

Boon — CUHK's AI Mental-Health Chatbot Integrated with In-Person Student Counselling

AI in Education · Good practice · Hong Kong

Quality score: 27/100

Evidence strength: Descriptive / self-reported

Summary

Since August 2024, CUHK's Wellness Centre has paired the Jockey Club-funded TourHeart+ AI chatbot 'Boon' with in-person counselling for all full-time students, offering stepped mental-health support - though no independent outcome evaluation has yet been published.

Key dimensions

Dimension	Score
Evidence of learning impact	0/3
Equity & inclusion	1/3
Transparency, ethics & data protection	1/3
Teacher capability & pedagogy	0/3
Scalability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-31

Chinese University of Hong Kong (CUHK) Wellness and Counselling Centre / Jockey Club TourHeart+ Project — accessed 2026-07-31

CUHK Office of Student Affairs: WACC x TourHeart+ initiative — accessed 2026-07-31

South China Morning Post: How Hong Kong universities are tackling rising mental health challenges with AI chatbots — accessed 2026-07-31

Alliance magazine: How philanthropy-funded AI therapy is supporting Hong Kong's Gen Z — accessed 2026-07-31

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