


3.3.5 Mental health support

Well-being issues for students and staff are often multifaceted, including family challenges, financial difficulties, feelings of isolation, social pressures, anxiety, and academic stress. To help students thrive academically, Isra University recognises the importance of promoting wellness and fostering a campus culture that prioritises well-being as a core value. Efforts are also underway to reduce the stigma surrounding mental health issues.

Isra University is deeply committed to supporting student wellbeing, which can contribute to improved academic performance, retention, and graduation rates. Students who experience a stronger sense of well-being and belonging often exhibit higher motivation, greater self-confidence, and increased engagement and achievement.

Taking care of student wellbeing and mental health starts at the mentoring stage where each academic is responsible for mentoring a group of students and regular meeting are required to ensure that students' progress into their academic degree very well. There is a clear policy and regulations for mentoring. When a tutor identified any mental health issues, the student is referred to a university-based clinic "Psychological Support and Counselling". The clinic is located in the psychology department.

Mentoring Students	إجراء الإرشاد الأكاديمي	AP-009-001	سياسة متابعة الطلبة	AP-009	-17
Struggling Students	إجراء متابعة الطلبة المتعثرين	AP-10-002			
Outstanding Students	إجراء متابعة الطلبة المتفوقين	AP-10-003			


 Student Follow-up Policy

Since 2020 the university acknowledged the important of psychological support and established a series of policy and procedures as well as a committee for psychological and counselling that is responsible for the clinic.

Procedures	إجراء الإعلان عن خدمات فريق الدعم النفسي والاجتماعي.	SS-04-001	سياسة الدعم النفسي والاجتماعي	SS-04	-40
	إجراء تحويل حالة من المرشد الأكاديمي والكلية	SS-04-002			
	إجراء تقديم طلب للحصول على موعد لمقابلة	SS-04-003			
	إجراء تقديم الدعم النفسي والاجتماعي للطلبة.	SS-04-004			
	إجراء إعداد تقارير إنجاز الدعم النفسي والاجتماعي.	SS-04-005			
	إجراء تقييم خدمات الدعم النفسي والاجتماعي.	SS-04-006			


 Social and Psychologic al Support Policy

President Office

مكتب الرئيس

Ref:

الرقم:

Date:

التاريخ: 7/7/2020

الدكتور سامي خرابشة المحترم

ق.أ. عميد شؤون الطلبة

Psychological Support
and Counselling
Committee

الموضوع: تشكيل لجنة فريق الدعم والإرشاد النفسي

عملاً بالصلاحيات الممنوحة لي قررت: تشكيل لجنة فريق الدعم

والإرشاد النفسي برئاسة وعضوية كل من السادة:

رئيساً	رئيس قسم علم النفس في كلية الآداب	الدكتور مالك يوسف الخطيب
مقرراً	عضو هيئة تدريس في كلية العلوم التربوية	الدكتورة أسماء ناصر الخوالدة
عضواً	عضو هيئة تدريس في كلية الآداب	الأستاذة الدكتورة زهرية عبد الحق
عضواً	عضو هيئة تدريس في كلية الآداب	الدكتورة حنان جميل هلسة
عضواً	عضو هيئة تدريس في كلية العلوم التربوية	الدكتور عبد الرؤوف اليماني
عضواً	عضو هيئة تدريس في كلية العلوم التربوية	الدكتورة رانيا فريجات
عضواً	عضو هيئة تدريس في كلية العلوم التربوية	الدكتورة لين سمارة الخطيب

متمنياً لكم التوفيق والنجاح.

واقبلوا الاحترام

رئيس الجامعة

أ.د. أحمد نصيرات

Each year, the department presents a comprehensive report detailing the number of cases and types of assistance provided to both staff and students. Special forms for counselling and intervention are also available. The department, established in July 2020, is led by a professor from a different faculty who specialises in mental health. This group continues to offer essential support to students and staff experiencing mental health challenges. The department's aims include:

- Providing psychological and social support to students and staff through individual and group counselling sessions.
- Studying behavioural phenomena and issues that may arise among university students and working to find appropriate solutions, while helping students integrate into the university environment.
- Offering necessary support to students facing academic challenges and fostering their skills development.
- Organising regular educational and psychological lectures and seminars.
- Issuing periodic educational and psychological awareness publications.

**Psychology and
Counselling Form**

جامعة الإسراء
نموذج الدعم والإرشاد النفسي

أولا : معلومات عامة :

اليوم :. الأربيعاء
الوقت :..... العاشرة صباحا.....
إسم الطالب : [REDACTED]
جنس الطالب : انثى
تاريخ الولادة :..... [REDACTED]
مصدر الحالة : .. **نفسها**
طريقة تقديم الخدمة : .. عبر الهاتف.....

ثانيا : معلومات أكاديمية :

- السنة الدراسية للطالب :..... ثمانية
- المعدل التراكمي للطالب :..... امتياز
- عدد الساعات التي قطعها الطالب بنجاح : 45.....
- العبء الدراسي للفصل الحالي : 18.....

ثالثا : الوضع الصحي للطالب : ممتاز

رابعا : الوضع الاقتصادي للطالب : جيد جدا.....

خامسا : الوضع الأسري :

- عدد أفراد الأسرة :.....9.....
- ترتيب الطالب في الأسرة:4.....

The university has also organised various activities to support mental health. Below are highlights of two major events: On November 27, 2019, a free training course titled **Psychological First Aid** was held by the Deanship of Student Affairs and the Office of Career Guidance and Graduate Follow-up, in cooperation with international trainer Khaled Al-Othman. The course aimed to equip students with psychological intervention skills for situations involving children, disasters, and domestic violence. It also sought to enhance psychological awareness and promote high-quality primary psychological assistance within the community.

<https://www.iu.edu.jo/index.php/ar/all-news/2974-2019-11-27-08-40-52>

At IU mental health is given a great emphasis and there are expert in mental health in various departments and faculties such as nursing, pharmacy and psychology. Here are a few examples of recent publications in the field of mental health by faculty members of the Pharmacy Department, demonstrating their commitment to conducting cutting-edge research in this challenging area. The research addressed mental health issues in Jordan and samples were collected from IU/

- 1- Smart phone addiction and its mental health risks among university students in Jordan: a cross-sectional study; [View article](#)
- 2- Suicide literacy mediates the path from religiosity to suicide stigma among Muslim community adults: Cross-sectional data from four Arab countries; [View article](#)
- 3- [Mental illness stigma as a moderator in the relationship between religiosity and help-seeking attitudes among Muslims from 16 Arab countries; View article](#)