

## **Reflecting upon student experience as a collaborator in providing services for students**

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With years of experiences, staff often have great initiatives on how service could be delivered to international students or how to best design support to this cohort. La Trobe University focusses on collaboration with students when designing and delivering student programs, which means involving students as decision makers, problem solvers, and designers of their own experiences. The focus on sharing our work with students in providing services to students, could lead to more successful engagement with students in university programs and activities, particularly in current changing and challenging environments. The La Trobe International Student Services team works with A Look into African Society (A.L.I.A.S) to run the cultural event as part of the Language and Cultural Exchange program. In the end, this partnership resulted in better student satisfaction and a successful event.

The presentation will discuss how the collaboration started; challenges experienced by both staff and student's perspectives; mentoring support from staff to students; the student's developmental process to be a collaborative leader; and success beyond the actual event. The student presenter will particularly discuss her value in the collaborative spirit at La Trobe University.

The session will conclude by discussing the challenges and benefits of engaging students in the work of International Student Services team. We would like to encourage staff to look at every possible opportunity to work collaboratively with students or student bodies because successful collaboration can start at the very simplest level – with your international students.