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

While we encourage you to let your student navigate their 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 (for the kind of emergency where you would call 911)
24/7 Dispatch Center: dispatch@wfu.edu
Admin Offices: police@wfu.edu | police.wfu.edu

Student Health Service
336-758-5218 | shs@wfu.edu | shs.wfu.edu
A nurse is available by phone (336-758-5218) with physician on-call back-up after clinic hours (7 days a week).

University Counseling Center
336-758-5273 | counselingcenter.wfu.edu
Access to a WFU crisis counselor is available to students and concerned loved ones 24/7/365 by calling 336-758-5273.

Office of Family Engagement
336-758-4237 | parents@wfu.edu | parents.wfu.edu
parents.wfu.edu/resources/who-to-contact-for/Who to Contact for...directs you to frequently-needed offices

After hours assistance
Most administrative offices work on a Monday-Friday 8:30 am-5:00 pm schedule.
If you have an urgent concern that must be addressed quickly during a time that our offices are not open, 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 (for the kind of emergency where you would call 911). They can get in touch with on-call duty staff 24-hours/day.

HAS YOUR CHILD CONTACTED YOU ABOUT A PROBLEM?

REMEMBER THAT OLD ADAGE...

STOP, DROP, AND ROLL

TOGETHER WE CAN PROMOTE INDEPENDENCE

THROUGH STUDENT PROBLEM-SOLVING

STOP

...and take a deep breath when your student contacts you with a problem. Is it really something they cannot solve on their own? If you fix it for them, does that help your student develop independence?

DROP

....the urge to reach out and immediately begin fixing things or providing directions/instructions. Instead, push back with questions. What might you do? What options are you considering? What campus offices might have resources?

ROLL

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