QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

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** **41-43-B10593**	**3. DUNS Number** **052226800**

4. Recipient Organization

PORTLAND STATE UNIVERSITY 1633 SW Park Avenue, PORTLAND, OR 97201-3218

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	**6. Is this the last Report of the Award Period?** ◯ Yes ⦿ 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 Stephen Reder University Professor	**7c. Telephone (area code, number and extension)** (503) 725-3999
	7d. Email Address reders@pdx.edu
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 01-30-2012

Project Indicators (This Quarter)

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

During Q4 of 2011, our project continued to deliver SBA training to our target audience and build capacity towards reaching our service delivery goals. We held a National Leadership Team meeting in Portland during the month of October, completed development of and deployed our Introduction to Career Pathways learning plans, completed revisions and redeployed our Digital Literacy and Broadband Consumer Education learning plans, collected our first round of surveys from program participants, began a revision of our screening and online intake process, and developed and released new software features.

Each of our sub recipients sent representatives to our National Leadership Team meeting. Participants shared information about the work at their sites, focusing on unique successes, adaptations and implementation challenges. We heard important feedback related to our intake process, which initiated a review and revision of that process. A revised intake procedure will be implemented the first half of 2012. We also focused on strategies to improve outreach to learners & improve the persistence rates of the learners we recruit. Content developers discussed revisions to the Digital Literacy & Broadband Consumer Education learning plan bundles as well as the recently released Introduction to Career Pathways bundle. Implementation partners also discussed ways that we can work to increase the response rate to our next deployment of the follow up survey.

Throughout the quarter, our implementation sub recipients worked to increase their capacity for service delivery and improve the programs they have in place. These partners continue to network in their communities to build more local partnerships, in order to reach a broader audience and utilize local technology infrastructure. Roughly 50 more tutors completed training, bringing our total tutors trained since service delivery launch to over 150. Our tutors volunteered over 2000 hours while serving more than 1000 unique learners. Of these learners, about 700 completed at least one learning plan and more than 130 completed all the plans they tested or opted into.

Our content development partners complete the Introduction Career Pathways plans on schedule. Project staff at PSU worked with implementation partners to customize these plans to direct learners to locally relevant programs and resources. Content development partners also completed the revisions to the Digital Literacy and Broadband Consumer Education plans according to the feedback provided by the program staff, volunteers and participants in each of the six implementation sites.

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 reasons for any variance from baseline plan or any other relevant information)
2.a.	Overall Project	34	N/A
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Awareness Campaigns	-	Progress reported in Question 4 below
2.d.	Outreach Activities	-	Progress reported in Question 4 below
2.e.	Training Programs	-	Progress reported in Question 4 below
2.f.	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).
N/A

4a. In the chart below, please provide the requested information on your BTOP grant-funded SBA activities. Please also provide a short description of the activity (600 words or less). Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please ensure that the numbers of new household subscribers and business or community anchor institution (CAI) subscribers reflected in the "Total" row represent the unduplicated number of new subscribers that can be attributed to your SBA project as a whole.

Name of the SBA Activity	Location of SBA Activity	Description of Activity (600 words or less)	Size of Target Audience	Actual Number of Participants	New Subscribers: Households	New Subscribers: Businesses and/or CAIs
Digital literacy & broadband consumer education training	Central Texas	Volunteer tutors are recruited and trained to use the Learner Web software, BTOP content & to be effective tutors to adult learners. Learners are recruited and referred to our participating computer labs, where their eligibility and digital literacy skills are assessed. Eligible learners work through a series of customized (by location, ability & language) Learning Plans which deliver training in 11 targeted subjects. Learning Plan content ranges from basic computer skills to email to strategies for being an informed consumer of broadband internet subscriptions. Tutors are available throughout the learners work to support work, complement content and encourage perseverance.	2,400	280	0	0
Digital literacy & broadband consumer education training	Minnesota	Same as above.	4,000	294	0	0
Digital literacy & broadband consumer education training	New Orleans, LA	Same as above.	4,988	707	2	0
Digital literacy & broadband consumer education training	New York	Same as above.	6,400	157	0	0
Digital literacy & broadband consumer education training	Richmond, CA	Same as above.	4,000	663	8	0
Digital literacy & broadband consumer education training	South Texas	Learners are recruited and referred to our participating computer labs, where their eligibility and digital literacy skills are assessed. Eligible learners work through a series of customized (by location, ability & language) Learning Plans which deliver training in 11 targeted subjects. Learning Plan content ranges from basic computer skills to email to strategies for being an informed consumer of broadband internet subscriptions. Paid tutors are available throughout the learners work to support work, complement content and encourage perseverance.	1,750	716	3	0
Total:			**23,538**	**2,817**	**13**	**0**

4b. Please describe your method for determining the number of households, businesses, and/or (CAIs) subscribing to broadband as a result of your SBA programs (600 words or less).

These adoption numbers are the product of the survey that we distributed via email during Q3 2011. Participants are were asked a few questions about their internet use, including whether or not they have subscribed to broadband since taking part in the Learner Web Digital Literacy BTOP Partnership. We will distribute another round of the email survey mid Q1 2012.

4c. Please provide a narrative explanation if the total number of new subscribers is different from the targets provided in your baseline plan (600 words or less).

As stated in the Q3 2011 Performance Progress Report, these lower number of subscribers may reflect the low rate of response to the survey rather than a low rate of adoption among participants. Leading up to the next round of participants surveys, we have been promoting our variable incentive & asking our partners to prepare learners to seek out and respond to our survey.

4d. Please provide the number of households and the number of businesses and CAIs receiving discounted broadband service as result of BTOP funds.

Households: 0	**Businesses and CAIs :** 0

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).

Our continuing goal next quarter will be to expand and increase service delivery capacity. There are a number of project processes that will be reviewed and revised to support this goal. These include streamlining and simplifying the digital intake process, reviewing partner feedback on Learning Plan content and revising the Spanish language versions of the Learning Plans.

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. 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 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	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.a.	Overall Project	42	N/A
2.b.	Equipment Purchases	-	Milestone Data Not Required
2.c.	Awareness Campaigns	-	Milestone Data Not Required
2.d.	Outreach Activities	-	Milestone Data Not Required
2.e.	Training Programs	-	Milestone Data Not Required
2.f.	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).
N/A

Sustainable Broadband Adoption Budget Execution Details

Activity Based Expenditures (Sustainable Broadband Adoption)

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.

Cost Classification	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		
	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	$586,016	$193,188	$392,828	$289,122	$90,551	$198,571	$369,552	$121,338	$248,214
b. Fringe Benefits	$243,868	$64,077	$179,791	$104,394	$32,220	$72,173	$133,392	$43,175	$90,217
c. Travel	$11,197	$0	$11,197	$14,157	$0	$14,157	$17,696	$0	$17,696
d. Equipment	$23,446	$3,095	$20,351	$18,719	$0	$18,719	$23,399	$0	$23,399
e. Supplies	$4,400	$0	$4,400	$465	$0	$465	$582	$0	$582
f. Contractual	$4,369,486	$2,085,873	$2,283,613	$1,201,718	$506,456	$695,262	$1,514,196	$678,652	$835,544
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$82,148	$30,000	$52,148	$63,078	$16,201	$46,877	$80,306	$21,709	$58,597
i. Total Direct Charges (sum of a through h)	$5,320,561	$2,376,233	$2,944,328	$1,691,653	$645,428	$1,046,224	$2,139,123	$864,874	$1,274,249
j. Indirect Charges	$492,166	$118,463	$373,703	$275,415	$55,861	$219,554	$284,352	$84,731	$199,611
k. TOTALS (sum of i and j)	$5,812,727	$2,494,696	$3,318,031	$1,967,068	$701,289	$1,265,778	$2,423,475	$949,605	$1,473,860

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