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# 2016 COMMUNITY RESOURCE GUIDE

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FAMILY LITERACY

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Kenneth Huewitt  
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) 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](mailto:jsmith55@houstonisd.org).

### Evaluation Form

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

## FAMILY LITERACY

### Family Literacy:

1. AVANCE Houston, Inc.
2. Bilingual Education Institute (BEI)
3. Children's Museum of Houston
4. City of Houston – Denver Harbor Multi-Service Center
5. Gulf Coast Community Services Association, Inc. (GCCSA) – Community Education
6. Houston Center for Literacy (HCL)
7. Houston Community College System – Adult Education
8. Literacy Advance of Houston, Inc.
9. Memorial Assistance Ministries (MAM)
10. National Center for Families Learning (NCFL)
11. Neuhaus Education Center
12. Northwest Assistance Ministries (NAM)
13. Open Door Mission
14. Reach Out and Read Texas
15. Texas Center for the Advancement of Literacy and Learning (TCALL)

	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	713-393-4700	Adults ages 18+	Free	No	English, Spanish
6	713-640-8240 713-640-8229 713-777-7323 713-588-1200 713-803-1889	Adults ages 18+	Free	No	English, Spanish
7	713-718-7617 713-718-5377	Ages 16-17 and Adults ages 18+	Free	No	English, French, German, Khmer, Lao, Persian, Russian, Spanish, Thai, Vietnamese
8	713-266-8777 281-282-6032	Grades PreK-12 and Adults ages 18+	Free	Yes	English, Spanish
9	713-468-4516 713-574-7536	All ages	Costs vary	No	English, Spanish
10	502-584-1133	All ages	Free	No	English
11	713-664-7676	Grades PreK-12	Costs vary	Yes	English, Spanish
12	281-885-4555 281-885-4616	Adults ages 18+	Free	Yes	English, Spanish
13	713-921-7520	Male adults ages 18+	Free	No	English, Spanish
14	713-500-3849 713-500-3883	Ages 6-60 months	Free	No	English
15	979-845-6615 979-845-6519	Adults ages 18+	Free	No	English

### AVANCE Houston, Inc.

**Address:** 4301 Dacoma Street, Houston, TX 77092 (Main Office)  
4503 Mangum Road, Houston, TX 77092 (Mangum Education Center)

**Area Served:** Houston

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

**Contact:** Leticia Medina, Parent Education Program Coordinator

**Phone:** 713-686-4400

**Fax:** 713-812-9829

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

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

**Local Bus Routes:** 89 (main office); 23, 85 (education center)

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

**Eligibility:** Requires proof of identity, proof of residence, and 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 basic and intermediate English as a Second Language (ESL) classes. • Also offers General Educational Development (GED) preparation, adult basic education (ABE), early childhood education, parent education, and child education.

### Bilingual Education Institute (BEI)

**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:** 713-789-4555 (general questions) or 713-789-4324 (staff)

**Fax:** 713-789-4541

**Email:** [bei@bei.edu](mailto:bei@bei.edu) (general questions) or [kaerie@bei.edu](mailto:kaerie@bei.edu) (family literacy)

**Website:** <http://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 family literacy classes. • Offers classes in citizenship, English as a Second Language (ESL), General Educational Development (GED) preparation, adult basic education (ABE), workforce preparation, and distance learning.

### 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](mailto: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 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, 6:30am-9pm, Friday, 6:30am-8pm, Saturday, 10am-2pm  
**Contact:** Not available  
**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 in family literacy. • Also offers adult basic education (ABE), English as a Second Language (ESL), General Education Development (GED), financial literacy, and computer literacy.

### Gulf Coast Community Services Association, Inc. (GCCSA) – Community Education

**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:** Teresa Gallardo  
**Phone:** 713-393-4700  
**Fax:** 713-343-8709  
**Email:** [info@gccsa.org](mailto:info@gccsa.org) (general questions) or [kriegels@gccsa.org](mailto:kriegels@gccsa.org) (family literacy)  
**Website:** <http://www.gccsa.org>  
**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 in family literacy. • Also provides classes in computer literacy, English as a Second Language (ESL), conversational Spanish, and General Educational Development (GED) preparation.

## Houston Center for Literacy (HCL)

**Area Served:** Greater Houston

Location	Address	Phone	Contact	Bus Routes
Main Office	2401 Portsmouth Street, Houston, TX 77098	713-640-8240 713-640-8229	KaNeesha Allen, Program Coordinator	25, 27
Magnolia	7037 Capitol Street, Suite A, Houston, TX 77011	713-777-7323	Dora Alim, Teacher Aide	20, 50
Connect Community	6856 Bellaire Boulevard, Houston, TX 77074	713-588-1200	Olga Rojas, Instructional Coordinator	2, 9, 47
San Jose	2615 Fannin Street, Houston, TX 77002	713-803-1889	Doris Larry, Lead Learning Center Manager	700 (METRO rail), 54, 82, 85

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

**Fax:** 713-640-8247

**Email:** [kaneesha.allen@houliteracy.org](mailto:kaneesha.allen@houliteracy.org) or [martin.loba@houliteracy.org](mailto:martin.loba@houliteracy.org)

**Website:** <http://www.houread.org/resources/find-a-class-near-you>

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

**Eligibility:** Must meet age requirements.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Participates in the AmeriCorps Texas Family Literacy Initiative. • Operates three adult literacy demonstration centers. • Supports 60+ literacy providers throughout its service area. • Creates connections among literacy service providers and literacy resources in order to support adult learners.

## Houston Community College System – Adult Education

**Address:** 3100 Main Street, BD07, BD08, BD09, Houston, TX 77002

**Area Served:** Greater Houston

**Days/Hours:** Monday-Friday, 8:30am-4:30pm

**Contact:** David Joost

**Phone:** 713-718-5400

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

**Email:** [hcc.adulteducation@hccs.edu](mailto:hcc.adulteducation@hccs.edu) or [david.joost@hccs.edu](mailto:david.joost@hccs.edu)

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

**Local Bus Routes:** 700 (METRO rail), 82

**Ages/Grades Served:** Ages 16-17 and 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:** No

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

**Direct Services:** Offers General Educational Development (GED) preparation classes, English as a Second Language (ESL) classes, and adult basic education (ABE) classes. • Refugee program also provides workplace literacy and help with employment status and legal needs.

## 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:** [info@literacyadvance.org](mailto:info@literacyadvance.org) (general questions) or [students@literacyadvance.org](mailto:students@literacyadvance.org) (enrollment)

**Website:** [http://www.literacyadvance.org/About\\_Us/Programs](http://www.literacyadvance.org/About_Us/Programs)

**Ages/Grades Served:** Grades PreK-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 (MAM)

**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. • Hours vary by location. • Call to ask about specific hours.

**Contact:** Pete Zagone, English as a Second Language and Citizenship Program Manager

**Phone:** 713-468-4516 (general questions), 713-574-7536 (help in Spanish), or 713-574-7538 (programs)

**Fax:** 713-468-4702

**Email:** [pzagone@maministries.org](mailto:pzagone@maministries.org) or [lpadron@maministries.org](mailto:lpadron@maministries.org)

**Website:** <http://helpherehelpnow.wix.com/newweb#!english/c6e9>

**Local Bus Routes:** 26

**Ages/Grades Served:** All ages

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

**Costs:** Costs vary. • Charges a fee of \$30 per course. • Fee 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 at five locations. • Also offers classes in computer literacy, General Educational Development (GED) preparation, citizenship, and job search, and offers employment assistance. • Offers temporary support for families to meet basic needs: urgent health care, food, clothing, transportation, and shelter.



## National Center for Families Learning (NCFL)

**Address:** 325 West Main Street, Suite 300, Louisville, KY 40202

**Area Served:** Texas and other states

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

**Contact:** Not available

**Phone:** 502-584-1133

**Fax:** Not available

**Email:** [notify@familieslearning.org](mailto:notify@familieslearning.org)

**Website:** <http://familieslearning.org>

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** The Center's family literacy resources are available to the general public.

**Costs:** Free

**Onsite at Schools:** No, but schools can access and use the Center's resources.

**Languages:** English

**Direct Services:** Provides tips to engage families in learning together. • Offers a searchable online national literacy directory. • Puts research about family literacy online. • Hosts a national conference on family literacy.

## Neuhaus Education Center

**Address:** 4433 Bissonnet Street, Bellaire, TX 77401

**Area Served:** Houston

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

**Contact:** Suz Hall, Family Support Coordinator

**Phone:** 713-664-7676

**Fax:** 713-664-4744

**Email:** [shall@neuhaus.org](mailto:shall@neuhaus.org) or [myarus@neuhaus.org](mailto:myarus@neuhaus.org)

**Website:** <http://neuhaus.org/parents>

**Local Bus Routes:** 65

**Ages/Grades Served:** Grades PreK-12

**Eligibility:** No area restrictions.

**Costs:** Costs vary. • Center may charge a fee for some services. • 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 seminars to provide parents and educators with information and strategies for building a child's literacy skills, to foster understanding of learning difficulties, and to promote academic success.

## Northwest Assistance Ministries (NAM)

**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:** 281-885-4555 (general questions) or 281-885-4616 (learning center)

**Fax:** 281-583-5616

**Email:** [nam@namonline.org](mailto:nam@namonline.org) (general questions) or [vlandes@namonline.org](mailto:vlandes@namonline.org) (programs)

**Website:** <http://namonline.org>

**Local Bus Routes:** 86, 99

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

**Eligibility:** For some services, must live in one of the ZIP codes in the NAM service area.

**Costs:** Free

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

**Languages:** English, Spanish

**Direct Services:** Provides literacy classes with a focus on reading and writing. • Offers classes in computer skills, English as a Second Language (ESL), financial education, General Educational Development (GED) preparation, and job search. • Also offers citizenship/naturalization seminars, a health clinic, and help 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:** Kendrick Kitchens, Education Manager or Nell McClellan, GED Program

**Phone:** 713-921-7520 Ext. 221 or 713-921-7520 Ext. 240

**Fax:** 713-921-4206

**Email:** [info@opendoorhouston.org](mailto:info@opendoorhouston.org)

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

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

**Ages/Grades Served:** Men who are adults ages 18+

**Eligibility:** 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. •

Mission serves men only. • Requires proof of identity.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers online classes in 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:** The Children's Learning Institute, 7000 Fannin Street, Suite 1900, Houston, TX 77030

**Area Served:** Texas

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

**Contact:** Jocelyn McConnell, Director

**Phone:** 713-500-3849 (general questions) or 713-500-3883 (director)

**Fax:** 713-500-3820

**Email:** [jocelyn.m.mcconnell@uth.tmc.edu](mailto:jocelyn.m.mcconnell@uth.tmc.edu)

**Website:** <http://rortx.uth.tmc.edu/Parents-And-Educators>

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

**Ages/Grades Served:** Ages 6-60 months

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

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** 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.

## Texas Center for the Advancement of Literacy and Learning (TCALL)

**Address:** Texas A&M University, 425 Ross Street, Milner Hall, 3rd Floor, College Station, TX 77843

**Area Served:** Texas

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

**Contact:** Harriet Vardiman Smith, TCALL Managing Director, or Mary Alfred, Executive Director

**Phone:** 979-845-6615 (general questions) or 979-845-6519 (TCALL program)

**Fax:** 979-845-0952

**Email:** [tcall@tamu.edu](mailto:tcall@tamu.edu) (general questions) or [hsmith@tamu.edu](mailto:hsmith@tamu.edu) (TCALL program)

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

**Local Bus Routes:** Not available

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

**Eligibility:** TCALL 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. • Provides access to knowledge and services related to adult and family literacy. • Maintains a searchable online directory of family literacy service providers.

## 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 18<sup>th</sup> Street  
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