**Tara (Bachelor of Journalism):** I’ve wanted to be a Journalist since I was about 12 years old. On the first day of second semester, I walked in and everyone’s really nervous. David walks in and he puts his details on the board, he puts his number and he turns around and says “If you need anything, if you have any questions, you need help or assistance, you call me this is my number, I’m here to help you”.

**David Lowden (Senior Lecturer):** Day one, semester one I really like to give the students my name phone number and email so that they know the support starts straight away. I really feel like they’ve got a lot of questions but they perhaps don’t want to speak up in class, so one of the first things I do is to give them my contact details, and then support them the best way I can.

**Hannah (Bachelor of Speech Pathology):** I’m a first year studying Speech Pathology. I’m also an elite athlete, so I do synchronised swimming. Even before I came here actually I spoke to Susanne on the phone back in year 12 because I was a bit concerned about how it would all work, uni was very new for me I didn’t know much about it so it was really good to speak to her, she put me at ease and told me that I could juggle both easily and La Trobe would always be there to support me and yeah, help me through it.

**Suzanne Vassallo (Core First Year Coordinator):** I think the way I provide good student experiences is to make sure that I’m available for student contact, whether that be on the phone, via email or in person, and even though my schedule is tight, which it is, I try to make sure that I am available or I make sure that there’s someone in my replacement who can actually help students.

**Sudarsan (Master of Global Business Law):** Regarding experience, I can’t express it in words. It’s an amazing experience. Mr Chameera, gentleman, I can’t explain how much he is helpful for international students. I don’t have words to express his professionalism, and the way he works.

**Chameera Abeyasekera (International Student Services Officer):** Students, no matter what we do, students will be students to be honest they have their own issues, the way they look at their problems is different and the way we look at the same issue is different, end of the day we need to help the students, the whole reason that we are working at university and we all have jobs is because we have students. That’s the key point like every single staff, no matter what you do, they actually need to think about the students.

**Jeraldine (Bachelor of Social Work):** Maureen is amazing, she is so personal and welcoming when you walk in the library she’s the first face you see and she remembers your name and it really is just the little things that make an experience so positive with her.

**Maureen Speed (Library Coordinator, Mildura):** I think we have a wonderful library at La Trobe and I’m so proud to be able to show students all wonderful things that we have, and the great depth and breadth of information that’s available to them, and I get really enthusiastic in showing people that.

**Suzanne Vassallo (Core First Year Coordinator):** Hannah’s worked very, very hard to get where she is and she’s done all of the work, my role is really just to make sure that she’s supported in that journey. We really want our elite athletes to succeed in their life after sport as well and that’s where we make the difference while they’re here to make sure that we put the measures in place to ensure that they succeed.

**Hannah (Bachelor of Speech Pathology):** If it wasn’t for Suzanne I definitely couldn’t study and compete at the same time. I definitely couldn’t of done sport and uni together I would have had to drop out of uni it just wouldn’t of worked.

**Maureen Speed (Library Coordinator, Mildura):** If I can make a difference, if somebody comes to me who is struggling to find the resources, struggling to understand something, I can make them feel better and more confident then that is a huge reward for me

**Jeraldine (Bachelor of Social Work):** Maureen makes me feel really good she makes me feel like when it comes to my study there’s always going to be someone there that really, really cares.

**David Lowden (Senior Lecturer):** If we’re not here to support students and they’re not getting the support, they’ll leave. I genuinely believe this, it’s a great privilege to be able to help somebody from school to their vocation and if you can just play a small part in that and get them as job ready as you can I feel like it’s an honour.

**Tara (Bachelor of Journalism):** The staff at La Trobe make a massive difference and make my journey awesome. David believes we are the future of journalism and I think that that’s the reason why he’s so open and helpful to all of his students because he’s so passionate about the area and he knows that with his help we can make journalism better in the future.

**Chameera Abeyasekera (International Student Services Officer):** I was a student at La Trobe, and I had amazing service from La Trobe as a student, and now as a staff member I want to give back the same. I want every single student to be happy.

**Sudarsan (Master of Global Business Law):** My course is finished but I’d really like to repeat it again. I want to continue it again. I’m going to finish within two months, but it’s not enough. I wish I could do my PhD here.

**Jeraldine (Bachelor of Social Work):** Thank you Maureen for being just like Mum and always being so genuine and welcoming when I’m in the library and I know I’m not the only one who feels that way

**Tara (Bachelor of Journalism):** Thank you David, I know that with your help I’m going to get an amazing job in the industry.

**Sudarsan (Master of Global Business Law):** I would like to express my thanks Mr Abeyasekera, you helped me a lot.

**Hannah (Bachelor of Speech Pathology):** Thank you very much Suzanne for all your support throughout the year so far, I honestly couldn’t of done it without you, all your scheduling and everything, I’m really, really grateful so thank you.