

FLORIDA DEPARTMENT OF EDUCATION



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CONTACT PERSON

NAME: Bob Seemer

PHONE: (321) 454-4337

E-MAIL: rseemer@etsfl.com

DPS: 04-052

MEMORANDUM

TO: District School Superintendents

FROM: Jim Warford

DATE: November 13, 2003

SUBJECT: *Follow-Up to the Title I/Migrant Programs Customer Satisfaction Survey*

Per DPS Memorandum 04-037 of October 16, 2003, Bob Seemer of Electronic Training Solutions, Inc. forwarded a customer satisfaction survey to all Title I and Migrant Program Coordinators.

Many customers have responded to the survey and have offered suggestions for process improvement. Input from customers is critical to an effective redesign/improvement of this process. To this end, I am requesting that each of you follow up with the Coordinators within your area to enlist their participation.

There were also hundreds of written comments and suggestions pertaining to the process. We are evaluating, grouping, and determining effectiveness and feasibility for each one. We will send you the results of this analysis in a few weeks.

JIM WARFORD
K-12 Chancellor

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Also, if the Coordinators in your district have not yet received a survey, please have them contact Bob Seemer at (321) 454-4337. Once again, thank you so much for your participation in this improvement effort.

JW/asg

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