



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Answering Student Queries

2018



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1. Enrolment

Until students enrol they are unable to access university services and resources. They will also not be able to access their student finance until they are enrolled.

Students are invited to enrol before they start a course with us and can do so via [MyTSD](https://mytsd.uwtsd.ac.uk)
mytsd.uwtsd.ac.uk

- New students log into MyTSD using the details sent in their enrolment email
- Then select **Online Enrolment** from the top menu
- Students will then reach the enrolment screen which outlines their course, their enrolment status, and what their next step should be
- To enrol student should click on the icon in the box titled **Main Enrolment Action**

Course	Status	Main Enrolment Action
Course Name	Please enrol	 <i>Enrol online here</i>

As part of this process students will be asked to confirm:

- Personal details including address
- Contact information
- Emergency contact information
- Equality and Welsh language data – at this point students will also have the opportunity to complete a support needs enquiry form
- Confirm they agree to the enrolment agreement

When student finalise enrolment they are taken to the main MyTSD screen and a message confirming enrolment is in their inbox

Issues with enrolment including module enrolment should be raised via registry@uwtsd.ac.uk



2. Email

Students will receive details of their email account after they have enrolled.

If a student is enrolled and unsure of their account details ask them to check their personal email for the information

If the student does not know their password, the password format is **dobDD.MM.YY** e.g. dob06.12.85

UWTSD email can be added to phones using the address and password, and can be accessed via MyDay or via www.outlook.com/uwtسد.ac.uk



3. WiFi

To connect to eduroam students need their @student.uwtسد.ac.uk email address and password. They will have been sent this when they enrolled and won't be able to access any services without it.

If a student is struggling to connect they can download the Eduroam CAT tool to connect them easily

- On an Android device – visit their app store and download the **Eduroam CAT tool**
- On an iOS device (Apple) – go to cat.eduroam.org and follow the instructions
- If they have further issues they can contact the IT Service Desk

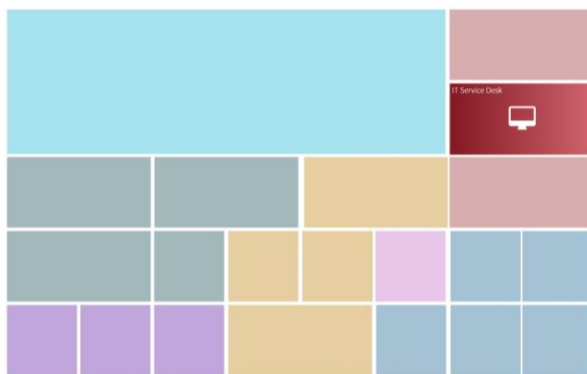
If there is an ongoing issue with Wi-Fi connectivity in an area please make sure you report it using the IT ticketing system



4. Report IT&S issues

Students should raise tickets through the IT service desk by:

- Visiting the service desk on their campus (open during business hours)
- Via webhelp webhelp.uwtsd.ac.uk
- Calling 0300 500 5055 (this service is available 24 hours a day)
- Or via the Service Desk tile on MyDay



5. Student Cards

Students need to be enrolled to receive their student cards providing their photo is suitable

All new students who have enrolled and uploaded a photo before welcome events will be able to collect their student cards at the events.

Students who enrol at or after those events will be able to pick their cards up at the reception area on their campus during the first week of term. Students who enrol/have their photo taken at the welcome events will be able to collect their card on the Monday however this is dependent on volume.

If a student has not enrolled and also needs a photograph for their student card they need to go to the nearest IT service desk.



6. Moodle

Although issues with Moodle at the beginning of term often relate to enrolment, all Moodle issues should be reported to the Moodle team.

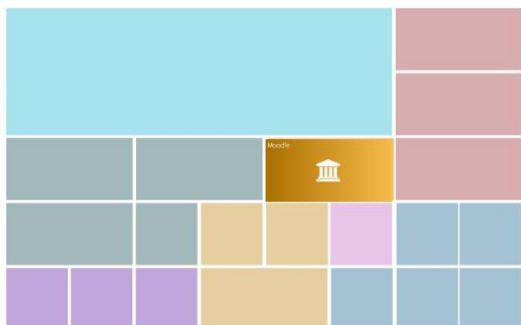
As Moodle sits within TEL refrain from sending students to the IT service desk instead students should be encouraged to report via the IT ticketing system by visiting www.webhelp.uwtsd.ac.uk or emailing moodle@uwtsd.ac.uk

The Moodle team will ensure issues are dealt with by the relevant team

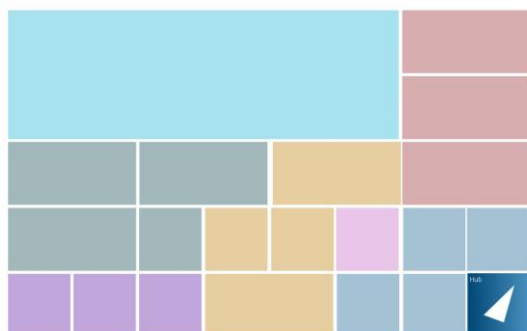
An introduction to Moodle for students is available on the Student Experience SharePoint Site:
MyDay > Departments > Student Experience> Induction Resources

Further guides are available for students on the 'Student Guides' page on MyDay

Location of Moodle on the student MyDay:



Location of Student Guides on the student MyDay:



£ 7. Finance

If students have queries related to course costs and fees they should contact the finance office on fees@uwtsd.ac.uk

If a student is looking for financial support and advice, including support if student finance payments are delayed, we have dedicated Student Finance officers on each campus:

Carmarthen Delyth Lewis: d.lewis@uwtsd.ac.uk

Lampeter Lynda Lloyd-Davies: l.lloyd-davies@uwtsd.ac.uk

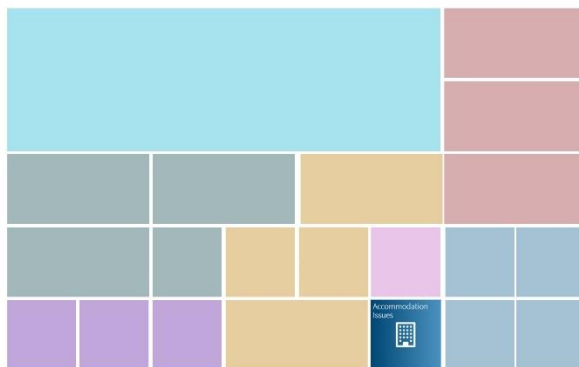
Swansea Sharon Alexander: sharon.alexander@uwtsd.ac.uk



8. Estates & Accommodation issues

If students report issues with accommodation or buildings those issues should be reported via the [Property Services Helpdesk](https://property-services.uwtsd.ac.uk/HelpDesk/Home) - property-services.uwtsd.ac.uk/HelpDesk/Home

Students can access this via the Accommodation & Maintenance tile on MyDay





9. Services Available to Students

Students can access information about support services via the Help and Support tile on MyDay

Mental Health Support - UWTSD has a team of specialist mental health advisors and counsellors

Carmarthen & Cardiff: 01267 676830
Lampeter: 01570 424876
Swansea: 01792 481206
London: 0207 566 7600

Academic & Learning Support – for study support including referencing, copyright and literature reviews students should be directed towards their Specialist Academic Librarian

Our Learning Support team offer open access study skills sessions across all campuses.

If a student has learning difficulties and requires support they should contact the campus DSA Administrator on your campus.

Carmarthen & Cardiff	Helen Davies	h.e.davies@uwtsd.ac.uk
Lampeter	Nerys Williams	nerys.williams@uwtsd.ac.uk
Swansea Campus	Dominic Williams	dominic.williams@uwtsd.ac.uk

Student information is kept confidential. If you are unsure if it is appropriate to share problems disclosed by a student to you or in relation to any student support needs please check with Student Services on **01267 676830**