

Education  
Joseph H. Mathos, Deputy Superintendent

**SUBJECT: REQUEST FOR AUTHORIZATION FOR THE SUPERINTENDENT OR HIS  
DESIGNEE TO ENTER INTO A COOPERATIVE AGREEMENT WITH  
WILLOW CSN INCORPORATED FOR EDUCATIONAL SERVICES  
PROVIDED BY MIAMI-DADE COUNTY PUBLIC SCHOOLS (M-DCPS),  
FROM APRIL 19, 2001 THROUGH JUNE 30, 2001**

Authorization is requested for the Superintendent or his designee to enter into a cooperative agreement with Willow CSN Incorporated. Willow is the developer and coordinator of the CyberAgent Network, a private communications network supported by a consortium of major corporations and government agencies. The CyberAgents are professional customer-service representatives trained by special Internet learning programs to the exact standards of their corporate clients. They work from their own home offices or from their own computer workstations, processing customer-service calls for their client call centers.

In 1996, Willow operated in Florida under the terms of a Quick Response Training Grant Agreement with the state of Florida (through Enterprise Florida) and M-DCPS. The collaborative efforts of the three parties to date have resulted in the creation of approximately 2,700 job opportunities for customer-service representatives. It is estimated that 3,000 students have been trained by M-DCPS. Willow projects that more than 1,500 additional employment opportunities are expected to become available within the next 12 months.

The program will be offered at the following centers: The English Center, Robert Morgan Technical Arts Senior High School, Barbara Goleman Senior High School, American Adult Education Center, Southwest Miami Adult Education Center, and D. A. Dorsey Educational Center.

Under the proposed cooperative agreement:

- Miami-Dade County Public Schools will provide an educational program, including teachers, supplies, equipment and related hardware, software, and accessories; furniture; and training-course materials. The supervision of teachers will be provided by the principal of each center; and
- Willow will pay for Off-Premises Extension Line (OPX Line) service, data lines, and the BellSouth Internet account; pay part-time teachers their hourly rate for training received through Willow; and reimburse M-DCPS within 15 days from receipt of invoice for direct billing.

The funds necessary for implementing the equipment requirement for M-DCPS' portion of the agreement will be provided by M-DCPS' Carl D. Perkins grant. The appropriation for this item is included in the Contracted Programs Fund of the 2000-2001 Adopted Budget under Fund 0420, Function 5300, Program 3628, Object 5640, Location 9600. The operational aspects of this program will be funded under existing Workforce Development Education funds at the respective school sites.

Mr. Asim Saber is the President and Chief Executive Officer of Willow CSN Incorporated.

**RECOMMENDED:** That The School Board of Miami-Dade County, Florida, authorize the Superintendent or his designee to enter into a cooperative agreement with Willow CSN Incorporated for educational services provided by Miami-Dade County Public Schools (M-DCPS), from April 19, 2001 through June 30, 2001.

The appropriation for this item is included in the Contracted Programs Fund of the 2000-2001 Adopted Budget.

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