

The University of Wales Trinity St. David (hereafter referred to as UWTSD) offers a wide array of support networks, both officially and unofficially, ranging from financial support through bursaries to the social network of other students in your courses and who you live with. Some of these resources have already directly helped me, while I have yet to use others; however, I still find them to be useful as options if needed.

The most immediate way that UWTSD offers support is through the Student Hwb¹, accessible both online and in person. The Hwb app, which can be used on mobile devices or on internet browsers, offers direct links to a variety of specific support networks, including academic support², financial support³, and a subsystem of help desks for issues ranging from flat maintenance to reporting accidents or incidents⁴. Additionally, there is a live chat available at all hours for issues both encompassed by the mentioned existing networks or outside it, though in my personal experience, this chat is not helpful for resolving issues reported to it; when I tried to get assistance from it with a scheduling issue I was having at the start of the year, it did not offer any relevant information, and attempting to access a human to speak to resulted in the chat interface timing out, not finding anyone to directly help me.

In contrast to this, direct student services are an immensely useful support network in my experience. My scheduling issue was solved within the next three hours by Lorraine Jones after I emailed the IT support desk⁵, and has not been a problem since. I have been approached by disability support⁶, and though I have yet to have the opportunity to speak to them, they seem to be very helpful with accessing Disabled Student's Allowance, and are both efficient and persistent in contacting students; as I am neurodivergent, and struggle to keep my focus for extended periods of time, this has been very helpful to me.

Another support network which is not explicitly offered by the university but is implicitly present is the support of the other students around you, both in your course and outside it. It is, in my experience, difficult to adjust to living far from home, even if the campus is pleasant and the flat is comfortable. The other members of the foundation year course have helped me feel welcomed and less isolated as a student who had little recent

¹ Found at <https://hwb.uwtsd.ac.uk/dashboard/student>

² <https://hwb.uwtsd.ac.uk/pages/academic-support>

³ <https://hwb.uwtsd.ac.uk/pages/finance>

⁴ <https://hwb.uwtsd.ac.uk/dashboard/help-report>

⁵ I directly emailed hwb@uwtsd.ac.uk

⁶ <https://www.uwtsd.ac.uk/experience-facilities/student-support-wellbeing/disability-support>

academic experience before the beginning of this term, and my flatmates have consistently been helpful with times outside of class, making me feel safe and welcomed when I have been struggling to feel like I belong.

To conclude, UWTSD's support networks, both official and unofficial, are generally helpful in my experience, with a range of options I am yet to explore that could be helpful should the need for them arise.