**ABOUT US**

**LASU e-Helpdesk**

LASU e-Helpdesk is an electronic customer care center that provide supports to any member of the public that have complaints or requests to make about the educational services of Lagos State University. Members of the public can communicate with the management of LASU from their remote locations at little or no cost. LASU e-Helpdesk supports the services of Lagos State University by electronically responding to users’ requests in a timely manner. It is the platform through which problems, complaints and requests are reported, managed, coordinated and resolved online. Members of the public can easily gain access to support personnel that direct and treat request(s) in different forms and from any location.

**Who Can Use LASU e-Helpdesk**

* LASU Customers:- They submit complaints/requests online. The categories of LASU customers are:
  + Parents, Students, Prospective Students
  + Employers, Investors, Staff, etc
* Unit Schedule Officer
  + Helpdesk personnel in each of the service units of LASU that treat requests submitted
* Head of Units/Department:- They treat and manage escalated requests/complaints
* Vice Chancellor:- The VC treats escalated requests/complaints

**e-Helpdesk Development Team**

The eHelpdesk team comprises of Department of Computer Science team (i.e. Prof B.S. Aribisala, Dr. B.A. Akinnuwesi, Dr. Toyin Enikuomehin, Taiwo Basit, Aishat Adele and Pius Osame) and ICT team (i.e. Mr Samuel Fadipe and Mr Oluwatobi Owoeye)

**Brief on the Objectives of the University**

Lagos State University (LASU), was established in 1984 as a multi-campus, non-residential University, Twenty-eight years after, the University is manifesting the dream of its founding fathers, put together in form of the objectives of the University, to meet the peculiar needs of Lagos State as follows:

* To form the apex of the educational system of the state, to provide facilities for learning, and to give instruction and training in such branches of knowledge as the University may desire to foster, and in doing so, to enable students obtain the advantage of liberal education;
* to promote, by research and other means, the advancement of knowledge and its practical application in social, cultural, economic, scientific and technological problems;
* to encourage the advancement in general, and to provide the opportunity for acquiring higher and liberal education;
* to act as a vehicle of development in general, and, in particular, to act as an instrument to effectively stimulate the development of the State through continuing education, applied research, technical assistance, direct consultation, informational services and internship programs;
* to provide innovative educational programmes of high standard, regardless of the nature of the degree being pursued, as this has importance and relevance for State and National development;
* to provide ready access for citizens of the State in particular to higher education, regardless of social origin or income;
* to meet the specific manpower needs of the State;
* to serve as a creative custodian, promoter and propagator of the State’s social and cultural heritage and resources;
* to undertake undergraduate and postgraduate courses in Law, Arts and Social Sciences, Education, Science, Engineering, Technology and Environmental Design, Management Sciences and Medical Science;
* to enhance educational opportunities of Lagos State indigenes and;
* to undertake any other activities appropriate for a University of the highest standard.

**CONTACT US**

### Contact

080-Call-LASU

[info.eHelp@lasu.edu.ng](mailto:info.eHelp@lasu.edu.ng)

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