

HAS YOUR STUDENT CONTACTED YOU ABOUT A PROBLEM?

## REMEMBER THAT ADAGE



**...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.

Together we can promote independence through student problem-solving.

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

While we encourage you to let your student navigate their Rollins 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 you.

#### **Wellness Center 407-628-6340 | [wellnesscenter@rollins.edu](mailto:wellnesscenter@rollins.edu)**

The Wellness Center provides preventive and episodic health care to all currently enrolled students, along with Counseling and Psychological Services. Wellness Center hours are Monday – Friday 8:30 a.m. – 5 p.m. In case of a mental health emergency, call 911, or the **After-Hours Crisis Phone (833-848-1761)**

#### **Office of Student & Family Care 407-646-2345 | [rollins.edu/care](http://rollins.edu/care)**

The Office of Student and Family Care serves as a safe setting to listen to student and parent concerns related to navigating college life. The office is a resource for families, faculty, and staff in supporting students in a holistic way using the Nine Dimensions of Wellness: physical, emotional, social, occupational, creative, intellectual, spiritual, environmental, and financial.

#### **After Hours Assistance**

**Most administrative offices work on a Monday - Friday 8:30 a.m. – 5 p.m. schedule**

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

#### **Campus Safety 407-646-2999**

The 24-hour contact number for Campus Safety is 407-646-2999. They can get in touch with on-call duty staff 24-hours/day.