Louisiana State University Shreveport uses a number of strategies and techniques to measure the satisfaction, needs and concerns of its students. A sample is listed below:

- Students complete a formal evaluation of every course and professor each semester, and those results are shared with academic deans and department chairs. The results of the most recent faculty evaluation administration were very positive with most students choosing “agree” or “strongly agree” on measures of satisfaction: course organization – 90%, course content - 91%, instructor knowledge – 95%, instructor interest in teaching – 90% and instructor preparation - 93%.

- All freshman students 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, 85% of freshman students rated their overall experience as either extremely positive or positive, and 94% reported planning to continue enrollment at LSUS.

- Various campus offices with high student contact administer customer service surveys to students who utilize their services. As an example, 97% of the respondents indicated they were highly satisfied with the services provided by the Admissions and Records Office, and 96% strongly agreed that they had received the information they needed.

- 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) and the Student Government Association (SGA). The SOC, composed of all student organization presidents, meets monthly with the Director of Student Activities, and the Vice Chancellor meets with the group at least once each semester. The Director of Student Activities meets weekly with the SAB, and 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. The Vice Chancellor for Student Affairs maintains an open door policy, and she sends an email to all students each semester, providing them with her email address and phone number should they have questions or concerns.

- 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 and other Vice Chancellors at weekly meetings.

- 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.