
2016 COMMUNITY RESOURCE GUIDE

HOUSTON INDEPENDENT SCHOOL DISTRICT FAMILY SERVICES



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Interim Superintendent of Schools

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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!

HOUSTON INDEPENDENT SCHOOL DISTRICT (HISD) FAMILY SERVICES

	Department or Program	Phone	Contact	Email
1	After School Programs	713-556-6927	Jonnelle Hollins Candy San Pedro	jhollins@HoustonISD.org csanpedr@HoustonISD.org
2	Career Readiness	713-556-6981	Beth Zuelke	CareerReadiness@HoustonISD.org
3	College Readiness	713-556-7196	Richard A. Cruz	CollegeReadiness@HoustonISD.org
4	Counseling and Guidance	713-556-7240	Rashonda Palmer	rpalmer2@HoustonISD.org
5	Dropout Prevention	713-556-7017	Bea Marquez	bmarquez@HoustonISD.org
6	Early Childhood Education	713-556-6850	Janice Dingayan	jdingaya@HoustonISD.org
7	EMERGE	713-556-7294	Richard A. Cruz	emerge@HoustonISD.org
8	Family and Community Engagement	713-556-7290	Jorge Arredondo Valerie Schillaci	jarredon@HoustonISD.org vschilla@HoustonISD.org
9	Food Services	713-491-5700	Ray Danilowicz	fsresponseline@HoustonISD.org
10	Health and Medical Services	713-556-7280	Gwendolyn Johnson	gjohns10@HoustonISD.org
11	HISD TV	713-556-6606	Sarah Greer-Osborne	HISD-TV@HoustonISD.org
12	Homeless Education	713-556-7237	Lisa Jackson	ljacks14@HoustonISD.org
13	Library Services	713-696-0600 713-696-0697	Liz Philippi	ephilipp@HoustonISD.org
14	Multilingual Programs	713-556-6961	Altagracia Guerrero	aguerre5@HoustonISD.org
15	Parent and Community Assistance	713-556-7121	Suzanne Mihaloglou	ParentAssistance@HoustonISD.org
16	Police	713-892-7777	Lt. Guadalupe Jimenez	gjimenez@HoustonISD.org
17	PowerUP/Technology	713-556-6217	Christina Masick	powerup@HoustonISD.org
18	Psychological Services	713-923-8597	Lauren Goonan	lgoonan@HoustonISD.org
19	Refugee Programs	713-556-6973	Neneh Koroma Shirin Herman Lynn Ngo	nkoroma@HoustonISD.org sherman@HoustonISD.org Ingo1@HoustonISD.org
20	School Choice	713-556-6734	Noelia Longoria Betty Johnson	OSC@HoustonISD.org
21	Special Education	713-556-7025	Sowmya Kumar	skumar@HoustonISD.org
22	Student Discipline	713-556-7140	Luis Gavito	lgavito@HoustonISD.org
23	Transportation Services	713-613-3040	Chester Glaude	osalaza1@HoustonISD.org
24	Virtual School	713-556-7295	Kristin Escamilla	vschool@HoustonISD.org kescamil@HoustonISD.org

Address: Houston Independent School District, 4400 West 18th Street, Houston, TX 77092. **NOTE:** If a department or program listed here has a different address, that address appears as part of its profile.

Houston Independent School District (HISD) – After-School Programs

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

Contact: Alynthia Curtis and Candy San Pedro

Phone: 713-556-6927

Fax: 713-556-6814

Email: jhollins@HoustonISD.org or csanpedr@HoustonISD.org

Website: <http://www.HoustonISD.org/Page/32735>

Direct Services: Some campuses participating in the After-School Program offer classes for parents. • Check with a specific school for options. • Other after-school classes include: English as a Second Language (ESL), General Educational Development (GED), fitness, technology skills, and financial literacy.

Houston Independent School District (HISD) – Career Readiness

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

Contact: Beth Zuelke

Phone: 713-556-6981

Fax: 713-556-7236

Email: careerreadiness@HoustonISD.org

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

Direct Services: Supports 190 career pathways in 37 HISD schools. • Helps students to investigate their interests, formulate their financial futures, and plan their paths. • Supports 16 different career and technical education programs of study. • Provides tools for career awareness, career exploration, and career education and for earning college credit and certifications while still in high school. • Provides information about local high-demand careers, job opportunities, and scholarships.

Houston Independent School District (HISD) – College Readiness

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

Contact: Richard Cruz

Phone: 713-556-7196

Email: CollegeReadiness@HoustonISD.org

Website: <http://www.HoustonISD.org/collegereadiness>

Direct Services: Offers College Fairs in October and offers Financial Aid Nights throughout January, February, and March (call for specific dates and locations). • Coordinates the Free Application for Federal Student Aid (FAFSA) Day on all HISD high school campuses. • A blog for families presents up-to-date information about college applications at <http://hisd2college.wordpress.com> • Offers help for families to identify sources of scholarships and financial aid.

Houston Independent School District (HISD) – Counseling and Guidance

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

Contact: Rashonda Palmer

Phone: 713-556-7240

Email: rpalmer2@HoustonISD.org

Website: <http://www.HoustonISD.org/Domain/8047>

Direct Services: Supports the social, emotional, career, and academic growth and development of all HISD students. • Helps with classroom instruction, small-group discussions, parent presentations and workshops, school-wide assemblies, and collaborative activities with campus communities. • Coordinates systematic promotion of competency in academic, career, social, and personal goals for individual students.

Houston Independent School District (HISD) – Dropout Prevention

Days/Hours: Monday-Friday, 9am-3pm

Contact: Bea Marquez

Phone: 713-556-7017

Email: bmarquez@HoustonISD.org

Website: <http://www.HoustonISD.org/Domain/8056>

Ages/Grades Served: Ages 13-21 (Ages 13-22 if a student is eligible for special education)

Direct Services: Supports and aligns HISD High School and Middle School Offices' goals with the schools' goals for preventing school dropout and increasing the graduation rate. • Collaborates with other Central Office departments to reduce the district's dropout rate and increase its graduation rate. • Partners with city and county government, businesses, and non-profit agencies to reduce the dropout rate and to increase the graduation rate. • Provides families with consultations and refers them to community services. • Also provides information about alternative educational options for accelerated programs and credit recovery. • Provides case management of students who are excessive truants and/or at-risk of dropping out of school.

Houston Independent School District (HISD) – Early Childhood Education

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

Contact: Janice Dingayan

Phone: 713-556-6823

Fax: 713-556-6898

Email: jdingaya@HoustonISD.org

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

Direct Services: Provides prekindergarten enrollment information for families. • Provides curricular resources and support for families of prekindergarten students. • Organizes a district-wide prekindergarten roundup for families looking at prekindergarten programs in HISD during the spring semester. • Contact individual schools for specific dates.

Houston Independent School District (HISD) – EMERGE

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

Contact: Jharrett Bryantt, Sara Llansa, or Danny Rojas

Phone: 713-556-7294

Email: emerge@HoustonISD.org

Website: <http://www.HoustonISD.org/Page/112098>

Ages/Grades Served: Grades 9-12

Direct Services: At EMERGE school sites, offers students and parents programs and workshops on successfully attending and graduating from Ivy League and other top-tier colleges. • Programs and application information are at www.houstonisd.org/Page/113064.

Houston Independent School District (HISD) – Family and Community Engagement

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

Contact: Jorge Arredondo

Phone: 713-556-7290

Email: jarredon@HoustonISD.org

Website: <http://www.HoustonISD.org/face>

Direct Services: Provides the research-based Academic Parent-Teacher Teams (APTT) model for transforming parent-teacher conferences. • Provides the research-based Home Instruction for Parents of Preschool Youngsters (HIPPPY) home visiting program for families with children ages 3-5. • Provides Family Learning Academy (FLA) events to support Linked Learning and College and Career Readiness. • Works with all schools and their communities to develop strong parent organizations, two-way family-and-school communication, and family-friendly schools. • Networks with parent leaders, school-based parent engagement staff, district campuses, and central office departments to develop tools and strategies for supporting and improving family and community engagement in all schools. • Presents research-based workshops and resources online, at individual schools, and at central offices.

Houston Independent School District (HISD) – Food Services

Address: Houston Independent School District, 6801 Bennington Street, Houston, TX 77028

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

Contact: Ray Danilowicz

Phone: 713-491-5700

Email: fsresponseline@HoustonISD.org

Website: <http://www.HoustonISD.org/Domain/7971>

Direct Services: Staff dietitians deliver nutrition education to more than 12,000 students and help parent, student, and community organizations with nutrition health education and awareness. • Conducts the Dinner Meal Program after hours at selected schools (check with your campus for dinner service). • When school is not in session, administers the summer breakfast and lunch meal program at summer school locations; open to the public for all children ages 1-18. • Provides parents with eligibility materials for applying to programs such as the Children's Health Insurance Program (CHIP). • Helps community members complete free and reduced price meals applications. • Attends Health Fairs, Back to School Nights, and PTO/PTA meetings to make community members aware of available benefits and how to qualify for free and reduced price meals.

Houston Independent School District (HISD) – Health and Medical Services

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

Contact: Gwendolyn Johnson

Phone: 713-556-7280

Fax: 713-556-7283

Email: gjohns10@HoustonISD.org

Website: <http://www.HoustonISD.org/Domain/35490>

Direct Services: Offers presentations and one-on-one help with the entire application process of applying for CHIP/Children's Medicaid. • Connects parents with other helpful resources inside and outside HISD. • Provides parent education and professional support for students with asthma and food allergies.

Houston Independent School District (HISD) – HISD TV

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

Contact: Sarah Greer-Osborne

Phone: 713-556-6606

Email: HISD-TV@HoustonISD.org

Website: <http://hisdtv.org>

Direct Services: Provides parents, students, staff, and members of the Houston community with the latest news and information about HISD and all of its schools. • Covers district-wide initiatives and press conferences, parent and student forums, community meetings, and campus-based news. • Provides audiovisual and technical support for Board of Education meetings, press conferences, community events, workshops, and all other meetings held at Central Offices and all schools in HISD.

Houston Independent School District (HISD) – Homeless Education

Address: Peck Elementary School, 5001 Martin Luther King, Jr. Boulevard, Houston, TX 77021

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

Contact: Lisa Jackson

Phone: 713-556-7237

Fax: 713-556-7024

Email: ljacks14@HoustonISD.org

Website: <http://www.HoustonISD.org/Page/74844>

Direct Services: Provides support and guidance to homeless children and youth who are in transition, and who lack a fixed, regular, and adequate nighttime residence. • Provides uniforms, shoes, underwear, school supplies, and personal hygiene items for identified students who qualify. • Helps with enrollment, immunizations, and obtaining school medical records. • Offers leadership for school staff in identifying homeless students and increasing community awareness. • Works with other HISD personnel to provide transportation, free breakfast and lunch, tutorial programs, and referrals to social service agencies and resources. • Helps match homeless families with agencies that provide housing and food. • Helps with transportation for homeless students so that they can remain at their school of origin. • Offers a Parent Center to help parents with career services, Medicaid, and the Children's Health Insurance Program (CHIP) • Offers presentations and professional development on the McKinney-Vento Act and on homeless education services.

Houston Independent School District (HISD) – Library Services

Address: Library Services, 4001 Hardy Street, Houston, TX 77009

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

Contact: Liz Philippi

Phone: 713-696-0600 or 713-696-0697

Fax: 713-696-6144

Email: ephilipp@HoustonISD.org

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

Direct Services: Provides digital resources to students, parents, and community. • Offers training and presentations about digital resources available at school libraries. • Provides print and non-print materials to students and parents. • Helps parents with suggested reading lists correlated to student reading levels.

Houston Independent School District (HISD) – Multilingual Programs

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

Contact: Altagracia Guerrero

Phone: 713-556-6961

Fax: 713-556-6980

Email: aguerre5@HoustonISD.org

Website: <http://www.HoustonISD.org/Domain/8037>

Eligibility: HISD students who qualify for the migrant education program: (1) have moved with their families across school district boundaries or State lines within the past three years; (2) have moved so they or their parents could look for work in agriculture, fishing, forestry, ranching, dairy, canneries, or meat packing plants; and (3) have families that depend on agricultural work for their livelihood.

Languages: Arabic, Chinese (Mandarin), English, Farsi, French, Somali, Spanish, Swahili, Urdu, Vietnamese

Direct Services: Offers Stepping Stones, a home-based program for enrolled migrant children ages 3-4 to introduce social skills, language readiness, and identification of letters, numbers, colors, and shapes. • Provides vouchers for school supplies and uniform clothing in August and January for enrolled migrant students. • Provides tutorials for enrolled migrant children and youth ages 3-21. • Offers in-home one-on-one reading mediation and enrichment for enrolled migrant students in Grades PreK-6. • Provides guidebooks for parents of English language learner and immigrant students in 10 languages

Houston Independent School District (HISD) – Parent and Community Assistance

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

Contact: Suzanne Mihaloglou

Phone: 713-556-7121

Fax: 713-556-7119

Email: ParentAssistance@HoustonISD.org

Website: <http://www.HoustonISD.org/Page/69836>

Direct Services: Listens to parents' and community members' concerns, issues, and conflicts and helps to resolve them through the appropriate HISD policies, procedures, and personnel.

Houston Independent School District (HISD) – Police

Address: HISD Police Department, 3500 Tampa Street, Houston, TX 77021

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

Contact: Lieutenant Guadalupe Jimenez

Phone: 713-892-7777

Fax: 713-842-3752

Email: gjimenez@HoustonISD.org

Website: <http://www.HoustonISD.org/Page/127499>

Direct Services: Provides workshops for students and parents on bullying, child abuse, school safety, and school rules and consequences, and other topics upon request. • Publishes a parent guide to Internet safety.

Houston Independent School District (HISD) – PowerUp/Technology

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

Contact: Christina Masick

Phone: 713-556-6217

Email: powerup@HoustonISD.org

Website: <http://www.HoustonISD.org/powerup>

Direct Services: Supports laptop use with on-campus wireless Internet and district-wide Windows 7 upgrades. • Supports a 1:1 ratio of laptop computers to high school students. • Supports the district-wide HUB as a platform for collaboration, personalization, curriculum, instruction, and communication for all HISD staff, students, and parents. • Improves equity in students' access to more interactive instruction and a more rigorous curriculum. • Fits instruction to each student's personal needs and extends options for teaching, learning, collaboration, and communication both at home and at school. • Encourages responsible student use of technology and parental monitoring of how their children use it. • HISD plans to add parent components to the HUB as PowerUp unfolds.

Houston Independent School District (HISD) – Psychological Services

Address: HISD Psychological Services Department, 1102 Telephone Road, Houston, TX 77023

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

Contact: Lauren Goonan

Phone: 713-923-8597

Fax: 713-967-5217

Email: lgoonan@HoustonISD.org

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

Direct Services: Provides psychologists assigned to handle crisis intervention and consultation in serious or challenging situations that require psychological intervention and/or referral. • Offers services at individual schools and at the district-wide level. • Provides district-wide training on such topics as suicide prevention, crisis intervention, early warning signs of mental health issues, and risky behaviors among youth.

Houston Independent School District (HISD) – Refugee Programs

Address: Las Americas/Jane Long Middle School, Temporary Building, Room 608, 6501 Bellaire Boulevard, Houston, TX 77074

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

Contact: Neneh Koroma, Shirin Herman, or Lynn Ngo

Phone: 713-556-6973

Email: nkoroma@HoustonISD.org or sherman@HoustonISD.org or Ingo1@HoustonISD.org

Website: <http://www.HoustonISD.org/Page/32057>

Direct Services: For refugee children, provides counseling, enrollment guidance, supplemental summer English as a Second Language (ESL) classes, supplemental materials, and school supplies. • For refugee parents, provides enrollment support, translation, parent information, and tutorial support. • Coordinates with all appropriate area service providers. • Offers resources on refugees to support campus staff.

Houston Independent School District (HISD) – School Choice

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

Contact: Noelia Longoria or Betty Johnson

Phone: 713-556-6947

Fax: 713-556-6784

Email: OSC@HoustonISD.org

Website: <http://www.HoustonISD.org/Page/133703>

Direct Services: Presents about School Choice Options to parents and students in their own communities and in one-on-one settings. • Trains parents in their own communities about how to apply to magnet programs either online or on paper. • Conducts appeal meetings for parents who are appealing a transfer decision.

Houston Independent School District (HISD) – Special Education

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

Contacts: Sowmya Kumar (Assistant Superintendent); Holly Ortego (Alternative and Charter); Mary Kay Kinnett, Cynthia Moore, or Susan Pansmith (Elementary Schools); Toni Pompa-Rodriguez (Middle Schools); or Susan Hurta or Natalie Pruitt (High Schools)

Phone: 713-556-7025 (Sowmya Kumar), 713-434-5285 (Holly Ortego), 713-434-4704 (Mary Kay Kinnett, Cynthia Moore, or Susan Pansmith), 713-434-4700 (Toni Pompa-Rodriguez), or 713-434-4728 (Susan Hurta or Natalie Pruitt)

Email: skumar@HoustonISD.org or horteago@HoustonISD.org or mhefty@HoustonISD.org or cmoore1@HoustonISD.org or spansmit@HoustonISD.org or tpomparo@HoustonISD.org or shurta@HoustonISD.org or npruitt@HoustonISD.org

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

Direct Services: Supports students with disabilities in gaining college and career readiness and independent living skills through active engagement in grade-level curriculum. • Provides psychological services, child study services, speech and language services, student evaluations, and other assistance to all HISD schools.

Houston Independent School District (HISD) – Student Discipline

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

Contacts: Luis Gavito

Phone: 713-556-7140

Fax: 713-556-7282

Email: lgavito@HoustonISD.org

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

Direct Services: Supports parents, students, central office, and campuses with student-discipline related issues, questions, and concerns. • Supports review, approval, and processing of referrals to the Discipline Alternative Education Program (DAEP) and expulsions to the Juvenile Justice Alternative Education Program (JJAEP). • Provides a student handbook available in Arabic, English, Spanish, and Vietnamese.

Houston Independent School District (HISD) – Transportation Services

Address: HISD Transportation Services, 6351 Pinemont Drive, Houston, TX 77092

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

Contacts: Chester Glaude

Phone: 713-613-3040

Email: osalaza1@HoustonISD.org

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

Direct Services: Provides safe, professional, and efficient transportation to and from school, educational field trips, athletic competitions, and events. • Operates 850 buses. • Transports about 31,000 HISD students daily.

Houston Independent School District (HISD) – Virtual Learning Options

Days/Hours: Office: Monday-Friday, 8am-5pm. • Enrollment: Tuesday and Thursday, 8:30am-12pm and 1:30pm-4pm.

Contacts: Kristin Escamilla

Phone: 713-556-7295

Fax: 713-556-6814

Email: vschool@HoustonISD.org (questions) or kescamil@HoustonISD.org (appointments)

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

Direct Services: Provides information about virtual options for adults who attended an HISD school but did not graduate and who wish to continue their studies. • Can provide presentations at school campuses. • Helps with identifying appropriate online learning environments for students seeking non-traditional ways of attending school. • Provides online options for students to earn high school course credits.

FACE PRODUCT EVALUATION FORM

Product Name: _____
Date: _____

User(s): _____
School/Location: _____

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

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

Directions: Please tell us how you feel about this product. Your answers will help us to improve it. Thank you.

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

How long have you used this FACE product?

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

How often do you use this FACE product?

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

FACE PRODUCT EVALUATION FORM

Overall, how satisfied are you with this FACE product?

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

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

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

Will you use this FACE product again?

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

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

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

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

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

Other comments about the product: _____

Please send this completed evaluation form to:

Jeff Smith, Business Operations Team Leader
 Family and Community Engagement Department (FACE)
 Houston Independent School District (HISD)
 4400 West 18th Street
 Houston, TX 77092
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