

Programs

STUDENT AFFAIRS AND SERVICES

28. *The institution publishes a clear and appropriate statement of student rights and responsibilities and disseminates the statement to the campus community.*

JUDGMENT OF COMPLIANCE

- Compliance
 Partial Compliance
 Non-compliance

STATEMENT OF RATIONALE FOR JUDGMENT OF COMPLIANCE

LSUE publishes and disseminates its statement of student rights and responsibilities in the *Student Handbook*. The *Student Handbook* has been placed on the LSUE Web site to improve communication and dissemination to faculty, staff and students (<http://www.lsue.edu>). The statement of students' rights and responsibilities is also published in the LSUE campus newspaper, the *Bayou Bengal*.

Source	HC	Electronic	URL
Student Handbook	X		http://www.lsue.edu/handbook
Bayou Bengal, May 2003 issue	X	<u>X</u>	

Programs

STUDENT AFFAIRS AND SERVICES

29. *The institution protects the security, confidentiality, and integrity of its student records.*

JUDGMENT OF COMPLIANCE

- Compliance
 Partial Compliance
 Non-compliance

STATEMENT OF RATIONALE FOR JUDGMENT OF COMPLIANCE

Security, confidentiality, and integrity of student affairs records are the responsibility of the Office of Student Affairs. The Office of Academic Affairs is responsible for the security of admissions and academic student records (*Educational Programs: Comprehensive Standard II*). The various offices reporting to the Vice Chancellor for Student Affairs comply with the *Family Educational Rights and Privacy Act (FERPA)* concerning student record security in student financial aid and student discipline records (*LSUE Financial Aid Handbook; FERPA; 2003-2004 LSUE Catalog*, pp. 56-57).

Student discipline records are kept under lock with access only by the Vice Chancellor for Student Affairs and his secretary. Counseling records are kept under lock with access only by each counselor.

LSUE participates in federal financial aid programs and complies with FERPA regulations (*LSUE Financial Aid Program Participation Agreement; FERPA 34 CFR Part 99; Federal Student Financial Aid Handbook*). Students and parents are informed of rights under FERPA in the *Financial Aid Handbook*, the *2003-2004 LSUE Catalog* and *P.S. 34*. All student workers at LSUE are required to sign a confidentiality statement (*LSUE Student Worker Understanding of Family Educational Rights and Privacy Act of 1974; FERPA*). There have been no student complaints of violations of their rights under FERPA.

Source	HC	Electronic	URL
LSUE Financial Aid Handbook	X		http://www.lsue.edu/financialaid
LSUE Financial Aid Program Participation Agreement, complete document is available in the Office of Financial Aid	X	X	

Family Educational Rights and Privacy Act, 1974 (FERPA)	X		http://www.ed.gov/legislation/FedRegister/finrule/2002-3/070700A.html
Federal Financial Aid Handbook	X		http://www.IFAPW.ed.gov/IFAPW/ehapp/index.jsp
LSUE Student Worker Understanding of Family Educational Rights and Privacy Act of 1974 (FERPA)	X	<u>X</u>	
2003-2004 LSUE Catalog	X	<u>X</u>	
P.S. 34: Privacy Rights of Students	X	<u>X</u>	

Programs

STUDENT AFFAIRS AND SERVICES

30. *The institution provides services supporting its mission with qualified personnel to ensure the quality and effectiveness of its student affairs programs.*

JUDGMENT OF COMPLIANCE

- Compliance
 Partial Compliance
 Non-compliance

STATEMENT OF RATIONALE FOR JUDGMENT OF COMPLIANCE

Personnel in the student services area report to the Vice Chancellor for Student Affairs. These personnel include professional and clerical staff in the following Student Affairs offices: Financial Aid, 5 staff; Public Relations, 0.5 staff; Campus Security, 5 staff; Student Development Services, 2 staff; Student Affairs, 5 staff. Professional staff in these offices meet appropriate criteria on educational preparation, knowledge, and work experience, as specified in job descriptions for each position. All staff selected for employment using LSUE policies (*P.S. 11: Search and Selection of Faculty, Administrative, Professional and Classified Staff*) and guidelines.

All professional staff in the Office of Student Affairs hold graduate degrees in their disciplines or possess an appropriate combination of work experience and education (*Roster of Professional Staff*). Continuing professional development is encouraged for staff members through on-site training or attendance at state, regional, or national meetings.

Sufficient professional staff are available to adequately provide for student services. Quality and student satisfaction with Student Affairs offices are demonstrated by results documented in the Spring 2002 ACT Student Opinion Survey, which is administered nationwide, and the 2003 Faculty Survey and Staff Survey.

- **Counseling** – The LSUE counseling program provides professional assistance to each student, helping to identify academic, vocational, personal, and financial needs and resolve any difficulties related to those needs. Undecided students are academically advised by professional staff in Student Affairs. In addition to meeting with faculty advisors about their curriculum, students can visit the Career Counseling Center, which uses testing, Internet Web sites, and ACT Discover software to assist students with choosing a major. In the 2002 survey, students gave counseling services a 4.25 satisfaction rating on a 5.0 scale (compared to a national average of 3.99) with 95% of the LSUE students expressing satisfaction with services. In addition, the Office of Student Support Services, discussed below, also provides counseling to students. Counseling services are also discussed in Core Requirement 10.

- **Orientation** – A comprehensive orientation program designed to make the student feel welcome on campus is offered by Student Affairs at the beginning of the fall and summer terms. The program covers academic areas, keys to college success, and available student and academic support services. New students also attend a student-directed workshop reinforcing the family atmosphere and strong student support. A packet of materials describing student services, organizations, timelines, and resources is distributed (*Agenda, Orientation Program*).

New students also attend a session with faculty and administrators in their major area, followed by a luncheon provided by the Student Government Association (SGA). The students are taken on a campus tour, including housing, guided by the same peer mentors from the student workshop. Students can meet with individual advisors after orientation. Students gave orientation a 4.01 rating (95% approval) compared to 94% approval nationally on the ACT Student Opinion Survey.

- **SGA** - The LSUE Student Government Association acts as a liaison between students and the campus faculty, staff, and administration. The SGA structure and responsibilities are defined in the *SGA Constitution, LSUE Catalog, and Student Handbook*. SGA students are elected by the student body and serve as student representatives on many campus committees. The Vice Chancellor for Student Affairs serves as SGA advisor. In the past year, the SGA assisted with many campus and cultural activities. The SGA also represented LSUE in the Eunice Crawfish Étouffée Cook-off and other community activities.
- **Other Student Activities** - The LSUE Coordinator of Student Activities serves as campus liaison for all student organizations and plans educational, cultural, and physical activities for students. The coordinator supervises a wide range of services and activities: issuance of student identification cards, student recreation facilities (swimming pool, weight room, and gym), blood drives, Community Day, “stress buster” programs during exam time, and various cultural events. The coordinator also works with the SGA and the Council of Organizational Leaders (C.O.O.L.) to inform student organizations about campus life. All activities must be sponsored by a faculty member or administrator, who signs an Activity Request Form, which is kept on file in Student Affairs. Regulations governing activities are contained in the *Student Organization Handbook* and are included in *P.S. 1: Procedures Related to Activities on the LSUE Campus, P.S. 14: Campus Disturbances During Student and/or Institutional Activities, P.S. 15: Use of University Vehicles, and P.S. 17: Use of University Facilities and Premises*. On the ACT Student Opinion Survey, LSUE students gave items related to student activities a higher rating on a 5.0 scale than national averages: Student Union, 4.01 (97% approval) compared to 3.71 nationally; satisfaction with recreational opportunities, 4.23 compared to 4.04 nationally; purpose of activity fees, 3.62 compared to 3.46 nationally.
- **Scholarships** – LSUE scholarships are based in Student Affairs, with a total of 609 awarded valued at \$681,000 for the 2001-2002 academic year (*Scholarship Status Report for 2001-2002*). LSUE has been aggressive in developing scholarship resources with \$40,000 in institutional funds, \$93,000 in private scholarships, and \$524,000 in public

scholarships. Through the state-sponsored Tuition Opportunity Program (TOPS), any high school graduate who completes a rigorous college prep curriculum and who has a minimum ACT composite score of 20 is eligible to receive a scholarship covering tuition costs at public colleges. Students with higher ACT scores receive an additional stipend of up to \$800 above full tuition. In 2001-2002, TOPS funded 429 scholarships at LSUE valued at \$519,300. The percentage of LSUE students receiving TOPS is much higher than at other two-year colleges: 144 LSUE TOPS awards/1000 students compared to an average of 21 TOPS awards/1,000 students at the seven other Louisiana two-year campuses (*Louisiana TOPS Awards Benchmark Data*). The LSUE scholarship program (and the academic quality of the campus) attracts outstanding area scholars. In the fall semester of 2002, 42% of 2002 high school graduates attending LSUE full time qualified for TOPS awards. LSUE also had 42% of all Louisiana TOPS awards given to two-year college students while enrolling only 9.6% of the two-year college students.

In the fall 2002 semester, LSUE enrolled 528 students with an ACT score of 21 or above (an increase of 35%) and 52 with an ACT above 26. Links to student information on scholarships are located on the LSUE Web page in the “Prospective Students” section.

- **Financial Aid** – The LSUE Financial Aid Office reports to Student Affairs. In 2002-2003, a total of 2,847 students were awarded \$11,226,000 in federal, state, and institutional financial aid (*Financial Aid Status Report, 2002-2003*). The Financial Aid staff of five provides a comprehensive program of financial assistance consisting of work, Pell and SEOG grants, and subsidized and unsubsidized student loans.

The Director of Financial Aid and the Institutional Liaison Officer made thirty presentations at area high schools on financial aid and scholarships. Their program is designed to inform students and parents about financial assistance. Information about all financial aid programs is also posted on LSUE’s Web site in the “Prospective Students” section. The staff in Financial Aid and the Institutional Liaison Officer directly assist individual students in completing financial aid application forms (*Financial Aid Brochures*).

The dimensions of the LSUE Financial Aid program have grown dramatically. For example, 329 students were awarded \$292,028 in 1979-80, an average of \$880 per student. In 2002-03, 2,847 students were awarded \$11,226,000, an average of \$3,943 per student.

	1979-80	1984-85	1989-90	1994-95	1999-2000	2002-03
Students	329	438	855	1842	2387	2847
Awards	\$292,028	\$844,971	\$2,410,306	\$6,002,000	\$8,811,000	\$11,226,000
Avg/ Student	\$887	\$1,929	\$2,826	\$3,260	\$3,690	\$3,943

The Financial Aid Office is audited annually by auditors from the Louisiana State Legislature. In the last three years, there were two minor findings.

On the ACT Student Opinion Survey, LSUE students gave a 3.96 rating to financial aid information (95% satisfied) compared to a 3.77 rating nationally (87% satisfied). Both LSUE faculty and staff surveys reported a 96% positive rating for financial aid staff. Financial aid services received a 4.21 rating on the ACT Student Opinion Survey (92% satisfied) compared to a 4.01 rating nationally.

- **Student Housing** – In the fall 2002 semester, LSUE opened a privatized apartment complex known as Bengal Village. The complex, which is managed by Century Campus Housing Management, can accommodate 224 students. Two-bedroom and four-bedroom units are available. All units have kitchens and living areas. The staff consists of a campus housing manager, maintenance person, and four student residential assistants (*Bengal Village brochures*).

Student housing information is accessible by direct link on the LSUE Web site. Activities at Bengal Village include basketball tournaments, alcohol awareness programs, academic skills enhancement workshops, socials, and Bible study (*Bengal Village Programming 2002-2003*). Student Affairs works directly with the housing director in handling programming, marketing, special events, and disciplinary problems.

- **Health Services** – In compliance with state legislation, the Office of Student Affairs collects health information and immunization records certified by a physician or public health care officer for each student. Documentation is maintained in the Office of Student Affairs. LSUE has a Substance Abuse and Drug Free Campus Policy (*P.S. 41: Substance Abuse and Drug Free Campus Policy*). All employees and students are given a copy of this policy. As a condition of employment or enrollment, they must sign a statement agreeing to abide by the policy.

All buildings on the LSUE campus are equipped with First Response first aid kits. Twelve employees across campus have been trained as emergency first aid responders and in cardiopulmonary resuscitation (CPR).

- **Publications** – The monthly student newspaper, which is sponsored by the Office of Student Affairs, provides a medium for discussion of student issues. Staff members are appointed by the Communications Media Board. Guidelines of the board, which are contained in P.S. 10, are annually reviewed by the board to assure that policies governing student media serve the campus community while protecting the right of free speech. Campus media received a 3.70 rating in the ACT Student Opinion Survey compared to a national average of 3.53.
- **Career Development** – The Coordinator of Career Services assists students in making vocational choices. Since most undecided students are advised by professional staff in Student Affairs, these two offices work closely together. Undecided students are referred to Career Services to assist them in deciding upon and exploring their chosen career/major. Career services also assists students who have chosen a degree area by helping them get internships or part-time jobs in their field of interests. Referrals and placement services are provided to students (*Career Services Brochures*).

Student Affairs sponsors a Summer Student Opportunity Program (SSOP) for single parents, single pregnant women and displaced homemakers that provides them with financial assistance, academic support, and counseling. Career Services works to assist these students by offering career workshops and career services.

Information about the Office of Career Services is included on LSUE's Web site.

- **Campus Security** – LSUE has five campus security guards that report to the Vice Chancellor for Student Affairs, providing coverage of the campus twenty-four hours per day, seven days per week. During the evening, early morning, and weekend shifts, all campus buildings are checked on a two-hour rotation. The day shift includes double coverage in the morning to supervise parking. Illegally parked vehicles are ticketed to control parking lot usage. No major crimes have been reported on campus in the past five years (*Crime Report*). On the Student Opinion Survey, personal safety and security at LSUE received a 3.96 rating (3.90 nationally).
- **Other Student Affairs Services** – The Office of Student Affairs also handles veterans' affairs, administration of the American College Test, coordination of the High School District Literary, Speech and Drama Rallies, Commencement, and the Summer Special Opportunities Program. On the ACT Student Opinion Survey, veterans' services received a 4.04 rating, compared to 4.00 national average.

The LSUE Public Relations Office, which handles all media contacts, is also part of the Student Affairs Office. Other public relations activities include publication of brochures for all LSUE programs, the *LSUE Catalog*, and the *LSUE Bulletin*. The Director of Public Relations serves as advisor to the campus newspaper. On the Student Opinion Survey, catalogs and publications received a 4.15 rating, compared to 3.98 nationally.

Student Support Services – The Office of Student Support Services, a federally funded TRIO Program, supplements the student services offered to LSUE students by the Office of Student Affairs. Support Services is a component of the Office of Academic Assistance, which reports to the Academic Affairs Office. The Upward Bound Program, which prepares high school students for post-secondary education, is also part of the Academic Assistance Office.

Student Support Services has two certified professional counselors and a peer-counseling component. The program assists 450 students whose eligibility is determined by family income, status as first generation college students, or disability guidelines. Because LSUE provides supplementary funding, the tutorial services offered by Support Services are open to all LSUE students. Staff of Student Support Services present a number of workshops throughout the year, which are also open to all students. Topics of workshops include both academic support as well as student services areas, such as dealing with stress, study skills enhancement, and test taking preparation and techniques. Student Support Services provides assistance to students who are either physically or intellectually challenged and makes arrangements for accommodated services.

Source	HC	Electronic	URL
P.S. 11: Search and Selection of Faculty, Administrative, Professional and Classified Staff	X	X	
Roster of Professional Staff	X	X	
2002 ACT Student Opinion Survey	X	X	
2003 Faculty Survey	X		http://irdev.lsue.edu:8001/surveys.html
2003 Staff Survey	X		http://irdev.lsue.edu:8001/surveys.html
Agenda, Orientation Program	X	X	
Scholarship Status Report for 2001- 2002	X	X	
Louisiana TOPS Awards Benchmark Data	X	X	
Financial Aid Status Report, 2002-2003	X	X	
Financial Aid Brochures, available in the Office of Student Affairs	X		
Bengal Village Brochures, available in the Office of Student Affairs	X		
Bengal Village Information			http://www.campushousing.com/lsue/
Bengal Village Programming, available in the Office of Student Affairs	X		
P.S. 41: Substance Abuse and Drug Free Campus Policy	X	X	

Drug Free Campus Policy Form	X	<u>X</u>	
2003-2004 LSUE Catalog	X	<u>X</u>	
Student Handbook	X		http://www.lsue.edu/handbook/index.htm
P.S. 1: Procedures Related to Activities on the LSUE Campus	X	<u>X</u>	
P.S. 14: Campus Disturbances During Student and/or Institutional Activities	X	<u>X</u>	
P.S. 15: Use of University Vehicles	X	<u>X</u>	
P.S. 17: Use of University Facilities and Premises	X	<u>X</u>	
Career Services Information			http://www.lsue.edu/career/
LSUE Bulletin: Summer and Fall 2003	X	<u>X</u>	