

**ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS**

**General Information**

<b>1. Federal Agency and Organizational Element to Which Report is Submitted</b>  Department of Commerce, National Telecommunications and Information Administration	<b>2. Award Identification Number</b>  12-42-B10600	<b>3. DUNS Number</b>  623751831
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**4. Recipient Organization**  
  
 FLORIDA A & M UNIVERSITY 1500 WAHNSH WAY, TALLAHASSEE, FL 323073100

<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b>  12-31-2014	<b>6. Is this the last Annual Report of the Award Period?</b>  <input checked="" type="radio"/> Yes <input type="radio"/> No
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**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.**

<b>7a. Typed or Printed Name and Title of Certifying Official</b>  Sterling Adams	<b>7c. Telephone (area code, number and extension)</b>  850-412-7474
	<b>7d. Email Address</b>  sterlin.adams@famuedu

<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  03-13-2015
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PROJECT INDICATORS					
<b>1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?</b> <input type="radio"/> New <input type="radio"/> Improved <input checked="" type="radio"/> Both					
<b>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).</b>					
	<b>Institutions</b>	<b>Established</b>	<b>Improved</b>	<b>Total</b>	
	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	
	<b>Other Community Support-Governmental</b>				
	(please specify): 3 residential community PCCs of the Tallahassee Housing Authority: Orange Avenue, Pinewood and Springfield communities and also the Jack McLean Community Center, a City of Tallahassee Center.	0	4	4	
	<b>Other Community Support-Non-Governmental</b>				
	(please specify): Symphony Seven School for Arts and Technology an academy established at the Love and Faith Community Church and the The Apalachee Ridge Technology Learning Center are two community PCC's (both in Tallahassee) in which improvements have supported.	0	2	2	
<b>3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.</b>					
<b>3.a. New PCCs</b>					
<b>New PCC Address</b>	<b>Number of Workstations Available to the Public</b>	<b>Total Hours of Operation per 120-hour Business Week</b>	<b>Total Hours of Operation per 48-hour Weekend</b>	<b>Speed of Broadband Access to Facility (Mbps)</b>	<b>Average Number of Users per Week</b>
1600 Wahnish Way Tallahassee, FL 32307	80	75	21	600	2,842
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
<b>3.b. Improved PCCs</b>					
<b>New PCC Address</b>	<b>Number of Workstations Available to the Public</b>	<b>Total Hours of Operation per 120-hour Business Week</b>	<b>Total Hours of Operation per 48-hour Weekend</b>	<b>Speed of Broadband Access to Facility (Mbps)</b>	<b>Average Number of Users per Week</b>
Prior to Improvement					
Tallahassee Housing Authority Pine Wood Community, 2940-1 GRADY RD, Tallahassee, FL 32312	8	40	0	10	70

<b>Prior to Improvement</b>					
Tallahassee Housing Authority Orange Ave Community, 2710 Country Club Drive 32310 Tallahassee	10	40	0	10	48
Tallahassee Housing Authority Springfield Community, 1702 Joe Louis Street 32304	10	40	0	10	75
Jack L. McLean, Jr. Community Center 700 E Paul Russell Road Tallahassee, FL 32301	3	60	24	50	36
Symphony Seven School for Arts and Technology 1410 East Indianhead Drive, Tallahassee, FL 32301	8	50	9	10	500
Apalachee Ridge Technology Learning Center 937 Kendall Dr, Tallahassee FL 32301	15	40	10	50	136
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
<b>After Improvement</b>					
Tallahassee Housing Authority Pine Wood Community, 2940-1 GRADY RD, Tallahassee, FL 32312	12	40	0	100	100
Tallahassee Housing Authority Orange Ave Community, 2710 Country Club Drive 32310 Tallahassee	12	40	0	100	96
Tallahassee Housing Authority Springfield Community, 1702 Joe Louis Street Tallahassee, FL 32304	12	40	0	100	75
Jack L. McLean, Jr. Community Center 700 E Paul Russell Road Tallahassee, FL 32301	12	60	24	50	70
Symphony Seven School for Arts and Technology 1410 East Indianhead Drive, Tallahassee, FL 32301	10	50	9	100	500

Apalachee Ridge Technology Learning Center 937 Kendall Dr, Tallahassee FL 32301	20	40	10	50	136
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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:

- Authorized Certiport Testing Center
- Public Computer Resource Center for community, neighborhood and other public accessible computer centers.
- Virtual Study Hall for training remote participants and for academic support to students needing tutorial assistance.

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
See attached list	See attached list	0	0	See the attached list
See attached list	See Attached List	0	0	The information is in attached list
<b>Totals:</b>		0	0	

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	67,200	40,647	0
Multimedia	7,000	765	7,832
Office skills	7,500	886	6,755
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	16	384
Basic Internet and Computer Use	12,600	1,125	5,873
Certified Training Programs	600	59	2,924
Other (please specify): Professional Development	7,800	3,146	24,935
<b>Total</b>	<b>102,700</b>	<b>46,644</b>	<b>48,703</b>

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 includes a train the trainer program. Initially developed for staff, this program is used in 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. We collaborate 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. Broadband literacy and skill training is offered and targeted to those who lack the technical capabilities to enter into the workforce or lack skills to increase their labor market competitiveness. The CPCWD teamed with many community businesses and organizations. The center operated as an official certification site and afforded opportunities for access to certifications in our targeted region that are often unavailable without travel and considerable expense. Four center staff persons were registered proctors for certification testing

activities with CertiPort.

Use of the CPCWD Cisco Telepresence System enabled virtual participation in the programs to individuals remote from the center in distant cities and towns. This training delivery service the center is used for remote participation in CPCWD training programs by the public . The technology enables virtual classroom participation on workstations in homes and public computer centers.

We collaborate with smaller PCC's that we support and manage without charge to ensure that they are providing quality access in disadvantaged areas.

**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 BTOP Project was funded via grant application with three of the (3) partners that are socially and economically disadvantaged small business (SDB) concerns as defined by section 8(a) of the Small Business Act. No contract or sub grants were included as part of the project implementation design. However 5 commitments have been made to the two SDB's that are partners to the BTOP grant.

One contract has been made with Carney Solutions Inc. for the project management described in the BTOP grant application budget Carney Solutions Design of PCC network,digital distribution infrastructure and virtual teaching/learning/meeting systems inclusive of implementation plan with project plan and schedules for build out of PCC technology system.

Four contracts have been made with Data, Set, Ready, Inc. Contracts were for work described in the grant application for the communications design, raceway installation, fiber optic and copper cable installation, terminations and installation of hand-holes, faceplates and other resources needed for a computer network and campus circuits for access to broadband internet.

**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. The projects will build an access capability in remote areas and make them part of the PCC network in a way that will enable services and computing resources that they usually do not have because of lack of financial and human capital. Such PCC's similar to ours 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.

If a PCC is offering training that is accessible to remote participants activity that create opportunities for those without broadband resources can be realized through collaborations with community based computer centers in the targeted service area to serve as access centers.

A periodic inquiry made to staff and users of the center programs and services has given us insight into the what they consider as the successes and shortcomings of our operations as we strive to provide the best possible service to the community. Strengths identified us as a center includes:

- An environment that operates with uniformity of workstations
- Uniformity in the abundance of software applications on our computers that make for a seamless experience where there is no need for patrons to have a particular computer.
- Advanced in network administration with almost no instances of system down-time.
- Utilization of The PaperCut application software to manage printing for a large number of users and to keep users informed of their print limit at all times.
- Free scanning, faxing and printing to the public.
- A well designed website that offers access to valuable applications, useful information about our center programs and activities
- Our virtual access resources that afford remote participation from mobile and desktop computers.

We have installed our own sign in and user tracking system and other systems to make that enable us to monitor user need and respond with support.

The CPCWD affords all users opportunity for instruction and support during hours that the center is open. We consider this to be a best practice for PCC's.

The CPCWD instituted a staff development program with the goal of maintaining a staff of certified technical personnel well prepared to design, engineer and install systems that comprise an integrated digital media computing, instruction and learning center of excellence. We believe this to be a best practice for PCC's that seek to be advantaged in establishing a program to sustain the operations of a PCC over a long term.