

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 29-42-B10563	3. DUNS Number 780871158
4. Recipient Organization HIGHER EDUCATION, MISSOURI DEPARTMENT OF 205 Jefferson Street, P.O. Box 1469, Jefferson City, MO 65102		
5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	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 Rusty Monhollon Interim Assistant Commissioner	7c. Telephone (area code, number and extension) 573-751-5221	
	7d. Email Address rusty.monhollon@dhe.mo.gov	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 01-30-2012	

PROJECT INDICATORS						
1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?						
<input type="radio"/> New <input type="radio"/> Improved <input checked="" type="radio"/> 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	12	10	22		
	Universities / Colleges	0	0	0		
	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	0	0	0		
	(please specify): n/a					
	Other Community Support-Non-Governmental	0	0	0		
	(please specify): n/a					
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
	Jefferson College 1687 Missouri State Road Arnold, MO	34	60	5	15	192
	Jefferson College 6471 Cedar Hill Road Cedar Hill, MO	26	54	0	15	57
	Jefferson College 4400 Jeffco Boulevard Arnold, MO	25	54	0	15	30
	St. Louis Community College Center for Workforce Innovation 3344 Pershall Road St. Louis, MO 63135	33	0	48	250	55
	St. Louis Community College Harrison Education Center 3140 Cass Ave. St. Louis, MO 63106	28	0	40	50	24
	Mineral Area College 5270 Flat River Road Park Hills, MO 63601	60	29	0	54	7
	Three Rivers Community College 2080 Three Rivers Blvd. Poplar Bluff, MO 63901	40	60	16	50	314

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
Three Rivers Community College 901C South Bypass Kennett, MO 63857	30	60	0	1.5	127
Three Rivers Community College 2203 Narvel Felts Blvd. Malden, MO 63863	30	60	0	1.5	87
Three Rivers Community College 103 Kathleen Sikeston, MO 63801	30	60	0	3	211
Metropolitan Community College- Blue River 20301 East 78 Hwy Campus Center 129 Independence, MO	29	47	4	50	2,194
Metropolitan Community College- Business and Technology TC 221 1775 Universal Ave. Kansas City, MO	25	36	3	50	14

Add New PCC

Remove New PCC

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					
Moberly Area Community College Columbia Higher Education Center 601 Bus Loop 70 W Columbia, MO 65203	22	64	6	15	0
Moberly Area Community College Hannibal Area Higher Education Center 141 Communications Drive Hannibal, MO 53401	16	64	0	3	0
Moberly Area Community College Jim Sears Northeast Technical Center Hwy 6 East Edina, MO 63537	4	40	0	6	0
Moberly Area Community College Kirksville Higher Education Center 2105 E. Normal Street Kirksville, MO 63501	16	64	0	6	0
Moberly Area Community College Mexico Advanced Technology Center	16	60	0	6	0

Prior to Improvement					
2900 Doreli Lane Mexico, MO 65265					
Moberly Area Community College 101 College Ave. Moberly, MO 65270	32	64	0	15	0
Metropolitan Community College- Longview 500 SW Longview RD Community Ed 207 Lee's Summit, MO	0	42	0	50	0
Metropolitan Community College- Maple Woods 2601 NE Barry Rd LR Room 108 Kansas City, MO	0	46	0	50	0
Metropolitan Community College- Penn Valley 3201 Southwest Trafficway PCC HU103 Kansas City, MO	0	56	4	50	0
Metropolitan Community College- Penn Valley Pioneer Satellite Site 2700 East 18th Street Room 150 Kansas City, MO	0	0	0	50	0
		Add New PCC			
			Remove New PCC		
After Improvement					
Moberly Area Community College Columbia Higher Education Center 601 Bus Loop 70 W Columbia, MO 65203	22	64	6	30	500
Moberly Area Community College Hannibal Area Higher Education Center 141 Communications Drive Hannibal, MO 53401	16	64	0	3	1
Moberly Area Community College Jim Sears Northeast Technical Center Hwy 6 East Edina, MO 63537	4	40	0	6	10
Moberly Area Community College Kirksville Higher Education Center 2105 E. Normal Street Kirksville, MO 63501	16	64	0	10	50
Moberly Area Community College Mexico Advanced Technology Center	16	60	0	10	0

2900 Doreli Lane Mexico, MO 65265					
Moberly Area Community College 101 College Avenue Moberly, MO 65270	32	64	0	30	500
Metropolitan Community College- Longview 500 SW Longview RD Community Ed 207 Lee's Summit, MO	21	43	4	50	29
Metropolitan Community College- Maple Woods 2601 NE Barry Rd LR Room 108 Kansas City, MO	21	46	4	50	109
Metropolitan Community College- Penn Valley 3201 Southwest Trafficway PCC HU103 Kansas City, MO	27	56	4	50	1,860
Metropolitan Community College- Penn Valley Pioneer Satellite Site 2700 East 18th Street Room 150 Kansas City, MO	35	48	4	50	104

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:

The primary usage of the PCCs is for open access lab and free digital literacy courses. PCC labs may occasionally be utilized for other courses offered by the institution. St. Louis Community College is utilizing ten (10) laptops from Harrison Education Center as a traveling classroom, taking the laptops to sites such as churches, rotary clubs, YMCAs, etc. to teach Basic Computer courses to participants who are unable to get to the PCC sites.

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
Dell	Servers	6,186	3	The three Dell R710 servers are operating in a virtualized environment to support Jenzabar CX/JICS software that provides registration, student records, and other business functions for MACC; it also houses the college webserver and other essential services. These upgrades enhance the college's ability to serve increasing numbers of IT users, including the PCCs, which account for approximately 8.2% of total computer inventory.
Dell	Equalogic	30,181	1	The Dell Equalogic Storage Area Network (SAN) provides data storage for the virtualized server environment.
MORENet	Broadband Service	10,000	1	Increase broadband service to accommodate 54 mbps.
Dell	Main Server	9,981	2	System Infrastructure
HP	Storage Area Network	18,528	1	System Infrastructure
Dell	Distribution Switch	10,673	2	System Infrastructure
Totals:		85,549	10	

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	39,551	119,949	0
Multimedia	132	167	192
Office skills	1,149	1,143	2,396
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	3,665	4,383	8,744
Certified Training Programs	130	192	4,096
Other (please specify): Job Skills/Job Training/Online Application Training	202	227	508
Total	44,829	126,061	15,936

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).

Moberly Area Community College (MACC) is able to provide training for the public that enables them to more successfully search for jobs or prepare them for the technological requirements of college courses.

Jefferson College's (JC) digital literacy classes and open lab access have provided area residents opportunities to upgrade skills. The training provides participants with job skills useful in a broad range of occupational areas. Testimonials provided by JC participants, as well as comments on end-of-training surveys support that the lab access and classes have assisted in participants finding work or upgrading their skills to obtain better employment.

St. Louis Community College (STLCC) has formed partnerships with the St. Louis Agency on Training and Employment and other city agencies to improve the online employment applications courses and Missouri Online Job Assistant software being offered to the public. STLCC is also working with retirement facilities to expose retired citizens to computer classes; the facilities arrange for their vans to bring residents at specific times each week to take the basic computer courses.

Mineral Area College (MAC) courses provide training to people trying to get better positions in their current employment and job-seekers. At least half of the students enrolled in the classes expressed gratitude for the opportunity to attend the courses and learn a skill that would benefit them in the job market.

Three Rivers Community College's (TRCC) four PCCs promote economic recovery in the area through the provision of broadband access that can be used for personal enrichment, job seeking, and online training to take certification exams, conduct basic business operations and communications, and improve basic computer and office skills. They are currently aware of two individuals who utilized the PCCs as an office hub and would create invoices, email customers, and manage their websites. The PCCs provided these two individuals with a low-cost start-up option for them to grow their businesses to the point where they purchased their own computers and internet access and are now working from home.

Metropolitan Community College (MCC) provides access to online job searches, plus their Lab Specialists have provided a list of various job search websites and their career focus if they have one. One of the training modules is entitled "Career Opportunities" and the lessons cover job searching, resume writing, cover letters, job applications, interviewing, job success, etc. MCC also has available a thousand profiles on a more extensive website assisting in finding a job called Optimal Resume. Another one of MCCs training modules provides basic training on the Microsoft Office suite of products--Word, Excel, PowerPoint, and Access. MCC also provides access to courses which will help participants obtain CompTIA A+ and Net+ certifications, as well as Microsoft Office Specialist certifications.

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).

n/a

9. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).

Staffing and Administration

- Plan for more staff and have more staff available upfront in the project dedicated to getting the project off the ground.
- Be sure to take time and account for all possible expenses.
- Be aware of the time it takes to order, have delivered, and set up supplies and equipment and have a plan in the event of backorders.

Participant Tracking

- Be sure to have timed access in labs with high usage.
- Create a system to electronically track user log-ins in PCC labs that is not contingent upon registration in a digital literacy course.

Communications

- Create a shared drive where all BTOP course information can be found, including:
 - o Monthly course schedules
 - o Lab assistant schedules for all sites
 - o Instructor notes/schedules for all sites
 - o Have drive available to all employees associated with BTOP program as well as managers of all sites where PCCs are located
- Have monthly staff meetings
 - o Brainstorming new marketing ideas
 - o Community outreach ideas
 - o Review classes that are working and those with low attendance
 - o Help build better team relationships
 - o Problem-solving
- Meet weekly with instructors and lab assistants
- Offer a suggestion and improvement forum to the public

Marketing

- Establish a website
 - o Ensure that site is updated monthly with current course schedules
 - o Provide contact information for all PCC sites
- Promote quality of programs via word-of-mouth as well. Many feel that free courses are low quality—advertise the expertise of the staff along with the course.
- Use local newspaper ads and direct mailings.
- Make calls immediately before training sessions to remind students of upcoming trainings.