

PHOENICIA UNIVERSITY

Mental Health Hotline Outcome Report

Academic Year 2024–2025

In partnership with the Lebanese Welfare Association for the Handicapped (LWAH)

Mental Health Hotline Outcome Report

1. Executive summary

The Mental Health Hotline and the PU Counseling Center provide free, confidential mental health support to students, staff, and community members. The hotline is run by Phoenicia University (PU) with the Lebanese Welfare Association for the Handicapped (LWAH), while the Counseling Center receives counseling requests and delivers counseling sessions. This report presents an overview of patients and sessions during the 2024–2025 academic year.

2,361	445
sessions delivered	patients supported

- In 2024–2025, 445 patients received 2,361 sessions, an increase of 3.1% year over year.
- All counseling requests received from students, staff, and community members were met with support.

2. Program - overview

The service offers free, confidential mental health support through two connected channels, with referral to specialized care where needed:

Component	What people receive
Mental Health Hotline	A free, confidential first point of contact for students and the wider PU community, run with LWAH, offering mental health support sessions.
PU Counseling Center	Receives counseling requests from students, staff and community members and delivers free, confidential counseling sessions.
Referral and support pathways	Connection to PU's financial hardship pathway, the Learning Development Center and the Women's Continuity Pathway, and referral to specialized care where needed.

2.1 Access and target groups

All services are free of charge. The service gives particular focus to people most at risk of being left out, including people from low-income backgrounds, women, people with disabilities, and members of ethnic and national minorities.

3. Observations

- **Removing barriers to support:** By offering free, confidential support, the service gives people who may face financial, social or logistical barriers a no-cost first point of contact, with referral to specialized care where needed.
- **Linked support pathways:** Counseling connects students to PU's financial hardship pathway and the Learning Development Center, so stress and setbacks are addressed before they affect studies and progress toward graduation. Working with the Women's Continuity Pathway, the Center also supports women facing career or educational interruptions.
- **Monitoring and reporting:** Recording patients and sessions separately for students, staff and community members, and for the hotline and the Counseling Center, in each reporting year would allow more precise comparisons and show which groups are being reached.

Data notes

Source: Mental Health Hotline and Counseling Center data



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