It gives me great pleasure to introduce Student First, La Trobe’s customer experience improvement program.

The Student First program is the first of its kind in the Australian higher education sector. Under Student First we will aim to deliver a unique student experience through with exceptional customer outcomes that place our students at the heart of everything we do.

This program will empower our staff to use their initiative and take responsibility for providing the highest level of service to our students.

A key component of Student First is our training program which will provide our staff with the skills to deliver a consistently better service to students which reflects the essence of that distinctive La Trobe experience.

We are working with some of the leading customer service providers to help us to develop track and report our customer service performance.

We know that students and staff are central to everything that’s unique about La Trobe University and we also know that the success of Student First rests with our staff and work units coming together to deliver a seamless customer experience for all of our students.

Hi, I’m Giulia, student representative on the Student First program. It’s a really exciting time for students at La Trobe as the University unveils the Student First Program. This program will work to improve the standard of customer service across professional work units at the University. La Trobe is always been well established as a friendly and supportive University and this program hopes to further this culture to establish an environment in which we as students can succeed.