All students were asked to participate in a Student Services Survey via MOODLE during the spring 2012 semester. The survey indicated students experienced an overall high level of satisfaction when interacting with offices in the Student Affairs Division. The survey yielded the following level of positive feedback from each department: Admissions and Records – 91%, Career Services – 78%, Dean of Students – 88%, Financial Aid – 88%, Recreational Sports – 91%, Student Activities – 85%, Student Development and Counseling – 92%, University Center – 90%, Vice Chancellor for Student Affairs – 96%.

Freshman enrolled in a Freshman Seminar class are surveyed each year to determine their satisfaction with course placement, academic advising, interaction with professors, services rendered by campus offices and their overall experience at LSUS. During the most recent survey, 93% of freshman students rated their overall experience as either extremely positive or positive, and 95% reported planning to continue enrollment at LSUS.

Student organizations are utilized as focus groups to measure student concerns and needs. Examples are the Student Organization Council (SOC), the Student Activities Board (SAB), the Student Government Association (SGA) and Greek Council. The SOC, composed of all student organization presidents, meets monthly with the Director of Student Activities. The Director of Student Activities meets weekly with the SAB and bimonthly with Greek Council. The Vice Chancellor for Student Affairs meets weekly with the SGA. At all of these meetings, students are asked to provide feedback and suggestions for improvement in university policies, procedures, programs and services. In addition, faculty and staff members serving as advisors to various student organizations report any concerns they identify to Student Affairs and/or Academic Affairs administrators.

Student Affairs department heads meet weekly to share feedback from students and other customers regarding services and programs. The Vice Chancellor for Student Affairs shares these issues with the Chancellor.

Satisfaction surveys are administered to students who participate in activities such as new student orientation, career fairs, workshops, etc. Students typically choose “agree” or “strongly agree” as their responses when asked to comment on program quality.