
2019 COMMUNITY RESOURCE GUIDE

FAMILY LITERACY



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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!

FAMILY LITERACY

Family Literacy:

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	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-686-4400	Adults ages 18+	Free	No	English, Spanish
2	713-789-4555 713-789-4324	Ages 16-17 and Adults ages 18+	Costs vary	No	Arabic, Bosnian, English, French, Spanish, Swahili, Vietnamese
3	713-535-7254	Ages 0-8	Free	Yes	Chinese, English, Spanish, Vietnamese
4	832-395-0895	All ages	Free	No	English, Spanish
5	713-747-9255	Grades 9-12 and Adults ages 18+	Costs vary	No	English, Spanish
6	713-466-6304	Ages 0-17 and Adults ages 18-21	Costs vary	No	English, Spanish
7	713-393-4700	Adults ages 18+	Free	No	English, Spanish
8	832-328-0696	All ages	Free	No	English
9	713-640-8240 713-640-8229 713-777-7323 713-588-1200 713-803-1889	Adults ages 18+	Free	No	English, Spanish
10	713-718-5400 713-718-8300 713-718-8000 713-718-5700 713-718-7800	Ages 16-17 and Adults ages 18+	Free	No	English, French, German, Khmer, Lao, Persian, Russian, Spanish, Thai, Vietnamese
11	832-537-8249 713-588-1451	Grades 9-12 and Adults ages 18+	Costs vary	No	English, Spanish
12	713-266-8777 281-282-6032	Grades PK-12 and Adults ages 18+	Free	Yes	English, Spanish
13	713-468-4516 713-574-7536	All ages	Costs vary	No	English, Spanish
14	713-664-7676	Grades PK-12	Costs vary	Yes	English, Spanish
15	281-885-4555 281-885-4616	Adults ages 18+	Free	Yes	English, Spanish

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
16	713-921-7520	Adults ages 18+	Free	No	English, Spanish
17	713-500-3849 713-500-3883	Ages 6-60 months	Free	No	English
18	713-484-5850 713-296-9491	All ages	Free	No	English
19	979-845-6615 979-845-6519	Adults ages 18+	Free	No	English
20	281-815-4768	Grades 1-12	Costs vary	Yes	English, Spanish

AVANCE Houston Inc.

Area Served: Houston

Location	Address	Phone	Fax	Bus Routes
Main Office	4301 Dacoma Street, Houston, TX 77092	713-686-4400	713-812-9829	89
Mangum Education Center	4503 Mangum Road, Houston, TX 77092	713-686-4400	713-812-9829	23, 85

Days/Hours: Office: Monday-Friday, 8am-5pm. • Family Literacy classes: Friday, 9:30am-12:30pm.

Contact: Leticia Medina, Parent Education Program Coordinator

Email: RLMedina@avancehouston.org

Website: <http://www.avancehouston.org/parent-child-education-program-pcep>

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity and proof of residence. • Must submit an application. • Classes are for adults who have children in AVANCE programs. • Accepts walk-ins.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers family literacy and parenting skills classes. • Offers classes for English as a Second Language (ESL) at basic and intermediate levels. • Offers classes for Adult Basic Education (ABE) and General Education Development (GED). • Also offers early childhood education, child education, and parent education.

Bilingual Education Institute

Address: 6060 Richmond Avenue, Suite 180, Houston, TX 77057

Area Served: Houston

Days/Hours: Monday-Friday, 8am-5pm, Saturday, 9am-12pm

Contact: Gordana Arnautovic, Executive Director

Phone: General questions: 713-789-4555. • Programs: 713-789-4324.

Fax: 713-789-4541

Email: bei@bei.edu

Website: <https://www.bei.edu>

Local Bus Routes: 25, 32

Ages/Grades Served: Ages 16-17 and adults ages 18+

Eligibility: Requires proof of residence and refugee status. • Persons qualify for no-cost programs who maintain an immigration status as: refugee, asylee, parolee, victim of torture (with a certified letter), victim of trafficking (with a certified letter), or as other immigrants who hold an I-94 or SI2 visa. • Must be ages 16+ and must have lived in the United States of America for no longer than five years. • Accepts walk-ins.

Costs: Costs vary. • Some English as a Second Language (ESL) and civics classes are free to eligible students who have a qualifying immigration or refugee status. • Call to ask about specific costs.

Onsite at Schools: No

Languages: Arabic, Bosnian, English, French, Spanish, Swahili, Vietnamese

Direct Services: Provides classes for family literacy. • Offers classes for Adult Basic Education (ABE), citizenship, distance learning, English as a Second Language (ESL), General Education Development (GED), and workforce preparation.

Children's Museum of Houston

Address: 1500 Binz Street, Houston, TX 77004

Area Served: Greater Houston

Days/Hours: Monday-Wednesday, 10am-6pm, Thursday, 10am-8pm, Friday-Saturday, 10am-6pm, and Sunday, 12pm-6pm

Contact: Beck Gorman, Family Literacy Involvement Program

Phone: 713-535-7254

Fax: Not available

Email: bgorman@cmhouston.org

Website: <http://www.cmhouston.org/flip>

Local Bus Routes: 700 (METRO rail), 11, 56

Ages/Grades Served: Ages 0-8

Eligibility: Must have a valid Houston Public Library card.

Costs: Free

Onsite at Schools: Yes. • Museum offers mathematics academic enrichment at 14 area after-school sites.

Languages: Chinese, English, Spanish, Vietnamese

Direct Services: Makes family literacy kits available for families at 35 Houston area public libraries. • Literacy kits support family-centered learning in the home. • Also offers kit-based Science, Technology, Engineering, and Mathematics (STEM) activities at area after-school programs.

City of Houston – Denver Harbor Multi-Service Center

Address: 6402 Market Street, Houston, TX 77020

Area Served: Houston: Denver Harbor

Days/Hours: Monday-Thursday, 8am-9pm, Friday, 8am-8pm

Contact: Jesse Rodriguez

Phone: 832-395-0895

Fax: 832-395-0923

Email: Not available

Website: <http://www.houstontx.gov/health/MSD/denverharbormsc.html>

Local Bus Routes: 48, 66, 80

Ages/Grades Served: All ages

Eligibility: Must live in the service area.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers classes for family literacy. • Also offers classes for Adult Basic Education (ABE), computer literacy, English as a Second Language (ESL), financial literacy, and General Education Development (GED).

East Side University Village Community Learning Center

Address: 3614 Holman Street, Houston, TX 77004

Area Served: Houston: East Side

Days/Hours: Office: Monday-Thursday, 9am-9pm. • Program: Wednesday, 11am-12pm.

Contact: Manson Johnson II, Executive Director

Phone: 713-747-9255

Fax: 713-747-6101

Email: eastsideuniv@gmail.com

Website: <http://www.esuvclc.org/parents.html>

Local Bus Routes: 900 (METRO rail), 29, 54

Ages/Grades Served: Grades 9-12 and adults ages 18+

Eligibility: Must live in the service area.

Costs: Costs vary. • Registration is \$25 per class. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides classes for adult literacy and Adult Basic Education (ABE). • Also provides classes for citizenship, English as a Second Language (ESL), financial literacy, General Education Development (GED), and personal finance. • Offers classes for basic computer skills and Microsoft Office applications. • Offers classes for high school students in parenting, conflict resolution, nutrition, and college and career preparation.

Family to Family Network

Address: 13150 FM 529, Suite 106, Houston, TX 77041

Area Served: Houston

Days/Hours: Monday-Friday, 10am-4pm

Contact: Mary Jane Williams, Executive Director

Phone: 713-466-6304

Fax: 713-466-6319

Email: familytofamily@sbcglobal.net

Website: <http://www.familytofamilynetwork.org>

Local Bus Routes: Not available

Ages/Grades Served: Ages 0-17 and adults ages 18-21

Eligibility: No area restrictions.

Costs: Costs vary. • Events may cost \$50+ per person. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides support regarding Individualized Education Plans (IEPs) to families of children with disabilities. • Educates and trains about the special education process and about diagnoses of developmental disabilities. • Offers online information and referrals to community resources through Texas Project First.

Gulf Coast Community Services Association Inc.

Address: 9320 Kirby Drive, Houston, TX 77054

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8am-5pm. • Classes: Monday-Thursday, 8:30am-3pm and 5pm-9pm.

Contact: Nikoletta Battistoni, Client Services Manager

Phone: 713-393-4700

Fax: 713-343-8709

Email: General questions: info@gccsa.org. • Family literacy: battistonin@gccsa.org.

Website: <https://www.gccsa.org/adult-education-and-literacy/community-learning-center>

Local Bus Routes: 700 (METRO rail), 8

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity, proof of residence in Harris County, and proof of income.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides classes for family literacy. • Also provides classes for computer literacy, conversational Spanish, English as a Second Language (ESL), and General Education Development (GED).

House of Amos Inc.

Address: 8030 Boone Road, Houston, TX 77072

Area Served: Houston: Southwest

Days/Hours: Office: Monday-Thursday, 9am-12pm, Saturday, 9am-12pm. • Citizenship classes: Tuesday, 9am-12pm, Thursday, 9am-12pm.

Contact: Mary Kutka, Literacy Director

Phone: 832-328-0696

Fax: Not available

Email: houseofamos@houseofamos.org

Website: <http://www.houseofamos.org/new-page>

Local Bus Routes: 4, 161

Ages/Grades Served: All ages

Eligibility: Must complete a registration form. • Requires proof of identity and proof of residence. • Requires proficiency in English to register for citizenship classes.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Offers classes for Adult Basic Education (ABE), English as a Second Language (ESL), and computer skills, and provides child immunizations. • Also offers classes for citizenship and helps with citizenship application fees. • Provides intake and referrals for General Education Development (GED) classes, skills training, counseling, the Special Supplemental Nutrition Program for Women Infants and Children (WIC), the Supplemental Nutrition Assistance Program (SNAP), and financial help.

Houston Center for Literacy

Area Served: Greater Houston

Location	Address	Phone	Contact	Bus Routes
Main Office	2401 Portsmouth Street, Houston, TX 77098	713-777-7323	KaNeesha Allen, Program Coordinator	25, 27
Magnolia	7037 Capitol Street, Suite A, Houston, TX 77011	832-917-2010	Dora Alim, Teacher Aide	20, 50
San Jose	2615 Fannin Street, Houston, TX 77002	713-803-1887	Olga Rojas, Instructional Coordinator	700 (METRO rail), 54, 82, 85
Southwest	6856 Bellaire Boulevard, Houston, TX 77074	832-917-2010	Doris Larry, Lead Learning Center Manager	2, 9, 47

Days/Hours: Monday-Thursday, 8am-5pm and Friday, 8am-12pm

Fax: 713-640-8247

Email: Main Office: kaneesha.allen@houliteracy.org. • Magnolia: dora.alim@houliteracy.org. • San Jose: olga.rojas@houliteracy.org. • Southwest: doris.larry@houliteracy.org.

Website: <http://www.houliteracy.org/AllPrograms.aspx>

Ages/Grades Served: Adults ages 18+

Eligibility: Must meet age requirements.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides classes for family literacy. • Also provides classes for Adult Basic Education (ABE), computer skills, English as a Second Language (ESL), financial education, and General Education Development (GED). • Operates three adult literacy demonstration centers.

Houston Community College System

Area Served: Greater Houston

Location	Address	Days/Hours	Phone	Bus Routes
Office	3100 Main Street, BD07, BD08, BD09, Houston, TX 77002	Monday-Friday, 8:30am-4:30pm	713-718-5400	700 (METRO rail), 82
Northeast	555 Community College Drive, Houston, TX 77013	Monday-Thursday, 8am-10pm, Friday, 8am-4pm	713-718-8300	11, 97
Northline	401 Northline Mall, Houston, TX 77022	Monday-Thursday, 8am-10pm, Friday, 8am-4pm	713-718-8000	85
Town and Country	1010 West Sam Houston Parkway North, Houston, TX 77043	Monday-Thursday, 8am-10pm, Friday, 8am-4pm	713-718-5700	26, 39, 70, 72
Westgate	1550 Foxdale Drive, Houston, TX 77084	Monday-Thursday, 8am-10pm, Friday, 8am-4pm	713-718-7800	Not available

Contact: David Joost

Fax: 713-718-7617 or 713-718-5377

Email: General questions: hcc.adulteducation@hccs.edu. • Programs: david.joost@hccs.edu.

Website: <http://www.hccs.edu/adult-education/administration>

Ages/Grades Served: Adults ages 18+

Eligibility: Must be a dropout and have parental permission if age 17. • Must be under a court order if age 16.

• Requires proof of identity. • Refugee program requires proof of status as a refugee.

Costs: Free

Onsite at Schools: Yes. • Offers Adult Basic Education (ABE) at 12 HISD schools.

Languages: English, French, German, Khmer, Lao, Persian, Russian, Spanish, Thai, Vietnamese

Direct Services: Offers classes for General Education Development (GED) at 40 area locations. • Also offers classes for English as a Second Language (ESL) and Adult Basic Education (ABE). • Refugee program provides workplace literacy and help with employment status and legal needs.

La Raza United – Texas Multicultural Institute

Address: 7037 Capitol Street, Suite E221, Houston, TX 77011

Area Served: Houston: East End

Days/Hours: Office: Monday-Thursday, 8:30am-8:30pm, Friday, 8:30pm-3:30pm. • Intensive English as a Second Language (ESL) classes: Monday-Thursday, 9am-11:30am and 6pm-8:30pm. • General Education Development (GED) classes: Friday, 9am-1pm.

Contact: Luis Garcia-Alvarez, President and Chief Executive Officer

Phone: 832-537-8249 or 713-588-1451

Fax: Not available

Email: info@larazaunited.org

Website: <http://www.larazaunited.org/tmi>

Local Bus Routes: 20, 50

Ages/Grades Served: Grades 9-12 and adults ages 18+

Eligibility: Requires an application and proof of identity. • Requires taking a locator test if a course requires one. • Serves low- to moderate-income communities with a high number of Latinos and African Americans.

Costs: Costs vary. • Charges a \$30 monthly fee to access classes; the Institute may waive the fee for persons who cannot afford it. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers adult literacy through classes for intensive English as a Second Language (ESL) and General Education Development (GED). • Also offers classes for citizenship, handicrafts, and job skills.

Literacy Advance of Houston Inc.

Area Served: Houston

Location	Address	Phone	Fax	Days/Hours	Bus Routes
Main Campus	2424 Wilcrest Drive, Suite 120, Houston, TX 77042	713-266-8777	713-266-8889	Monday-Thursday, 8am-8pm, Friday, 8am-12pm, Saturday, 8am-3pm	161
Bay Area Campus	1300 A Bay Area Boulevard, Houston, TX 77058	281-282-6032	281-282-6013	Monday-Thursday, 9am-8:30pm	249

Contact: Kathryn Bauchelle, Program Director

Email: General questions: info@literacyadvance.org • Enrollment: students@literacyadvance.org

Website: <http://www.literacyadvance.org>

Ages/Grades Served: Grades PK-12 and adults ages 18+

Eligibility: Must meet age requirements. • Requires proof of residence. • Requires that a person is not on probation for a violent crime. • Requires an appointment for registration and requires a two-hour registration.

Costs: Free

Onsite at Schools: Yes. • Provides family literacy services at three HISD campuses. • Has volunteers available to speak about literacy development at schools and for parent groups.

Languages: English, Spanish

Direct Services: Offers Family Literacy Nights at schools. • Provides 30- to 60-minute hands-on presentations for parents about the importance of literacy development for children. • Offers tips for incorporating reading and literacy into activities in the home. • Helps adults learn how to read and write (basic literacy skills) through Adult Basic Education (ABE) classes.

Memorial Assistance Ministries

Address: 1625 Blalock Road, Houston, TX 77080

Area Served: Houston ZIP Codes: 77008, 77009, 77018, 77022, 77024, 77037, 77039, 77040, 77041, 77043, 77055, 77076, 77079, 77080, 77088, 77091, and 77092.

Days/Hours: Office: Monday-Friday, 9am-4pm. • English as a Second Language (ESL) classes: Monday-Friday, 9am-9pm.

Contact: Pete Zagone, English as a Second Language (ESL) and Citizenship Program Manager

Phone: General questions: 713-468-4516. • Programs: 713-574-7538.

Fax: 713-468-4702

Email: pzagone@maministries.org

Website: <http://www.maministries.org/english>

Local Bus Routes: 26

Ages/Grades Served: All ages

Eligibility: Requires proof of identity and proof of residence. • Call to ask about specific hours for programs.

Costs: Costs vary. • Charges a fee of \$30 per course. • Cost covers books, materials, and exam fees. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers six levels of English as a Second Language (ESL) classes. • Offers classes for citizenship, computer literacy, and General Education Development (GED). • Also offers job search and employment assistance. • Offers temporary support for families to meet basic needs: urgent health care, food, clothing, transportation, and shelter.

Neuhaus Education Center

Address: 4433 Bissonnet Street, Bellaire, TX 77401

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 8am-5pm. • Adult Literacy classes: Monday-Thursday, 6pm-8pm.

Contact: Suz Hall, Family Support Coordinator/Adult Literacy Instructor

Phone: 713-664-7676

Fax: 713-664-4744

Email: shall@neuhaus.org

Website: <https://community.neuhaus.org/adult-education/tuition-and-fees>

Local Bus Routes: 65

Ages/Grades Served: Grades PK-12 and adults ages 18+

Eligibility: No area restrictions. • Requires registration, interviews, and screening for adult literacy classes.

Costs: Costs vary. • Adult literacy classes are \$200 per semester. • Initial adult literacy screening is \$25. •

Call to ask about specific costs.

Onsite at Schools: Yes. • Provides support for HISD reading initiatives at all school levels.

Languages: English, Spanish

Direct Services: Offers 15-week, 30-hour adult literacy classes that meet twice weekly. • Also offers seminars to provide parents and educators with information and strategies for building the literacy skills of children, to foster understanding of learning difficulties, and to promote academic success.

Northwest Assistance Ministries

Address: 15555 Kuykendahl Road, Houston, TX 77090

Area Served: Harris County. • Some services restricted by ZIP code to: 77014, 77032, 77038, 77050, 77060, 77066, 77067, 77068, 77069, 77070, 77073, 77086, 77090, 77373, 77379, 77386, 77388, and 77389.

Days/Hours: Monday, 9am-4pm, Tuesday, 9am-8:30pm, Wednesday-Friday, 9am-4pm

Contact: Becky Landes, Vice President of Program Services

Phone: General questions: 281-885-4555. • Learning center: 281-885-4616.

Fax: 281-583-5616

Email: vlandes@namonline.org

Website: <http://namonline.org/get-help/learning-center>

Local Bus Routes: 86

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of residence. • Must live in the service area. • Classes are open to all Houston residents. • Requires registration for courses.

Costs: Free

Onsite at Schools: Yes. • Speakers present about violence prevention at schools.

Languages: English, Spanish

Direct Services: Provides literacy classes with a focus on reading and writing. • Offers classes for adult literacy, computer literacy, financial education, and General Education Development (GED). • Also offers job search and citizenship/naturalization seminars and a health clinic. • Helps with basic needs (clothing, shelter, energy bills, and transportation).

Open Door Mission

Address: 5803 Harrisburg Boulevard, Houston, TX 77011

Area Served: Houston

Days/Hours: Monday-Friday, 7am-10pm, and Saturday, 9am-1pm

Contact: Morgan Chew, Education Manager

Phone: 713-921-7520 Ext. 221

Fax: 713-921-4206

Email: General questions: info@opendoorhouston.org. • Programs: mchew@opendoorhouston.org.

Website: <http://www.opendoorhouston.org/programs/education-center>

Local Bus Routes: 800 (METRO rail), 20, 50

Ages/Grades Served: Adults ages 18+

Eligibility: Mission serves men only. • Must be at least 18 years old and must have at least a fifth-grade reading level. • Requires taking a written test for reading, language, and mathematics. • Must bring proof of identity to the admission test. • Requires proof of identity.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers online classes for adult literacy. • Also offers basic computer skills classes to the men in its programs to help prepare them for the competitive job market.

Reach Out and Read Texas

Address: 7000 Fannin Street, Suite 1920, Houston, TX 77030

Area Served: Texas

Days/Hours: Office: No fixed hours. • Online Resources: Monday-Sunday, 24 hours/day.

Contact: Jocelyn McConnell, Director

Phone: General questions: 713-500-3849. • Programs: 713-500-3883.

Fax: 713-500-3820

Email: jocelyn.m.mcconnell@uth.tmc.edu

Website: <http://www.reachoutandreadtexas.org>

Local Bus Routes: 700 (METRO rail), 27, 56

Ages/Grades Served: Ages 6-60 months

Eligibility: Requires a well-child examination. • Online resources are available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Based at the Children's Learning Institute and operates at 45 clinics in Houston. • Provides a searchable database of locations of family literacy programs. • Promotes early literacy development through visits with family pediatricians. • Encourages parents to read aloud to their young children. • Offers online access to reading tips, book lists, developmental milestones charts, and other family literacy materials.

Rehoboth Foundation Houston Chapter

Address: 8323 Southwest Freeway, Suite 270, Houston, TX 77074

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8am-5pm

Contact: Abi Oluwe

Phone: 713-484-5850 or 713-296-9491

Fax: 713-270-4110

Email: rehobothf@yahoo.com

Website: <http://www.rehobothfoundation.org/projects/programs.asp>

Local Bus Routes: 46

Ages/Grades Served: All ages

Eligibility: No area restrictions. • Focuses on African-American communities.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Offers literacy programs. • Provides financial aid, transportation, job search assistance, employment preparation, education, and development programs. • Provides emergency help (food, clothing, and household items).

Texas Center for the Advancement of Literacy and Learning

Address: 425 Ross Street, Milner Hall 3rd Floor, College Station, TX 77843

Area Served: Texas

Days/Hours: Monday-Friday, 8am-5pm

Contact: Harriet Vardiman Smith, Managing and Communications Director

Phone: General questions: 979-845-6615. • Program: 979-845-6519.

Fax: 979-845-0952

Email: General questions: tcall@tamu.edu. • Program: hsmith@tamu.edu.

Website: <http://www-tcall.tamu.edu>

Local Bus Routes: Not available

Ages/Grades Served: Adults ages 18+

Eligibility: Family literacy resources are available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Operates as a state literacy resource center based at Texas A&M University. • Provides access to knowledge and services related to adult and family literacy. • Maintains a searchable online directory of family literacy service providers.

Yancy Life Transition Center

Address: 2600 South Loop West, Suite 475A, Houston, TX 77054

Area Served: Houston

Days/Hours: Monday-Friday, 8am-6pm

Contact: Trevor Taylor, Executive Director

Phone: 281-815-4768

Fax: 281-815-4768

Email: trevor@yltc.org

Website: <http://www.yltc.org/services.html>

Local Bus Routes: 14, 84

Ages/Grades Served: Grades 1-12

Eligibility: Must be parents or adult caregivers of students who attend an academic enrichment program.

Costs: Costs vary. • Call to ask about specific costs.

Onsite at Schools: Yes. • Offers to present literacy workshops at school campuses.

Languages: English, Spanish

Direct Services: Provides literacy workshops to families of children participating in its academic enrichment programs. • Also provides in-school and after-school tutorials in core subject areas.

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