ANNUAL 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** 37-43-B10590	**3. DUNS Number** 072026321

4. Recipient Organization

North Carolina Central University 1801 Fayetteville Street, Durham, NC 27707-3130

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	**6. Is this the last Annual 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 Gregory W Clinton Director	**7c. Telephone (area code, number and extension)** 919-530-7174
	7d. Email Address gclinton@nccu.edu
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 02-29-2012

PROJECT INDICATORS

1. Does your Sustainable Broadband Adoption (SBA) project foster a particular broadband technology or technologies? If so, please describe this technology (or technologies) (600 words or less).

Yes, our project uses telepresence, HD videoconferencing, and desktop videoconferencing. All of the above are provided to individuals through broadband. Microelectronics Center of North Carolina (MCNC) serves as the ISP for all the university sites. Legal Aid of North Carolina (LANC) uses several different vendors for broadband, but they have developed a separate video network for this program. Because both LANC and the partner universities have separated their video traffic through broadband, stability and reliability of our videoconferencing sessions have been maintained. These videoconferencing sessions require large amounts of bandwidth to make the video and audio in these sessions stable, so that individuals feel that they are in the same room.

2a. Please list all of the broadband equipment and/or supplies you have purchased during the most recent calendar 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 (100 words or less).

Manufacturer	Item	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
Polycom	RPX HD 418M immersive telepresence room system	479,326	1	Equipment used for the Telepresence room at NCCU School of Law. Includes 4 seamless video displays, 1 conference table, and 18 seats.
Polycom	RPX 418M Enhanced Rear Wall Graphics	6,082	1	Blue sky with clouds graphics for the rear wall of the Telepresence room at NCCU School of Law.
Polycom	RMX 2000 10HD/40CIF	24,000	1	Multi-site videoconference bridge system for additional capacity.
Polycom	RMX 2000/4000 MPMx Upgrade	74,160	1	Additional 30 HD licenses plus MPMx-D media processing module
Polycom	VBP 5300-E10 Firewall/ NAT traversal	7,076	3	Polycom Video Border Proxy equipment to permit secure firewall traversal of video traffic among telepresence systems at NCCU School of Law at the 4 partner institutions.
Polycom	VBP 5300-E25 Firewall/ NAT traversal	7,076	1	Polycom Video Border Proxy equipment to permit secure firewall traversal of video traffic among telepresence systems at NCCU School of Law at the 4 partner institutions.
Polycom	Telepresence Video System	66,869	4	Telepresence equipment package for the 4 partner schools that consists of video displays and sources, video processing equipment, audio processing equipment, control system, and cable, hardware, and connectors.
Polycom	Telepresence Room Furnishings	24,200	4	Telepresence furnishings package for the 4 partner schools that consists of custom credenza and front wall unit with equipment bays, custom videoconference meeting table, custom videoconference rear wall backdrop unit, and custom videoconference lighting package.
Totals		688,789	16	

Add Equipment	Remove Equipment

2b. To the extent you distribute equipment/supplies to beneficiaries of your project, please describe the equipment/supplies you distribute, the quantities distributed, and the specific populations to whom the equipment/supplies are distributed **(600 words or less).**

Each of the four remote sites received a 5-seat telepresence room system with a Polycom HDX high definition videoconference unit with a 70" LCD display. The telepresence room furnishings includes a custom credenza and front wall unit with equipment bays, custom videoconference meeting table, custom videoconference rear wall backdrop unit, and custom videoconference lighting package. The four sites are at Winston Salem State University, Fayetteville State University, Elizabeth City State University, and North Carolina Agricultural and Technical State University.

3. For SBA access and training provided with BTOP grant funds, please provide the information below. Unless otherwise indicated in the instructions, figures should be reported cumulatively from award inception to the end of the most recent calendar year. For each type of training (other than open access), please count only the participants who completed the course.

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Training Hours Offered

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Training Hours Offered
Open Lab Access	0	0	0
Multimedia	0	0	0
Office Skills	0	0	0
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	0	0	0
Certified Training Programs	0	0	0
Other (please specify): Legal education and workshops	854	1,015	2,850
Total	854	1,015	2,850

4. Please describe key economic and social successes of your project during the past year, and why you believe the project is successful thus far (600 words or less).

North Carolina Central University's (NCCU) Technology Assisted Legal Instruction and Services (TALIAS) Project has experienced many successes this year. Our legal workshops on topics such as Foreclosure Prevention, Tenant's Rights, Employment Law, Credit, Criminal Law, Family Law, and Entrepreneurship were presented to residents in Durham, Elizabeth City, Winston-Salem, Greensboro, and Fayetteville, and their surrounding communities. Individuals go to the remote site in their communities and receive free legal services without having to travel out of their communities. These sessions reached 1,103 citizens in Durham, Fayetteville, Greensboro, Winston-Salem, Elizabeth City, and their surrounding communities; helping to bring the total of attendees that used TALIAS equipment to 4,501, having a total of 6,643 hours of use.

The TALIAS project has also helped LANC reduce the cost of continuing legal education programs (CLE's) for staff attorneys and the private volunteer attorneys who have agreed to represent at least one Legal Aid client at no cost. This year, LANC has produced two CLE's through TALIAS, training 338 attorneys for this purpose and thereby insuring the continuation of quality legal services for the poor. TALIAS has been a game changer for LANC. Attorneys in the LANC offices conduct videoconferencing meetings amongst themselves, cutting out travel time for meetings. Thus, making the attorneys more accessible to their clients. Since our telepresence model makes people feel as if they are in the same room, clients feel like they are talking to the attorneys face to face.

TALIAS launched its first video-conference undergraduate course to students at all five HBCU partners. Twenty students completed the course, Introduction to Law and the Legal Process, in December 2011. This course was taught by a team of law school faculty members. This course helped to expand the diversity pipeline to the practice of law; thereby insuring a legal profession that is sensitive to the needs of the underserved communities.

We believe the project has been successful thus far because there is a growing demand for videoconferencing legal education and services. We are equipped to meet that demand and we do it in a seamless manner.

5. Please estimate the level of broadband adoption in the community(ies) and/or area(s) your project serves, explain your methodology for estimating the level of broadband adoption, and explain changes in the broadband adoption level, if any, since the project began.

5a. Adoption Level (%):	Narrative description of level, methodology, and change from the level at project inception (600 words or less).
0	For the purposes of our program, we are focused on the institutional adoption of broadband. Our goal was to create broadband usage for 27 different locations. To date, we have 22 locations. This project has caused an increase in the usage of broadband throughout the 22 locations.

6. Please describe the two most common barriers to broadband adoption that you have experienced this year in connection with your project. What steps did you take to address them (600 words or less)?

At the beginning of this project, the infrastructure network could not maintain steady videoconferencing calls and it was difficult to manage that process. Since then, we brought in more experts to troubleshoot the network and to make repairs. Now our calls are 98% stable.

Faculty at NCCU School of Law and workshop presenters were not entirely comfortable with using the technology. They had to adjust to speaking to a live audience in five different places at one time. We developed training protocol and provided one-on-one training for them before their class or event.

7. To the extent that you have made any subcontracts or sub grants, please provide 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)
Not applicable

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

During the BTOP grant application process, we underestimated the amount of manpower we would need for this project. There is such a great demand for our programs and workshops. We learned that we had to articulate to the clients that we have protocols in place to ensure their confidentiality. Every person involved in the TALIAS project signed a confidentiality agreement.

TALIAS allows these programs to share resources efficiently and helps eliminate geographical boundaries that have previously prevented individuals from obtaining free legal services in their area of need. Initially, there was an overwhelming demand to attend our sessions and we did not originally plan for overflow space. So, we created back-up facilities such as classrooms and auditoriums to handle events that were popular to the public.

First time presenters have to adjust to speaking to a live audience in several different places at one time. We have established protocols for presenters before each session starts. Presenters are trained on how the videoconferencing calls work and how to communicate in a telepresence room.