

ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted Department of Commerce, National Telecommunications and Information Administration	2. Award Identification Number 12-42-B10600	3. DUNS Number 623751831
--	---	--

4. Recipient Organization

 FLORIDA A & M UNIVERSITY 1500 WAHNSH WAY, TALLAHASSEE, FL 323073100

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2012	6. Is this the last Annual Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> No
--	--

7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.

7a. Typed or Printed Name and Title of Certifying Official Sterling Adams	7c. Telephone (area code, number and extension) 850-412-7333
	7d. Email Address sterlin.adams@famuedu

7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 03-01-2013
---	--

PROJECT INDICATORS

1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?

New Improved Both

2. How many PCCs were established or improved, and what type of institution(s) were they associated with? Please provide actual total numbers to date. Figures should be reported cumulatively from award inception to the end of the most recent calendar year. Recipients should only count the PCCs that were fully established or in which improvements have been fully completed in that year (that is, partial improvements should not be counted).

Institutions	Established	Improved	Total
Schools (K-12)	0	0	0
Libraries	0	0	0
Community Colleges	0	0	0
Universities / Colleges	1	0	1
Medical / Health care Facilities	0	0	0
Public Safety Entities	0	0	0
Job-Training and/or Economic Development Institution	0	0	0
Other Community Support-Governmental	0	0	0
(please specify): ^{NA}			
Other Community Support-Non-Governmental	0	0	0
(please specify): ^{NA}			

3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.

3.a. New PCCs

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
FAMU Center for Public Computing and Workforce Development 1600 Wahnish Way Tallahassee, FL 32301	80	75	30	25	725

Add New PCC

Remove New PCC

3.b. Improved PCCs

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
Prior to Improvement	0	0	0	0	0
NA	0	0	0	0	0

Add New PCC

Remove New PCC

After Improvement

NA	0	0	0	0	0
----	---	---	---	---	---

Add New PCC

Remove New PCC

4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.)

Open Lab Time Other Training

4.b. If "other," please specify the primary use of the PCCs:

Official Certiport Certification Testing Center

--

5. Please list all of the PCC broadband equipment and/or supplies you have purchased during the past year using BTOP grant funds or other (matching) funds, including any customer premises equipment or end-user devices. If additional space is needed, please attach a list of equipment and/or supplies. Please also describe how the equipment and supplies have been deployed (600 words or less).

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
HP	DL380G7 Server	7,784	1	The HP ProLiant DL380 G7 Server is used to centrally manage connected computers and allows us to deploy new applications to computers.
Pelco	DX8106-1000	6,390	1	deployed in communications closet as video recorder for security monitoring of PCC equipment
Sharp Electronics	LC 70" Monitors	2,500	4	Used as monitors to display training content and remote virtual participants
Totals:		16,674	6	

Add Equipment

Remove Equipment

6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported cumulatively from award inception to the end of the most recent calendar year.

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
Open Lab Access	38,850	25,943	12,972
Multimedia	642	353	4,066
Office skills	1,200	475	4,520
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	1,545	895	1,930
Certified Training Programs	270	90	9,120
Professional Development Other (please specify):	2,280	875	6,360
Total	44,787	28,631	38,968

7. Please describe how your Public Computer Center(s) promotes economic recovery in your area, such as through providing job training, access to job searches, online course offerings, certifications and the like (600 words or less).

Our project included a train the trainer program in 2012. Initially developed for staff, this program expanded to include our Student Volunteer Internship Program (SVIP). The train the trainer program had a substantial impact on accessibility to training opportunities in the workforce for our staff and volunteers. In 2012 we collaborated with the FAMU Small Business Development Center and the regions business community to stimulate growth and expansion of small businesses through training and professional development of their personnel.

We also expanded on our support of the Florida Career and Professional Act that was created to provide a statewide planning partnership between business and education communities, to expand and retain high value industry, and sustain a vibrant state economy (FLDOE). Broadband literacy and skill training was offered and targeted to those who lack the technical capabilities to enter into the workforce or lack skills to increase their labor market competitiveness.

An important project goal was for the center to become an established certification site that would afford opportunities for access to certifications in our targeted region that are often unavailable without travel and considerable expense. We reached this goal and became an official testing center for Certiport, a leader in certification testing. Three center staff persons were trained as proctors for certification testing activities.

The center offered opportunities for remote participation in its training programs that afforded the public throughout the three counties access to its teacher led training and instruction. The technology created supports virtual classroom participation on workstations in homes and public computer centers. The project also features a video archive of instruction and training modules that impact economic recovery in our defined service area. These training modules include topics that prepare individuals for workplace readiness to get a

job. Such topics pertain to resume writing, job search, and interview techniques. Other groups of modules will provide skill attainment for entry into various employment occupations.

In 2012 we became a referral source for ongoing technology education from Workforce Plus and conducted a work readiness academy for youth ages 16-21 to prepare them with professional soft skills such as customer service and business communication. We also regularly assisted job seekers with individual tutoring on the use of various software programs and the printing of resumes and cover letters. In an effort of community outreach we facilitated a professionalism seminar which featured the giveaway of 50 business suits to young men in the community.

8. To the extent that you have made any subcontracts or sub grants, please provided the number of subcontracts or sub grants that have been made to socially and economically disadvantaged small business (SDB) concerns as defined by section 8(a) of the Small Business Act, 15 U.S.C. 647, as modified by NTIA's adoption of an alternative small business size standard for use in BTOP. Please also provide the names of these SDB entities (150 words or less).

The Florida A & M University Center for Public Computing and Workforce Development project was initiated as a collaborative undertaking of the University and five partners. Three of the partners were socially and economically disadvantaged small businesses (SDB's). Those SDB's were located in the service region targeted by the project and each expressed commitment to participate in activities essential to project development. Each also made commitments to contribute toward meeting the matching funds required for eligibility for the BTOP PCC award to fund the project. One of the SDB's, withdrew its participation as a partner. Each of the other two SDB's were actively affiliated with the planning and implementation of the project during the year. Our project implementation schedule had to be revised due to the lengthy period that we were prevented from spending federal funds. It was revised a second time because of delay to construction caused by code requirements and multiple competitive bid solicitations that were needed to acquire a construction contractor because of construction budget shortfall.

As soon as possible in the project implementation and budget revision stages we have taken action to to issue purchase orders due to our socially and economically disadvantaged small businesses partners. They are: Carney Solutions, Inc. of Tallahassee FL and Data Set Ready, Inc. of Tallahassee Florida.

The work scope of Carney Solutions, Inc entails Project management, and technical assistance to facilitate design, integration and installation for all teaching and instructional technology systems.

Data Set Ready Inc. (DSR) is performing all of the work of deploying cable for Internet connectivity to the center. DSR is also performing the design and installation of the network wiring, and connection of all technology systems to the data communications closet.

9. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).

Projects that are similar to the BTOP funded Florida A&M University Center for Public Computing and Workforce Development will have several characteristics in common. They will have as a focus the use of the most advanced affordable technology for teaching and learning. The plan for the use of the technology will include activity that maximizes the extension of the teaching and learning programs of the project beyond the physical boundary of the center to: learners, teachers, scientists, inventors, experts and leading professionals around the globe. The programs of the project will be dependent on the availability of a facility that is to be developed by a significant construction or renovation sub-project. A plan for the development of parking facilities or construction activity that includes the removal or disturbance of the grounds will be a part of the project.

In a recent survey of staff and participants of the center we asked about some of the successes and shortcomings of our operation in an effort to provide the best possible service to the community. Interestingly, we were able to validate the existence of a center that operates with uniformity of workstations. We have limited the amount of configurations on the various machines. This is critical in providing a seamless experience and preventing the need for patrons to have a particular computer. Also by controlling the server through network administration we are able to manage and deploy data from various locations. The addition of the Deep Freeze software is protecting the life of our workstations and keeping the uniformity of our system intact. We provide free scanning, faxing and printing to the public. This has proven to be an extreme bonus to patrons and draws a great number of visitors to the center. Surrounding centers do not offer this amenity free of charge.

We have also been commended for having flexible hours (7am-10pm, M_F) and for having a helpful and courteous staff. Our staff is always willing to help clients with their needs. Our website has also received praise as it is well designed and offers access to a variety of useful information about our center, its activities and computing in general.

As we move forward we are looking to improve upon some of our processes regarding printing. Although we are obliged to offer free printing, we feel some regulation is in order. We recently purchased the Papercut application to assist with this task. We also identified a need for advanced web filtering and a more elaborate usage policy. Soon we will be automating our sign in system to make that use of our center easier to monitor and access. Lastly we are aware that we must continue to find outreach mechanisms to inform the public of our various offerings.