

HAS YOUR CHILD CONTACTED  
YOU ABOUT A PROBLEM?

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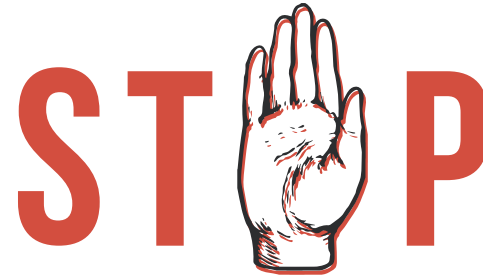
REMEMBER THAT  
OLD ADAGE...

STOP, DROP,  
AND ROLL

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TOGETHER WE CAN  
PROMOTE INDEPENDENCE

THROUGH  
STUDENT  
PROBLEM-  
SOLVING



...and take a deep breath when your student contacts you with a problem. Is it **really** something he or she cannot solve on his or her own? If you fix it for him/her, does that help your student develop independence?



....the urge to reach out and immediately begin fixing things. Instead, push back with questions. What might you do? What options are you considering? What campus offices might have resources? \*Additional deep breathing may be required.



....with it. Let your student do the problem solving on his/her own. The long-term benefits of building problem-solving skills and independence will last your student a lifetime.

## In the Event of a Serious Issue or Concern about Your Student or Others

While we encourage you to let your student navigate his or her Wake Forest experience as independently as possible, if you have an urgent concern about the health, safety, or wellbeing of your student or others, there are offices available to assist you.

### University Police

336-758-5591 (non-emergency)

336-758-5911 (emergency)

24/7 Dispatch Center: [dispatch@wfu.edu](mailto:dispatch@wfu.edu)

Admin Offices: [police@wfu.edu](mailto:police@wfu.edu) | [police.wfu.edu](http://police.wfu.edu)

### Student Health Service

336-758-5218 | [shs@wfu.edu](mailto:shs@wfu.edu) | [shs.wfu.edu](http://shs.wfu.edu)

Nurse available at the Health Service with physician on-call back-up after clinic hours (5:00 p.m. to 8:30 a.m.) Monday through Friday and 24 hours a day on Saturdays and Sundays during the Fall and Spring semesters

### University Counseling Center

336-758-5273 | [counselingcenter.wfu.edu](http://counselingcenter.wfu.edu)

After-hours and weekend crisis response available when school is in session by calling the Student Health Service at 336-758-5218

### Office of Family Engagement

336-758-4237 | [parents@wfu.edu](mailto:parents@wfu.edu) | [parents.wfu.edu](http://parents.wfu.edu)

[parents.wfu.edu/faq/](http://parents.wfu.edu/faq/) (Parents and Families FAQ with answers to many frequently-asked questions)

### After hours assistance

Most administrative offices work on a Monday-Friday 8:30 am-5:00 pm schedule.

If you have an urgent need to reach someone at the university because you have a concern that must be addressed quickly, we have designated the University Police as our 24/7 contact. They can assess the situation and determine who best to address your concern.

The 24-hour contact number for University Police is 336.758.5591 (non-emergency) or 336.758.5911 (emergency). They can get in touch with on-call duty staff 24-hours/day.