2018 COMMUNITY RESOURCE GUIDE
HOUSTON INDEPENDENT SCHOOL DISTRICT – FAMILY SERVICES

Dr. Grenita Lathan
Interim Superintendent of Schools
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EXECUTIVE SUMMARY

Welcome to the revised and expanded Houston Independent School District (HISD) Family and Community Engagement (FACE) 2018 Community Resource Guide. Its primary intended audiences are administrators and teachers in HISD and the parents, guardians, families, and communities they serve.

Structure and Organization

In its fifth edition, the 2018 Community Resource Guide now includes 47 topics and 1,160 profiles. The profiles encompass 530 unique organizations. A profile is the total description of an entry. An entry is an organization and its total profile under a given topic. A topic is the total collection of profiles for a specific area of interest. The Guide consistently uses 15 headings as prompts for information. A heading is a specific question of interest. Each heading is repeated across all entries and within all topics.

Methods Used

In identifying possible topics and profiles for this new, revised edition of the Guide, HISD FACE staff members:
1. Used service providers’ websites as the primary information resource.
2. Consulted with peers in other departments for input and insights about service providers.
3. Sent emails with questions to selected organizations for which there were gaps in information.
4. Made phone calls to selected organizations for which there were also gaps in information.
5. Reviewed successive drafts to assess quality, completeness, and ease of use.
6. Included a Product Evaluation Form for feedback from schools, families, and other users.

Disclaimer

This revised Guide is intended to be a quick reference resource for HISD schools and families. Inclusion in it does not denote endorsement or recommendation. Please send information about new resources, as well as any updates, corrections, and comments to FACE@HoustonISD.org.

Evaluation Form

A two-page Product Evaluation Form appears at the end of the PDF version of the Guide and at the end of each of its topic briefs. We would welcome your feedback!
<table>
<thead>
<tr>
<th>Department or Program</th>
<th>Phone</th>
<th>Contact</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 After School Programs</td>
<td>713-556-6927</td>
<td>Jonelle Hollins</td>
<td><a href="mailto:jhollins@HoustonISD.org">jhollins@HoustonISD.org</a></td>
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<tr>
<td>2 Bilingual Education/English as a Second Language</td>
<td>713-556-6961</td>
<td>Evelyn Castro, Terrie Armstrong</td>
<td><a href="mailto:ecastro1@HoustonISD.org">ecastro1@HoustonISD.org</a>, <a href="mailto:tarmstr1@HoustonISD.org">tarmstr1@HoustonISD.org</a></td>
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<tr>
<td>3 Career Readiness</td>
<td>713-556-6981</td>
<td>Michael Love</td>
<td><a href="mailto:CareerReadiness@HoustonISD.org">CareerReadiness@HoustonISD.org</a></td>
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<td>4 College Readiness</td>
<td>713-556-5231</td>
<td>Jarrett Bryantt</td>
<td><a href="mailto:CollegeReadiness@HoustonISD.org">CollegeReadiness@HoustonISD.org</a></td>
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<td>5 Counseling and Student Support</td>
<td>713-556-6744</td>
<td>Cynthia Nemons</td>
<td><a href="mailto:cnemons@HoustonISD.org">cnemons@HoustonISD.org</a></td>
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<td>6 Crisis Intervention</td>
<td>713-923-8597</td>
<td>Dr. Lauren Goonan</td>
<td><a href="mailto:lgoonan@HoustonISD.org">lgoonan@HoustonISD.org</a></td>
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<tr>
<td>7 Dropout Prevention</td>
<td>713-556-7017</td>
<td>Bea Marquez, Terrie Armstrong</td>
<td><a href="mailto:bmarquez@HoustonISD.org">bmarquez@HoustonISD.org</a>, <a href="mailto:tarmstr1@HoustonISD.org">tarmstr1@HoustonISD.org</a></td>
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<tr>
<td>8 Early Childhood Education</td>
<td>713-556-6823</td>
<td>Janice Dingayaj</td>
<td><a href="mailto:curriculum@HoustonISD.org">curriculum@HoustonISD.org</a></td>
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<tr>
<td>9 EMERGE</td>
<td>713-967-5219</td>
<td>Sara Liansa</td>
<td><a href="mailto:emerge@HoustonISD.org">emerge@HoustonISD.org</a></td>
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<tr>
<td>10 Family and Community Engagement</td>
<td>713-556-7290</td>
<td>Dr. Michelle Burke</td>
<td><a href="mailto:Michelle.Burke@HoustonISD.org">Michelle.Burke@HoustonISD.org</a></td>
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<tr>
<td>11 Health and Wellness Programs</td>
<td>713-556-7280</td>
<td>Gwendolyn Johnson</td>
<td><a href="mailto:gjohns10@HoustonISD.org">gjohns10@HoustonISD.org</a></td>
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<tr>
<td>12 HISD TV</td>
<td>713-556-6606</td>
<td>Sarah Greer-Osborne</td>
<td><a href="mailto:HISD-TV@HoustonISD.org">HISD-TV@HoustonISD.org</a></td>
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<tr>
<td>13 Homeless Education</td>
<td>713-556-7237</td>
<td>Lisa Jackson</td>
<td><a href="mailto:ljacks14@HoustonISD.org">ljacks14@HoustonISD.org</a></td>
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<tr>
<td>14 Library Services</td>
<td>713-696-0600</td>
<td>Janice Newsum</td>
<td><a href="mailto:jnewsum@HoustonISD.org">jnewsum@HoustonISD.org</a></td>
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<td>15 Migrant Education</td>
<td>713-556-6961</td>
<td>Magda Galindo</td>
<td><a href="mailto:mgalind2@HoustonISD.org">mgalind2@HoustonISD.org</a></td>
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<td>16 Newcomer Program</td>
<td>713-556-6961</td>
<td>Dr. Virginia Elizondo</td>
<td><a href="mailto:velizond2@HoustonISD.org">velizond2@HoustonISD.org</a></td>
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<td>17 Nutrition</td>
<td>713-491-5700</td>
<td>Jennifer Boesch</td>
<td><a href="mailto:fsresponseline@HoustonISD.org">fsresponseline@HoustonISD.org</a></td>
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<tr>
<td>18 Parent and Community Assistance</td>
<td>713-556-7121</td>
<td>Suzanne Mihalagou</td>
<td><a href="mailto:ParentAssistance@HoustonISD.org">ParentAssistance@HoustonISD.org</a></td>
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<tr>
<td>19 Police</td>
<td>713-892-7777</td>
<td>Lt. Guadalupe Jimenez</td>
<td><a href="mailto:gijimenez@HoustonISD.org">gijimenez@HoustonISD.org</a></td>
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<tr>
<td>20 PowerUP/Technology</td>
<td>713-556-6217</td>
<td>Christina Masick</td>
<td><a href="mailto:powerup@HoustonISD.org">powerup@HoustonISD.org</a></td>
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<tr>
<td>21 Refugee Programs</td>
<td>713-556-6961</td>
<td>Neneh Koroma, Shirin Herman</td>
<td><a href="mailto:nkoroma@HoustonISD.org">nkoroma@HoustonISD.org</a>, <a href="mailto:sherman@HoustonISD.org">sherman@HoustonISD.org</a></td>
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<tr>
<td>22 School Choice</td>
<td>713-556-6947</td>
<td>Noelia Longoria</td>
<td><a href="mailto:magnet@HoustonISD.org">magnet@HoustonISD.org</a></td>
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<tr>
<td>23 Social and Emotional Learning</td>
<td>713-967-5235</td>
<td>Dr. Michael Webb</td>
<td><a href="mailto:mwebb3@HoustonISD.org">mwebb3@HoustonISD.org</a></td>
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<td>24 Special Education</td>
<td>713-556-7025</td>
<td>Dr. Joan Anderson</td>
<td><a href="mailto:jander13@HoustonISD.org">jander13@HoustonISD.org</a></td>
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<tr>
<td>25 Safe Schools</td>
<td>713-967-5235</td>
<td>Luis Gavto</td>
<td><a href="mailto:lgavto@HoustonISD.org">lgavto@HoustonISD.org</a></td>
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<tr>
<td>26 Transportation</td>
<td>713-613-3040</td>
<td>Chester Glaude</td>
<td><a href="mailto:osalaza1@HoustonISD.org">osalaza1@HoustonISD.org</a></td>
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<tr>
<td>27 Virtual School</td>
<td>713-556-7295</td>
<td>Maria Bonilla</td>
<td><a href="mailto:vschool@HoustonISD.org">vschool@HoustonISD.org</a></td>
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</tbody>
</table>

Houston Independent School District – After-School Programs

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contact: Jonelle Hollins, Manager
Phone: 713-556-6927
Fax: 713-556-6814
Email: jhollins@HoustonISD.org
Website: http://www.HoustonISD.org/Page/32735

Direct Services: Some campuses participating in the After-School Program offer classes for parents. • Check with a specific school for options. • Other after-school classes include: English as a Second Language (ESL), financial literacy, fitness, General Education Development (GED), and technology skills.
Houston Independent School District – Bilingual Education/English as a Second Language

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contact: Evelyn Castro, Manager (Elementary) and Terrie Armstrong, Manager (Secondary)
Phone: 713-556-6961
Fax: 713-556-6980
Email: ecastro1@HoustonISD.org and tarmstr1@HoustonISD.org
Website: http://www.HoustonISD.org/Page/32054
Languages: Amharic, Arabic, Burmese, Chinese (Cantonese, Mandarin), English, Farsi, French, Hindi, Nepali, Portuguese, Russian, Somali, Spanish, Swahili, Tigrinya, Urdu
Direct Services: Provides bilingual cultural heritage language programs, dual language programs, English as a Second Language programs, and transitional bilingual education programs. • Uses student information surveys in 15 non-English languages.

Houston Independent School District – Career Readiness

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contact: Michael Love, Assistant Superintendent-Career Readiness
Phone: 713-556-6981
Fax: 713-556-7236
Email: CareerReadiness@HoustonISD.org
Website: http://www.hisdcareerreadiness.org
Direct Services: Supports 190 career pathways in 37 HISD schools. • Helps students to investigate their interests, formulate their financial futures, and plan their paths. • Supports 16 different career and technical education programs of study. • Provides tools for career awareness, career exploration, and career education and for earning college credit and certifications while still in high school. • Provides information about local high-demand careers, job opportunities, and scholarships.

Houston Independent School District – College Readiness

Address: 1102 Telephone Road, Houston, TX 77023
Days/Hours: Monday-Friday, 8am-5pm
Contact: Jharrett Bryantt, Assistant Superintendent-College Readiness
Phone: 713-556-5231
Fax: 713-556-7236
Email: CollegeReadiness@HoustonISD.org
Website: http://www.HoustonISD.org/collegereadiness
Direct Services: Provides help for families to identify sources of scholarships and financial aid. • Offers College Fairs and Financial Aid Nights (call for specific dates and locations). • Coordinates the Free Application for Federal Student Aid (FAFSA) Day on all HISD high school campuses. • Presents up-to-date information about college applications on a blog for families at http://hisd2college.wordpress.com.

Houston Independent School District – Counseling and Student Support

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contact: Cynthia Nemons, Manager
Phone: 713-556-6744
Email: cnemons@HoustonISD.org
Website: http://www.HoustonISD.org/Domain/8047

HISD FACE 2018 Community Resource Guide
**Direct Services:** Supports development of personal graduation plans for all HISD students. • Supports the social, emotional, career, and academic growth and development of all HISD students. • Helps with classroom instruction, small-group discussions, parent presentations and workshops, school-wide assemblies, and collaborative activities with campus communities. • Coordinates systematic promotion of competency in academic, career, personal, and social goals for individual students.

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### Houston Independent School District – Crisis Intervention

**Address:** 1102 Telephone Road, Houston, TX 77023  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Dr. Lauren Goonan, Manager  
**Phone:** 713-923-8597  
**Fax:** 713-967-5217  
**Email:** lgoonan@HoustonISD.org  

**Direct Services:** Provides psychologists assigned to handle crisis intervention and consultation in serious or challenging situations that require psychological intervention and/or referral. • Offers services at individual schools and at the district-wide level. • Provides district-wide training on such topics as suicide prevention, crisis intervention, early warning signs of mental health issues, and risky behaviors among youth.

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### Houston Independent School District – Dropout Prevention

**Address:** 4400 West 18th Street, Houston, TX 77092  
**Days/Hours:** Monday-Friday, 9am-5pm  
**Contact:** Bea Marquez, Director  
**Phone:** 713-556-7017  
**Email:** bmarquez@HoustonISD.org  
**Website:** [http://www.HoustonISD.org/Page/32112](http://www.HoustonISD.org/Page/32112)

**Ages/Grades Served:** Ages 13-21 (Ages 13-22 if a student is eligible for Special Education)  
**Direct Services:** Supports and aligns district goals with school goals for preventing school dropout and raising the graduation rate. • Works with other Central Office departments and partners with city and county government, businesses, and non-profit agencies to reduce the dropout rate and raise the graduation rate. • Consults with families and refers them to community services. • Provides information about alternative educational options for accelerated programs and credit recovery. • Provides case management of students who are excessive truants and/or at risk of dropping out of school.

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### Houston Independent School District – Early Childhood Education

**Address:** 4400 West 18th Street, Houston, TX 77092  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Janice Dingayan, Manager  
**Phone:** 713-556-6823  
**Fax:** 713-556-6898  
**Email:** curriculum@HoustonISD.org  

**Direct Services:** Provides prekindergarten enrollment information for families. • Provides curricular resources and support for families of prekindergarten students. • Organizes a district-wide prekindergarten roundup for families looking at prekindergarten programs in HISD during the spring semester. • Contact individual schools for specific dates.
Houston Independent School District – EMERGE

Address: 1102 Telephone Road, Houston, TX 77023
Days/Hours: Monday-Friday, 8am-5pm
Contact: Sara Llansa, Director
Phone: 713-967-5219
Email: emerge@HoustonISD.org
Website: http://www.HoustonISD.org/Page/112098
Ages/Grades Served: Grades 9-12
Direct Services: At EMERGE school sites, offers students and parents programs and workshops on successfully attending and graduating from Ivy League and other top-tier colleges. • Programs and application information are at www.HoustonISD.org/Page/113064.

Houston Independent School District – Family and Community Empowerment

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contact: Dr. Michelle Burke, Director
Phone: 713-556-7290
Fax: 713-556-6814
Email: Michelle.Burke@HoustonISD.org
Website: http://www.HoustonISD.org/face
Direct Services: Delivers research-based programs, such as Academic Parent-Teacher Teams and Family-Friendly Schools. • Works with all campuses to develop strong parent organizations and two-way family-school communication. • Networks with parent leaders, school-based parental engagement staff, district campuses, and central office departments to develop tools and strategies for supporting and improving family and community engagement at all campuses. • Presents research-based workshops and resources online, at individual schools, and at central offices.

Houston Independent School District – Health and Wellness Programs

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contact: Gwendolyn Johnson, Manager
Phone: 713-556-7280
Fax: 713-556-7283
Email: gjohns10@HoustonISD.org
Website: http://www.HoustonISD.org/Domain/35490
Direct Services: Offers presentations and one-on-one help with the entire processes of applying for the Children's Health Insurance Program (CHIP) and Medicaid for children. • Connects parents with other helpful resources inside and outside HISD. • Provides parent education and professional support for students with asthma and food allergies.

Houston Independent School District – HISD TV

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contact: Sarah Greer-Osborne, Director
Phone: 713-556-6606
Email: HISD-TV@HoustonISD.org
Website: http://hisdtv.org
Direct Services: Provides parents, students, staff, and members of the Houston community with the latest news and information about HISD and all of its schools. • Covers district-wide initiatives and press...
conferences, parent and student forums, community meetings, and campus-based news. • Provides audiovisual and technical support for Board of Education meetings, press conferences, community events, workshops, and all other meetings held at Central Offices and all schools in HISD.

### Houston Independent School District – Homeless Education

**Address:** 5001 Martin Luther King Jr. Boulevard, Houston, TX 77021  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Lisa Jackson, Homeless Liaison  
**Phone:** 713-556-7237  
**Fax:** 713-556-7024  
**Email:** ljacks14@HoustonISD.org  
**Website:** [http://www.HoustonISD.org/Page/74844](http://www.HoustonISD.org/Page/74844)

**Direct Services:** Provides support and guidance to homeless students who are in transition, and who lack a fixed, regular, and adequate nighttime residence. • Provides clothing, school supplies, and personal hygiene items for qualified students. • Helps with enrollment, immunizations, and obtaining school medical records. • Provides referrals to providers of food, shelter, transportation, and other resources. • Operates a Parent Center. • Offers leadership in identifying homeless students and in raising community awareness. • Makes presentations about homeless education services.

### Houston Independent School District – Library Services

**Address:** 4001 Hardy Street, Houston, TX 77009  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Janice Newsum, Manager  
**Phone:** 713-696-0600  
**Fax:** 713-696-6144  
**Email:** jnewsum@HoustonISD.org  

**Direct Services:** Provides digital resources to students, parents, and community. • Offers training and presentations about digital resources available at school libraries. • Provides print and non-print materials to students and parents. • Helps parents with suggested reading lists correlated to student reading levels.

### Houston Independent School District – Migrant Education

**Address:** 4400 West 18th Street, Houston, TX 77092  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Magda Galindo, Manager  
**Phone:** 713-556-7288  
**Fax:** 713-556-6980  
**Email:** mgalind2@HoustonISD.org  
**Website:** [http://www.HoustonISD.org/Page/32056](http://www.HoustonISD.org/Page/32056)

**Direct Services:** Designs and supports programs that help migrant students overcome the challenges of mobility, cultural and linguistic barriers, social isolation, and other difficulties associated with a migratory lifestyle in order to succeed in school and to transition successfully to post-secondary education or employment.

### Houston Independent School District – Newcomer Program

**Address:** 4400 West 18th Street, Houston, TX 77092  
**Days/Hours:** Monday-Friday, 5am-8pm  
**Contacts:** Dr. Virginia Elizondo, Manager  
**Phone:** 713-556-6961  
**Fax:** 713-556-6980
Email: velizon2@HoustonISD.org
Website: http://www.HoustonISD.org/Page/128250
Direct Services: Addresses the needs and concerns of students during their first year of education in the United States. • Assists the families and teachers of newcomer students with the goal of ensuring that they become proficient in the English language, acclimate to the American culture without losing their identity, and contribute positively to society as a whole.

Houston Independent School District – Nutrition

Address: 6801 Bennington Street, Houston, TX 77028
Days/Hours: Monday-Friday, 8am-5pm
Contact: Jennifer Boesch, Director
Phone: 713-491-5700
Email: fsresponseline@HoustonISD.org
Website: http://www.HoustonISD.org/Domain/7971
Direct Services: Staff dietitians offer nutrition education to parents, students, and community organizations. • Conducts the Dinner Meal Program after hours at selected schools. • Administers the summer breakfast and lunch meal program at summer school sites; open to the public for all children ages 1-18. • Provides parents with eligibility materials for health insurance programs. • Helps families complete free and reduced price meals applications. • At health fairs, back to school nights, and PTO/PTA meetings, presents about available benefits and how to qualify for free and reduced price meals.

Houston Independent School District – Parent and Community Assistance

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contact: Suzanne Mhaloglu, Administrator
Phone: 713-556-7121
Fax: 713-556-7119
Email: ParentAssistance@HoustonISD.org
Website: http://www.HoustonISD.org/Page/69836
Direct Services: Listens to concerns, issues, and conflicts of parents and community members and helps to resolve them through the appropriate HISD policies, procedures, and personnel.

Houston Independent School District – Police

Address: 3500 Tampa Street, Houston, TX 77021
Days/Hours: Monday-Sunday, 24 hours/day
Contact: Lieutenant Guadalupe Jimenez
Phone: 713-892-7777
Fax: 713-842-3752
Email: gjimenez@HoustonISD.org
Website: http://www.HoustonISD.org/Page/127499
Direct Services: Provides workshops for students and parents on bullying, child abuse, school safety, and school rules and consequences, and other topics upon request. • Publishes a parent guide to Internet safety.

Houston Independent School District – PowerUp/Technology

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contact: Christina Masick, General Manager
Phone: 713-556-6217
Email: powerup@HoustonISD.org
Website: http://www.HoustonISD.org/powerup
Direct Services: Supports laptop use with on-campus wireless Internet and district-wide Windows 7 upgrades and a 1:1 ratio of laptops to high school students. • Supports district-wide collaboration, personalization, curriculum, instruction, and communication for all HISD staff, students, and parents. • Improves equity in student access to interactive instruction and a rigorous curriculum. • Extends options for teaching, learning, collaboration, and communication at home and at school. • Encourages responsible student use of technology and parental monitoring of how students use it.

Houston Independent School District – Refugee Programs

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contact: Neneh Koroma or Shirin Herman, Outreach Workers
Phone: 713-556-6961
Fax: 713-556-6980
Email: nkoroma@HoustonISD.org or sherman@HoustonISD.org
Website: http://www.HoustonISD.org/Page/31871
Direct Services: For refugee children, provides counseling, enrollment guidance, supplemental summer English as a Second Language (ESL) classes, supplemental materials, and school supplies. • For refugee parents, provides enrollment support, translation, parent information, and tutorial support. • Coordinates with all appropriate area service providers. • Offers resources about refugees to support campus staff.

Houston Independent School District – School Choice

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contact: Noelia Longoria, Assistant Superintendent
Phone: 713-556-6947
Fax: 713-556-6784
Email: magnet@HoustonISD.org
Website: http://www.HoustonISD.org/Page/133703
Direct Services: Presents about school choice options and school choice programs to parents and students in their own communities and in one-on-one settings. • Trains parents in their own communities about how to apply to magnet programs either online or on paper. • Conducts appeal meetings for parents who are appealing a transfer decision. • Provides lists of magnet school options and other school choice offerings.

Houston Independent School District – Social and Emotional Learning

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 5am-8pm
Contacts: Dr. Michael Webb, Director
Phone: 713-967-5235
Email: mwebb3@HoustonISD.org
Website: http://www.HoustonISD.org/Page/153364
Direct Services: Coordinates the growth of culturally responsive and emotionally safe learning environments. • Provides resources to help students develop skills to manage their emotions, form positive relationships, feel empathy for others, and make responsible decisions.

Houston Independent School District – Special Education

Address: 4400 West 18th Street, Houston, TX 77092
Days/Hours: Monday-Friday, 8am-5pm
Contacts: Dr. Joan Anderson, Interim Assistant Superintendent
Phone: 713-556-7025
Email: jander13@HoustonISD.org

**Direct Services:** Supports students with disabilities in gaining college and career readiness and independent living skills through active engagement in grade-level curriculum. • Provides psychological services, child study services, speech and language services, student evaluations, and other assistance to all HISD schools.

### Houston Independent School District – Student Discipline

**Address:** 1102 Telephone Road, Houston, TX 77023  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contacts:** Luis Gavito, Administrator  
**Phone:** 713-556-7140  
**Fax:** 713-556-7282  
**Email:** lgavito@HoustonISD.org  

**Direct Services:** Supports parents, students, central office, and campuses with student-discipline related issues, questions, and concerns. • Supports review, approval, and processing of referrals to the Discipline Alternative Education Program (DAEP) and expulsions to the Juvenile Justice Alternative Education Program (JJAEP). • Provides a student handbook in Arabic, English, Spanish, and Vietnamese.

### Houston Independent School District – Transportation

**Address:** 6351 Pinemont Drive, Houston, TX 77092  
**Days/Hours:** Monday-Friday, 5am-8pm  
**Contacts:** Timothy Brown, General Manager  
**Phone:** 713-613-3040  
**Email:**osalaza1@HoustonISD.org  

**Direct Services:** Provides information for students and families about student eligibility, bus routes, and bus safety rules. • Provides safe, professional, and efficient transportation to and from school, educational field trips, athletic competitions, and events. • Operates 990 buses. • Transports about 38,000 HISD students daily.

### Houston Independent School District – Virtual Learning Options

**Address:** 4400 West 18th Street, Houston, TX 77092  
**Days/Hours:** Office: Monday-Friday, 8am-5pm. • Enrollment: Tuesday and Thursday, 8:30am-12pm and 1:30pm-4pm.  
**Contacts:** Maria Bonilla, Business Manager  
**Phone:** 713-556-7295  
**Fax:** 713-556-6814  
**Email:** General questions: vschool@HoustonISD.org. • Appointments: mbonill3@HoustonISD.org.  

**Direct Services:** Provides information about virtual options for adults who attended an HISD school but did not graduate and who wish to continue their studies. • Can provide presentations at school campuses. • Helps with identifying appropriate online learning environments for students seeking non-traditional ways of attending school. • Provides online options for students to earn high school course credits.
FACE PRODUCT EVALUATION FORM

Product Name: ___________________________ User(s): ___________________________
Date: ___________________________ School/Location: ___________________________

Directions: Please tell us a little about you by checking (✓) the circles that apply best to you.

- O Student
- O Parent or Guardian
- O Principal
- O Assistant Principal
- O Other Campus Leader
- O Community Member
- O Classroom Teacher
- O School Librarian
- O School Custodian
- O Black or African American
- O American Indian, Alaska Native, or Native Hawaiian
- O Asian or Pacific Islander
- O Hispanic or Latino
- O White or Caucasian
- O Two or More Races or Ethnicities

Directions: Please tell us how you feel about this product. Your answers will help us to improve it. Thank you.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Unsatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall product quality</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
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<tr>
<td>Process for acquiring it</td>
<td>O</td>
<td>O</td>
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<tr>
<td>Guidance for users</td>
<td>O</td>
<td>O</td>
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<tr>
<td>First usage</td>
<td>O</td>
<td>O</td>
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<td>O</td>
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<tr>
<td>Repeated usage</td>
<td>O</td>
<td>O</td>
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<tr>
<td>Post-acquisition service</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

How long have you used this FACE product?

- O Less than 1 month
- O 1 to 2 months
- O 2 to 3 months
- O 3 to 6 months
- O 6 months to 1 year
- O 1 year or longer
- O Have never used it

How often do you use this FACE product?

- O Daily
- O 3 to 4 times a week
- O Weekly
- O 3 to 4 times a month
- O Monthly
- O Every 2 to 3 months
- O 3 to 4 times a year
- O Once a year or less often
- O Do not use it
**FACE PRODUCT EVALUATION FORM**

**Overall, how satisfied are you with this FACE product?**
- O Very satisfied
- O Somewhat satisfied
- O Neutral
- O Somewhat unsatisfied
- O Very unsatisfied

**Compared to other products of which you are aware, would you say that this FACE product is:**
- O So good that it’s in a class by itself
- O Much better than most others
- O About the same as others
- O Somewhat worse than others
- O Much worse than others
- O Never have used it

**Will you use this FACE product again?**
- O Definitely yes
- O Probably yes
- O Maybe or maybe not
- O Probably no
- O Definitely no
- O Never have used it

**How likely are you to recommend this FACE product to others?**
- O Definitely will recommend it
- O Probably will recommend it
- O Maybe or maybe not
- O Probably will not recommend it
- O Definitely will not recommend it
- O Never have used it

**Based upon your experience with this product, how likely are you to use other FACE products?**
- O Very likely
- O Somewhat likely
- O Neutral
- O Somewhat unlikely
- O Very unlikely

Other comments about the product:

________________________________________________________________________

________________________________________________________________________

Please send this completed evaluation form to:

Family and Community Engagement Department (FACE)
Houston Independent School District (HISD)
4400 West 18th Street
Houston, TX 77092
713-556-7290 (main)
713-556-6814 (fax)
face@HoustonISD.org