
2016 COMMUNITY RESOURCE GUIDE

TRANSLATION and INTERPRETATION



Kenneth Huewitt
Interim Superintendent of Schools

Houston Independent School District Board of Education

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Family and Community Engagement Department

4400 West 18th Street, Houston, Texas 77092

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) 2016 Community Resource Guide**. Its primary intended audiences are administrators and teachers in the HISD and the parents, guardians, families, and communities they serve.

Structure and Organization

In its third edition, the **2016 Community Resource Guide** now includes 41 topics and 735 profiles. The profiles encompass 350 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 and it 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 Guidestar and organizations' IRS Form 990s for contact and communication information.
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.

Origins and Attributes

Under the leadership of Assistant Superintendent, Dr. Jorge Arredondo, an eight-person team contributed to developing the **2016 Community Resource Guide**: Dr. Elizabeth Cocina, Carmen Acevedo, Victoria Graham, Gabriella Hernandez, Walter Simpson, Rony Canales, Valeria Schillaci, and Jeffrey Smith. The **Guide** traces its lineage to such trailblazers as Harris County's Community Youth Services Program and the United Way of Greater Houston, but it also differs from them in significant ways: (1) The **Guide's** area of focus is on HISD and Houston, not on a broader geography; (2) information summary tables precede the profiles for each topic; (3) through the headings used in its service provider profiles, the **Guide** presents answers for a consistently defined set of questions; (4) wherever possible, it includes contact names, local bus and METRO rail transit routes, and the languages in which information and/or services are available; (5) the **Guide** identifies four ways to get information about community resources: phone, fax, email, and website; (6) the **Guide** also indicates whether services are available onsite at public schools and it briefly describes available services; and (7) the **Guide** is available in single-topic and comprehensive print versions and as a searchable online database.

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 jsmith55@houstonisd.org.

Evaluation Form

A two-page Product Evaluation Form appears at the end of this **Guide**. We would welcome your feedback!

TRANSLATION and INTERPRETATION

Translation and Interpretation:

1. Alliance for Multicultural Community Services (AMCS) – Interpreter Services
2. ALTA Translation Services, Inc.
3. CTS Language Link
4. Houston Interpreters and Translators Association (HITA)
5. Language Line
6. Master Word Services
7. MedLine Plus – Health Information in Multiple Languages
8. Sign Shares
9. Texas Department of Assistive and Rehabilitative Services (DARS)
10. Universe Technical Translation
11. Young Men’s Christian Association of Greater Houston (YMCA) – International Services

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-776-4700 Ext. 118	Adults ages 18+	Costs vary	No	Arabic, Chinese, English, Spanish, others
2	800-895-8210 404-920-3800 404-920-3891	All ages	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
3	855-295-8177	Grades PreK-12	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
4	281-731-3813	All ages	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
5	800-752-6096	All ages	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
6	281-589-0810 877-603-0262	All ages	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
7	888-346-3656 301-594-5983	All ages	Free	No	Arabic, Chinese, English, Spanish, others
8	713-869-4373 866-787-4154	Grades PreK-12	Costs vary	Yes	American Sign Language, English, Spanish, Spanish Sign Language
9	713-267-8510 800-628-5115 512-377-0486 512-377-0646	All ages	Costs vary	Yes	American Sign Language, English
10	713-827-8800	Grades PreK-12	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
11	713-659-9015 Ext. 1021	Adults ages 18+	Costs vary	No	Arabic, Burmese, English, Farsi, French, Kirundi, Oromo, Russian, Spanish, Swahili, Vietnamese

Alliance for Multicultural Community Services (AMCS) – Interpreter Services

Address: 6440 Hillcroft Street, Suite 411, Houston, TX 77081

Area Served: Harris County

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

Contact: Kerry Spare, Interpreter Services

Phone: 713-776-4700 Ext. 118

Fax: 713-776-4730

Email: info@allianceontheweb.org (general questions) or kspare@allianceontheweb.org (interpreter services)

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

Local Bus Routes: 9, 47, 402

Ages/Grades Served: Adults ages 18+

Eligibility: Persons to be trained must be bilingual, have a high school diploma, and meet age requirements.
Costs: Costs vary. • Charges a fee for interpreter services. • Training is free. • Call to ask about specific costs.
Onsite at Schools: No
Languages: Amharic, Arabic, Armenian, Ashanti, Assamese, Azerbaijani, Bengali, Burmese, Bosnian, Bulgarian, Chinese (Cantonese, Mandarin), Creole, Crio Sierra Leone, 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 interpretation for limited English proficient clients who need access to healthcare, immigration, and social services.

ALTA Translation Services, Inc.

Address: 3355 Lenox Road, Suite 510, Atlanta, GA 30326
Area Served: Greater Houston
Days/Hours: Monday-Friday, 8am-5pm
Contact: Rachel Maurer, Translation Services
Phone: 800-895-8210 or 404-920-3800 (general questions), or 404-920-3891 (translation services)
Fax: 888-303-4455 or 404-920-3801
Email: rmaurer@altalang.com
Website: <http://www.altalang.com/translation-services/houston>
Local Bus Routes: Not available
Ages/Grades Served: All ages
Eligibility: No area restrictions.
Costs: Costs vary. • Contact for a free estimate using an online form. • Charges fees on a per-word basis for all translations. • Determines rates by the specific language, the turnaround time, and the nature of the subject matter. • Minimum charge is \$85-\$125 depending on the language. • Call to ask about specific costs.
Onsite at Schools: Yes
Languages: Albanian, Afrikaans, Amharic, Arabic, Armenian, Azeri, Baluchi, Belorussian, Bengali, Bosnian, Bulgarian, Burmese, Cebuano, Czech, Chechen, Chinese (Cantonese, Mandarin, Min, Taiwanese, Wu), Croatian, Danish, Dari, Dutch, English, Fante, Farsi, Finnish, Flemish, French, Fulfulde, Georgian, German, Greek, Gujarati, Haitian Creole, Hausa, Hawaiian, Hindi, Hebrew, Hmong, Hungarian, Ibo, Ilocano, Indonesian, Italian, Japanese, Kannada, Kashmiri, Kazakh, Khmer, Korean, Kurdish (Kurmandji, Sorani), Lao, Latvian, Lithuanian, Malayalam, Marathi, Mongolian, Norwegian, Oromo, Papiamento, Pashto, Polish, Portuguese, Punjabi, Romanian, Russian, Samoan, Serbian, Sinhalese, Slovenian, Slovak, Somali, Spanish, Swahili, Swedish, Tagalog, Tajik, Tamil, Thai, Tigrinya, Tongan, Turkish, Turkmen, Twi, Ukrainian, Urdu, Uzbek, Vietnamese, Wolof, Yiddish, Yoruba
Direct Services: Provides complete professional translation services in 100+ languages.

CTS Language Link

Address: 911 Main Street, Suite 10, Vancouver, Washington 98660
Area Served: Texas and other states
Days/Hours: Monday-Sunday, 24 hours/day
Contact: Sarah Gamble
Phone: 855-295-8177
Fax: 360-906-6355
Email: schedule@ctslanguagelink.com or sales@ctslanguagelink.com
Website: <http://www.ctslanguagelink.com/translation.php>
Local Bus Routes: Not available
Ages/Grades Served: Grades PreK-12
Eligibility: No area restrictions.
Costs: Costs vary. • Call to ask about specific costs.
Onsite at Schools: Yes

Languages: Afrikaans, Albanian, Amharic, Arabic, Armenian, Azerbaijani, Belrusan, Bengali, Bosnian, Bulgarian, Burmese, Cape Verdean, Catalan, Cebuano, Chamorro, Chinese, Chuukese, Croatian, Czech, Danish, Dari, Dutch, Dzongkha, Estonian, Farsi, Finnish, Flemish, French, Fula, Georgian, German, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Hmong, Hungarian, Icelandic, Igbo, Ilocano, Indonesian, Italian, Japanese, Karen, Kazakh, Khmer, Kikuyu, Kirghiz, Kirundi, Korean, Kurdish, Lao, Latvian, Lithuanian, Macedonian, Malay, Maltese, Marshallese, Mien, Mongolian, Nepali, Norwegian, Nuer, Oromo, Pashto, Polish, Portuguese, Punjabi, Romanian, Russian, Rwanda, Samoan, Serbian, Sinhala, Slovak, Slovene, Somali, Soninke, Spanish, Swahili, Sewdish, Tagalog, Tajik, Tamil, Thai, Tibetan, Tigrinya, Tongan, Turkish, Twi, Ukrainian, Urdu, Uzbek, Vietnamese, Welsh, Wolof, Yiddish, Yoruba, Zande, Zulu

Direct Services: Provides complete professional translation services in 95+ languages and complete professional interpretation services in 240+ languages.

Houston Interpreters and Translators Association (HITA)

Address: PO Box 801793, Houston, TX 77280

Area Served: Greater Houston

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

Contact: Luis Londono, Public Relations, or Sandra Dejeux, President

Phone: 281-731-3813

Fax: Not available

Email: pr@hitagroup.org or editor@hitagroup.org or president@hitagroup.org

Website: <http://www.hitagroup.org/users/find>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Costs vary. • Annual dues are \$35 for individuals, \$100 for corporations, and \$75 for institutions. • HITA members charge for services. • Call to ask about specific costs.

Onsite at Schools: Yes

Languages: American Sign Language, Arabic, Baluchi, Bosnian, Bulgarian, Chinese (Cantonese, Mandarin), Croatian, Dutch, English, Farsi, French, German, Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Latvian, Malay, Norwegian, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sindhi, Spanish, Tagalog, Turkish, Ukrainian, Urdu, Vietnamese

Direct Services: Provides interpretation (oral) or translation (written) to and from English and other languages.

Language Line Solutions

Address: 1 Lower Ragsdale Drive, Building 2, Monterey, CA 93940

Area Served: Texas and other states

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

Contact: Winnie Heh, Senior Vice President of Global Operations

Phone: 800-752-6096

Fax: Not available

Email: WeCare@languageline.com

Website: <http://www.languageline.com>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: No area restrictions.

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

Onsite at Schools: Yes. • Services are available to schools and other types of community organizations.

Languages: Akan, Albanian, American Sign Language, Amharic, Arabic, Armenian, Assyrian, Azerbaijani, Azeri, Bajuni, Bambara, Basque, Belorussian, Bengali, Bosnian, Bulgarian, Burmese, Cakchiquel, Chinese (Cantonese, Fukienese, Fuzhou, Mandarin, Shanghainese, Sichuan, Toishanese), Catalan, Chao-Chao, Chaldean, Chin, Chuukese, Cree, Croatian, Czech, Danish, Dari, Dinka, Diula, Dutch, Edo, English, Estonian, Ewe, Fante, Farsi, Fijian Hindi, Finnish, Flemish, French, Fula, Fulani, Gaelic, Garre, Georgian, German, Gorani, Greek, Haitian Creole, Hakka, Hausa, Hebrew, Hindi, Hmong, Hungarian, Ibanag, Ibo, Icelandic, Igbo,

Ilocano, Indonesian, Italian, Javanese, Karen, Karenni, Kashmiri, Kazakh, Khmer, Kikuyu, Kinyarwanda, Kirghiz, Kirundi, Korean, Kosovan, Krio, Kurdish, Kurmanji, Lao, Latvian, Lingala, Lithuanian, Luganda, Macedonian, Malay, Malayalam, Mam, Mandinka, Mandingo, Marathi, Marshallese, Mien, Mina, Mixteco, Moldavan, Mongolian, Montenegrin, Neapolitan, Nepali, Norwegian, Nuer, Oromo, Papiamento, Pashto, Patois, Pidgin, Polish, Portuguese, Punjabi, Quechua, Romanian, Russian, Samoan, Serbian, Sicilian, Sinhalese, Slovak, Somali, Sorani, Spanish, Sundanese, Susu, Swahili, Swedish, Tagalog, Taiwanese, Tajik, Tamil, Telugu, Tigre, Thai, Tibetan, Tigrinya, Tongan, Toucouleur, Turkish, Twi, Ukrainian, Urdu, Uighur, Uzbek, Vietnamese, Visayan, Welsh, Wolof

Direct Services: Provides over-the-phone, on-demand video remote interpreting, and onsite interpretation in 200+ languages. • Also provides translation of documents, websites, and multimedia in 200+ languages.

Master Word Services

Address: 303 Stafford Street, Houston, TX 77079

Area Served: Greater Houston

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

Contact: Olga Valdez, Interpretation Division Manager

Phone: 281-589-0810 or 877-603-0262

Fax: 281-589-1104

Email: masterword@masterword.com or ovaldez@masterword.com

Website: <http://www.masterword.com>

Local Bus Routes: 162

Ages/Grades Served: All ages

Eligibility: No area restrictions.

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

Onsite at Schools: Yes. • Provides onsite services at schools and other community organizations.

Languages: Albanian, Amharic, Arabic, Armenian, Azeri, Bengali, Bosnian, Bulgarian, Burmese, Catalan, Chinese (Cantonese, Mandarin, Shanghai, Taishan), Croatian, Czech, Danish, Dinka, Dutch, English, Estonian, Farsi, Finnish, Flemish, French, Georgian, German, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Hmong, Hungarian, Igbo, Ilocano, Indonesian, Italian, Japanese, Javanese, Karen, Kazakh, Khmer, Kiche, Korean, Krahn, Kurdish, Lao, Latin, Latvian, Lithuanian, Maay, Macedonian, Malay, Malayalam, Mandinka, Marathi, Marshallese, Mixteco, Mongolian, Nahuatl, Navajo, Nepali, Norwegian, Nuer, Ogoni, Pidgin, Polish, Portuguese, Punjabi, Romanian, Rundi, Russian, Samoan, Serbian, Sindhi, Slovak, Somali, Spanish, Swahili, Swedish, Tagalog, Taiwanese, Tamil, Telugu, Temein, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Wolof, Xhosa, Yoruba, Zulu

Direct Services: Provides American Sign Language interpretation, healthcare interpretation, community interpretation, technical interpretation, and legal interpretation. • Also provides legal translation, financial translation, case history translation, medical translation, cultural consultation and verification, multilingual desktop publishing and graphics support, terminology and content management, and website localization.

MedLine Plus – Health Information in Multiple Languages

Address: United States National Library of Medicine, 8600 Rockville Pike, Bethesda, MD 20894

Area Served: Texas and other states

Days/Hours: Office: Monday-Friday, 8am-5pm. • Online Services: Monday-Sunday, 24 hours/day.

Contact: Stephanie Dennis, Head of Health Information Products Unit

Phone: 888-346-3656 or 301-594-5983

Fax: 301-402-1384

Email: custserv@nlm.nih.gov

Website: <http://www.nlm.nih.gov/medlineplus/languages/languages.html>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: No area restrictions. • The MedLine is available to the general public.

Costs: Free

Onsite at Schools: No

Languages: American Sign Language, Amharic, Arabic, Armenian, Bengali, Bosnian, Burmese, Chamorro, Chinese, Chuukese, Croatian, English, Farsi, French, German, Gujarati, Haitian Creole, Hindi, Hmong, Ilocano, Italian, Japanese, Karen, Khmer, Korean, Kurdish, Lao, Marshallese, Nepali, Oromo, Polish, Portuguese, Punjabi, Romanian, Russian, Samoan, Somali, Spanish, Swahili, Tagalog, Thai, Tigrinya, Tongan, Turkish, Ukrainian, Urdu, Vietnamese

Direct Services: Provides online links to find health information in languages other than English. • Organizes its online links by health topic.

Sign Shares

Address: 99 Detering Street, Suite 160, Houston, TX 77007

Area Served: Houston

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

Contact: Eva Storey, President and Chief Executive Officer

Phone: 713-869-4373 or 866-787-4154

Fax: 713-869-8463

Email: coordinator@signshares.com

Website: <http://www.signshares.com>

Local Bus Routes: 20, 71, 85

Ages/Grades Served: Grades PreK-12

Eligibility: No area restrictions. • Services are available to the general public. • Accepts walk-ins.

Costs: Costs vary. • Charges an hourly rate based on time of day, advance notice, and volume of service. • Minimum rate is for two hours. • Call to ask about specific costs.

Onsite at Schools: Yes

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

Direct Services: Provides American Sign Language (ASL) and Spanish Sign Language (SSL) interpreting services. • Also provides oral interpreting services and computer-aided real-time (CART) reporting services.

Texas Department of Assistive and Rehabilitative Services (DARS)

Address: 6220 Westpark Drive, Suite 110, Houston, TX 77057

Area Served: Texas

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

Contact: Cassie Fisher or Brandy Holt

Phone: Office: 713-267-8510 or 800-628-5115. • Programs: 512-377-0486 or 512-377-0646

Fax: 713-735-3473

Email: DARS.Inquiries@dars.state.tx.us (general questions) or cassie.fisher@dars.state.tx.us (programs) or brandy.holt@dars.state.tx.us (programs)

Website: <http://www.dars.state.tx.us/dhhs/direct.shtml>

Local Bus Routes: 9, 25, 32, 47

Ages/Grades Served: All ages

Eligibility: No area restrictions.

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

Onsite at Schools: Yes

Languages: American Sign Language, English

Direct Services: Provides last-resort services for persons who are deaf or hard of hearing to facilitate access to essential services and community participation. • Services include sign language or oral interpreters and real-time captioning.

Universe Technical Translation

Address: 9225 Katy Freeway, Suite 400, Houston, TX 77024

Area Served: Greater Houston

Days/Hours: Monday-Friday, 7am-6pm

Contact: Andreas Nordquist

Phone: 713-827-8800

Fax: 713-464-5511

Email: main@universe.us or andreas@universe.us

Website: <http://www.universetranslation.com>

Local Bus Routes: 26, 39, 72

Ages/Grades Served: Grades PreK-12

Eligibility: No area restrictions.

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

Onsite at Schools: Yes

Languages: Arabic, Azeri, Bahasa, Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, Estonian, Farsi, Finnish, Flemish, French, German, Greek, Hebrew, Hindi, Hungarian, Italian, Japanese, Kazakh, Korean, Latin, Latvian, Lithuanian, Malay, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Spanish, Swedish, Tagalog, Thai, Turkish, Turkmen, Ukrainian, Vietnamese

Direct Services: Provides comprehensive professional interpretation and translation in 60+ languages.

Young Men's Christian Association of Greater Houston (YMCA) – International Services

Address: 6300 Westpark Drive, Suite 600, Houston, TX 77057

Area Served: Greater Houston

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

Contact: Danielle Bolks, Senior Program Director

Phone: 713-659-9015 Ext. 1021

Fax: Not available

Email: danielle.bolks@ymcahouston.org

Website: <https://www.ymcahouston.org/ymca-international>

Local Bus Routes: 25, 32, 47, 152

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity and proof of refugee status. • Accepts walk-ins.

Costs: Costs vary. • Charges fees on a sliding scale based on income. • Call to ask about specific costs.

Onsite at Schools: No

Languages: Arabic, Burmese, English, Farsi, French, Kirundi, Oromo, Russian, Spanish, Swahili, Vietnamese

Direct Services: Helps refugees in resettlement. • Offers citizenship and immigrant legal services. • Offers General Educational Development (GED) preparation classes, English as a Second Language (ESL) classes, job training, after school programs, and youth programs.

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:

Jeff Smith, Business Operations Team Leader
 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