

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 48-43-B10572	3. DUNS Number 135136112
4. Recipient Organization MEXICAN INSTITUTE OF GREATER HOUSTON, INC. 4601 CAROLINE ST, HOUSTON, TX 77004-5022		
5. Current Reporting Period End Date (MM/DD/YYYY) 06-30-2011	6. Is this the last 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 Brenda Boyko	7c. Telephone (area code, number and extension) 713-988-6699	
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7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 07-29-2011	

Project Indicators (This Quarter)

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

CLASSES: Spring Semester Classes of Basic Computer Literacy were completed with 113 graduates from Broadband Technology Opportunities Program (BTOP) classes. The annual Dia de la Familia, graduation ceremony, was held with over 1500 people attending. We had 625 total graduates for the 2010-11 academic year (since the start of the BTOP grant). Efforts have begun to expand programs into the greater Dallas/Ft. Worth area for the semester beginning in September 2011. The expansion into the Dallas area is in addition to the classes offered in the greater Houston area, San Antonio, and Beaumont. PROGRAM STAFFING: We were able to fill two of the six open positions on the project, thereby making significant progress toward full staffing with bilingual/bicultural professional and experienced personnel. INSTRUCTIONAL PLATFORM DEVELOPMENT: The educational platform for the Basic Computer Literacy Program is fully functional and will be used for all classes during the next quarter as well as succeeding quarters. Development continues on capturing data for statistical information as well as additional courses. PROGRAM AWARENESS: Multiple live and one recorded interview were done on both radio and television to increase awareness of our programs and encourage enrollment. Familia Latinas magazine, June 2011 Edition, contained an article (in Spanish) about the MIGH and the assistance received from the BTOP initiative. The MIGH participated in the 2-day, 11th Annual Expo of the Cámara de Empresarios Latinos de Houston, providing program information to attendees and exhibitors. All students who completed our course received e-mails promoting our summer programs and encouraging them to inform others about the availability of BTOP-funded classes for relatives and friends.

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	16	<p>We have improved our relative position compared to the Baseline Standards from 40% of the anticipated percent of completion in Q1 2011 to 47% in Q2 2011 and expect to steadily close the gap during the upcoming quarters considering the new hires and scheduled activities.</p> <p>As previously indicated, our budget is personnel intensive, and although we have continued to encounter challenges in identifying qualified bilingual/bicultural personnel to fill the staff positions, we have been interviewing more promising candidates. We are pleased to report that progress is being made in this area in that we have recently filled two positions and have made two more hires who will begin working during Q3 2011 (project quarter 5). We are confident that all of the other positions will also be filled in Q3 2011.</p> <p>Additionally, procurement of required items for the project continue to be made at lower than anticipated costs, thanks to effective procurement management and cost control measures which provide other needed flexibility as well as the ability to offer more fully-paid BTOP classes to schools severely affected by budget reductions.</p> <p>During this quarter, we began efforts to expand into the Dallas area market and have held some initial very promising meetings at Dallas ISD headquarters as well as some schools. We expect expenses and program progress related to that expansion effort to significantly increase during the upcoming quarter, with classes beginning there in Q4 2011.</p>
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).

We continued our efforts to fill the remaining project positions with qualified bilingual/bicultural personnel - by far this has been our biggest challenge, primarily due to the need for candidates to be fully bilingual/bicultural. (Two positions were filled during the quarter and two more are beginning work during Q3 2011, in July). Because most of our students are first generation immigrants, it is very important to consider their cultural differences (strengths and weaknesses) in order to help them better absorb the educational material we use, understand and adopt practices linked to wide use of broadband technology to exercise and maintain appropriate parental authority at home, and help them develop new practical skills. These efforts prepare them to strengthen their qualifications to apply for better paying jobs.

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
Basic Internet & Computer Use	Houston, TX	Teaching basic computer technology (what is a computer, how does it work, how to use it, how to navigate the Internet and do research, how to create and effectively use an e-mail account, Microsoft Office Programs) in Spanish, and also where to find free ESL classes using the Internet. (So that participants might better appreciate the education they receive, we require participants to pay a token amount toward the cost of their training by purchasing their own training manuals. The charge helps offset part of the time and materials required to develop the manuals. While it is a very small amount by most standards, it does increase their self esteem because they perceive that they are contributing to the cost of their education. This practice also helps for increasing graduation rates).	300,000	859	625	0
Total:			300,000	859	625	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).

During the BTOP program we anticipate 3,920 new subscribers to broadband, which is equivalent to the number of students we project to complete the classes and graduate. This projection is based upon the premise that historically, in the eight years of the program, 70% of the individuals enrolled in our computer literacy classes have passed the exam and obtained certification. Because these individuals were not previously broadband subscribers, they are considered new subscribers. We contribute towards that end by informing them about new initiatives that some of our supporters are coming out with for underserved populations like the one we target. One of them is Comcast's low cost monthly rate for those families with school-aged children enrolled in the free lunch program. Although some students may subscribe prior to successful completion of the classes, we find it more effective to base the number of new subscribers on the number who complete the course as they will have the appropriate skill set to use the Internet and will have taken their commitment to learning seriously enough to complete the program.

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).

Our Baseline Standard projected 368 new subscribers by the end of project quarter 4 (Q2 2011). In June 2011, our Fall 2010 and Spring 2011 classes were completed and produced 620 graduates/new subscribers for our Graduation Day ("Dia de la Familia). (Of the total students, 161 were BTOP students and 113 were BTOP graduates/new BTOP subscribers). We did not have any goals for businesses as new subscribers, therefore, that number remains zero.

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
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Project Indicators (Next Quarter)

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

We will have contacted over 850 schools across the State of Texas to attempt to establish new locations for MIGH Community Learning Centers at their locations. We have scheduled several visits in July and August with school principals and assistant principals at public and private schools and will finish development of a new PowerPoint presentation and printed handouts to be used at those (and subsequent) meetings. We anticipate beginning approximately 30 new classes before the end of next quarter (Q3 2011) with at least that many beginning

during Q4 2011 to meet our projections of 66 BTOP classes for Fall 2011. Course content development for two new courses is scheduled to be complete during the next quarter (Q3 2011). Both courses will be available to begin instruction during Q4 2011. The student manual covering three different versions of Microsoft and the newest OS - Windows 7 will be used/tested during the summer months (Q3 2011), with any necessary changes made before the printing for fall 2011 (Q4 2011).

We anticipate beginning classes in new remote locations (Dallas metro area as well as new areas in San Antonio).

Staffing of program positions are expected to be complete.

Our original estimate for summer 2011 classes projected 102 students, and we have 110 - a direct result of our increased efforts in this area. This puts us back on the right track toward meeting our program goals.

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	23	Our projection for next quarter reflects the project delays experienced in earlier quarters, but we expect, based upon our program business plan to make measurable progress toward overcoming these setbacks. The addition of two new courses of instruction in Q4 2011 should visibly increase our level of accomplishment. Our projection continues to show improvement in our relative position compared to the Baseline Standard projection - moving from 47% of Baseline Standard in Q2 2011 (increased from 40% in Q1 2011) to 60% in Q3 2011.
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).

We recognize that it will be challenging to catch up to our milestone projection because of the staffing delays that we have experienced, however, we have developed a business plan to expedite our efforts in curriculum development and expansion of the number of community learning centers, as well as publicity and materials to promote our programs.

