

OFFICE OF THE CHANCELLOR
LOUISIANA STATE UNIVERSITY AT ALEXANDRIA

SUBJECT: STUDENT SERVICE PHILOSOPHY

PURPOSE: To define the philosophical basis on which the University serves students. The policy is written to outline the ways in which the campus is user friendly.

GENERAL POLICY

LSUA's Service Philosophy

- LSUA is committed to the “golden rule” in student service. That is, we believe in treating our students in the same manner that we – the faculty and staff – would like to be treated. While we recognize that the student may not always be right, he or she is always our student and must be treated with dignity and respect.
- LSUA is committed to eliminating barriers to caring, efficient, and quality service.
- LSUA is committed to evaluating our policies and procedures on a continuing basis to maintain a process that ensures quality service.

The Student is:

- the most important person on the campus. Without students, there would be no need for LSUA.
- not a cold enrollment statistic but a human being with feelings and emotions like our own.
- the purpose of our work, not an interruption of it.

Students Have the Right to Expect:

- Accurate and effective academic advising
- Excellent instruction and the opportunity to learn
- Quality service and student-centered service systems campus wide
- Effective academic support services
- Caring and supportive faculty, staff, and administration
- Opportunities to grow and develop intellectually and socially to their fullest potential

Students Have a Responsibility to:

- Read, understand and follow policies appropriate to their program or major as outlined in the LSUA Catalog.
- Adhere to published deadlines
- Treat all faculty and staff with civility and respect
- Attend class, fulfill assignments, participate as an University citizen

All Faculty and Staff Will Strive to Prevent “Campus Run-Around” :

- By providing empowerment and training for front line staff
- By cross-training staff on common questions, policies, and processes.
- By consolidating major services in a single location whenever possible.
- By solving problems on the spot whenever possible.
- By calling ahead whenever a referral is made.
- By contacting the student later to ensure that followup (if necessary) has been done and that no further action is necessary.