



Family and Community Engagement
EMPOWERING FAMILIES. ADVANCING LEARNING.

2018 COMMUNITY RESOURCE GUIDE

HOUSTON INDEPENDENT SCHOOL DISTRICT – FAMILY SERVICES



Dr. Grenita Lathan
Interim Superintendent of Schools

Houston Independent School District Board of Education

Elizabeth Santos

District I

Rhonda Skillern-Jones

District II

Sergio Lira

District III

Jolanda Jones

District IV

Sue Deigaard

District V

Holly Maria Flynn Vilaseca

District VI

Anne Sung

District VII

Diana Dávila

District VIII

Wanda Adams

District IX

Grenita Lathan, Interim Superintendent of Schools
Rick Cruz, Chief Strategy and Innovation Officer
Dr. Kenneth Davis, Assistant Superintendent Equity & Outreach

Family and Community Engagement Department

4400 West 18th Street, Houston, Texas 77092

www.HoustonISD.org/face

It is the policy of the Houston Independent School District not to discriminate on the basis of age, color, handicap or disability, ancestry, national origin, marital status, race, religion, sex, veteran status, political affiliation, sexual orientation, gender identity and/or gender expression in its educational or employment programs and activities.

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!

HOUSTON INDEPENDENT SCHOOL DISTRICT (HISD) FAMILY SERVICES

	Department or Program	Phone	Contact	Email
1	After School Programs	713-556-6927	Jonnelle Hollins	jhollins@HoustonISD.org
2	Bilingual Education/English as a Second Language	713-556-6961	Evelyn Castro Terrie Armstrong	ecastro1@HoustonISD.org tarmstr1@HoustonISD.org
3	Career Readiness	713-556-6981	Michael Love	CareerReadiness@HoustonISD.org
4	College Readiness	713-556-5231	Jharrett Bryantt	CollegeReadiness@HoustonISD.org
5	Counseling and Student Support	713-556-6744	Cynthia Nemons	cnemons@HoustonISD.org
6	Crisis Intervention	713-923-8597	Dr. Lauren Goonan	lgoonan@HoustonISD.org
7	Dropout Prevention	713-556-7017	Bea Marquez	bmarquez@HoustonISD.org
8	Early Childhood Education	713-556-6823	Janice Dingayan	curriculum@HoustonISD.org
9	EMERGE	713-967-5219	Sara Llansa	emerge@HoustonISD.org
10	Family and Community Engagement	713-556-7290	Dr. Michelle Burke	Michelle.Burke@HoustonISD.org
11	Health and Wellness Programs	713-556-7280	Gwendolyn Johnson	gjohns10@HoustonISD.org
12	HISD TV	713-556-6606	Sarah Greer-Osborne	HISD-TV@HoustonISD.org
13	Homeless Education	713-556-7237	Lisa Jackson	ljacks14@HoustonISD.org
14	Library Services	713-696-0600	Janice Newsum	jnewsum@HoustonISD.org
15	Migrant Education	713-556-6961	Magda Galindo	mgalind2@HoustonISD.org
16	Newcomer Program	713-556-6961	Dr. Virginia Elizondo	velizon2@HoustonISD.org
17	Nutrition	713-491-5700	Jennifer Boesch	fsresponseline@HoustonISD.org
18	Parent and Community Assistance	713-556-7121	Suzanne Mihaloglou	ParentAssistance@HoustonISD.org
19	Police	713-892-7777	Lt. Guadalupe Jimenez	gjimenez@HoustonISD.org
20	PowerUP/Technology	713-556-6217	Christina Masick	powerup@HoustonISD.org
21	Refugee Programs	713-556-6961	Neneh Koroma Shirin Herman	nkoroma@HoustonISD.org sherman@HoustonISD.org
22	School Choice	713-556-6947	Noelia Longoria	magnet@HoustonISD.org
23	Social and Emotional Learning	713-967-5235	Dr. Michael Webb	mwebb3@HoustonISD.org
24	Special Education	713-556-7025	Dr. Joan Anderson	jander13@HoustonISD.org
25	Safe Schools	713-967-5235	Luis Gavito	lgavito@HoustonISD.org
26	Transportation	713-613-3040	Chester Glaude	osalaza1@HoustonISD.org
27	Virtual School	713-556-7295	Maria Bonilla	vschool@HoustonISD.org mbonill3@HoustonISD.org

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>

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.

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

Website: <http://www.HoustonISD.org/Domain/8052>

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.

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>

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.

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

Website: <http://www.HoustonISD.org/Domain/8053>

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>

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

Website: <http://www.HoustonISD.org/Domain/8051>

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>

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 Mihaloglou, 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

Website: <http://www.HoustonISD.org/Domain/15681>

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

Website: <http://www.HoustonISD.org/Domain/15184>

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

Website: <http://www.HoustonISD.org/Domain/7972>

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.

Website: <http://www.HoustonISD.org/Domain/17318>

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: _____
Date: _____

User(s): _____
School/Location: _____

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

- | | | | |
|--|---|--|--|
| <input type="radio"/> Student | <input type="radio"/> Principal | <input type="radio"/> Parent Educator | <input type="radio"/> Board of Education |
| <input type="radio"/> Parent or Guardian | <input type="radio"/> Assistant Principal | <input type="radio"/> Parent Liaison | <input type="radio"/> District Administrator |
| <input type="radio"/> Family Member | <input type="radio"/> Other Campus Leader | <input type="radio"/> School-Based Specialist | <input type="radio"/> Central Office Staff |
| <input type="radio"/> Community Member | <input type="radio"/> Classroom Teacher | <input type="radio"/> School Bus Driver | <input type="radio"/> FACE Staff |
| | <input type="radio"/> School Librarian | <input type="radio"/> School Custodian | |
| <input type="radio"/> Black or African American | | <input type="radio"/> Hispanic or Latino | |
| <input type="radio"/> American Indian, Alaska Native, or Native Hawaiian | | <input type="radio"/> White or Caucasian | |
| <input type="radio"/> Asian or Pacific Islander | | <input type="radio"/> 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.

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Overall product quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process for acquiring it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guidance for users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
First usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repeated usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-acquisition service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How long have you used this FACE product?

<input type="radio"/>	Less than 1 month
<input type="radio"/>	1 to 2 months
<input type="radio"/>	2 to 3 months
<input type="radio"/>	3 to 6 months
<input type="radio"/>	6 months to 1 year
<input type="radio"/>	1 year or longer
<input type="radio"/>	Have never used it

How often do you use this FACE product?

<input type="radio"/>	Daily
<input type="radio"/>	3 to 4 times a week
<input type="radio"/>	Weekly
<input type="radio"/>	3 to 4 times a month
<input type="radio"/>	Monthly
<input type="radio"/>	Every 2 to 3 months
<input type="radio"/>	3 to 4 times a year
<input type="radio"/>	Once a year or less often
<input type="radio"/>	Do not use it

FACE PRODUCT EVALUATION FORM

Overall, how satisfied are you with this FACE product?

<input type="radio"/>	Very satisfied
<input type="radio"/>	Somewhat satisfied
<input type="radio"/>	Neutral
<input type="radio"/>	Somewhat unsatisfied
<input type="radio"/>	Very unsatisfied

Compared to other products of which you are aware, would you say that this FACE product is:

<input type="radio"/>	So good that it's in a class by itself
<input type="radio"/>	Much better than most others
<input type="radio"/>	About the same as others
<input type="radio"/>	Somewhat worse than others
<input type="radio"/>	Much worse than others
<input type="radio"/>	Never have used it

Will you use this FACE product again?

<input type="radio"/>	Definitely yes
<input type="radio"/>	Probably yes
<input type="radio"/>	Maybe or maybe not
<input type="radio"/>	Probably no
<input type="radio"/>	Definitely no
<input type="radio"/>	Never have used it

How likely are you to recommend this FACE product to others?

<input type="radio"/>	Definitely will recommend it
<input type="radio"/>	Probably will recommend it
<input type="radio"/>	Maybe or maybe not
<input type="radio"/>	Probably will not recommend it
<input type="radio"/>	Definitely will not recommend it
<input type="radio"/>	Never have used it

Based upon your experience with this product, how likely are you to use other FACE products?

<input type="radio"/>	Very likely
<input type="radio"/>	Somewhat likely
<input type="radio"/>	Neutral
<input type="radio"/>	Somewhat unlikely
<input type="radio"/>	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