

**QUARTERLY 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>  15-42-B10561	<b>3. DUNS Number</b>  965088057
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**4. Recipient Organization**  
  
 University of Hawaii Systems 2530 Dole Street, SAK D-200, Honolulu, HI 96822

<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b>  06-30-2013	<b>6. Is this the last Report of the Award Period?</b>  <p style="text-align: center;"><input type="radio"/> Yes    <input checked="" type="radio"/> No</p>
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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>  Yaa-Yin Fong  Director	<b>7c. Telephone (area code, number and extension)</b>  (808) 956-7800
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<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  07-30-2013
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**Project Indicators (This Quarter)**

**1. Please describe significant project accomplishments completed during this quarter (600 words or less).**

There are now 748 BTOP funded computers at Hawaii State Public Library Systems (HSPLS) and University of Hawaii (UH) Public Computer Centers (PCC).

UH West Oahu opened their highly anticipated Kapolei campus in the Fall 2012. A new PCC location with 48 public access workstations was established this quarter in the UH West Oahu Library ([www2.hawaii.edu/~uhwolib](http://www2.hawaii.edu/~uhwolib)) to service the needs of the growing communities on the west side of Oahu. Two other UH sites also added 5 additional computers for public use this quarter.

HSPLS staff have started giving away one gigabyte "Hawaii Access for All" flash drives to patrons who do not bring in their own external hard drive to save their work when using the library's public computers.

HSPLS outreach includes Facebook ([www.facebook.com/HSPLSHlgov](http://www.facebook.com/HSPLSHlgov)) and Twitter ([twitter.com/HSPLSHlgov](http://twitter.com/HSPLSHlgov)) social media channels, participating in community resource fairs, hosting Tax informational sessions, placing signs in city buses and posting of workforce development training calendars.

Here is a sampling of BTOP computer anecdotes shared this quarter:

- a patron recovering from stroke was able to slowly relearn her forgotten computer skills using the PCC computers. Since then she has 1) written a novel which is now in editing phase; 2) applied for 6 grants and received funding 4 of them which have supported her economically; and 3) put together several PowerPoint presentations on "Elderly Abuse Prevention" which have been shared with communities all over Kauai. (Hanapepe Public Library branch)

- introduced a patron planning a trip to France to the PowerSpeak online course. The patron began using PowerSpeak at home and was impressed the easy to use format and the abundance of audio that allowed him to hear the proper enunciation. (Kealakekua Public Library branch)

- assist a patron to prepare the billing paperwork for business by creating a master list of customers and teaching her how to download, format and print. (Naalehu Public Library branch)

- patron uses the the BTOP computer and printer to complete her medical billing coursework through the Ed2Go online courses (now known as Learn4Life). The staff shares in her pride every time she comes up to report yet another 100% perfect score! (Naalehu and Pahala Public Library branches)

- a gentleman uses the computers daily to keep in touch with friends and family around the world, using the library as his "connection to the outside world". He also uses the PCC location to search for jobs, housing, and medical-related information. (Naalehu Public Library branch)

- a patron sits outside on the lanai (terrace) and uses the library's wi-fi daily. This connection enabled him to keep in contact and interact with his young son who lives on the mainland. (Naalehu Public Library branch)

- another wi-fi user video chats with his long-distance girlfriend and has told the staff how grateful he is to have access to a free high-speed connection. (Naalehu Public Library branch)

- partnering with the Pahala Senior Center coordinator, the PCC location was able to offer two classes to seniors interested in learning how to use the computer. Based on their positive feedback, more classes will be offered next month. (Pahala Public and School Library branch)

- patrons are taking online classes on Ed2Go (now Learn4Life), a great opportunity for saving lots of gas and travel time since the nearest college is over 50 miles one way, Another patron makes use of the ADA adjustable workstation while he sitting in his own motorized chair. (Pahala Public and School Library branch)

**2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (300 words or less).**

	Milestone	Percent Complete	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)

2.a.	Overall Project	81	The baseline completion variance continues to increase with more actual expenditures being below the budgeted cost due to very competitive quotes on purchases.
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Public Computer Centers Established	-	Progress reported in Question 4 below
2.d.	Public Computer Centers Improved	-	Progress reported in Question 4 below
2.e.	New Workstations Installed	-	Progress reported in Question 4 below
2.f.	Existing Workstations Upgraded	-	Progress reported in Question 4 below
2.g.	Outreach Activities	-	Progress reported in Question 4 below
2.h.	Training Programs	-	Progress reported in Question 4 below
2.i.	Other (please specify):	-	Progress reported in Question 4 below

**3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).**

A number of sites are working with space limitations and staff shortages but are still fully committed to keeping as many BTOP computers available as possible.

**4. Please provide actual total numbers to date or typical averages for the following key indicators, as specified in the question. Write "0" in the Total column and "N/A" in the Narrative column if your project does not include this activity. Unless otherwise indicated below, figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative explanation if the total is different from the target provided in your baseline plan (300 words or less).**

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
4.a.	New workstations installed and available to the public	748	Workstation availability continues to increase from the baseline plan. Due to lower than budgeted expenditures, expansion plans to existing or new sites that have indicated increased demand for public access workstations are still in progress.
4.b.	Average users per week (NOT cumulative)	8,322	Usage counts have decreased since last quarter due to the Summer break for many of the UH sites. Several sites also report operating in temporary spaces which may have also impacted usage.
4.c.	Number of PCCs with upgraded broadband connectivity	63	The total number of fully deployed PCC sites is 63 locations (13 UH, 50 HSPLS) out of 66 total planned sites (15 UH, 51 HSPLS.) There is one less HSPLS location than originally proposed due to the permanent closure of Holualoa Public Library that had been temporarily closed since July 2009 due to a position vacancy. The UH Center Maui location was closed in January 2013 due to high site lease cost. The BTOP computers at that site were transferred to the nearby HSPLS Kihei branch location.
4.d.	Number of PCCs with new broadband wireless connectivity	50	As of April 2, 2012, broadband wireless Internet access was made available in all 50 HSPLS PCC locations as a direct result of BTOP funding. As noted in the previous indicator, this is one less than the baseline plan due to the permanent closure of the Holualoa PCC location.
4.e.	Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	169	Additional hours reported by North Hawaii Education Research, Center, Kapiolani Community College Library, Lahaina and Lanai Educational Centers and Manoa, Kaimuki, Kalihi-Palama, Pahala and Wahiawa Public Library locations. The new East Hawaii Development Corporation and UH West Oahu locations have also added more hours not shown in the baseline plan.

**5. Training Programs. In the chart below, please describe the training programs provided at each of your BTOP-funded PCCs.**

Name of Training Program	Length of Program (per hour basis)	Number of Participants per Program	Number of Training Hours per Program
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Apr-Jun 2013: Basic Computer & Internet Skills	6	9	54
Apr-Jun 2013: Ancestry Library Database	1	16	16
Apr-Jun 2013: Novelist Database	1	7	7
Apr-Jun 2013: Internet Basics & Word Processing	7	10	70
Apr-Jun 2013: Novelist, Testing & Education Reference Center, Biography in Context, eBooks & Audiobooks	1	86	86
Apr-Jun 2013: eBooks & Audiobooks	1	6	6
Apr-Jun 2013: Introduction to Internet Explorer	1	4	4
Apr-Jun 2013: Introduction to Gmail	1	2	2
Apr-Jun 2013: Introduction to MS Word	1	1	1
Apr-Jun 2013: Gale databases	2	60	120
Apr-Jun 2013: Downloading eBooks	1	2	2
Apr-Jun 2013: Internet Basics	2	2	4
Apr-Jun 2013: Introduction to Enterprise	1	1	1
Apr-Jun 2013: Computer Basics	2	2	4
Apr-Jun 2013: Basic Internet/ Email Skills	2	2	4
Apr-Jun 2013: Basic Internet	12	36	432
4/3/13: Microsoft PowerPoint Basics	1	12	12
4/4/13: Health Management	1	17	17
4/4/13: Communication Skills	1	19	19
4/4/13: Math Lab Tutoring	3	5	15
4/11/13: Library Resources	1	12	12
4/11/13: Math Lab Tutoring	3	5	15
4/13, 4/27/13: Real Estate National Testing	4	15	60
4/13, 4/27/13: Real Estate State Testing	2	22	44
4/16/13: Financial Management	1	14	14
4/17/13: National Academy of Sports Medicine Certified Personal Trainer Testing	4	6	24

4/18/13: Financial Management Part 2	1	15	15
4/18/13: Math Lab Tutoring	3	5	15
4/24/13: Testing for Pharmacy Technicians	4	3	12
4/25/13: Math Lab Tutoring	3	5	15
5/4/13: Certificate Training New Farmers	4	7	28
5/11, 5/25/13: Real Estate National Testing	4	9	36
5/11, 5/25/13: Real Estate State Testing	2	10	20
5/18/13: National Opticianry Competency Training	4	3	12
5/23/13: Website Development Training	8	10	80
6/3/13: Website Development Training	10	8	80
6/4, 6/6, 6/11, 6/13, 6/18, 6/20, 6/27, 6/29/13: GED Preparation	16	17	272
6/8/13: Real Estate National Testing	4	9	36
6/15/13: Foreign Service Officer Test Training	4	2	8
6/22/13: Real Estate State Testing	2	15	30
6/29/13: NASM Certified Personal Training	4	1	4

Add Training Program

Remove Training Program

**Project Indicators (Next Quarter)**

**1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).**  
 All outstanding computer installations are expected to be completed by August 31, 2013 with 40+ additional public access workstations and 2-3 new PCC locations available throughout the state.

Several sites have started or planning to start on-going technology related gatherings at their locations. East Hawaii Development Corporation is already offering monthly "Tech Tuesdays" and Guest Writers' Series meetings and plans to add Application Development GameDesign Jams and Code Jams from July. The Kapolei Public Library branch is planning to conduct "Tech Tuesdays" beginning in July.

Six (6) laptops were also purchased to be used in part as training kits (with portable screens and LCD projectors) for each island. These 6 laptops will be used from mid-July to conduct Microsoft IT Academy training for staff and patrons.

Since the November 2011 launch of HI Tech Academy, more than 8,000 Microsoft IT Academy courses have been taken. To increase promotion and use of this valuable technology resource, HSPLS will offer workshops for field staff statewide during the week of July 15-19. Participants may choose to attend a basic introduction to the IT Academy (create an email account, set up a Microsoft account, select an e-learning course, and best practices to assist patrons); or an advanced workshop (to learn more about the E-Learning portfolio, reviewing the E-Learning Course management tools, Activating the Microsoft E-Reference Books Library, and more).

**2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).**

	Milestone	Planned Percent Complete	Narrative (describe reasons for any variance from baseline plan or any relevant information)
2.a.	Overall Project	100	Project is expected to be fully completed by 8/31/2013.
2.b.	Equipment / Supply Purchases	-	Milestone Data Not Required
2.c.	Public Computer Centers Established	-	Milestone Data Not Required
2.d.	Public Computer Centers Improved	-	Milestone Data Not Required
2.e.	New Workstations Installed	-	Milestone Data Not Required
2.f.	Existing Workstations Upgraded	-	Milestone Data Not Required
2.g.	Outreach Activities	-	Milestone Data Not Required
2.h.	Training Programs	-	Milestone Data Not Required
2.i.	Other (please specify):	-	Milestone Data Not Required

**3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).**

No new challenges or issues are anticipated for next quarter.

**Public Computer Center Budget Execution Details**

**Activity Based Expenditures (Public Computer Centers)**

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

Budget for Entire Project				Actuals from Project Inception through End of Current Reporting Period			Anticipated Actuals from Project Inception through End of Next Reporting Period		
Cost Classification	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
b. Fringe Benefits	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
c. Travel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
d. Equipment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
e. Supplies	\$1,736,130	\$0	\$1,736,130	\$1,463,298	\$0	\$1,463,298	\$1,805,888	\$0	\$1,805,888
f. Contractual	\$188,230	\$0	\$188,230	\$119,444	\$0	\$119,444	\$135,524	\$0	\$135,524
g. Construction	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
h. Other	\$25,000	\$0	\$25,000	\$0	\$0	\$0	\$0	\$0	\$0
i. Total Direct Charges (sum of a through h)	\$1,949,360	\$0	\$1,949,360	\$1,582,742	\$0	\$1,582,742	\$1,941,412	\$0	\$1,941,412
j. Indirect Charges	\$487,340	\$487,340	\$0	\$395,685	\$395,685	\$0	\$485,353	\$485,353	\$0
k. TOTALS (sum of i and j)	\$2,436,700	\$487,340	\$1,949,360	\$1,978,427	\$395,685	\$1,582,742	\$2,426,765	\$485,353	\$1,941,412

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

a. Application Budget Program Income: \$0	b. Program Income to Date: \$0
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