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OFFICE OF THE CHANCELLOR  
LOUISIANA STATE UNIVERSITY AT ALEXANDRIA

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SUBJECT: STUDENT SERVICE POLICY

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PURPOSE


To define the scope of and expectation for services provided to students by the university.

1. LSUA is committed to providing students with the services that will allow them to reach their educational goals. Such services include but are not limited to the following:
  - faculty availability during scheduled office hours and by appointment;
  - accurate and effective academic advising;
  - assistance from the Office of the Registrar, from the Financial Aid office, and from Accounting Services;
  - confidential personal counseling;
  - assistance for students with disabilities;
  - computer technical assistance and opportunities for computer training;
  - adequate library hours and up-to-date library holdings;
  - clean, well-equipped, and affordable housing for on-campus students;
  - affordable and high-quality meal options for both commuter students and students living on campus; and
  - 24-hour campus police assistance.

The university is fully committed to extending these services, whenever appropriate, to online students.

2. LSUA is committed to maintaining and strengthening a strong ethic of service among its employees. It is expected that all students be treated with civility and respect and that every reasonable effort be made to respond to their requests for assistance. Such requests, whether received by email, by phone, or in a face-to face meeting with a university employee, should be responded to in a timely manner and no later than 24 hours or one business day after the receipt of the request.
3. LSUA is committed to providing students with opportunities to evaluate and comment on the quality of the services they receive from the university. Feedback from students may be received through formal surveys; through email and other written communications; through group meetings with university administrators and staff; and through individual meetings. The university is committed to addressing all issues and concerns raised by

students and to using feedback received to improve its processes and procedures and enhance the experience of students enrolled in its programs.

 7/24/2018  

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Chancellor