



LINDEN
GLOBAL LEARNING & SUPPORT



Tailored Services for International Students

Mental Health Services for Universities & Study Abroad Programs

Including online or onsite counseling, student and staff workshops and end of semester evaluations

Retainer Packages for Universities 2023/24

Linden Global Learning Support

About us



We are a mission- and values-driven agency committed to supporting and empowering young people from all backgrounds to capture their unique potential as they go out to make an impact on the world.



Linden Founders
**Dr. Christina Limbird
& Chineme Ugbor**

Linden in numbers since 2015



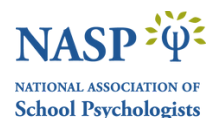
Testimonial

"Linden has been wonderful collaborators, and a terrific support for our very globally diverse undergraduate student population. We are thankful for their flexibility in working out processes and communication, to further improve the student experience"



Fabrizia Sacerdoti
Minerva Schools Senior
Manager Counseling &
Psychological Services,
LATAM & Europe

Members of



Getting started

Step by step

1



Choose a Package

Linden retainer packages allow schools to guarantee professional counseling services for all students. Packages start at 10 sessions per month.

2



Meet the team

Schedule a meeting with the counselor(s) assigned to your university. Linden also assigns a head counselor to assist with case management and provide check-ins, as requested.

3



Sessions Begin

Receive a booking link with counselors' profiles that students can use to book sessions either online or in person in Berlin. Appointments are scheduled within 48 hours and student receive reminder notifications.

4



Evaluation Reports

Receive end of semester updates and end of year evaluation reports with student feedback, common themes and recommendations.

Services Include:

- **Mental health counseling** for depression, anxiety, stress, low motivation, aggressive behavior, etc.
- **Transitioning support:** culture shock, adjustment, intercultural support
- **Social & Relationship Guidance:** Conflict transformation, effective communication, and healthy boundaries.
- **Health & well-being coaching:** mindfulness coaching, life coaching
- **Academic support** for students with learning difficulties
- **Workshops & training on mental health** for for students and staff
- **Support for diverse identities:** LGBTQ, students of color, counseling in over 12 languages

Service Packages

For schools

Our services may be contracted on a monthly plan based on the level of support needed. For example, some schools or universities purchase 40 hours of support on a monthly basis (10 hours per week).

Our standard package starts at 10 sessions per month, but we can offer individualized solutions based on an institution's needs.

Single Sessions

Pay as you go

Monthly Plan

Starting at 10 sessions

Counseling Services Include:

Access to a diverse range of mental health specialists	X	X
Online solutions-focused counseling sessions	X	X
Appointments scheduled within 48 hours	X	X
Secure and easy access to scheduling and billing system	X	X
In Berlin, Germany: Private & comfortable rooms for 1:1 sessions		X
On campus sessions if needed		X
End of semester evaluation reports with student feedback		X
Head counselor assigned to your school as a case manager available for check-ins with administrators as needed		X
Guaranteed appointments for all students		X
10% Discount on professional development workshops		X

Rates do not include 19% VAT

Benefits of Our Dedicated External Counseling Services

- ★ Access to diverse specialists for a diverse school community
- ★ Reduced pressure on staff to counsel students in need
- ★ Bolstered campus safety
- ★ Boosted enrollment through unique support offerings
- ★ Better academic performance and lower stress
- ★ Improved retention rates

Frequently Asked Questions

SERVICES WE DO NOT OFFER:

- Crisis services (suicidality, extreme emotional distress). In acute crisis, we recommend contacting your local crisis center.
- Ongoing psychotherapy for clinical mental health problems.

HOW ARE SESSIONS SCHEDULED?

Students directly book counseling sessions through a secure and confidential booking software or through a dean or specified staff member. The university may determine how the allocated hours are to be used.

HOW LONG IS A SESSION?

A single session usually lasts for **45 minutes**. Sometimes a concern can be resolved in one meeting; other times more appointments can be helpful. Ongoing counseling appointments are typically scheduled weekly or every other week.

OUR COMMITMENT TO DIVERSITY & INCLUSION

All students and staff are welcome regardless of their race, color, religion, national origin, economic status, physical or mental disability, medical condition, sexual orientation, gender identity or expression.

WHO ARE THE COUNSELORS?

Our team of professional counselors and psychologists come from all around the world and speak several different languages. They are highly qualified, meticulously vetted specialists with a passion for supporting all students in a safe environment.

WHAT LANGUAGES DO YOU WORK IN?

English is our primary working language, however, we also have counselors who can work various other languages including, Arabic, Swahili, French, Spanish, Croatian, Polish, Hindi, and Mandarin.

DO YOU PROVIDE WORKSHOPS FOR STUDENTS'?

Yes! We offer workshops related to international living and learning. Topics include work-life balance, time management, and orientation workshops for settling into a new city.

ARE SESSIONS CONFIDENTIAL?

Yes. Confidentiality is extremely important to us. However, if a student is at risk of harm to themselves or others, we will contact and inform a school administrator immediately. We may discuss cases with school administrators on a need to know basis if a student signs a confidentiality waiver.

WHAT ABOUT DATA PROTECTION?

Linden is committed to protecting the privacy of our clients and is a GDPR compliant company. All data is stored on GDPR compliant platforms. Our pledge is to safeguard any information we collect associated with students and staff. Our online platforms are also HIPPA compliant. You can read about our data protection policy and practices on our website.

TRACKING MONTHLY PLAN

Our system provides a monthly overview of used sessions. Linden will also send monthly updates on sessions used, if needed.

EVALUATIONS

Linden programs are accompanied by thorough evaluations of our efficacy to ensure that we are meeting the goals of our clients. Academic institutions with a monthly plan receive an end of semester evaluation report with student feedback.

WHAT HAPPENS TO UNUSED HOURS?

Hours do not automatically roll over to the following month.

WHAT HAPPENS IF A STUDENT MISSES AN APPOINTMENT?

Our booking software automatically sends out reminders 36 hours before a session to help students manage their schedules and avoid missing sessions. Counselors may close a session after 30 minutes if a student does not show. Sessions cancelled by students less than 24 hours in advance will be recorded and counted as used. Exceptions may be made in emergency situations or in cases of illness.

INCREASING OR DECREASING MONTHLY PLANS

Schools may adjust, reduce or add hours in their counseling plan at any point for the following month. Monthly counseling plans may be made for 4, 6, or 12 month durations.

ARE THE SERVICES COVERED BY HEALTH INSURANCE?

Currently Linden is able to accept some international health insurances such as CISI and GeoBlue. Our services are not covered by German public health insurance. Speak with us if your students are covered by a specific health insurance company that you think we should partner with.

WHAT IS THE CANCELLATION POLICY?

Monthly counseling plans may be cancelled in writing with a 2 month notification period.