

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) 12-31-2013	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@fam.u.edu	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-28-2014	

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 (please specify): 0	0	0	0
Other Community Support-Non-Governmental (please specify): 0	0	0	0

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
1600 Wahnish Way Tallahassee FL 32307	80	75	21	25	1,464

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					
NA	0	0	0	0	0
<input type="button" value="Add New PCC"/> <input type="button" value="Remove New PCC"/>					
After Improvement					
NA	0	0	0	0	0
<input type="button" value="Add New PCC"/> <input type="button" value="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
Panasonic	RP-HT21 Headphones	5	100	Headphones for audio in visual conferencing applications
Logitech	HD Webcam C525	30	100	Camera and intergrated mic for use of video conferencing applications
Sharp	LC 80 LE 632	3,800	1	Large video monitor for training applications
Adobe	CLP Licensing Agreement	9,203	1	500 perpetual licenses of the Adobe C6 multimedia suite
Vaddio	HD Video Cameras WallView CAP HD Definition-20	4,125	2	HD cameras or vitrtual remote training and on site training
Vaddio	HD Camera 999-7260-000	11,625	2	HD cameras with tracking for virtual training and on site training
N/A	ACURT-ES-MU Control Panel	7,897	1	Security control system for the security of computers, cameras and other technology
Cisco	ASA 5505-SEC-BUN-K9	966	6	Deployed at community computer centers to connect to CPCWD for virtual training programs
AutoDesk	PDS	15,089	1	50 software licenses for product design suite for certification and training and professional design applications
Crestron	AM-100	935	4	Wireless presentation on training center monitors from student workstations and laptops
Totals:		53,675	218	

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	37,200	23,910	0
Multimedia	5,214	540	4,455
Office skills	6,400	690	5,113
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	16	384
Basic Internet and Computer Use	12,515	930	4,505
Certified Training Programs	590	10	1,280
Other (please specify): Professional Development	7,790	2,109	16,112
Total	69,709	28,205	31,849

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).

The Florida A & M University BTOP Public Computer Center (PCC) is the backbone of our project that operates as a Center for Public Computing and Workforce Development (CPCWD). The center affords broadband internet access free to the public via eighty desktop computers that are also networked through use of a robust server and three gigabit switches (each with 48 ports) along with three high-speed multifunction printers. The Center has four computing areas. There is an atrium lobby internet that affords public access at all times that the center is open. There is an instructional area for staff and volunteers to provide one on one training and special support services and there are two training rooms each with a High Definition Telepresence video conference system integrated with other digital media instruction and learning resources that enable the most modern capability for on-site and remote trainer/trainee

participation. CPCWD has engaged in activity to form a cluster of community computer centers on its network that serve as access centers for its training programs in computer literacy, desk top computing office suite applications, professional development, business development and academic support via a virtual study hall. The CPCWD has support and training programs with school programs and engages in use of its technology to support programs that enable individuals and communities to gain access to resources that elevate quality of life.

The CPCWD also affords the public free access to broadband internet using their on mobile devices: tablets, laptops, etc. with our wireless network while on or near the premises of the center. We offer training in the use of mobile devices and we offer seniors training on internet based applications that facilitate their use of internet based services in a "Senior Surfers" course.

We use student volunteers to help operate our center. This includes the use of students as trainers. 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 the FAMU Small Business Development Center and the Florida Department of Transportation (FDOT) and facilitated the construction management training of minority and small business owners that enabled them to certify and get bonding support required for eligibility to place bids on FDOT construction projects.

Use of the CPCWD TelePresence System enables virtual participation in our program to individuals remote from the center in distant cities and towns. This is part of the training delivery program the center has developed for remote participation in its training programs by the public throughout the three counties targeted as its primary service region. The technology enabled virtual classroom participation takes place on workstations in homes and public computer centers. CPCWD also piloted archival of video of instruction and training modules as a method to impact economic recovery in our defined service area.

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.

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 sub grants were included as part of the project implementation design. However 4 contracts were made to the two SDB's that continued a partnership in the project.

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.

Three 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. 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.

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.