

# Where can I find support at WGU?

## Personal Tutors at Wrexham Glyndŵr University

All students at Wrexham Glyndŵr University are allocated a Personal Tutor whose main responsibility is to act as the first point of contact for their personal students and to provide pastoral and academic support throughout their studies at the University. It is a vital role to help you achieve success to the best of your ability.

Your personal tutor should already have been assigned, and their details will be visible through the MyUni pages. There you will be able to find out more about the role, view your Personal Tutor contact details, and when they are available to meet.

If you've not met with your personal tutor yet, then please drop them a line to ask about arranging a meeting. Even if you've nothing particular that you need to discuss it's important that you take this opportunity to get to know them as their continued support will be important to you during your studies.

## Student & Campus Life

Help and advice is available to you, the Student Information Desk situated in the Edward Llwyd Centre is the first stop shop for all student support related enquiries, advice and information. When specialist advice and support is required the Student Information Desk will sign post you to the most relevant service. Students are able to access support and assistance in a wide range of areas listed below and you can find further details here: <http://wgu.ac.uk/studentsupport/> or via MyUni Portal>Student Support

### Student Funding & Money Advice

Throughout your time as a student, managing your finances and your welfare is important. The Funding & Money Advice team offers a wide range of services and guidance on funding, budgeting, benefits and welfare matters. The team aim to provide a welcoming and friendly service in an informal environment. So if you have any money-related concerns please get in touch. You can drop in to speak to one of their advisers on the 2nd floor of the Edward Llwyd Centre, you can telephone **01978 293295**, or email [funding@glyndwr.ac.uk](mailto:funding@glyndwr.ac.uk)

### Counselling & Wellbeing

The Counselling Service are available for those issues or problems that arise when you need some extra support. They provide the opportunity for you to think and talk in confidence, in a safe and supportive environment, about problems that concern you and are impacting on your life. They offer one-to-one counselling, self-help information, self-help programmes, and have access to a network of external services which can support individual needs.

More detailed information is available on MyUni via the Student Support link where you will find a wide range of information and resources. For appointments or further information please email [counselling@glyndwr.ac.uk](mailto:counselling@glyndwr.ac.uk) or call **01978 293266**.

### Academic Skills

The Academic Skills Team are based on the first floor of the Library and are available to help you to develop your own independent learning and academic skills. If you're struggling with an assignment or worried about giving a presentation they can help. The team offer support in areas such as planning assignments, improving your academic writing skills, critical thinking skills, IT skills, presentation skills, research methods and Harvard referencing. You can get in touch by visiting them in the library, emailing [academicskills@glyndwr.ac.uk](mailto:academicskills@glyndwr.ac.uk) or calling **07850 746003** (please leave a voicemail and they will email you back) or online via the My Uni, Student Support link.

### Chaplaincy

The Chaplaincy is here to support students spiritually (all faiths and none) and to help you explore life's big questions. The Chaplaincy Office is based on A Corridor in the main building on Plas Coch campus and provides a Quiet Space, where you can pray, meditate or reflect. The team are also available if you just need someone to talk to. You can contact the Chaplaincy by email [chaplains@glyndwr.ac.uk](mailto:chaplains@glyndwr.ac.uk) or telephone **01978 293336**. Further information is available via the My Uni, Student Support link.

### Inclusion Services

The Inclusion Services team is dedicated to supporting students with a disability or long-term health conditions. Whether you already know that there may be individual needs arising in relation to a disability, medical condition, or specific learning difference, such as dyslexia, or you become aware of needing support during your studies – Inclusion Services are there to help. There are a range of services to help you right from the point you choose to disclose a disability or learning difference.

The Team can help arrange for you to:

- Find out if you are experiencing learning differences, such as dyslexia
- Access specialist one-to-one support
- Help ensure appropriate exam arrangements are in place
- Apply for Disabled Students' Allowance (DSA) if you are eligible

The team of specialists know that each person's disability can affect them in different ways so the support they offer is flexible and tailored to each individual. You can arrange an appointment by visiting the Student Information desk in the Edward Llwyd Centre or contacting the team via [inclusion@glyndwr.ac.uk](mailto:inclusion@glyndwr.ac.uk) or calling **01978 293266**.

### Students' Union

The SU Advice Centre can provide independent advice and support on a whole host of different issues that you may come across during your time at University. For more information please visit the WGSU website via <https://www.wrexhamglyndwrsu.org.uk/> or you can make an appointment with the Advice Centre by calling **01978 293371** or emailing [suadvice@glyndwr.ac.uk](mailto:suadvice@glyndwr.ac.uk).