

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

FOR: Summit K-12
(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 School District of Manatee County
Contact Name and Title/Position Debra Estes, Director of ESOL, Migrant and Dual Language Programs

Contact Telephone Number 941-751-6550 ext. 43277
Contact Email Address estesd@manateeschools.net

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:

We have just begun using Summit K-12 in our English Language Development classes in grades 6-12. Summit K-12 and specifically, Chris Cristoff, have been very helpful and even trained our teachers before our grant was fully approved by the FLDOE. They have responded to all questions, offered support and assisted us with our implementation. I feel like our contract has been executed in a very professional manner. I am very pleased with our decision to use Summit K-12. The teachers and students using the program have provided very positive feedback thus far. This also was a very affordable product compared to others and the support and customer service has been exceptional.

2. How would you rate this Company's knowledge and expertise?
3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

Their knowledge of language acquisition has not only impressed me, but

that of my team that directly supports our schools, classrooms, and teachers.

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

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

Comments:

Their knowledge of language acquisition has not only impressed me, but that of my team that directly supports our schools, classrooms, and teachers.

4. What is your level of satisfaction with hard-copy materials, e.g. quotation, written scopes of work, reports, logs, etc. produced by the Company?

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

Comments:

We are still learning the ins and outs of the reports available to us, but so far we have been very impressed with all the materials(and training) that we have received from Summit K-12.

5. How would you rate the dynamics/interaction between the Company and your staff?

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

Comments:

Summit K-12 is very responsive and willing to jump on a quick Teams call to answer any of our questions. If one of my ESOL Specialists has a question they always copy the rest of the team on the response so that all members of my department have the information they need to support our schools.

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

Name: Chris Cristoff Rating: 3

Name: _____ Rating: _____

Name: _____ Rating: _____

Name: _____ Rating: _____

Comments:

We have been extremely pleased with the support of Chris as we have rolled out our implementation of Summit K-12.

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

Comments: Customer support, assistance in rostering our students, training provided to the ESOL staff and the school-based English Language Development teachers. Also, their patience as we were trying to get our Title III grant approved from the FLDOE.

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

Comments: The dashboard is still being updated with new features (I anticipate that these new features will make the reports and program easier to understand and follow).

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

Comments: I truly believe that this product will provide grade appropriate supplemental support of our English Learners. Often, online materials are not geared towards secondary students and can be very babyish. This product does not make our students feel like they are working on an elementary platform. The teachers using this platform in their classrooms has been providing us very positive feedback on the usage of the program. I really like that this program assesses students where they are and creates an individual plan for each student at their level of English language proficiency. As we move further into our implementation, I look forward to seeing the progress our students are making.