



UZBEKISTAN STATE WORLD LANGUAGES UNIVERSITY

Staff Access to Mental Health Support

Free, confidential support | Individual and group formats | Workplace climate assessment | 2025

Uzbekistan State World Languages University provides academic, administrative and support staff with access to mental health and psychological support through the University Psychological Service. Staff members may contact the University psychologist directly by telephone or email, free of charge. The service covers individual consultation, psychological assessment, preventive support, psychological correction, workplace adaptation and group training. Consultations are confidential.

Access and service arrangements

The Psychological Service is institutionally available to professors, teachers, administrative personnel and other University employees. The official University webpage publicly identifies the psychologist and provides direct contact information, allowing employees to seek support without first approaching a supervisor or academic unit. Consultations are provided free of charge and urgent support may be requested outside standard working hours.

- Confidential individual psychological consultation.
- Psychodiagnostic assessment and early identification of emotional difficulties.
- Support with stress, anxiety, persistently low mood and emotional regulation.
- Assistance with workplace adaptation, communication and interpersonal difficulties.
- Psychological prevention and correction activities.
- Group seminars and practical training on stress management and professional burnout.

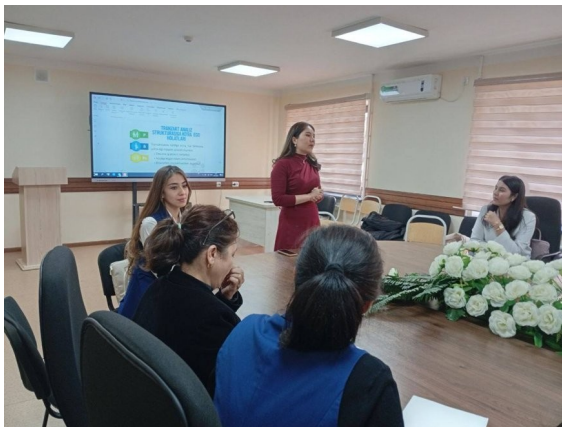
Public contact route

University psychologist: Khairullaeva Zebiniso Tokhirovna. Email: khzebo@icloud.com. Telephone: +998 91 922 25 24.

The University Psychological Service has operated since 23 August 2018. Its official remit includes professors, employees and students. The published service areas include psychological prevention, educational activity, diagnostics, correction, consultation and support for adaptation and personal or social psychological difficulties.

Evidence of implementation

The University's psychological service report for 2025 demonstrates active staff use of the service. The report records psychological consultation and support provided to 246 professors and teachers and 76 other University employees. It also records eight seminar and training sessions conducted with academic staff from University departments, together with additional activities involving faculty leadership and administrative personnel.



Seminar-training for teaching staff and employees on work-life balance and professional burnout, April 2025

Anonymous staff assessment, December 2025

From 10 to 15 December 2025, the University conducted an anonymous socio-psychological assessment among employees of an academic department. Eighteen of 21 employees participated, representing 85.1 percent of the department's staff. The assessment examined the workplace psychological climate, hidden stress, staff satisfaction, mutual trust and potential professional burnout risks.

Follow-up measures included recommendations for individual and group psychological consultations, team-building activities, open professional dialogue, improved staff motivation and measures to strengthen the workplace climate. The anonymous format protected participants while allowing the University to identify organizational and psychological needs.



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Service capacity was also strengthened in December 2025, when the University psychologist completed professional development training organized under Ministry Order No. 431 of 7 November 2025 for specialists working in psychological services at higher education institutions.

Conclusion

Uzbekistan State World Languages University maintains a designated Psychological Service, publishes a direct and confidential contact route for employees, provides individual and group forms of support, and documents staff participation in consultations, psychological assessments and training. The evidence demonstrates both institutional provision and practical use of mental health support by University staff.

Evidence sources

- UzSWLU Psychological Service — <https://uzswlu.uz/en/psychological-service>
- Report on the activities of the University Psychological Service for 2025 (internal institutional record).
- Approved work plan of the University Psychological Service for 2025 (internal institutional record).
- Records of the December 2025 anonymous staff assessment (internal institutional record).