrees.

Sovereign Nations Cookout – Sky Rogers

Sky shared that the group would be invited to the Sovereign Nations 10th birthday cookout on Friday from 11 to 1pm

Meeting adjourned at 10:43 am.

Minutes recorded by Audrey Pinion.