



a guide to
**CAMPUS
SERVICES.**



CAMPUS SERVICES

Our services are as diverse as the community we serve, and it is our mission to provide the highest levels of support to the university's living, learning, teaching, and research communities. Through the sustainable delivery of exceptional and innovative services, we support the institution's mission to be a truly distinctive international university.

We are:

Bookstores
Banking
Cafés
Customer Engagement
Copy, Print & Ship

Dining Services
Facilities Services
Laundry & Dry Cleaning
Lodging & Accommodations
Mail Services

Parking Services
Shuttles & Transportation
Card Services
Sustainability
Computer Store

The Division of Campus Services is your guide to life outside of the classroom. Let us help you get a lightbulb changed in your residence hall room, order a meal for pick-up on our mobile dining app, preorder textbooks before you ever step foot on campus, catch a ride around campus or to the grocery store on our shuttle buses, purchase a computer, or subscribe to our on-campus dry cleaner laundry services!

In the following pages, we've identified the services that will be most useful to you as a new Tulane student. If you have any questions, compliments, or complaints, you can visit us on the web at campusservices.tulane.edu, call us at **(504) 865-5441**, email us at campusservices@tulane.edu, or stop by the Campus Services office uptown in the Lavin-Bernick Center or downtown in the Tidewater building.



BARNES & NOBLE AT TULANE UNIVERSITY

Our bookstores have all the required textbooks and supplies for your academic courses, along with a large offering of reference and general interest books. The uptown and downtown bookstores also carry health and beauty aids, convenience store items, and residence hall, apartment, and office necessities. Outfit yourself, family and friends with the largest selection of Tulane gear available at the uptown and downtown bookstores as well as the Green Wave Team Shop! The Team Shop specializes in athletic team apparel, so you can find gear for your favorite Tulane sports team. Make purchases or reserve books online by going to tulane.bncollege.com.

Uptown Bookstore:

(504) 865-5913

Lavin-Bernick Center, 1st floor

Green Wave Team Shop:

(504) 865-5812

Wilson Center on Ben Weiner Drive

Downtown Bookstore:

(504) 988-5204

Medical School, 1st Floor



BANKING

Hancock Whitney Bank is the only full-service branch bank on campus. It offers a variety of products and services such as checking and savings accounts, Certificates of Deposit and safety deposit boxes. The purchase of money orders, cashier's checks, and traveler's checks, as well as wire transfers, are available to Hancock Whitney customers. For more information or to open an account, please visit the bank.

(504) 619-4172

Lavin-Bernick Center, Suite 103

campusservices.tulane.edu/services/banking-services



— ATMs —

Hancock Whitney, Capital One and Chase

ATMs: Lavin-Bernick Center, Ground Level

Hancock Whitney ATM:

Reily Center, Ground Level

Iberia Bank ATM:

PJ's Stern



CAFES

PJ's Coffee is a locally-owned and operated business that serves gourmet fresh-brewed coffee, tea, and fresh-baked pastries and cakes. PJ's offers to-go catering, gift cards, coffee by the pound, single-serve coffee cups and gift items in four convenient locations on campus:

- Percival Stern Hall
- Willow Residence Hall
- Goldring/Woldenberg Business Complex
- Howard-Tilton Memorial Library

Bring a reusable mug to receive a discount on your beverage purchase!

campusservices.tulane.edu/services/pjs-coffee





COPY, PRINT & SHIP

The Tulane community has full access to the FedEx Office (FXO) network of services, including on-site move-in and move-out shipping. Tulane students, faculty, and staff can use their Splash Card for copy and print services.

Sign up for a FedEx account to receive information and discounted rates on all FedEx shipping services.



(504) 862-5799

Lavin-Bernick Center, Suite 101

campusservices.tulane.edu/services/fedex-office



DINING SERVICES

Campus dining is an essential component of the out-of-classroom experience and helps to build a sense of community. Tulane University Dining Services creates a complete dining experience, with flexible meal plans and fresh, well-prepared food in a comfortable dining atmosphere. Our certified executive chefs and their culinary staffs cater to the diverse tastes of Tulane while designing menus that incorporate the rich culinary traditions of New Orleans and Louisiana.

Bruff Commons Dining Room, our residential dining hall, offers ever-changing dishes and cuisines in an all-you-care-to-eat format. The Simple Servings station in Bruff provides those with dietary restrictions delicious, healthy meals free from seven of the eight top allergens, in addition to gluten. Retail dining options on- and off-campus mean that you will always have choices, no matter what kind of food you're in the mood for. Go to diningservices.tulane.edu to learn more about your meal plan options.

Download the app **TU GO by Tulane University** to order on the go using Waveback\$, which are retail dollars built into your meal plan. Choose your meal and pay in the app, and you can skip to the front of the line to pick up your meal!

To meet the dining needs and interests of the Tulane community, Dining Services employs customer satisfaction surveys, town hall meetings, focus groups, and comment cards for feedback and suggestions. Refer to the Dining Services brochure for the full range of meal plan options and campus dining venues or visit diningservices.tulane.edu.

(504) 865-5441

Uptown: Lavin-Bernick Center, Suite 107

Downtown: Tidewater Building, Suite 803

mealplan@tulane.edu

diningservices.tulane.edu



FACILITIES SERVICES

Service Wave

Service Wave is the work ticket management system used by Facilities Services that allows us to track, manage, and maintain campus buildings and facilities. When you submit a work ticket to Service Wave, our staff reviews the request and assigns it to the appropriate technician. If a request is unclear or incomplete, we will follow up with you to get more information.

Emergency Facilities Issues

Do you have an overflowing toilet or sink? Are there bodily fluids in your room or hall? Do you need to report issues with the fire alarms in your building? Call Campus Services IMMEDIATELY at **(504) 865-5441**. Staff are available 24/7 to handle emergencies. Remember that while all service requests are important, not all services are emergencies. All non-emergency requests should be entered into Service Wave.

Reporting Issues or Comments About Campus Buildings:



Had an experience in one of our dining locations that you'd like to share? Email the details, date, time, and location to mealplan@tulane.edu. Feel free to include a picture!



Having problems with lighting, electricity, plumbing, walls, water, locks/card readers, air conditioning, or doors? Furniture broken or in need of repair? Submit a ticket to servicewave.tulane.edu



Are the washers or dryers in your residence hall giving you problems? Report at laundryview.com/lvs.php



Is Eduroam wifi cutting out again? Need to repair a data jack? Contact Technology Services at help@tulane.edu

You can also submit Service Wave requests for common spaces, including communal bathrooms and study spaces in the residence halls. If you see something wrong in a building or you want us to know about an issue you are experiencing, please submit a ticket in Service Wave! This will help both you and us track your issue and make sure it is managed.

(504) 865-5441

Uptown: Lavin-Bernick Center, Suite 107

Downtown: Tidewater Building, Suite 803

repairs@tulane.edu

servicewave.tulane.edu



HOUSING

For information about on-campus undergraduate housing, please visit the website of Housing & Residence Life at housing.tulane.edu.

Tulane University offers housing to graduate students in the Bertie M. and John W. Deming Pavilion, located on the downtown campus in New Orleans' Medical District. Deming Pavilion offers furnished studio, one-bedroom, and two-bedroom apartments. For more information or to view floor plans, rates, and rental agreements, please visit

campusservices.tulane.edu/departments/graduate-housing

Deming Pavilion
204 S. Saratoga Street



LAUNDRY & DRY CLEANING

Located on the uptown campus, Cleanerama Cleaners offers convenient semester and academic year laundry service packages. Other services include professional dry cleaning and expert clothes repair. They also specialize in cleaning comforters, quilts, pillows, and sleeping bags. Cleanerama offers cleaning specials, gift certificates, summer storage, and cleaning packages.

(504) 862-8530

Bruff Commons, Suite 106A

laundry@tulane.edu

campusservices.tulane.edu/services/cleanerama



LODGING & ACCOMMODATIONS

We partner with more than 50 local preferred hotels and bed & breakfast properties to offer discounted rates to the Tulane community, including parents, alumni, guests, and visitors.

To take advantage of these special rates, go to

campusservices.tulane.edu/services/lodging-accommodations.

Use the self-booking tool on each property's page.*

Not sure where to stay? Click on the lodging map to see where our preferred partners are located throughout the city in relation to our uptown and downtown campuses.

*A percentage of each booking is given back to Tulane to support university programs and initiatives.



MAIL SERVICES

Uptown campus Mail Services offers mailbox and package receiving services to all campus residents. It also provides a stamp vending machine and USPS drop box, which are available 24 hours a day.

(504) 865-5709

Bruff Commons, Suite 105

mailbox@tulane.edu
mailservices.tulane.edu

Mail Services on the downtown campus is available weekdays, except university holidays, for pick-up of USPS or international mail, as well as postal items requiring a signature confirmation.

(504) 988-5299

Tidewater Building, Suite 802

mailbox@tulane.edu
mailservices.tulane.edu



PARKING SERVICES

Student Parking

Residential first-year students are not permitted to bring vehicles to Tulane or use campus parking areas. First-year commuter students who plan to park on campus must purchase a parking permit and register their vehicles.

All upperclassmen and graduate students are eligible to purchase a campus parking permit. Permits are required Monday-Friday, 8:00am-5:30pm, including academic holidays.

To learn more about parking uptown and downtown and to view campus parking maps, please visit campusservices.tulane.edu/departments/parking. To purchase a parking permit, go to parking.tulane.edu.

Visitor Parking

Visitors have several options to park on campus:

- The first floor of Diboll Garage
- The numbered spaces on the second floor of Diboll Garage
- Specially-marked spaces in the Claiborne Avenue Parking Lot
- Metered spaces throughout campus (check our site to view the parking map)

And several ways to pay:

- Purchase a one-day or multi-day pass in the Campus Services office, located in the Lavin-Bernick Center, Suite 107
- Purchase a one-day or multi-day pass online at parking.tulane.edu
- Use the Parkmobile app at any specially-marked Parkmobile space on campus
- Pay the parking meter in Diboll Garage or at other metered locations on campus



Bicycle Registration

All bicycles that will be parked on campus must be registered with TUPD. To register your bike, head to campusservices.tulane.edu, click Resources, and select the “Bicycle Registration Form.” Complete the form and pick up your permit in Campus Services, located in the Lavin-Bernick Center, Suite 107.

(504) 865-5441

Uptown: Lavin-Bernick Center, Suite 107

Downtown: Tidewater Building, Suite 803

parking@tulane.edu

campusservices.tulane.edu/departments/parking



SHUTTLES & TRANSPORTATION

Tulane Shuttle Lines

Tulane Shuttles & Transportation operates many fixed shuttle lines that are your connection between campuses, to the grocery store, movie theatre, malls, restaurants, and so much more. All of our buses are equipped with bike racks as well as real-time GPS technology so that you can view where the bus is on its route. The best part? All fixed-line and TapRide transportation is free to students — just show your Splash Card!

Tulane TapRide

Tulane TapRide is a late-night, on-demand shared-ride service for transportation on the uptown and downtown campuses and residences in the surrounding area. Requests on and around the uptown campus can be made Monday-Sunday, 6pm-3am. Download the **TapRide app** on your smartphone to request a ride!

(504) 314-7433

6324 S. Claiborne Avenue

shuttles@tulane.edu

shuttles.tulane.edu

f tushuttles

 TulaneShuttles

Enterprise Rent-A-Car

Tulane University and Enterprise Rent-A-Car have an agreement that provides discounted rates to the university community. Students 18 years and older can rent vehicles with a valid driver's license, proof of full-coverage car insurance, and a major credit or debit card. Daily and weekly rentals are available. For more information, locations, and booking codes, visit our website at shuttles.tulane.edu.

Airport Shuttle, Inc.

Airport Shuttle, Inc., offers a convenient and economical way to get to and from the New Orleans airport. To make reservations, go to our site and click Airport Shuttle.

Taxi Cabs & Hired Cars

The designated taxi and hired-car service zone for requested pick-ups and drop-offs is at the corner of Willow Street and Janet Yulman Way in front of PJ's Coffee.

RTA Jazzy Passes & Tokens

RTA tokens and 1-day and 3-day Jazzy passes are available for sale in the Campus Services office, Lavin-Bernick Center, Suite 107.



SPLASH CARD SERVICES

Your Tulane Splash Card is more than your university ID. It offers access to your on-campus financial accounts, including Splash Cash, Accounts Receivable charging, and meal plans. The Splash Card provides entrance to residence halls, academic buildings, and athletic events. Accounts Receivable charging using your Splash Card offers the convenience of making on-campus and off-campus purchases without the need to carry cash or credit cards.

(504) 865-5441

Uptown: Lavin-Bernick Center, Suite 107

Downtown: Tidewater Building, Suite 803

splashcard@tulane.edu

splashcard.tulane.edu



TECHNOLOGY CONNECTION

Technology Connection is the Tulane University owned and operated store that assists students, faculty, and staff with their personal and institutional hardware, software, and accessory purchases. Our partnership and collaborations with university schools, departments, and administration allow us to provide you with tailored technology solutions and services to help support your success at Tulane.



Authorized Campus Store

Technology Connection is an authorized service provider for Apple and Dell, providing warranty and out-of-warranty repairs using original equipment manufacturer parts.

Contact us or visit our convenient campus location in the Lavin-Bernick Center to ask questions, test products from Apple®, Dell, and other popular brands or interact with our certified staff to discover the best technology solutions for you.

(504) 862-8059

Lavin-Bernick Center, Suite 104

tcorders@tulane.edu

techconnect.tulane.edu

f tulane.techconnect

🐦 TUTechConnect

Apple and the Apple logo are trademarks of Apple, Inc. registered in the US and other countries.



SUSTAINABILITY

Recycling at Tulane

Paper, plastic bottles (#1 & #2), aluminum cans, and cardboard can all be recycled at Tulane's uptown and downtown campuses. We do not accept glass, styrofoam, or plastic bags.

Residence halls have a recycling station outside the building or a recycling and garbage room on every floor. Use your room's recycling bin or your own bag/box to collect recyclables, then bring them to your building's recycling room or station and sort them in the proper location. Paper is collected in a separate container from plastic bottles and aluminum cans. Cardboard can be placed on the ground next to the recycling station.

On the downtown campus, Deming residents should use the toters located outside the back entrance. All paper, cardboard, plastic, and metal cans can be placed into the same container. No glass or plastic bags, please!



How to Practice Sustainability on a Daily Basis

- Bring your own mug to PJ's Coffee for a discount.
- Carry a reusable water bottle with you. You will find water bottle refill stations throughout the uptown campus.
- Use the OZZI reusable container system when you dine at select locations. All new students should receive two free tokens at the beginning of the school year. If you do not have a token, you can sign up for the program in the Campus Services office in the Lavin-Bernick Center, Suite 107.
- Save energy by turning lights off when you leave the room or use natural daylight.
- Plug your appliances into a power strip and turn it off when you leave the room.
- If you have a large metal fan or A/C unit in your room, do not block the vent with furniture or other items.
- Use LED lightbulbs on all personal lamps.
- Purchase appliances that are Energy Star labeled.

You can also monitor how much energy your residence hall is using with the Building Dashboard at buildingdashboard.net/Tulane.

Biking on Campus

There are two bike repair stations on Tulane's uptown campus. Each has tools and an air pump. They can be found at the following locations:

1. Outside the entrance to the Israel Environmental Sciences Building
2. On the side of Phelps residence hall facing Bruff Dining Hall, under the staircase

The Tulane Bike Help Desk is a group of bike-minded students who gather regularly to work on bikes and can help you learn how to repair and maintain your bike.

Visit facebook.com/groups/bikehelp

Also, don't forget to register your bike with Tulane Parking. You can register at the following website: campusservices.tulane.edu/forms/bicycle-registration

Get Involved with Sustainability!

- **Join a Club-** There are many great environmental organizations on campus for new students to join. Some of these include Green Club, Divest Tulane, USG Sustainability Committee, Trash to Treasure, Reily Center Outdoor Adventures, Food Recovery Network, Veggie Club, and Green Medical Initiative
- **Volunteer with the Office of Sustainability-** Sign up to be an Energy Advocate for our Tulane Unplugged Energy Conservation Competition, which takes place annually. Look for announcements early in the fall semester.



Richardson Building, Suite 107

recycle.tulane.edu

green.tulane.edu

 [recycle.tulane](https://facebook.com/recycle.tulane)

 [GreenTulane](https://twitter.com/GreenTulane)

 [GreenTulane](https://instagram.com/GreenTulane)



ENGAGE WITH US

The Customer Engagement office of Campus Services provides a one-stop shop service experience on both the downtown and uptown campuses. Our staff is cross-trained to handle parking, dining, vending, Splash Card, and facilities-related matters as well as answer general questions about Campus Services and the university. When you visit us, you visit one office. When you call us, you call one number. We want your experience with us to be the most positive interaction you've had today!

The Campus Services Student Advisory Board is a group of students interested in improving the services we provide to the Tulane University community. Meetings are held bi-weekly during the academic year. To apply to serve on the Campus Student Services Advisory Board, go to campusservices.tulane.edu/resources and complete the form.

Campus Services

Lavin-Bernick Center, Suite 107

Tidewater, Suite 803

(504) 985-5441

campusservices.tulane.edu

campusservices@tulane.edu

 TUCampusSvcs

 TUCampusSvcs

