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| ***Update on Student First***  *Our Student First program is a significant investment in the University’s most important resource - our people. Everything you do defines what we stand for and what’s unique about La Trobe in the eyes of our students and customers.*  *Recently, you were one of more than 500 of our professional staff to participate in the Student First training sessions held across our campuses. We’ve received a great deal of positive feedback from staff and students about the training which endorses our new approach of working together to put our students at the heart of everything we do.*  *We are thrilled now to launch phase two of our Student First training program, and this is the next step in our cultural journey and is about engaging you in our vision and our purpose. We want to work towards fully understanding our customers’ experience, how we measure it and how we can continuously improve it.*  *It’s our people and the attitude and values they bring to work each day that will give our University its competitive advantage.*  *Today, we unveil our Student First–Customer Service Commitment, which will help ensure our students have the best possible experience and support them to be the difference. It signals to our students that we’re committed to using their feedback to improve the La Trobe experience.*  *La Trobe has been one of Australia's pioneering universities for nearly fifty years. Over 100,000 students have graduated from La Trobe and have gone on to achieve great things in all walks of life. This gives La Trobe its well-deserved reputation. It’s been decades of gestures, big and small, that has seen us championing our students to be the difference.*  *And we’ve achieved this thanks to our people and the values you display, each and every day – being caring, connected, inventive and accountable.*  *These values make La Trobe great and it’s something our students notice. They feel strongly about the difference you make to their studies and to their lives.*  *Through a series of films, some of our students and customers have taken the time to talk about their La Trobe experiences, from exceptional acts to simple service interactions, and they all want to say thank you.*  *As we take everything that’s great about La Trobe to new heights, I want to add my thanks for your hard work and dedication in putting students first.*  *Hi, I’m Giulia Portelli, the Student Representative to La Trobe’s Student First Program. As you commence the next phase of training, I’d like to share with you a little bit about how the program is progressing so far, and also some of the direct benefits to students.*  *So along with over 500 La Trobe staff, 35 fellow Student Ambassadors also participated in the training. This training is a great asset to us, within our roles as Ambassadors and also for future employment opportunities outside of La Trobe.*  *We’ve also seen the introduction of La Trobe’s new Customer Service Commitment. This is a great way for the University to demonstrate its ongoing pledge to students and I believe that it really represents the people centred approach, here at La Trobe.*  *There is a really positive vibe amongst students that I’ve spoken with about the program, and they are particularly pleased to see the University taking such a genuine and empirically driven approach to improving their student experience.*  *I feel really fortune to be involved in such a new initiative in the Higher Education sector and I look forward to the continued progress over the next stages of the program.* |