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<tr>
<th>DEPARTMENT</th>
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<tbody>
<tr>
<td>Student Affairs</td>
<td>Student Activities: Student Government</td>
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</table>

**LINKS:**

**BOARD OF REGENTS MASTER PLAN:**

**LSUE STRATEGIC PLAN:**

**LSUE OPERATIONAL PLAN (FY 2002-03):**

**OTHER:**

**EXPECTED RESULTS:**

1. Students will be represented, as appropriate, on all campus committees.
2. Appropriate student activities will be provided for educational, cultural, and entertainment needs of students.
3. LSUE will provide supervision of student government.

**ASSESSMENT PROCEDURES:**

1. Records of students who serve on campus committees will be maintained.
2. Impact of activities on student needs will be measured by student surveys and attendance rates.
3. Each activity must be sponsored by a faculty member or administrator. This person will sign an activity request form and supervise the activity.

**RESPONSIBILITY FOR ASSESSMENT:**

1. The office of Student Affairs will keep records and documentation on file.
2. Student Surveys are conducted by Student Affairs.
3. Activity request forms are kept on file by the Chancellor’s secretary.

**USE OF ASSESSMENT FINDINGS:**

1. Student activities will be modified based on participation rates and survey results.
2. Policies and procedures will be modified based on assessments on an annual basis.
SUMMARY OF ASSESSMENT FINDINGS:
1. Students are represented on all appropriate committees.
2. ACT Student Opinion Surveys show LSUE students with the highest satisfaction level for the past four years among colleges with a significant number of students surveyed (2003 – overall satisfaction; LSUE 4.32, Louisiana 4.11, National 4.05)
3. Activity requests are routinely reviewed and documented.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:
1. Although students are represented on LSUE committees, their attendance and contribution must be improved.
2. Specific areas of student concern reflected on the Student Opinion Survey have been addressed by the Cabinet and Administrative Council. We will continue to report and monitor these areas.

Note: Side 2 of this form is to be completed by the department head by September 15. Assessment results and departmental recommendations will be reviewed by the Administrative Council prior to the end of September.
## OUTCOMES ASSESSMENT FORM  
**FY 2002-2003**

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<tr>
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<tr>
<td>Student Affairs</td>
<td>Campus Security</td>
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### LINKS

- **BOARD OF REGENTS MASTER PLAN:**
- **LSUE STRATEGIC PLAN:**
- **LSUE OPERATIONAL PLAN (FY 2002-03):**
- **OTHER:**

### EXPECTED RESULTS:

1. The safety and well being of students, employees, and visitors to the campus will be enforced by campus security.
2. Campus Security will patrol the university campus on a twenty-four hour basis.
3. The Office of Student Affairs and Campus Security will cooperate fully with federal, state, and local law enforcement agencies to provide such security.

### ASSESSMENT PROCEDURES:

1. General policies and procedures for campus security will be reviewed regularly.
2. Daily reports of campus security guards will be maintained.
3. Cooperative efforts with federal, state, and local law enforcement agencies will be measured.
4. Criminal activities will be reported as to types and nature on a monthly basis using a standard format and compared to prior LSUE reports.
5. Student responses on the ACT Student Opinion Survey related to campus security will be evaluated.

### RESPONSIBILITY FOR ASSESSMENT:

1. The Office of Student Affairs will maintain appropriate documentation on file regarding all aspects of crime awareness and Campus Security.
2. The Office of Student Affairs will report documentation regarding crime statistics.

### USE OF ASSESSMENT FINDINGS:

1. Policies and procedures will be modified based on documentation and assessments.
2. Procedures for safety will be modified as needed on assessment.
3. Need for staffing will be reviewed annually.
SUMMARY OF ASSESSMENT FINDINGS:
Schedules of work hours by security were modified to provide additional coverage, including T. H. Harris evening sessions. Additional temporary parking was provided for increase in enrollment. Extensive renovation of parking lots provided parking problems in 2002-03. All Federal/state crime reports were filed on time.

Results of ACT Student Opinion Survey-2003: Personal Safety/Security – LSUE, 4.05; State, 3.94; National, 3.91. Parking – LSUE, 3.38; State, 2.98; National, 3.38.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:
Crime on campus remained at a low level as reported monthly. The addition of a fifth guard provided 24 x 7 security plus at T. H. Harris evening sessions. Student responses of satisfaction with parking were above state and at national levels probably due to disruption due to construction. While student satisfaction with personal safety/security was ranked very high by LSUE (4.05) compared to state values and national figures. Based on student housing needs, we recommended a fifth security person to provide 24 x 7 coverage which was completed for 2002-03.

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<td>Student Affairs</td>
<td>Counseling</td>
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**LINKS**

- **BOARD OF REGENTS MASTER PLAN**: Maintain and enhance percentage of first-time, full-time students retained to the second year by 2% by Fall, 2005.

- **LSUE STRATEGIC PLAN**: Maintain and enhance percentage of first-time, full-time students retained to the second year by 2% by Fall, 2005.

- **LSUE OPERATIONAL PLAN (FY 2002-03)**: Maintain and enhance percentage of first-time, full-time students retained to the second year by 2% by Fall, 2005.

**OTHER:**

**EXPECTED RESULTS:**

1. Cultural, financial, personal, and social needs of students will be assisted via services provided by professional counselors.
2. Religious, moral, and spiritual needs of students will be provided by campus religious organizations.
3. Appropriate staff training for professional counselors will be provided.
4. Referrals will be made to appropriate agencies when necessary.
5. Students will be apprised of their rights and responsibilities upon attending orientation sessions.

**ASSESSMENT PROCEDURES:**

1. All counseling services will be measured via student surveys and other appropriate assessment tools.
2. Impact of campus ministry on religious, moral, and spiritual needs of students will be measured through surveys and interviews.
3. The number of in-service CEU’s awarded to professional counselors will be measured by appropriate certificates.
4. The impact of orientation will be assessed through student surveys.

**RESPONSIBILITY FOR ASSESSMENT:**

1. The Office of Student Affairs will maintain accurate and appropriate documents as evidenced through the use of interpretive reports and assessment instruments.
2. The Office of Student Affairs will maintain appropriate documentation as provided for in LSUE Policy Statements.
3. Appropriate documentation regarding in-service CEU’s will be maintained in the Office of Student Affairs.
4. The Office of Student Affairs will maintain documentation that provides evidence of appropriate assessment tools to accurately predict occupational choice and orientation results.
5. The Office of Student Affairs will conduct and report student surveys.
USE OF ASSESSMENT FINDINGS:
1. Additional counseling staff will be recommended as appropriate, based on results.
2. Administrative changes in counseling focus will be based on assessments.
3. Orientation practices will be reviewed annually and modified as appropriate.
4. Continuing education opportunities for counselors will be modified as appropriate, based on findings.

SUMMARY OF ASSESSMENT FINDINGS:
ACT Student Opinion Survey (2003) shows a 4.22 rating by LSUE students for satisfaction with counseling services (state - 3.98, national – 3.93). Orientation satisfaction was 4.11 in ACT-SOS for LSUE compared to (state – 3.98, national – 3.93). Students were active in numerous activities at both the Baptist Student Ministry and Catholic Student Center.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:
An additional staff person to assist in student career selection and job services was added to LSUE resources through Perkins funding. When combined with student support services by peer and professional counselors, the campus is barely capable of providing for student needs. An additional credentialed counselor is needed, especially due to enrollment growth.

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<tr>
<td>Student Affairs</td>
<td>Health Services: Education</td>
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</table>

**LINKS:**

**BOARD OF REGENTS MASTER PLAN:**

**LSUE STRATEGIC PLAN:**

**LSUE OPERATIONAL PLAN (FY 2002-03):**

**OTHER:**

**EXPECTED RESULTS:**

1. Certified personnel will provide first aid/CPR to injured individuals.
2. All students will present proper immunization forms or sign a waiver prior to registration.

**ASSESSMENT PROCEDURES:**

1. Individuals responsible for responding to accidents will maintain current CPR and first aid certification.
2. Immunization records for all students will be maintained.

**RESPONSIBILITY FOR ASSESSMENT:**

1. The Office of Student Affairs will maintain accurate incident reports.
2. The Office of Student Affairs will maintain certification records
3. All student immunization records will be maintained by the Office of Student Affairs.

**USE OF ASSESSMENT FINDINGS:**

1. Based on all above assessments, needed modifications will be made in policies and procedures.
2. Additional personnel will be trained in CPR and first aid as required.
SUMMARY OF ASSESSMENT FINDINGS:
A total of 24 LSUE personnel have completed certification programs in both First Aid and CPR, double the prior year number. These personnel are distributed to provide quick response by location throughout campus buildings, including eight in Bengal Village.

Immunization records must be provided to Student Affairs in order for students to complete registration because CARS blocks registration without clearance of immunization records.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:
Both programs seem to be providing proper services to students.

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**OUTCOMES ASSESSMENT FORM**

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<tr>
<th>DEPARTMENT</th>
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<tr>
<td>Student Affairs</td>
<td>Intramural Activities</td>
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</table>

**LINKS:**

**BOARD OF REGENTS MASTER PLAN:** To increase the number of students who receive student services by 3%

**LSUE STRATEGIC PLAN:**

**LSUE OPERATIONAL PLAN (FY 2002-03):**

**OTHER:**

**EXPECTED RESULTS:**

1. Qualified staff will direct all intramural programs.
2. Intramural sports will be provided for physical development of students.
3. Intramural sports programs will be related to the total program of the institution.

**ASSESSMENT PROCEDURES:**

1. All staff who supervise intramural programs will receive appropriate training by the Coordinator of Student Activities.
2. Intramural sports will be assessed based on student participation and student surveys.
3. Intramural policies and procedures will be reviewed regularly.

**RESPONSIBILITY FOR ASSESSMENT:**

1. Records of all training will be kept by the Office of Student Activities.
2. Student surveys will be conducted by Student Affairs.
3. The Office of Student Activities will maintain appropriate documentation regarding all aspects of intramural sports.

**USE OF ASSESSMENT FINDINGS:**

1. Intramural sports scheduled will be modified based on participation rates.
2. Policies and procedures dealing with intramural activities will be modified if needed based on assessment findings.
SUMMARY OF ASSESSMENT FINDINGS:
ACT Student Opinion Survey satisfaction results for recreation/intramurals was rated at 4.17 by LSUE students in Spring 2003 compared to 3.94 state, 4.03 national data. There was a 10/1 satisfied to dissatisfied ratio at LSUE compared to 11/1 nationally. There were less total intramural events in 2002-03 due to a changeover in Student Activities personnel.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:
Obviously, those students who participated were satisfied with intramurals. To increase student participation we must use better communication methods to inform students.

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OUTCOMES ASSESSMENT FORM

DEPARTMENT
Student Affairs

PROGRAM/FUNCTION
Recruiting

LINKS:

BOARD OF REGENTS MASTER PLAN: Goal 1 Objective - Increase enrollment by 2% by Fall 2005. Objective 1.2 – Increase minority enrollment at postsecondary institutions.

LSUE STRATEGIC PLAN: Increase overall enrollment by 2% by 2005. Maintain minority enrollment of 23% at LSUE.

LSUE OPERATIONAL PLAN (FY 2002-03):

OTHER:

EXPECTED RESULTS:

1. Activities and information which accurately reflect the mission and purpose of the University will be provided to potential students.
2. Ethnic enrollments will be increased to that of the community.

ASSESSMENT PROCEDURES:

1. Brochures and recruitment materials will be reviewed on a regular basis by appropriate division heads.
2. The number and percentage of ethnic minorities will be measured, documented, and compared to prior years.

RESPONSIBILITY FOR ASSESSMENT:

1. The Office of Student Affairs will provide documentation of the accuracy of all recruitment materials.
2. The Office of Student Affairs will utilize data to document minority enrollment.

USE OF ASSESSMENT FINDINGS:

Recruiting activities, resources, and materials will be modified, as appropriate, based on results.
SUMMARY OF ASSESSMENT FINDINGS:
Enrollment for fall 2002 was up significantly compared to prior year (+396, 14.4%). Minority population increased to 871 (26.3%). Numbers of brochures and publications were dramatically increased, along with advertising in 2002-2003.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:
Significant additional focus in recruiting should be devoted to the non-traditional aged group. Also, funding in public relations should be further enhanced for marketing and advertising. A strategic plan for marketing/recruitment should be completed in 2002-2003. Specific action plans, including budgets, will be an integral factor in this strategic planning. With pronounced enrollment growth, an additional clerical person is needed to assist in data tracking, communications with potential students and marketing efforts.

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DEPARTMENT
Student Affairs

PROGRAM/FUNCTION
Scholarships

LINKS:

BOARD OF REGENTS MASTER PLAN: Provide student financial aid resources and services which contribute to student services.


LSUE OPERATIONAL PLAN (FY 2002-03):

OTHER:

EXPECTED RESULTS:
1. Scholarships will be used to recruit high school students who show potential for academic achievement.
2. High academic achievers on campus and those who transfer to complete their education will be assisted by transfer scholarships.

ASSESSMENT PROCEDURES:
The following data will be reported and compared to prior years:
1. ACT scores and high school and college grade point averages of scholarship recipients.
2. The number and locations of transfer scholarships awarded to LSUE students.
3. The overall number, types and value of endowments and scholarships.

RESPONSIBILITY FOR ASSESSMENT:
1. The Office of Student Affairs will maintain an accurate database and conduct assessments.
2. The LSUE Foundation will report scholarship awards and amounts from foundation funds.
3. The Office of Business Affairs will report university funds expended for scholarships.

USE OF ASSESSMENT FINDINGS:
1. Modifications in strategies will be based on results.
2. Additional budget for scholarships will be requested based on results.
3. Fund raising efforts will be modified based on additional staffing.
4. Policies and procedures will be annually reviewed and modified as appropriate.

USE OF ASSESSMENT FINDINGS:
5. Modifications in strategies will be based on results.
6. Additional budget for scholarships will be requested based on results.
7. Fund raising efforts will be modified based on additional staffing.
8. Policies and procedures will be annually reviewed and modified as appropriate.
SUMMARY OF ASSESSMENT FINDINGS:
A total of 628 scholarships for a value of $701,000 were awarded in 2002-03, an increase of 19 scholarships (+3%) and $20,000 in value. LSUE awarded 452 TOPS awards (up 20, 4.7%). LSUE students in Fall 2002 with ACT’s of 21+ increased 7.4%.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:
LSUE increased the value of 20 institutional scholarships from $1,000 to $1,500 for 2002-03 based on prior year recommendations. However, when additional funds become available, the campus should increase the number of institutional scholarships. Since scholarships attract top area students, this should enhance the quality of our student profile and assist in attracting their colleagues.

Note: Side 2 of this form is to be completed by the department head by September 15. Assessment results and departmental recommendations will be reviewed by the Administrative Council prior to the end of September.
### LINKS:

**BOARD OF REGENTS MASTER PLAN:** Objective I – Increase participation in public post-secondary education.

**LSUE STRATEGIC PLAN:** Objective I – Increase overall enrollment by 2% (2742 in Fall 2000) by Fall 2005. Objective 1.2 – Maintain minority enrollment of 23% by Fall 2005. Goal IV, Objective IV.1 – To increase student financial aid resources by a minimum of 1% annually to assist students to attend LSUE.

**LSUE OPERATIONAL PLAN (FY 2002-03):**

### OTHER:

### EXPECTED RESULTS:
1. Students will be informed, in a timely manner, of the availability of financial resources from federal, state, and local sources.
2. Students will be provided with forms, information, and assistance to complete applications.
3. Students will be treated in a helpful and accommodating manner.

### ASSESSMENT PROCEDURES:
1. The total number of applicants and the sum of all financial aid awarded will be measured and compared to prior years.
2. Disbursement of forms and communication of information provided will be measured by the number and type of awards given to students.
3. Student satisfaction will be measured using surveys.

### RESPONSIBILITY FOR ASSESSMENT:
1. The Financial Aid Office will maintain accurate and appropriate documentation in compliance with all federal, state, and local regulations.
2. The Financial Aid Office will provide appropriate materials for completing applications.
3. The Office of Student Affairs will maintain records of instruments used to measure the level of satisfaction experienced by students.

### USE OF ASSESSMENT FINDINGS:
1. Additional staff and resources will be requested, as needed, based on results.
2. Policies and procedures will be evaluated annually and modified as indicated by assessments and audit findings.
SUMMARY OF ASSESSMENT FINDINGS:

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<td>2387</td>
<td>2597</td>
<td>2847</td>
<td>9.6</td>
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<tr>
<td>Value</td>
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<td>17.4</td>
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On the ACT Student Opinion Survey of Spring 2003 among 795 students 72% received financial aid. Likert value for satisfaction with Financial Aid Services was 4.2 (4.04 national data) while satisfaction with financial aid information was 4.12 (3.77 national data).

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

The number of students awarded and value of these awards have increased significantly over the past five years. Financial aid is critical to student attendance at LSUE. Staffing has been marginally increased over this time by a 60% FTE clerk. In order to efficiently serve our students we should increase this clerical FTE to 100%.

Financial aid satisfaction continues to be highly ranked by students compared to national data.

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## OUTCOMES ASSESSMENT FORM

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<td>Financial Aid: Administration</td>
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### LINKS:

**BOARD OF REGENTS MASTER PLAN:** Objective I – Increase participation in public post-secondary education.

**LSUE STRATEGIC PLAN:** Objective I – Increase overall enrollment by 2% (2742 in Fall 2000) by Fall 2005. Objective 1.2 – Maintain minority enrollment of 23% by Fall 2005. Goal IV, Objective IV.1 – To increase student financial aid resources by a minimum of 1% annually to assist students to attend LSUE.

**LSUE OPERATIONAL PLAN (FY 2002-03):**

### OTHER:

### EXPECTED RESULTS:

1. LSUE will provide resources for administration and coordination of awards.
2. All financial aid awards will be administered in full accordance with applicable federal, state, and local regulations.

### ASSESSMENT PROCEDURES:

1. Amount of resources allocated will be measured and compared to previous years.
2. Compliance with all federal, state, and local regulations will be measured by internal and external audits.

### RESPONSIBILITY FOR ASSESSMENT:

2. The administration of the Financial Aid Program will be monitored by the federal and university audits as required by law and documented in university reports/records.

### USE OF ASSESSMENT FINDINGS:

1. Additional staff and resources will be requested, as needed, based on results.
2. Policies and procedures will be evaluated annually and modified as indicated by assessments and audit findings.
SUMMARY OF ASSESSMENT FINDINGS:

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LSUE financial aid has had three major audits in the past four years which resulted in two minor questions, neither of which resulted in findings.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:
Financial Aid continues to process an increasing number of students with minor increases in staffing. We recommend addition of the part-time secretary to full-time to handle increases in applications/awards. This will assist with assuring compliance with state and federal regulations.

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# OUTCOMES ASSESSMENT FORM

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<tr>
<td>Student Affairs</td>
<td>Public Relations</td>
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## LINKS:

### BOARD OF REGENTS MASTER PLAN:

Goal 1: Increase opportunities for student access and success  
Objective I – Increase participation in public postsecondary education by 2% by 2005. The public postsecondary education system must attract and make its services available to a growing number of Louisiana’s citizens, including college graduates, high school graduates, non-graduates, and working adults.  
Objective II- Increase minority participation in public postsecondary education by 5% by 2005.

### LSUE STRATEGIC PLAN:

Enrollment Management  
Goal 2: LSUE will continue the development and implementation of recruitment programs which emphasize educational access for students from the southwestern Louisiana service region, while enhancing student body quality and diversity.

### LSUE OPERATIONAL PLAN (FY 2002-03):

## OTHER:

### EXPECTED RESULTS:

1. All publications will accurately reflect the University’s programs, policies, and procedures.  
2. University publications will support the campus goal of providing ethnic diversity in enrollment.

### ASSESSMENT PROCEDURES:

1. Students, faculty, staff, and community members will be asked to evaluate the accuracy of publications as part of regular surveys.  
2. The accuracy of each publication will be reviewed by appropriate personnel before printing.  
3. Campus publications will be reviewed annually to assure that they reflect LSUE’s ethnic diversity.

### RESPONSIBILITY FOR ASSESSMENT:

1. The Assessment Officer will include an item on the accuracy of publications in each campus-wide survey.  
2. Department(s) whose programs, policies, and procedures are described in each publication together with the director of public relations will verify the accuracy of the content and design of publications before they are printed.  
3. The Vice Chancellor for Student Affairs will meet with the director of public relations annually to review all current publications to assure that they reflect LSUE’s ethnic diversity.
USE OF ASSESSMENT FINDINGS:
Policies and procedures and publications will be modified if a need for change is shown in assessment findings.

SUMMARY OF ASSESSMENT FINDINGS:
LSUE students on the 2003 ACT Student Opinion Survey indicated a satisfaction level of 4.24 on catalog/publications (state 4.03, national 3.88); on accuracy of pre-enrollment information, LSUE students reported a level of 4.12 (state 3.93, national 3.86).

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:
All departments review brochures, catalog and other publications for accuracy prior to publication. The budget for publications and advertising has been enhanced significantly allowing for a greater level of marketing LSUE, especially to the non-traditional audience. Further efforts at recruiting this segment of the Acadiana population is closely tied to the value of marketing efforts. A strategic plan for marketing is in progress as a result of Noel-Levitz consultant recommendations.

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## OUTCOMES ASSESSMENT FORM

**DEPARTMENT**  
Student Affairs  

**PROGRAM/FUNCTION**  
Student Publications  

**LINKS:**

**BOARD OF REGENTS MASTER PLAN:**  
Goal II: Ensure Quality and Accountability  
Objective III – By 2005, raise the students’ level of satisfaction in Louisiana’s baccalaureate degree-granting institutions to the national average for each institution’s SREB/Carnegie classification. At two-year institutions, maintain a level of student satisfaction at or above the national average for similar institutions.

**LSUE STRATEGIC PLAN:**

**LSUE OPERATIONAL PLAN (FY 2002-03):**

**OTHER:**

**EXPECTED RESULTS:**
Student publications will provide an opportunity for reasonable discussion consistent with free speech as specified in clearly established guidelines.

**ASSESSMENT PROCEDURES:**
1. The By-Laws of the Media Board will be reviewed annually to assure that the policies governing student media promote responsible discussion while protecting the right of free speech.
2. Student, faculty, and staff surveys will assess satisfaction with student publications.

**RESPONSIBILITY FOR ASSESSMENT:**
1. The Office of Student Affairs will review Media Board policies.
2. The Assessment Officer will conduct student, faculty, and staff surveys.

**USE OF ASSESSMENT FINDINGS:**
The Media Board will review the adequacy of the By-laws at the first meeting each fall, as well as at any other time when it receives a written inquiry about the By-Laws from students, faculty, or staff, or if indicated by assessment results.
SUMMARY OF ASSESSMENT FINDINGS:
LSUE students reported a value of 3.87 for campus media (state 3.62, national 3.53) on the 2003 ACT Student Opinion Survey.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:
The Media Board reviewed and approved the By-Laws and appointed student staff for Bayou Bengal. Student opinion surveys were well above state and national satisfaction levels. This critical communications medium with students functions well under the office of Public Relations.

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