

Helping school districts turn everyday interactions into exceptional customer experiences

K12 Insight gives school district leaders the tools, training, and data to instill a customer service culture to:

- ✓ Support student success
- ✓ Increase family engagement
- ✓ Build trust and foster a positive climate
- ✓ Generate public support
- ✓ Identify problems before they become crises

64% Parents want to be more involved with their child's education
nationalparentsunion.org

77% Schools use mobile-enabled communications to engage with parents and their communities
blackboard.com



We've helped more than 400 school districts across the nation build stronger relationships with their communities. [Let us help you!](#)

OUR SOLUTIONS AND SERVICES

Let's Talk!

Let's Talk! helps district leaders enhance engagement, prevent PR and safety crises, and improve customer service.

- Streamline inbound communications into a single cloud-based platform
- Provide a safe, reliable way for stakeholders to reach out anytime, from any device (including texting and chatbot)
- Collect real-time data and insights that help drive meaningful change

Managed Research

Our research team helps districts collect actionable data through surveys, focus groups, and program evaluations.

- Prioritize resources, guide interventions and monitor progress
- Support, engage and retain students, teachers and staff
- Communicate priorities to communities

Engage

Engage is a cloud-based survey platform built for K-12 schools.

- Build, administer, and analyze valid and reliable community surveys
- Save time by providing access to 50 pre-built, customizable survey templates that can be translated into more than 38 languages
- Build trust, encourage collaborative decision-making, and improve school climate

Professional Development

Our expert-led, interactive virtual customer service workshops help teachers and frontline staff improve customer service

- Define exceptional customer service and the impact it has on the school experience
- Understand empathy and help build good rapport to leverage in customer interactions
- Listen to and uncover customers' needs to help solve challenging problems