

Blackman/Jones Compensatory Education – OSSE’s Proposed Work Plan

January 2, 2008
(subject to revision)

In accordance with Attachment A of the ADR Agreement of Parties to the Blackman/Jones Case, OSSE proposes the following Work Plan to complete our renewed effort to notify class members of the availability of Blackman/Jones Compensatory Education Awards. All the requirements and detail included in Attachment A of the ADR Agreement are incorporated here.

I. List of Class Members

- A. On November 15, 2007, Klemm Analysis Group provided to OSSE a list of 5538 students to be included in the February 1, 2008 mailing. (see attachment “List of Students for Second Comp Ed Mailing”) According to Jeff Crilley, the list was created in the following manner:
- i) He started with the 6510 on the original Comp Ed List and removed all students who had either ordered a good or service or opted out of the catalog. That left 5118 students from the original list who had not responded and who would therefore be included in the second mailing.
 - ii) He then looked for any new students who would qualify now but were not on the previous list. To do this, he created a list of any student who had an HOD issued on or after Aug, 1 2006 (the original list was sent in mid October of 2006) that became overdue. He then added any student who was on this list but not on the original mailing list to the list for this mailing. This came to 420 more students. Jeff did not attempt to determine new students who would be on the list due to not having a timely hearing held (Blackman) as that remains virtually impossible to do on a mass scale.
- B. The resulting list indicates whether each class member is “new and were not on the original mailing list or if they were on the original mailing list but did not respond.” For those that were on the original mailing list but did not respond, that chart indicates whether the catalog had been returned in the mail.
- i) The resulting list also contains 14 records highlighted in orange that Jeff identified as having an issue with the “studentid” or “uniqueid.” He believes that for the first 7 the “uniqueid” and or the “studentid” may have changed for that student since the last mailing was sent out. For the second seven records where the “studentid” is denoted as “Unknown” these are students for which

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we have an HOD but were unable to match them to a student in Encore. Karen Shaw will work with the Encore office and any other necessary offices to determine how to resolve these issues before the mailing goes out.

- C. Karen Shaw has been working with the transportation office and recent DCPS census information to update the mailing addresses for all class members on the November 15 list. The most up-to-date list is attached (see attachment "1-2-08 Contact Info Update.") There are at least ninety (90) students on the list for whom OSSE does not currently have an address. Of those students, thirty-five (35) are over the age of twenty-two (22), sixteen (16) are between the ages of nineteen to twenty-two (19-22), and the remaining thirty-four (34) are age eighteen (18) or younger. OSSE will provide plaintiffs with a copy of the list that is ultimately sent to Best Buy to prepare the February 1, 2008 mailing.
- D. At this time, OSSE is not aware of any student for which Klemm Analysis Group has been unable to determine class membership for the purpose of being included in the November 15, 2007 list. OSSE will request Klemm Analysis to provide the names of any additional students who may have become class members since November 16, 2007 and will provide such list to plaintiffs by January 15, 2008.

II. Mailing Procedures

A. Background

- i) OSSE has received from Best Buy quotes covering a number of different mailing alternatives (see email attachment "DCPS Bulk Mail Quote").
- ii) Best Buy reports that delivery confirmation cannot be secured for postcards. Therefore, OSSE is proposing to send a letter to class members with delivery confirmation. This letter will be accompanied by a list of software for selection and a response card for the guardian to fill out and return.
- iii) Best Buy has stated that the mailing can be sent out within one to two weeks of them receiving the information for the mailer (based on approximately 5500 units).

B. Timeline

- i) By January 11, 2008, OSSE will provide Best Buy with the language of the letter (agreed upon by plaintiffs and the Evaluation Team) to be mailed and the November 15, 2007 list of students to receive the mailing.

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- ii) Best Buy will commence mailing letters on a rolling basis as soon as possible. All letters to class members will be sent by February 1, 2008.

III. **Draft text for Review and Comment by Plaintiffs and the Evaluation Team:** (see attached file "Comp Ed Letter")

IV. **Terms of Use for Third-Party Contractors:** At this time, OSSE plans to use two third-party contractors to contact class members regarding Blackman/Jones compensatory education: Best Buy and a community-based community outreach contractor.

- A. **Best Buy:** The current Best Buy contract has been extended through the end of next year. The current contract is currently available solely in hard copy; hard copy will be provided to plaintiffs by mail or at our next in-person meeting. Any modifications necessitated by the 2/1/2008 re-mailing will be completed in a timely fashion.
- B. **Community Outreach Contractor:** As required by the ADR Agreement, OSSE will provide an appropriate draft RFP for review by the plaintiffs and the Evaluation Team by February 1, 2008.

V. **Additional Technical Information**

- A. Best Buy has provided the following product specifications for the desktop PC, the laptop PC, and the MacBook. (OSSE has also requested the specifications for the desktop Mac and will provide them to plaintiffs as soon as received.)
 - i) Desktop PC: 19 inch LCD Monitor, 500 GB HD, 3.2 Ghz Processor Speed, 2 GB RAM Memory, XP or Vista OS
 - ii) Laptop PC: 15.4" LCD Screen, 1.83 Ghz Processor, 120 GB HD, 1 GB RAM
 - iii) MacBook: 15.4" screen, 2.0 Ghz Processor, 80 GB HD, 512 MB RAM
- B. Karen Shaw has spoken with Best Buy concerning the operating systems currently included with the computers. According to Karen, all Windows-based computers currently come with Microsoft Vista and all Mac products come with their equivalent operating system.
- C. In regard to the pre-loading of Microsoft Office, OSSE is committed to ensuring that this occurs. Best Buy reports the following:

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- i) Offices Software Cost: Best Buy reports that Microsoft Office Home and Student edition currently runs around \$135.00 a copy.
- ii) PC Office Installation: Best Buy has asked for specific quotes from their manufacturers and has stated that the manufacturers will charge approximately \$70.00 to \$90.00 a unit for pre-installation (based on past cost for similar service provided). The process would add an additional one to two weeks onto the time frame for the manufacturer to complete the order (based on the number of computers ordered).
- iii) Apple Office Installation: MacIntosh cannot install the software at the manufacturer. Best Buy is going to work with a working group called the installer group to find a solution for pre-installing on the Macs. One solution would be that Best Buy can contract out for home installation of the software for each Mac Computer that is ordered for around \$120.00 for each computer.

- VI. **Telephone Follow-up Procedures**: By March 1, 2008, Best Buy will begin placing follow-up call to the class members who have not responded to the February 1, 2008 mailing.
- A. Best Buy will follow the same telephone follow-up procedures originally prescribed by the Consent Decree. OSSE will also request and review the current Best Buy telephone script to determine if any alterations should be made. OSSE will seek plaintiffs input on this matter.
 - B. OSSE will require Best Buy to record the date and time of each phone call and the outcome of each. OSSE will request Best Buy report on these efforts every two weeks.
- VII. **Projected Staffing Needs**: OSSE is currently evaluating whether a temporary administrative assistant should be retained to field calls to Karen Shaw's office subsequent to the February 1, 2008 mailing. Should it be determined that such assistance is necessary to support the provision of Blackman/Jones Compensatory Education awards, OSSE will procure those services from a temporary staffing firm.