

ATTACHMENT I - REFERENCE QUESTIONNAIRE
ST. LUCIE PUBLIC SCHOOLS
RFP 25-09
ELL SUPPLEMENTAL ELA SOFTWARE

Rosetta Stone, LLC
FOR: Tammy Summerville, ED.d (email: tammys@ixl.com), phone number: 855-255-8800

(Name of Vendor Requesting Reference)

This form is being submitted to your Company for completion as a business reference for the company listed above.

This form is to be returned to the School Board of St. Lucie County, Purchasing Department, email at kimberly.albritton@stlucieschools.org no later than 3:00 p.m., **November 22, 2024**, and **must not** be returned to the company requesting the reference.

For questions or concerns regarding this form, please contact the School Board of St. Lucie County, Purchasing Department, by telephone: (772) 429-3980, or by email at kimberly.albritton@stlucieschools.org. When contacting us, please be sure to include the request for proposal number and title listed at the top of this page.

Company Providing Reference: Talladega County Schools
Contact Name: Shareka Lee
Title/Position: ELL Coordinator / Coordinator of Assessment
Contact Telephone Number: 256-521-1581
Contact Email Address: shareka.lee@tcboe.org

Questions:

1. In what capacity have you worked with this company in the past? If the Company was under a similar contract, please acknowledge and explain briefly whether or not the contract was successful.

Comments: Rosetta Stone has offered a variety of support and resources during the decision of purchase of the program. We began our partnership with an overview of the program that provided an opportunity to ask questions.

The company provided an hour of professional development for all coordinators at the local school.

We encountered “bumps” during the implementation but the support was provided in a timely manner.

2. How would you rate this Company's knowledge and expertise?

_____ (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments: All of our questions have been answered and support has been provided on all levels.

3. How would you rate the Company's flexibility relative to changes in the scope and timelines?

_____ (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

4. What is your level of satisfaction with hard-copy materials, e.g. quotation, written scopes of work,

Page 35 of 42

Request for Proposal ELL Supplemental ELA Software
School District of St. Lucie County RFP # 25-09

reports, logs, etc. produced by the Company?

_____ (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

5. How would you rate the dynamics/interaction between the Company and your staff? _____ (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

6. Who were the Company's principle representatives involved in providing your service and how would you rate them individually? Would you comment on the skills, knowledge, behaviors or other factors on which you based the rating? (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Name: _____ Rating: _____

Name: _____ Rating: _____

Name: _____ Rating: _____

Name: _____ Rating: _____

Comments:

7. With which aspect(s) of this Company's services are you most satisfied?

Comments: I have been tremendously impressed with the level of support and expertise of the program.

8. With which aspect(s) of this Company's services are you least satisfied?

Comments: NA

9. Would you recommend this Company's services to your organization again?

Comments: We have had a great experience and would recommend it to anyone school that is considering it. The students have thoroughly enjoyed the program thus far.