

RECIPIENT NAME:New Mexico State Library

AWARD NUMBER: 35-43-B10002

DATE: 02/26/2014

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 6/30/2015

### QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

#### 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> 35-43-B10002	<b>3. DUNS Number</b> 783998099
<b>4. Recipient Organization</b>  New Mexico State Library 1209 Camino Carlos Rey, Santa Fe, NM 87507		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b> 09-30-2013	<b>6. Is this the last Report of the Award Period?</b>  <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>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>		
<b>7a. Typed or Printed Name and Title of Certifying Official</b>  Devon Skeele	<b>7c. Telephone (area code, number and extension)</b>  505-476-9762	
	<b>7d. Email Address</b>  devon.skeele@state.nm.us	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  02-26-2014	

**Project Indicators (This Quarter)**

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

During Q3 100the staff of the State Library and Department of Cultural Affairs together continued the process to close out the grant, including a site visit to primary contractor.. The final invoices have been requested, and issues are being discussed with the contractors before final payments are made. The final report /brochure has been distributed, with additional distribution planned. Towards sustainability, State Library staff is working with the other broadband grant to assess connectivity at libraries and Navajo chapterhouses. The State Library is also providing 3-D printing support to public libraries through workshops and lending printers.

**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	100	Staff is completing the close out reporting and documentation
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).**

No specific challenges this quarter

**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
Marketing and Outreach, one-on-one meetings	various statewide locations	Project staff completed the Final Assessment Report and the marketing toolkit and marketing brochure in order to support project sustainability with public libraries and community stakeholders. Staff also translated the FFNM curriculum into Spanish. The curricula and marketing materials will be available to public libraries throughout the state. Marketing activities concluded in Q3, 2012.	875,025	1,121,057	127	0
Level I Training	various statewide locations	Level I training concluded in Q3, 2012	2,745	3,140	0	0
Level II Training	various statewide locations	Level II training concluded in Q1, 2012	1,680	2,382	0	0
<b>Total:</b>			<b>879,450</b>	<b>1,126,579</b>	<b>127</b>	<b>0</b>

**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).**

Project staff completed the FFNM Final Assessment Report. The Report included data gathered from participants throughout the

project in both pre and post surveys.

**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).**

FFNM measured three types of broadband adopters or subscribers. 1. Subscribers: A homeowner or businessowner who, previous to FFNM presence did not have broadband and now has purchased broadband services from a provider (ISP). 2. Subscribers who increase access: a subscriber who more frequently accesses broadband and increases the value he or she places on internet access. 3. Non Subscribers who increase access: a non subscriber who more frequently acceses broadband (through another's subscription) and increases the value he or she places on internet access. To measure subscribers, (subscribers who increase access and non subscribers who increase access), FFNM surveyed training participants before and after training. Data gathered from these surveys indicated that: 25% of participants entered the trainings without broadband adopted broadband subscription service within 6 months of completing the trainings; 50% of all training participants showed a shift from the low to the high end of a sustainable broadband adoption spectrum, as measured by frequency of computer use before and after the trainings; 60% of all training participants showed a shift from the low to the high end of a sustainable broadband adoption spectrum as measured by frequency of Internet use before and after trainings; 85% of training participants reported a strong sense of self-efficacy regarding computer, Internet, and broadband skills and knowledge after the Fast Forward trainings, while those reporting low or average self-efficacy declined by 80%. In addition, the Fast Forward project documented the following characteristics and best practices related to effective computer and Internet training: the Fast Forward study showed a more complex and multi-directional relationship between training and adoption, in which adoption often preceded or overlapped with training; Outreach and awareness that is flexible and responsive to communities is particularly effective in raising awareness and engaging communities in dialogue about broadband; Application of adult learning theory to digital literacy trainings provides high levels of participant engagement, satisfaction, and learning; Libraries continue to be the prime source of digital literacy training in communities and continue to need additional support on the level of resources and training and State and local agencies might best utilize these findings by developing long-term coordinated and standardized digital literacy training for all New Mexicans.

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

<b>Households:</b> 0	<b>Businesses and CAIs :</b> 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).**

All project activities were completed in Q2. The State Library will finalize all reporting requirements.

**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	100	Project Staff completed all project activities in compliance with the grant requirements.
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).**

No challenges or issues are anticipated. NM State Library staff continue to explore innovative ways to ensure project sustainability.

