



Tulane University Campus Services

Let's Talk! Implementation

Let's Talk!



K12 Insight 

What Tulane says

“

Our division was receiving hundreds of calls, walk-ins and emails, but we had no way to track those inquiries or look at overall trends. With Let's Talk!, we get real-time data and can speak with authority about what we're hearing from our community. That helps us allocate or re-allocate resources, drive efficiencies, and provide better customer service to our community.”



Kelly Venable Carroll

Assistant Vice President
Customer Relations and Staff Support
Campus Services, Tulane University

What Let's Talk! does

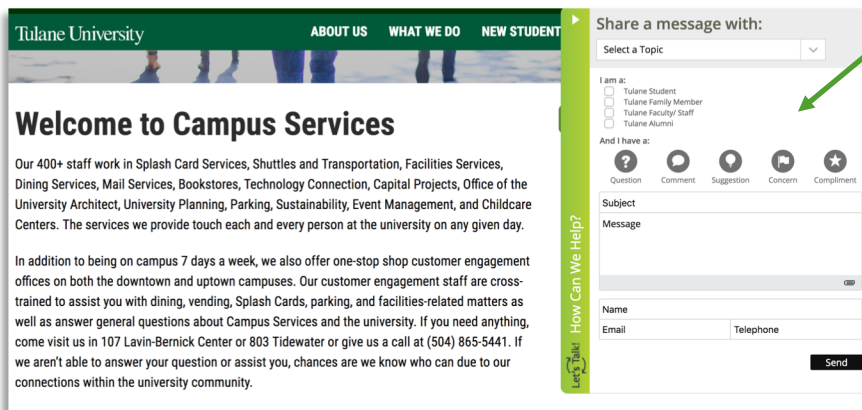
Streamlines and consolidates interactions with customers and allows Tulane University's Campus Services to measure engagement

- It's always on!
- Allows information to be gathered from multiple sources:
 - social media, phone calls, walk-ins, website
- Has robust dashboard and reporting capabilities
- Allows for anonymity
- Can detect trends
- Provides unified messages to Tulane's community



Access Points

Add a Let's Talk! button and pop-out tab to make it easy for community members to contact you. Customize the color, size, text, and placement of your access points to smoothly integrate Let's Talk! with your website.



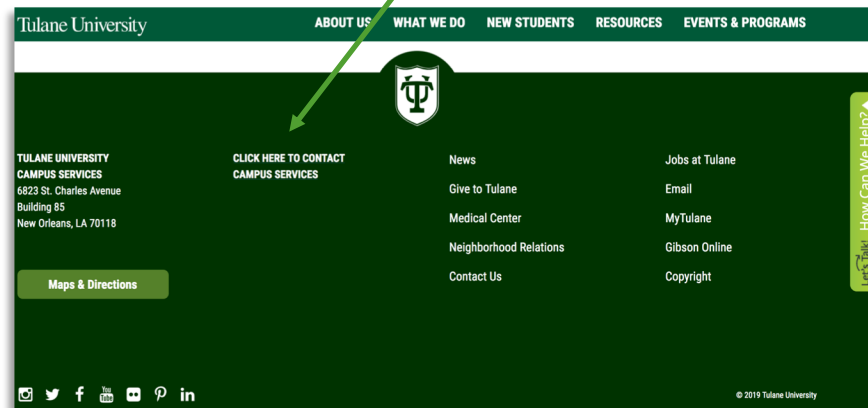
The screenshot shows the Tulane University website header with navigation links: ABOUT US, WHAT WE DO, and NEW STUDENT. The main content area is titled "Welcome to Campus Services" and describes the services provided by the 400+ staff. A green pop-out tab on the right side of the page is titled "Let's Talk! How Can We Help?". The tab contains a "Share a message with:" section with a "Select a Topic" dropdown menu. Below this is a section "I am a:" with radio buttons for Tulane Student, Tulane Family Member, Tulane Faculty/Staff, and Tulane Alumni. Underneath is a section "And I have a:" with icons for Question, Comment, Suggestion, Concern, and Compliment. The form includes fields for Subject, Message, Name, Email, and Telephone, and a Send button.

Pop-out tab

Set the pop-out tab to follow visitors across a department's webpages or across the whole university website.

Link

Add a quick link to take visitors to a custom Let's Talk! landing page.



Landing Pages

Include a custom note on your landing page to introduce Let's Talk!, set expectations, and encourage feedback.

Campus Services
TULANE UNIVERSITY

Let's Talk!

Have a question for Campus Services? We want to hear from you!

Once you click on a topic below and make a submission, the appropriate person will be notified. If you ask a question or request a response, don't forget to share your contact information, including your email address. We'll do our best to get back to you as soon as possible.

Looking for answers to the questions we get most often? Check out our Parent FAQs page by [clicking here](#).

We value your feedback and want to hear from you! Choose a topic below to get started.

Search

Campus Services

Dining	Splash Cards	Parking
Facilities	Shuttles & Transportation	Bookstores
Other		

Dining Services

Meal Plans

Let's Talk! ID: TU1559

Download on the App Store | Get it on Google play

Remind your community about the Let's Talk! App, which makes it even easier to submit feedback anytime, from anywhere.

Dining Services
TULANE UNIVERSITY

Let's Talk!

Have a question for Dining Services? We want to hear from you!

Once you click on a topic below and make a submission, the appropriate person will be notified. If you ask a question or request a response, don't forget to share your contact information, including your email address. We'll do our best to get back to you as soon as possible.

We value your feedback and want to hear from you! Choose a topic below to get started.

Search

Dining Services

Bruff Commons & Bruff To Go	LBC Food Court
Retail Dining	Food Trucks
Downtown Dining	Private Center Delta Cafe
Athletic Concessions	Olive Blue Catering
Meal Plans	Special Dietary Needs
Other Dining	

Let's Talk! ID: TU1804

Download on the App Store | Get it on Google play

Create an Interest Area for key campus topics to make it easy for community members to reach out. Dialogues will be automatically routed to the person best suited to respond.

Dialogues



Tulane Family Member

Wave Bucks balance

Is it possible to get a log of all my daughter's Wave Bucks withdrawals or expenses?



Tulane Student

Return book that was rented

Hello, I have a book that I rented for the fall and was wondering what's the last day to return rented books? I had the final on Thursday so I just finished with the book. Thank you in advance.



Tulane Faculty/Staff

Replace SPLASH Card

I am the Case Manager for STUDENT NAME. On 12/2/18, her wallet was stolen. The TUPD were called to the scene and they entered an incident report with our department. She cannot afford the replacement fees.


Can you assist STUDENT NAME and let us know the next steps in this process?

Customer Feedback

HOW DID WE DO?

How would you rate the support you received?

1 2 3 4 5 6 7 8 9 10

 Tulane University Campus Services



Feedback Score: 10

Feedback Comment: Thanks so much for the immediate follow up on the inquiry about the heating problem in my daughter's room. We appreciate the prompt service and the follow ups! Kelly and DeDe were both so kind and efficient!



Feedback Score: 10



Feedback Score: 10

Feedback Comment: Quick, polite, prompt



Feedback Score: 10

Feedback Comment: Very helpful response and very fast. Thank you!

The Numbers



1,198

Dialogues
(since Aug. 2018)



9.1

(out of 10)
Average customer
feedback score



80%

of inquiries are
questions



69%

of dialogues are
from Tulane
students



18%

of dialogues are
from Tulane
faculty/staff

