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# 2019 COMMUNITY RESOURCE GUIDE

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COMPUTER LITERACY

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Dr. Grenita Lathan  
Interim Superintendent of Schools

# Houston Independent School District Board of Education

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## **Family and Community Engagement Department**

4400 West 18<sup>th</sup> Street, Houston, Texas 77092

[www.HoustonISD.org/face](http://www.HoustonISD.org/face)

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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](mailto: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!

## COMPUTER LITERACY

### Computer Literacy:

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29. SHAPE Community Center
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31. The Association for the Advancement of Mexican Americans
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33. VN Teamwork

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	281-669-7633	Adults ages 18+	Costs vary	Yes	English, Spanish
2	713-776-4700 Ext. 167	Ages 10-17	Free	No	Arabic, Chinese, English, Spanish, others
3	713-812-0033 Ext. 228 713-686-4400	Adults ages 18+	Free	No	English, Spanish
4	713-667-9400 713-273-3701 713-640-7100 713-380-2260 713-315-6400	All ages	Costs vary	No	English, Spanish
5	281-530-6888	All ages	Free	No	English, Vietnamese
6	713-754-7000	Adults ages 18+	Costs vary	No	American Sign Language, English, Spanish
7	713-961-3993 713-626-8320	Adults ages 18+	Costs vary	No	English, Spanish

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
8	832-393-4145 832-393-3800 713-777-7323 832-395-9900 832-393-4060 832-393-5950	All ages	Costs vary	No	English, Spanish
9	713-923-2316 713-923-0612	Adults ages 18+	Free	No	English, Spanish
10	713-747-9255	Adults ages 18+	Free	No	English, Spanish
11	713-674-0175	Adults ages 18+	Costs vary	No	English
12	832-431-4471 713-699-6305 832-900-7454 713-590-3123 713-699-6352	Ages 16-17 and Adults ages 18+	Free	No	English
13	713-692-6216	Adults ages 18+	Free	No	English
14	713-733-3717 281-445-1617 281-260-6772 713-678-7385	All ages	Free	No	Arabic, Chinese, English, Spanish, others
15	713-393-8700 281-220-6012	Adults ages 18+	Free	Yes	English, Spanish
16	832-393-1313	Adults ages 18+	Free	No	Arabic, English, Spanish, Vietnamese
17	832-393-1313	All ages	Free	No	Arabic, Chinese, English, Spanish, others
18	713-774-2522	Adults ages 18+	Free	No	English, French
19	713-236-0620	Grades 6-12 and Adults ages 18+	Free	Yes	English, Spanish
20	713-266-8777 281-282-6032	Adults ages 18+	Free	No	English, German, Russian, Spanish
21	713-468-4516 713-574-7534	All ages	Free	No	English, Spanish
22	713-988-6699	Adults ages 21+	Costs vary	Yes	English, Spanish
23	713-454-6464	All ages	Free	No	English, Spanish
24	281-885-4555 281-885-4616	Adults ages 18+	Costs vary	Yes	English, Spanish
25	713-921-7520 Ext. 203 832-962-4247	Adults ages 18+	Free	No	English, Spanish
26	832-668-1877	Adults ages 18+	Free	No	English, Spanish
27	713-686-1577	Adults ages 18+	Costs vary	Yes	English, Spanish
28	713-773-6000 Ext. 147	Ages 14-17 and Adults ages 18-24	Free	No	English, Spanish
29	713-521-0629 713-521-0641	Ages 5-15	Free	No	English
30	713-454-6400	All ages	Free	No	English, Spanish
31	713-869-1205	Adults ages 18+	\$50	No	English, Spanish
32	713-527-9561 713-284-8445	Adults ages 18+	Costs vary	No	English
33	281-495-8936	Adults ages 18+	Costs vary	No	English, Vietnamese

**ALAR Institute Inc.**

**Address:** 6420 Richmond Avenue, Houston, TX 77057

**Area Served:** Greater Houston

**Days/Hours:** Monday-Friday, 8am-10pm

**Contact:** Patricia Donatti, Executive Director

**Phone:** 281-669-7633

**Fax:** 281-558-7402

**Email:** [pdonatti@alarnet.org](mailto:pdonatti@alarnet.org)

**Website:** <http://www.alarnet.org/computer.html>

**Local Bus Routes:** 25, 47

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** No area restrictions.

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

**Onsite at Schools:** Yes. • Offers adult education programs at 51 HISD campuses.

**Languages:** English, Spanish

**Direct Services:** Offers 60 hours of basic, intermediate, and advanced classes for computer literacy: Windows, Microsoft Office applications, Internet usage, email, and webpage design. • Also offers classes for Adult Basic Education (ABE), citizenship, English as a Second Language (ESL), General Education Development (GED), parent education, and Spanish as a Second Language (SSL).

### Alliance for Multicultural Community Services

**Address:** 6440 Hillcroft Street, Houston, TX 77081

**Area Served:** Harris County

**Days/Hours:** Monday-Friday, 8:30am-5pm

**Contact:** Sandra Buchholz, Community Programs Director

**Phone:** 713-776-4700 Ext. 167

**Fax:** 713-776-4730

**Email:** General questions: [info@allianceontheweb.org](mailto:info@allianceontheweb.org). • Programs: [sbuchholz@allianceontheweb.org](mailto:sbuchholz@allianceontheweb.org).

**Website:** <http://allianceontheweb.org/kyp>

**Local Bus Routes:** 9, 47

**Ages/Grades Served:** Ages 10-17

**Eligibility:** Focuses on refugees and students from low-income households. • Requires proof of enrollment in school, proof of age, and proof of income.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** Amharic, Arabic, Armenian, Ashanti, Assamese, Azerbaijani, Bengali, Burmese, Bosnian, Bulgarian, Chinese, Creole, Croatian, Dari, Dinka, English, Farsi, Fon, French, Fukinese, German, Goun, Gujarati, Hebrew, Hindi, Igbo, Indonesian, Italian, Izon Yoruba, Japanese, Kannada, Khmer, Kinyarwanda, Kirundi, Korean, Kurdish, Lao, Lingala, Malayalam, Marathi, Mina, Nepali, Nyanja, Pashto, Pidgin, Portuguese, Punjabi, Russian, Serbo-Croatian, Sindhi, Somali, Spanish, Swahili, Tagalog, Tamil, Telugu, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Yiddish

**Direct Services:** Provides a computer lab in its Kijana Youth Program. • Also provides after-school and summer programs for at-risk youth. • College-student mentors provide homework and tutorial help. • Offers cultural opportunities, financial literacy classes, life skills education, and recreational activities. • Also involves youth in creating their own community newsletter and participating in and leading community service projects to respond to issues facing their neighborhoods.

### AVANCE Houston Inc.

**Area Served:** Houston

Location	Address	Phone	Days/Hours	Bus Routes
AVANCE Dacoma II	4281 Dacoma Street, Houston, TX 77092	713-812-0033 Ext. 228	Monday-Friday, 8am-5pm	89
Mangum Education Center	4503 Mangum Road, Houston, TX 77092	713-686-4400	Monday-Friday, 8am-5pm	23

**Contact:** Dora Hinojosa, Adult Education Program Manager

**Fax:** 713-812-9829

**Email:** [dhinojosa@avancehouston.org](mailto:dhinojosa@avancehouston.org)

**Website:** <http://www.avancehouston.org/computer-literacy>

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Must be an adult client who has a child in an AVANCE program. • Requires proof of identity and proof of residence.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers semester-long computer literacy classes that focus on the basic understanding of computer hardware and software. • Classes cover skills in email, file management, Internet searches, PowerPoint, social media, and word processing.

### BakerRipley

**Area Served:** Houston

Location	Address	Phone	Days/Hours	Bus Routes
Office	4500 Bissonnet Street, Suite 200, Bellaire, TX 77401	713-667-9400	Monday-Friday, 9am-5pm	33, 65
Baker-Ripley Neighborhood Center	6500 Rookin Street, Houston, TX 77074	713-273-3701	Monday-Friday, 8am-9pm, Saturday, 10am-4pm	9, 47, 402
Harbach-Ripley Neighborhood Center	6225 Northdale Street, Houston, TX 77087	713-640-7100	Monday 9am-7pm, Tuesday, 9am-6pm, Wednesday, 9am-7pm, Thursday-Friday, 9am-6pm	50, 73
Leonel Castillo Community Center	2101 South Street, Houston, TX 77009	713-380-2260	Monday-Friday, 9am-8pm, Saturday, 9am-2pm	700 (METRO rail), 44, 66
Ripley House Neighborhood Center	4410 Navigation Boulevard, Houston, TX 77011	713-315-6400	Monday-Friday, 8am-8pm, Saturday, 8am-2pm	20, 29, 80

**Contact:** Claudia Aguirre-Vasquez, Senior Vice President and Chief Program Officer

**Fax:** 713-669-5236

**Email:** [president@bakerripley.org](mailto:president@bakerripley.org)

**Website:** <http://www.bakerripley.org>

**Ages/Grades Served:** All ages

**Eligibility:** Requirements vary by program. • Call to ask about specific requirements.

**Costs:** Costs vary. • Centers charge nominal fees for classes and programs; a membership fee of \$100 provides access. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers computer literacy classes. • Offers classes for Adult Basic Education (ABE), English as a Second Language (ESL), and General Education Development (GED). • Also offers Head Start, youth clubs, after-school programs, summer day programs, immigration and citizenship services, nutrition education, and community gardens.

### Boat People SOS

**Address:** 11360 Bellaire Boulevard, Suite 910, Houston, TX 77072

**Area Served:** Greater Houston

**Days/Hours:** Monday-Friday, 9am-5pm

**Contact:** Janette Diep, Executive Director

**Phone:** 281-530-6888

**Fax:** 281-530-6838

**Email:** Not available

**Website:** <http://www.bpsos.org/bpsos-houston>

**Local Bus Routes:** 2

**Ages/Grades Served:** All ages

**Eligibility:** Focuses on immigrant and refugee families. • No area restrictions.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Vietnamese

**Direct Services:** Offers computer literacy classes as part of its youth development program and its workforce development program.

### Career and Recovery Resources Inc.

**Address:** 2525 San Jacinto Street, Houston, TX 77002

**Area Served:** Houston

**Days/Hours:** Office: Monday-Friday, 8:30am-4:30pm. • Classes: Monday, 3pm-5pm, Tuesday, 1pm-3pm and 3pm-5pm, Wednesday, 3pm-5pm, Thursday, 6pm-8pm, Friday, 10am-12pm and 2pm-4pm.

**Contact:** Vernus Swisher, Chief Executive Officer

**Phone:** 713-754-7000

**Fax:** 713-754-7072

**Email:** Not available

**Website:** <http://www.careerandrecovery.org/new-page-97-1-1>

**Local Bus Routes:** 700 (METRO rail), 44, 54, 85

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Must meet age requirements. • Resources are available for use by the general public. • Call to ask about specific services or programs.

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

**Onsite at Schools:** No

**Languages:** American Sign Language, English, Spanish

**Direct Services:** Offers public-access computers and computer literacy classes for Microsoft Office applications, email, and Internet usage. • Supports acquiring or enhancing computer skills; creating resumes, cover letters, and other job-related documents; and gaining access to online employment information.

### Christian Community Service Center Inc.

**Address:** 3224 Mercer Street, Houston, TX 77027

**Area Served:** Greater Houston

**Days/Hours:** Office: Monday-Friday, 8:30am-4:30pm. • Client Orientation: Monday and Wednesday, 9:45am-11am. • Resource Center: Monday-Wednesday, 9am-3pm, Thursday, 9am-5pm, Friday, 9am-1pm.

**Contact:** Mickey Hammond, JobNet Manager

**Phone:** General questions: 713-961-3993. • JobNet: 713-626-8320.

**Fax:** 713-961-1548

**Email:** General questions: [ccsc@ccschouston.org](mailto:ccsc@ccschouston.org). • Program: [jobnet@ccschouston.org](mailto:jobnet@ccschouston.org).

**Website:** <https://www.ccschouston.org/jobnet>

**Local Bus Routes:** 25, 82, 84

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** No area restrictions. • Must be unemployed, underemployed, or seeking to change careers.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers training in computer literacy through instructor-led workplace computing courses including computer basics and Microsoft Office applications, and self-paced computer training and keyboarding. • Also offers training in business etiquette, interview and communication skills, job searches, resume writing, and self-management.



## City of Houston – Multi-Service Centers

**Area Served:** Houston

Location	Address	Phone	Computer Literacy Days/Hours	Bus Routes
Acres Homes	6719 West Montgomery Road, Houston, TX 77091	832-393-4145	Monday-Friday, 8am-5pm	30, 44
Denver Harbor	6402 Market Street, Houston, TX 77020	832-395-0895	Tuesday, 1:30pm-3pm, Thursday, 1:30pm-3pm	11, 48, 80
Fifth Ward	4014 Market Street, Houston, TX 77020	832-393-3800	Monday-Friday, 9am-4pm	11, 29, 48
Hiram Clarke	3810 West Fuqua Street, Houston, TX 77045	832-393-4200	Monday, 1:30pm-3:30pm	14
Magnolia	7037 Capitol Street, Houston, TX 77011	713-777-7323	Monday-Thursday, 9am-12pm and 1pm-5pm	20, 50
Southwest	6400 High Star Drive, Houston, TX 77074	832-395-9900	Monday-Thursday, 12am-2pm	9, 47
Sunnyside	9314 Cullen Boulevard, Houston, TX 77051	832-395-0069	Monday-Wednesday, 9:30am-1pm	29, 87
Third Ward	3611 Ennis Street, Houston, TX 77004	832-393-4060	Monday-Friday, 8am-5pm	9, 54
West End	170 Heights Boulevard, Houston, TX 77007	832-393-5950	Monday-Friday, 8am-5pm	40, 66, 71, 85

**Contact:** Acres Homes: Lakeisha West. • Denver Harbor: Jesse Rodriguez. • Fifth Ward: Lynelle Jones. • Hiram Clark: Corey Garrett. • Magnolia: Miguel Leijia, Jr. • Southwest: Sandra Rodriguez. • Sunnyside: Adriane Hatchett. • Third Ward: Rosalind Augustine. • West End: Sopheak Pen.

**Fax:** Acres Homes: Not available. • Denver Harbor: 832-395-0923. • Fifth Ward: 832-395-3805. • Hiram Clark: 832-393-4265. • Magnolia: 832-395-3437. • Southwest: 832-395-9951. • Sunnyside: Not available. • Third Ward: Not available. • West End: 832-393-5977.

**Email:** [webadmin@houstontx.gov](mailto:webadmin@houstontx.gov)

**Website:** <http://www.houstontx.gov/health/MSC>

**Ages/Grades Served:** All ages

**Eligibility:** Access to services may require proof of identity, proof of residence, and proof of income. • Call to ask about a specific multi-service center about a specific program for computer literacy or a specific program for public access to computers.

**Costs:** Costs vary. • Some services are no cost; others are low cost. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Services vary by location. • Centers may offer computers available for public use, laptop checkout for short-term personal use, computer literacy classes for acquiring basic computer and Internet usage skills, use of an open access computer lab, or use of computers and printers in a resource center.

## Community Family Centers

**Area Served:** Houston

Location	Address	Phone	Days/Hours	Bus Routes
Southeast	7524 Avenue E, Houston, TX 77012	713-923-2316	Monday-Thursday, 8am-9pm, Friday, 8:30am-4:30pm	20, 76
Southwest	6260 West Park Drive, Suite 110, Houston, TX 77057	713-923-0612	Monday-Friday, 8:30am-4:30pm	25, 47, 153

**Contact:** Sureya Garcia, Adult Education Coordinator

**Fax:** 713-923-4243

**Email:** General questions: [info@communityfamilycenters.org](mailto:info@communityfamilycenters.org). • Program: [sgarcia@communityfamilycenters.org](mailto:sgarcia@communityfamilycenters.org).

**Website:** <http://www.communityfamilycenters.org/education.php>

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Must meet age requirements.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers computer courses as part of Adult Basic Education (ABE). • Courses cover basic computer, Microsoft Office applications, Internet, and typing skills.

### East Side University Village Community Learning Center

**Address:** 3614 Holman Street, Houston, TX 77004

**Area Served:** Houston: Third Ward

**Days/Hours:** Office: Monday-Thursday, 9am-9pm. • Program: Monday, 12:30pm-3:30pm and 6pm-9pm, Wednesday, 12:30pm-3:30pm and 6pm-9pm.

**Contact:** Bracy Johnson, Learning Center Manager

**Phone:** 713-747-9255

**Fax:** 713-747-6101

**Email:** [eastsideuniv@gmail.com](mailto:eastsideuniv@gmail.com)

**Website:** <http://www.esuvclc.org/class-schedule.html>

**Local Bus Routes:** 9, 29, 54

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Must register and apply for financial aid.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers classes for basic computer skills and after-school computer tutorials for youth. • Also offers English as a Second Language (ESL), General Education Development (GED), Spanish as a Second Language (SSL), as well as job training, technical skills training, life skills, and workplace readiness.

### Fifth Ward Community Redevelopment Corporation

**Address:** 4300 Lyons Avenue, Suite 300, Houston, TX 77020

**Area Served:** Houston: Fifth Ward

**Days/Hours:** Monday-Thursday, 9am-5pm and Friday, 9am-3pm

**Contact:** Rosalind Walton, Chief Program Officer

**Phone:** 713-674-0175

**Fax:** 713-674-0176

**Email:** [rmwalton@fifthwardcrc.org](mailto:rmwalton@fifthwardcrc.org)

**Website:** <http://www.fifthwardcrc.org/jobtraining.asp>

**Local Bus Routes:** 11, 29, 48

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Must meet age requirements.

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

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Provides a six-week to eight-week curriculum for its workforce development and life skill programs. • Curriculum includes an introduction to computers and training in Microsoft Office applications.

## Goodwill Industries – Job Connection Service Center

**Area Served:** Houston

Location	Address	Phone	Days/Hours	Bus Routes
Corporate	1140 West Loop North, Houston, TX 77055	832-431-4471	Monday-Friday, 8am-4:30pm	33, 85
Heights	215 West 20th Street, Houston, TX 77008	713-699-6305	Monday-Friday, 8am-4:30pm	26
Meyerland	9606 Hillcroft Street, Houston, TX 77096	832-900-7454	Monday-Friday, 8am-4:30pm	47
River Oaks	2520 Brun Street, Houston, TX 77019	713-590-3123	Monday-Friday, 8am-4:30pm	27, 82
San Jacinto	3121 San Jacinto Street, Houston, TX 77004	713-699-6352	Monday-Friday, 8am-4:30pm	700 (METRO rail), 82, 261

**Contact:** Alma Duldulao-Ybarra, Director of Workforce Development

**Fax:** 713-692-0923

**Email:** Not available

**Website:** <http://www.goodwillhouston.org/services/job-connection-services>

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

**Eligibility:** Must be an adjudicated youth or young adult. • Requires that a person attend an orientation before being placed in a program.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Offers use of a computer lab and phones for job search, workplace success skills training, personal financial skills, and coaching. • Offers resume preparation and interview skills, job search assistance, and networking and job placement services. • Makes referrals to housing, clothing, and childcare services.

## Harris County Department of Education

**Address:** 6300 Irvington Boulevard, Houston, TX 77022

**Area Served:** Harris County

**Days/Hours:** Monday-Friday, 8am-4pm

**Contact:** Eduardo Honold, Director

**Phone:** 713-692-6216

**Fax:** Not available

**Email:** General questions: [adult-education@hcde-texas.org](mailto:adult-education@hcde-texas.org). • Programs: [ehonold@hcde-texas.org](mailto:ehonold@hcde-texas.org).

**Website:** <http://www.hcde-texas.org/who-we-are/divisions-and-leadership/adult-education>

**Local Bus Routes:** 700 (METRO rail), 79

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Must register in person. • Requires photographic identification (photo ID) for registration. • Requires registration on a first come, first served basis.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides classes for computer skills. • Also offers classes for adult literacy, English as a Second Language (ESL), and General Education Development (GED).

## Harris County Precinct 1

**Area Served:** Harris County (Precinct 1)

Location	Address	Days/Hours	Phone	Bus Routes
Finnigan Park Community Center	4900 Providence Street, Houston, TX 77020	Monday-Thursday, 8am-7pm, Friday, 8am-6pm	713-678-7385	29, 30, 48, 80
Hardy Community Center	11901 West Hardy Road, Houston, TX 77076	Monday-Friday, 8am-4:30pm	281-260-6772	56, 79
Lincoln Park Community Center	979 Greshaw Street, Houston, TX 77088	Monday-Thursday, 8am-7pm, Friday, 8am-6pm	281-445-1617	27, 30, 64
Tom Bass Community Center	15108 Cullen Boulevard, Houston, TX 77047	Monday-Friday, 8am-4pm	713-733-3717	Not available

**Contact:** Finnigan: Jonathan Rivers, Director. • Hardy: Not available. • Lincoln Park: Brian Purnell, Director. • Tom Bass: Delsie Stoute, Director.

**Fax:** Finnigan: 713-687-2884. • Hardy: Not available. • Lincoln Park: Not available. • Tom Bass: 713-731-1102.

**Email:** Finnigan: [Jonathan.Rivers@cp1.hctx.net](mailto:Jonathan.Rivers@cp1.hctx.net). • Hardy: Not available. • Lincoln Park: [Brian.Purnell@cp1.hctx.net](mailto:Brian.Purnell@cp1.hctx.net). • Tom Bass: [Delsie.Stoute@cp1.hctx.net](mailto:Delsie.Stoute@cp1.hctx.net).

**Website:** <http://hcp1.net/Programs/Community-Centers>

**Ages/Grades Served:** All ages

**Eligibility:** Must live in Harris County Precinct 1.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** Afrikaans, Arabic, Armenian, Basque, Belarusian, Bengali, Catalan, Chinese, Croatian, Czech, Danish, Dutch, English, Estonian, Filipino, Finnish, French, Galician, German, Greek, Gujarati, Hausa, Hindi, Hmong, Hungarian, Irish, Italian, Japanese, Javanese, Kannada, Kazakh, Khmer, Korean, Lao, Malagasy, Malay, Malayalam, Maltese, Maori, Marathi, Nepali, Polish, Portuguese, Punjabi, Russian, Serbian, Sesotho, Sinhala, Slovak, Slovenian, Somali, Spanish, Swahili, Swedish, Tajik, Tamil, Telugu, Thai, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Yoruba, Zulu

**Direct Services:** Supports computer literacy classes and computer classrooms.

## Houston Area Urban League Inc.

**Area Served:** Greater Houston

Location	Address	Phone	Fax	Bus Routes
Downtown	1301 Texas Avenue, Houston, TX 77002	713-393-8700	713-393-8790	700 (METRO rail), 900 (METRO rail), 20, 82
Palm Center Education and Workforce Training	5320 Griggs Road, Houston, TX 77021	281-220-6012	713-393-8790	900 (METRO rail)

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

**Contact:** John Robinson, Family Support Manager

**Email:** [jrobinson@haul.org](mailto:jrobinson@haul.org)

**Website:** <http://www.haul.org/programs/wt>

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Requires registration for courses.

**Costs:** Free

**Onsite at Schools:** Yes. • Youth leadership programs are available to area secondary schools.

**Languages:** English, Spanish

**Direct Services:** Computer literacy courses include an introduction to microcomputers (IC3 Standard) and Microsoft Office applications (Word, Excel, PowerPoint, Access). • Also offers training in preparation for Microsoft Office Specialist (MOS) certification and introductions to the Internet and to email.

## Houston Public Library

**Address:** 500 McKinney Street, Houston, TX 77002

**Area Served:** Houston

**Days/Hours:** Central Library: Monday-Thursday, 10am-8pm, Friday-Saturday, 10am-5pm, Sunday, 1pm-5pm.

**Contact:** Blanca Quezada, Senior Communication Specialist

**Phone:** 832-393-1313

**Fax:** Not available

**Email:** [contacthpl@houstontx.gov](mailto:contacthpl@houstontx.gov)

**Website:** <http://houstonlibrary.org/learn-explore/computer-classes>

**Local Bus Routes:** 40, 85, 160

**Ages/Grades Served:** All ages

**Eligibility:** Library system is open to all residents of Texas. • Many services require a library card. • Hours vary by library location.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** Arabic, English, Spanish, Vietnamese

**Direct Services:** Provides computer literacy classes for basic computer skills, basic email, basic Internet, Microsoft Office applications (Word, Excel, PowerPoint), computer security, search engines, digital photography, and multimedia skills. • Provides weekly computer help sessions. • Provides computer clubs for persons ages 50+.

## Houston Wireless Empowered Community Access Network

**Address:** 500 McKinney Street, Houston, TX 77002

**Area Served:** Houston

**Days/Hours:** Monday-Sunday, 24 hours/day

**Contact:** Blanca Quezada, Senior Communication Specialist

**Phone:** 832-393-1313

**Fax:** Not available

**Email:** General questions: [contacthpl@houstontx.gov](mailto:contacthpl@houstontx.gov). • Programs: [digitalinclusion@houstontx.gov](mailto:digitalinclusion@houstontx.gov).

**Website:** <http://houstonlibrary.org/learn-explore/computer-classes/digital-literacy>

**Local Bus Routes:** 40, 85, 160

**Ages/Grades Served:** All ages

**Eligibility:** Library system is open to all residents of Texas. • Library branch hours vary by location. • Many services require a library card. • Training modules require the ability to read a newspaper.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** Arabic, Bengali, Chinese, English, Farsi, French, German, Gujarati, Hindi, Italian, Japanese, Korean, Marathi, Portuguese, Russian, Spanish, Tamil, Telugu, Turkish, Urdu, Vietnamese

**Direct Services:** Provides high-need neighborhoods with affordable Internet access, local content, and opportunities to receive training and equipment at community locations. • Offers training modules on computer basics, Internet basics, Microsoft Office (Word, Excel, Access, PowerPoint), computer security, digital audio, digital video, and digital photography.

## International Emergency and Development Aid Relief Houston

**Address:** 10101 Fondren Road, Suite 570, Houston, TX 77096

**Area Served:** Greater Houston

**Days/Hours:** Office: Monday-Friday, 9am-6pm. • Computer Literacy classes: Tuesday, 10am-11:20am.

**Contact:** Timothy Mukule

**Phone:** 713-774-2522

**Fax:** Not available

**Email:** [timothym@iedareief.org](mailto:timothym@iedareief.org)

**Website:** <http://iedareief.org/where-we-work/us-houston>

**Local Bus Routes:** 10, 63, 68

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Must be a refugee, a new immigrant, an asylum seeker, or a person living in poverty.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, French

**Direct Services:** Offers computer literacy classes for basic skills and Microsoft Office applications. • Also offers classes for citizenship, driver education, and English as a Second Language (ESL).

### LULAC National Education Service Centers Inc. – Houston LNESC

**Address:** 3522 Polk Street, Suite 104, Houston, TX 77003

**Area Served:** Houston

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

**Contact:** Rose Ann Blanco, Field Director

**Phone:** 713-236-0620

**Fax:** 713-236-0670

**Email:** [rblanco@lnesc.org](mailto:rblanco@lnesc.org)

**Website:** <https://www.lnesc.org/houston-tx>

**Local Bus Routes:** 29, 40

**Ages/Grades Served:** Grades 6-12 and adults ages 18+

**Eligibility:** Requires proof of citizenship or permanent residency. • Helps Deferred Action for Childhood Arrivals (DACA) students and helps undocumented students.

**Costs:** Free

**Onsite at Schools:** Yes. • Operates programs at five HISD middle schools and at two HISD high schools.

**Languages:** English, Spanish

**Direct Services:** Provides free broadband access and computer-related training to students, parents, and low-income individuals. • Also provides information about college readiness and higher education.

### 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, and Saturday, 9am-3pm	82, 161
Bay Area Campus	1300A Bay Area Boulevard, Houston, TX 77058	281-282-6032	281-282-6013	Monday-Thursday, 9am-7pm	246, 249

**Contact:** Kathryn Bauchelle, Program Director

**Email:** General questions: [info@literacyadvance.org](mailto:info@literacyadvance.org). • Enrollment: [students@literacyadvance.org](mailto:students@literacyadvance.org).

**Website:** [http://www.literacyadvance.org/Take\\_Classes/Special\\_Classes/Computer\\_Classes](http://www.literacyadvance.org/Take_Classes/Special_Classes/Computer_Classes)

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Special classes are open to all students who have completed student orientation. • Requires registration for classes and requires an appointment to register.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, German, Russian, Spanish

**Direct Services:** Offers computer classes as a special class option.

## 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. • Computer Lab: Monday-Friday, 8:30am-6pm.

**Contact:** Georgia Kimmel, Director of Client Programs

**Phone:** General questions: 713-468-4516. • Programs: 713-574-7534.

**Fax:** 713-468-4702

**Email:** [gkimmel@maministries.org](mailto:gkimmel@maministries.org)

**Website:** <http://mamjobsnetwork.org/basic-computer-literacy>

**Local Bus Routes:** 26

**Ages/Grades Served:** All ages

**Eligibility:** Requires proof of identity and proof of residence.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Trains clients in computer basics, keyboarding, email, Internet usage, and Microsoft Office applications as well as online job applications and using computers to create a resume. • Offers temporary support for families to meet basic needs: urgent health care, food, clothing, transportation, and shelter. • Offers classes for citizenship, English as a Second Language (ESL), and General Education Development (GED). • Also offers job search and employment assistance.

## Mexican Institute of Greater Houston

**Address:** 4601 Caroline Street, Houston, TX 77004

**Area Served:** Greater Houston

**Days/Hours:** Courses: Tuesday and Thursday, 5pm-8pm, Monday and Wednesday, 9am-12pm, Sunday, 3:30pm-8:30pm.

**Contact:** Socorro Rodriguez-Yanes

**Phone:** 713-988-6699

**Fax:** 713-988-6336

**Email:** [syanes@mexicaninstitute.org](mailto:syanes@mexicaninstitute.org)

**Website:** <http://www.mexicaninstitute.org/include/programs/computer/computer.html>

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

**Ages/Grades Served:** Adults ages 21+

**Eligibility:** Primarily serves parents and grandparents of K-12 students. • Requires no legal documents to register and attend courses. • Requires proof of the ability to read and write.

**Costs:** Costs vary. • Course tuition is \$300. • May charge \$50 for a manual and a flash drive. • Call to ask about specific costs.

**Onsite at Schools:** Yes. • Offers basic computer literacy courses using computer classrooms at host schools.

**Languages:** English, Spanish

**Direct Services:** Offers 100 hours of basic computer literacy for parents through a 16-week course. • Classes focus on basic computer literacy and Microsoft Office applications (Excel, Word, and PowerPoint).

## Mission Milby Community Development Corporation

**Address:** 2220 Broadway Street, Houston, TX 77012

**Area Served:** Houston: East End

**Days/Hours:** Computer classes: Monday, 12pm-2pm, Tuesday, 9am-11am and 6:30pm-8:30pm, Wednesday, 12pm-2pm and 6:30pm-8:30pm.

**Contact:** Maria Aguilar, Program Director

**Phone:** 713-454-6464

**Fax:** Not available



**Email:** Not available

**Website:** <http://www.missionmilby.org/programs.html>

**Local Bus Routes:** 50, 73

**Ages/Grades Served:** All ages

**Eligibility:** Requires registration for computer classes.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides computer and Internet instruction for persons seeking to improve their skills in basic computing, email usage, and Internet usage. • Offers open computer labs and free wireless Internet access. • Also offers classes for English as a Second Language (ESL) and General Education Development (GED).

### 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](mailto: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. • Requires registration for classes. • Classes are open to all Houston residents.

**Costs:** Costs vary. • Computer skills classes may charge a fee for costs of course materials. • Services are free for clothing and food assistance.

**Onsite at Schools:** Yes. • Offers presentations about violence prevention to schools.

**Languages:** English, Spanish

**Direct Services:** Provides computer literacy training at its Learning Center. • 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. 203 or 832-962-4247

**Fax:** 713-921-4206

**Email:** General questions: [info@opendoorhouston.org](mailto:info@opendoorhouston.org). • Programs: [mchew@opendoorhouston.org](mailto:mchew@opendoorhouston.org).

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

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

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Mission serves men only. • Requires proof of identity. • Must meet age requirements 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.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish



**Direct Services:** Offers basic computer skills classes to the men in its programs to help prepare them for the competitive job market: basic computer operations, typing, Microsoft Word, email, and resume development.

### Port Neighbors in Action

**Address:** 7927 Flaxman Street, Houston, TX 77029

**Area Served:** Houston: Port Houston

**Days/Hours:** Monday, 5pm-8pm, Tuesday-Friday, 9am-11am and 5pm-8pm

**Contact:** Sandra Roberson, Program and Marketing Director

**Phone:** 832-668-1877

**Fax:** 713-752-2316

**Email:** [sroberson@fmhouston.com](mailto:sroberson@fmhouston.com)

**Website:** <http://www.neighborsinaction.com/our-programs.html>

**Local Bus Routes:** 30, 48

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Must live in the Port Houston neighborhood. • Hours vary. • Open at differing hours each week for special events and special projects.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers computer classes for adults and an Internet cafe for families. • Computer classes cover how to use computers and tablets as well as Microsoft Office software (Word, Excel, and PowerPoint).

### Saint James Family Life Center

**Address:** 1602 West 43rd Street, Houston, TX 77018

**Area Served:** Houston: Heights

**Days/Hours:** Thursday, 2pm-6pm

**Contact:** Robert Rivera, Director

**Phone:** 713-686-1577

**Fax:** 713-686-1079

**Email:** [robertsrivera@yahoo.com](mailto:robertsrivera@yahoo.com)

**Website:** <https://stjames.ch/ministry/missions>

**Local Bus Routes:** 23, 30

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Must live in the service area.

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

**Onsite at Schools:** Yes. • Offers parent workshops at schools.

**Languages:** English, Spanish

**Direct Services:** Provides computer literacy classes and a computer learning center. • Offers courses in business, culture, education, health, public administration, and social responsibility.

### SER-Jobs for Progress

**Address:** 201 Broadway Street, Houston, TX 77012

**Area Served:** Houston

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

**Contact:** Christopher Pratt, Director of Training and Development

**Phone:** 713-773-6000 Ext. 147

**Fax:** 713-773-6010

**Email:** General questions: [info@serhouston.org](mailto:info@serhouston.org). • Programs: [chris.pratt@serhouston.org](mailto:chris.pratt@serhouston.org).

**Website:** <http://www.serhouston.org/job-readiness>

**Local Bus Routes:** 50

**Ages/Grades Served:** Ages 14-17 and adults ages 18-24

**Eligibility:** Requirements vary by program. • Call to ask about specific requirements.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides training in basic computer skills for out-of-school youth and young adults. • Provides education, training, and job search services, and summer work experience and internships for youth.

### SHAPE Community Center

**Area Served:** Harris County

Location	Address	Phone	Fax	Days/Hours	Bus Routes
Office	3903 Almeda Boulevard, Houston, TX 77004	713-521-0629	713-521-1185	Monday-Friday, 9am-4pm	700 (METRO), 11, 25
Family Center	3815 Live Oak Street, Houston, TX 77004	713-521-0641	713-526-5164	Monday-Friday, 7am-7pm, Saturday, 8am-5pm	9, 11, 25, 44

**Contact:** Deloyd Parker, Jr., Executive Director

**Email:** [shape@shape.org](mailto:shape@shape.org)

**Website:** <http://www.shape.org>

**Ages/Grades Served:** Ages 5-15

**Eligibility:** No area restrictions.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Offers computer classes. • Also offers an after-school enrichment program, an eight-week summer school program, an alternative education program, and youth development services. • Provides cultural, social, and health-centered programs to support families.

### Technology for All

**Address:** 2220 Broadway Street, Houston, TX 77012

**Area Served:** Houston

**Days/Hours:** Office: Monday-Friday, 9am-3pm. • Computer classes: Tuesday, 6pm-8pm, Thursday, 6pm-8pm.

**Contact:** Phil Clayton, Director of Operations

**Phone:** 713-454-6400

**Fax:** 713-454-6454

**Email:** General questions: [tfainfo@techforall.org](mailto:tfainfo@techforall.org). • Programs: [Phil.Clayton@techforall.org](mailto:Phil.Clayton@techforall.org).

**Website:** <http://www.techforall.org/programs/programs>

**Local Bus Routes:** 50

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions.

**Costs:** Costs vary. • Charges \$2-\$5 per class. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Operates 19 public computer centers in Houston. • Provides courses for computer basics, operating systems, basic Internet, and basic email. • Offers basic to advanced training for Microsoft Office, Adobe applications, and Google Docs. • Provides training in office skills such as time management, business communications, business accounting, and project management. • Provides online practice and test reviews for English as a Second Language (ESL) and General Education Development (GED).

## The Association for the Advancement of Mexican Americans

**Address:** 4419 North Main Street, Houston, TX 77009

**Area Served:** Houston

**Days/Hours:** Office: Monday-Friday, 8am-5:30pm. • Computer classes: Monday-Wednesday, 6pm-9pm.

**Contact:** Patricia Cabrera, Director of Adelante

**Phone:** 713-869-1205

**Fax:** 713-926-8035

**Email:** General questions: [aama@aama.org](mailto:aama@aama.org). • Programs: [pcabrera@aama.org](mailto:pcabrera@aama.org).

**Website:** <http://www.aama.org/adult-education>

**Local Bus Routes:** 44

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Requires proof of identity and proof of age. • Requires pre-registration for classes. • Must be able to speak and write in the language of instruction.

**Costs:** Costs vary. • Courses are \$50. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers 100 hours of training in using a computer, navigating the Internet, creating e-mail accounts, and using Microsoft Office applications (Word, Excel, and PowerPoint). • Offers childcare (ages 3-5).

## The Lighthouse of Houston

**Area Served:** Houston

Location	Address	Phone	Fax	Bus Routes
Office	3602 West Dallas Street, Houston, TX 77019	713-284-8445 713-284-8494	713-284-8451 713-284-8468	27
Southwest	8640 Wednesbury Lane, Houston, TX 77074	713-995-1243	713-995-4581	46, 65

**Days/Hours:** Monday-Friday, 7am-5pm

**Contact:** Katie Hoffman, Director of Education Services

**Email:** General questions: [houstonlighthouse@houstonlighthouse.org](mailto:houstonlighthouse@houstonlighthouse.org). • Programs: [khoffman@houstonlighthouse.org](mailto:khoffman@houstonlighthouse.org).

**Website:** <http://www.houstonlighthouse.org/education-programs>

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Serves the blind and visually impaired.

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

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Supports training for Windows, Word, Excel, Outlook, JAWS for Windows, JAWS for Word, JAWS for Excel, and screen magnification. • Offers an introduction to personal computing. • Offers group instruction in using the Internet, e-mail, and specific software such as the Microsoft Office suite. • For high-functioning, self-motivated students, a Computer Learning Center offers self-guided computer training using the adaptive technology and materials needed to master various software programs in a self-paced lab setting.

## VN Teamwork

**Address:** 11210 Bellaire Boulevard, Suite 118, Houston, TX 77072

**Area Served:** Houston

**Days/Hours:** Monday-Friday, 10am-6pm

**Contact:** Michael Nguyen, Executive Director

**Phone:** 281-495-8936

**Fax:** 281-495-8938

**Email:** [hiepluc@vnteamwork.org](mailto:hiepluc@vnteamwork.org)

**Website:** <http://vnteamwork.org/computer-training>

**Local Bus Routes:** 2, 161

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Primarily serves low-income to moderate-income persons including recent immigrants, refugees, relocated disaster evacuees, and dislocated workers. • Accepts walk-ins.

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

**Onsite at Schools:** No

**Languages:** English, Vietnamese

**Direct Services:** Hosts training classes for basic operating systems, basic Internet, and computer troubleshooting. • Also offers classes for Microsoft Office applications (Word, Excel, and PowerPoint) and for other software.

## 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 18<sup>th</sup> Street  
Houston, TX 77092  
713-556-7290 (main)  
713-556-6814 (fax)  
[face@HoustonISD.org](mailto:face@HoustonISD.org)