



## 3.3.5

### Mental health support for students



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### 3.3.5 Mental health support for students

#### A. Counselling Unit Services

In the year 2024, Ajman University's [Counseling Unit under the Center for Inclusive Learning](https://www.ajman.ac.ae/en/student-life/counseling-unit/counseling-unit-services) continued to provide free access to mental health care services and sessions to all its students, alums, staff, faculty, parents, and families members. The benefits include Individual and Group counseling sessions based on individual requirements. The sessions are highly confidential, and records on student mental health are maintained in collaboration with the Office of Medical Services.

The Counseling Unit provides up to four free individual counseling sessions for AU students, staff, and faculty, addressing various issues like personality exploration, relationship challenges, self-esteem, fatigue, isolation, mood fluctuations, and depression.

Please see the links below:

<https://www.ajman.ac.ae/en/student-life/counseling-unit/counseling-unit-services>

<https://www.ajman.ac.ae/en/student-life/center-for-inclusive-learning/services>

#### 1. Individual Counseling:

Working individually with a professional counselor offers numerous benefits. It provides relief to share your struggles with an impartial listener, whether you have ongoing concerns, new difficulties, or a sense that something is amiss.

#### 2. Group Counseling:

Open agenda group sessions are effective in addressing various issues. They help you explore your interpersonal relationships and benefit from shared experiences and support. After scheduling a session with the counselor, it can be conducted in the office or through tele-mental health services like Zoom, phone consultations, or WhatsApp chats.

#### 3. Students supporting students

One of the most valuable resources students have at the University is each other. Providing support is not always easy. In this context, the following thoughts may be helpful:

- Individuals should be realistic about what they can offer in terms of support.
- They can play a role in building a support network, emphasizing that being a friend's sole or primary source of support may be overwhelming and compromise objectivity. Encouraging friends to have multiple sources to turn to is essential.
- Encouraging a friend to seek professional help is a beneficial step, and it's worth exploring any barriers preventing them from doing so.

Student counseling units also offer students the chance to support each other academically by facilitating a student network for discussing course-related topics and explaining concepts to one another.

#### 4. Let's Talk/Let's Tele Talk

"Let's Talk/Tele Talk" is a program that offers convenient access to informal consultations with a counselor during specific hours, with no need for prior registration.

This program is ideally suited for the following individuals:

- Students who are uncertain about counseling wish to experience what it's like to talk with a counselor;
- Students who face specific problems and are seeking someone to discuss them with;
- Students who are concerned about a friend and seek guidance on how to handle the situation;
- Students who are not interested in ongoing counseling value the perspective of a counselor.

Meetings are conducted on a first-come, first-served basis. "Let's Talk/Tele Talk" connects AU students with the counseling unit, providing support without needing an appointment.

### **5. Parental Counseling and Lectures**

The Counseling Unit provides psychological services for parents because this will reflect on student's mental health.

### **6. Alumni Counseling**

The Counseling Unit, in partnership with the Office of Development and Alumni Affairs, provides complimentary short-term consultation sessions for alumni and their parents. These consultations can be conducted through various means, including WhatsApp, Zoom meetings, email, and phone calls.

### **7. Academic accommodation for students with disability**

The Counseling Unit offers a reasonable academic accommodation for students with disability through the [Center for Inclusive Learning](#). The Center for Inclusive Learning is to ensure equitable access to educational opportunities by promoting an inclusive community that supports students with disabilities.

Please refer to the link below for further information:

<https://www.ajman.ac.ae/en/student-life/center-for-inclusive-learning>

### **8. VOICES – Enabling Students to be heard**

Ajman University (AU) has demonstrated a strong leadership in promoting mental health and overall student well-being. The [Center for Inclusive Learning](#) at Ajman University offers comprehensive support through individual and group counseling, peer mentorship programs, and mental health awareness campaigns, all designed to equip students with vital tools for resilience, stress management, and academic success. **VOICES** is an initiative by the Center for Inclusive Learning at Ajman University is an



innovative and impactful approach to supporting students' mental health. **VOICES** a monthly magazine compiled by students themselves, offers them a unique platform to express their thoughts, experiences, and emotions related to mental well-being. Through this initiative, students share their real-life stories in both Arabic and English, accompanied by graphics designed by their peers, fostering a sense of creative expression and community. The magazine provides an opportunity for students to be heard on and off-campus, which is essential for emotional well-being and personal growth. Despite

the sensitivity of mental health, positive feedback from students highlights the invaluable support by Ajman University. Students shared positive feedback with a focus on my academics and personal growth. Through such initiatives Ajman University underscores the critical role of mental health support in academic environments, empowering students to thrive not only in their studies but also in their personal lives.

Please see URL below:

<https://www.ajman.ac.ae/en/news/2024/mental-health-key-to-superior-academic-performance-at-universities>

## **B. Workshops, Events and Activities**

The Counseling Unit at Ajman University actively promotes [mental health support](#) through a wide range of workshops, events and activities. These initiatives address key areas of personal and academic development of students, including university success, study strategies, time management, emotional intelligence, critical thinking and problem-solving. Designed to prepare career-ready global citizens, these sessions are led by the experts from various colleges and offices across to provide students with valuable guidance, knowledge, skills and practical tools for managing both academic pressures and personal challenges. The Counseling Newsletters for the academic year 2023-2024 can be accessed via the following links:

- [Fall Events](#)
- [Spring Events](#)

Below are the summarized list of Fall and Spring events:

### **Preparing for a Successful Semester: Class Planning and Organizing**

In January 2024, the Counseling Unit organized a workshop presented by Dr. Ruba Odeh, Assistant Professor in the College of Dentistry. This workshop covered many topics including organization strategies, effective planning, goal setting, notetaking skills, utilization of university resources, the significance of positive social circles, and key steps for achieving success throughout the semester. The event attracted numerous students who displayed enthusiastic participation.



### **Effective Study Techniques with Mind Maps**

In January, 2024, the Counseling Unit hosted a workshop focusing on the concept of mind maps, highlighting their benefits, key elements, components, and methods for creating them. The session was presented by Dr. Mervat Mohamed, Assistant Professor in the College of Mass Communication.



### *Getting to Know My Classmates*

In January 2024, the Counseling Unit organized a workshop highlighting the significance of forging friendships during the first year of university life. The session covered strategies for cultivation new connections, opportunities to meet peers within Ajman University Units and facilities, leveraging study groups as a means to build friendships, techniques for enhancing friendliness, and overcoming personal barriers to socialization. It was presented by Ms. Muna Salameh, Assistant Instructor at the College of Humanities and Sciences.



### *Collaborative Thinking Skills: Driving Teams Toward Better Results*

In January 2024, the Counseling Unit at AU arranged a group gathering led and moderated by five current AU students specifically for incoming students at the university. The students warmly welcomed their peers to their new academic journey and shared their personal experiences at AU. They delved into the significance of collaboration skills, methods for fostering their development, the efficacy of collaborative leadership, the pivotal role of leadership in fostering collaborative thinking, strategies for conflict resolution within teams, and techniques for delivering constructive feedback within a team setting. Following the presentation, the presenters engaged in an open discussion with the audience, addressing all inquiries.



### *Enhancing Your Skills and Managing Your Time*

In January, 2024, the Counseling Unit organized a workshop presented by Dr. Yehia Mohamed, Associate Professor in the College of Medicine. The session focused on the study habits employed by successful students, exploring diverse learning styles, optimal study times, the significance of self-reward, effective test taking techniques, and a key takeaway message for achieving success in university life. The event attracted a significant number of students who actively participated by posing various questions.



### **Life Satisfaction: The Key to Happiness**

In February 2024, the Counseling Unit hosted a workshop led by Ms. Nouf Alnuaimi, Lecturer in the College of Humanities and Sciences. The session provided students with insights into essential topics including self-care, problem analysis, effective goalsetting strategies, and practical tips for enhancing one's quality of life. The workshop garnered active participation from numerous students who expressed keen interest in the discussions.



### **Self-Enhancement: Steps to Strengthen Social Relationships**

In February 2024, the Counseling Unit organized a workshop focusing on self-awareness development, fostering positive social interaction, and enhancing self-confidence through active social engagement. The workshop was presented by Dr. Enaam Youssef, Assistant Professor in the College of Humanities and Sciences.



### **Setting Up Smart Goals for Personal Growth**

In February 2024, the Counseling Unit organized a workshop presented by Ms. Sahar Zahran, Lecturer at the College of Humanities and Sciences, and moderated by Ms. Ahood Al Rawashdeh, Lecturer at the College of Humanities and Sciences. The workshop covered a variety of topics including the importance of goal setting in personal development, creating action plans to achieve goals, and strategies for overcoming obstacles in goal attainment.



### **Allies for Gender Equity**

In March 2024, the Counseling Unit, in collaboration with the Office of Students Housing, organized a debating session titled "Allies for Gender Equity," led by Dr. Dalia Bedewy. This event aimed to raise awareness about gender equity and highlighted the impact of gender roles on diversity among women and the importance of promoting gender equity.



### Enhancing Problem-Solving Skills

In March 2024, the Counseling Unit hosted a workshop led by Dr. Zehra Edis, Associate Professor in the College of Pharmacy and Health Sciences, focused on honing problem-solving skills. Moderated by Ms. Doaa Al Salti, Administrative Assistant of the Counseling Unit, and Fatima Hani, a

student in the College of Humanities and Sciences, participants explored key topics including problem-solving stages, essential skills, enhancement strategies, navigating obstacles, and advice for a fulfilling life.



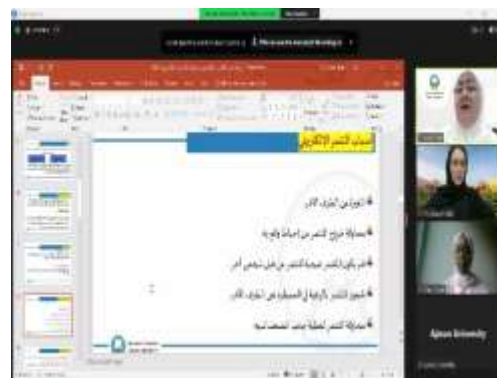
### Emotional Intelligence Development

In March 2024, the Counseling Unit organized a workshop presented by Dr. Walaa Elsayed, Assistant Professor in the College of Humanities and Sciences. The workshop covered a variety of topics, including the definition of emotional intelligence, the components that constitute emotional intelligence, methods for developing emotional intelligence skills, and the importance of building good relationships with others.



### Cyberbullying and Online Safety

In March 2024, the Counseling Unit hosted a workshop on cyberbullying, presented by Dr. Amal Badr, Associate Professor in the College of Mass Communication. Moderated by Ms. Doaa Al Salti, Administrative Assistant of the Counseling Unit, and Maab Yassir, a student in the College of Humanities and Sciences, the session covered the definition, causes, forms, prevention strategies, and support methods for cyberbullying victims, along with real-life examples and well-being tips.



### Developing Powerful Presentation Skills

In April 2024, the Counseling Unit hosted a workshop on developing powerful presentation skills. The session covered the definition and importance of presentation skills in personal and university life, techniques for capturing and retaining audience attention, and tips for enhancement. Ms. Doaa Al Salti, the Administrative Assistant of the Counseling Unit, conducted the session as the presenter.



### C. Self-Help Resources

In the year 2024, students have access available to multiple [Self-help Resources](#) at the Ajman University (AU). These resources include extensive self-help materials such as written handouts, books, and videos on many topics. These resources are helpful for students to understand the issues they are facing and are often used alongside individual counseling in the Counseling Unit.

Please refer to the link below:

<https://www.ajman.ac.ae/en/student-life/counseling-unit/self-help-resources>

### D. Policy on Student Counselling Services

The [Student Counselling Policy](#) can be accessed using the link provided below:

<https://www.ajman.ac.ae/en/student-life/counselingunit/counseling-policy>

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AJMAN UNIVERSITY

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### Counseling Policy

|              |                                                |                    |                 |
|--------------|------------------------------------------------|--------------------|-----------------|
| Policy Owner | Office of Vice-Chancellor for Academic Affairs | Responsible Office | Counseling Unit |
| Approved By  | Chancellor                                     | Effective Date     | August 2024     |
|              |                                                | Next Review Date   | August 2027     |

#### Purpose

The University recognizes the importance of counseling service, and the need for healthy and safe study environment that will contribute to the well-being and productivity of faculty, staff and students. The main purpose of this policy is to:

- Outline the University's commitment to provide counseling to the Ajman University Community.
- Ensure compliance with all applicable regulations.
- Manage mental and social health of the faculty/staff members and students.

#### Definitions

**Anxiety:** Anxiety is a normal reaction to stress. It is a feeling of worry, nervousness, or unease about

### E. Disability Support

The Committee for Students with Disabilities was tasked with implementing and providing [Disability Support](#) through policies, programs, and training related to accessibility and inclusion in the year 2024. The committee is dedicated to advancing AU's commitment to ensuring equal rights for students with disabilities, enabling them to actively participate in university activities and student life.

Please refer to the link below:

<https://www.ajman.ac.ae/en/student-life/counseling-unit/disability-support>

## F. Extended Mental Health Support

### Ajman University Holds the 3rd International Forum on Education and Mental Health

In alignment with Good Health and Well-being, the Deanship of Student Services at Ajman University is actively prioritizing mental health support for students by preparing for the [3rd International Forum on Education and Mental Health](https://www.ajman.ac.ae/upload/files/ifemh/2024/3rd_International_Forum_Program_-_Final_(5).pdf). Led by the Counseling Unit and the Student Success Center, this forum is designed to empower students by promoting awareness, emotional resilience, and inclusive learning practices. Topics such as counselling and adjustment in education, learner diversity, and supported gender equality for students enrolled in STEM. Through the forum, Ajman University addressed the unique mental health challenges students face in academic environments. By integrating psychological development, wellness, and innovative education models, the event emphasizes a holistic approach to student well-being, fostering a culture where mental health is seen as a vital part of student success.

Please refer to the link below:

[https://www.ajman.ac.ae/upload/files/ifemh/2024/3rd\\_International\\_Forum\\_Program\\_-\\_Final\\_\(5\).pdf](https://www.ajman.ac.ae/upload/files/ifemh/2024/3rd_International_Forum_Program_-_Final_(5).pdf)



### Ajman University Raises Awareness on Eating Disorders to Foster Resilience and Community Health

Ajman University's Pediatrics and Psychiatry Clubs collaboratively organized an impactful [Eating Disorder Awareness Day](#) to promote mental health and well-being among students and the broader community. The event featured informative sessions and interactive discussions that highlighted the physical and psychological effects of eating disorders, early warning signs, and the critical importance of timely intervention and supportive care. By fostering awareness, encouraging open dialogue, and providing guidance on seeking help, the initiative strengthened mental health literacy,



reduced stigma, and emphasized the value of preventive strategies. Through active engagement, participants enhanced their understanding of holistic health, resilience, and emotional well-being, reflecting Ajman University's ongoing commitment to promoting community health, informed decision-making, and a culture of care and support.

Please see the link below:

<https://ajmanuniversity.createsend.com/t/ViewEmailInFrame/d/E5E6ECA57AA0E2452540EF23F30FEDED/C67FD2F38AC4859C/?tx=0#>

### **Ajman University Promotes Mental Health and Well-being through Sports Engagement**

In August 2024, Ajman University organized an interactive orientation session for new students to emphasize the vital link between physical activity and mental health for the overall well-being. The session aimed to inspire students to engage in sports as a key strategy for maintaining a healthy lifestyle, improving emotional resilience, and building meaningful social connections within Ajman University community. Ajman University continues to promote sports as a powerful tool for improving both physical and mental well-being. Regular participation in sports enhances mood, reduces anxiety, and builds important life skills such as teamwork, discipline, and leadership. Through these orientation programs, we aim to empower students to take care of their mental health, stay active, and experience a holistic sense of well-being throughout their academic journey.



Through these initiatives, Ajman University continues to inspire students to engage in sports as a key strategy for maintaining a healthy lifestyle, improving emotional resilience, and building meaningful social connections within the university community.

Please see the link below:

<https://www.ajman.ac.ae/en/news/2024/ajman-universitys-athletics-unit-hosts-orientation-for-new-students>

