

# FLORIDA DEPARTMENT OF EDUCATION



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## MEMORANDUM

**TO:** District School Superintendents

**FROM:** Jim Warford

**DATE:** October 16, 2003

**SUBJECT:** Title I/Migrant Programs Customer Satisfaction Survey

As many of you know, we are streamlining several elements of the Florida Department of Education's Title I/Migrant Programs to increase effectiveness. As a customer and partner in this process, your input is critical to ensure an effective redesign. A customer satisfaction survey will be emailed to your Title I and Migrant Coordinators in the next few days to capture their perceptions of the current system and opportunities for improvement within the Title I/Migrant Programs. The survey will also be used to obtain input regarding any other customer requirements that would make the process better.

Bob Seemer of Electronic Training Solutions, Inc. (ets), an independent third party, will administer the survey. Should you or your coordinators have any questions regarding the survey itself, or wish to share insights directly with Mr. Seemer, please contact him at (321) 454-4337, or email at [rseemer@etsfl.com](mailto:rseemer@etsfl.com).

JIM WARFORD  
*K-12 Chancellor*

District School Superintendents

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I respectfully ask that your coordinators be frank and thoughtful with their responses. All surveys are confidential, and every comment made will be used as a starting point for improvement in low scoring areas. Every voice matters; please help ensure your district's or agency's voice is heard.

Thank you in advance for your participation.

JW/asm

cc: District/Agency Coordinators for Title I/Migrant Programs  
Shan Goff  
Lisa Saavedra  
Angel Stanford  
Bob Seemer