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Redefining postgraduate education: Introducing the Concierge at City Service.

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Responding to the identified drivers of postgraduate advocacy will positively impact on NPS scores and pursue improvements to student satisfaction.

Through understanding the declining experiences during middle and later stages of study, the concierge at city staff will coordinate a series of interventions designed to support their experience. While La Trobe exceeded the expectations of a significant portion of postgraduate students, an opportunity exists to improve this percentage overall.

Keywords: postgraduate, advocacy, NPS, student satisfaction, concierge service, La Trobe University.