QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted	2. Award Identification Number	3. DUNS Number
Department of Commerce, National Telecommunications and Information Administration	**41-43-B10593**	**052226800**

4. Recipient Organization

PORTLAND STATE UNIVERSITY 1633 SW Park Avenue, PORTLAND, OR 97201-3218

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
03-31-2012	○ 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	7c. Telephone (area code, number and extension)
Rhonda Jones	
	7d. Email Address
	rhonda4@pdx.edu
7b. Signature of Certifying Official	**7e. Date Report Submitted (MM/DD/YYYY):**
Submitted Electronically	05-18-2012

Project Indicators (This Quarter)

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

During the first quarter of 2012, the Learner Web Digital literacy partnership continued to recruit and train learners in the areas of digital literacy, broadband consumer education & introduction to career pathways. In addition, we worked on updating the Spanish language translations of our digital literacy and broadband consumer education learning plans, revised and redeployed our online intake process, distributed and collected the second round of our online follow up survey, began a local partnership with a local literacy organization & released new software features.

Throughout the quarter our subrecipients worked to increase capacity for service delivery in their regions. Many of our subrecipients recruited new partner organizations in addition to sustaining and improving service delivery with existing partners. Subrecipient partners trained more than 70 tutors during this quarter, bringing the total number of tutors trained in the project to roughly 250. These technology tutors volunteered a total of over 5000 hours during Q1 2012. Working in project specific and partner computer labs, these tutors supported digital literacy training of over 2200 learners during Q1 2012. Of these learners, nearly 1500 completed at least one of our learning plans during the quarter. Over 200 learners completed every learning plan that they tested or opted into.

An important part of increasing learner participation & persistence was a redevelopment of our online intake process. We incorporated partner feedback and review into a more streamlined version of the original; the result is a process that is easier & quicker for learners to navigate with tutor support. Our translator has been working to bring the Spanish language versions of our learning plans in line with the version 2.0 that our plan developers released last quarter. This task is roughly 50% complete.

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	44	N/A
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).

N/A

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
Digital literacy and broadband consumer education training	Central Texas	Volunteer tutors are recruited and trained to be effective tutors to adult learners and to use the Learner Web software, focused on BTOP specific content. Learners are recruited and referred to our participating computer labs, where their eligibility and digital literacy skills are assessed. Eligible learners work through a series of customized (by location, ability & language) Learning Plans which deliver training in 11 targeted subjects. Learning Plan content ranges from basic computer skills to e-mail to strategies for being an informed consumer of	2,400	429	5	0

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
		broadband internet subscriptions. Tutors are available throughout the learners' work to support progress, complement content and encourage perserverence.				
Digital literacy and broadband consumer education training	Minnesota	Same as above.	4,000	528	5	0
Digital literacy and broadband consumer education training	New Orleans, LA	Same as above.	4,988	1,074	6	0
Digital literacy and broadband consumer education training	New York	Same as above.	6,400	804	2	0
Digital literacy and broadband consumer education training	Richmond, CA	Same as above.	4,000	1,043	24	0
Digital literacy and broadband consumer education training	South Texas	Learners are recruited and referred to our participating computer labs, where their eligibility and digital literacy skills are assessed. Eligible learners work through a series of customized (by location, ability & language) Learning Plans which deliver training in 11 targeted subjects. Learning Plan content ranges from basic computer skills to e-mail to strategies for being an informed consumer of broadband internet subscriptions. Paid tutors are trained to support learners, work and are available throughout the process to support learners, complement content and encourage perserverence.	1,750	1,201	13	0
Total:			**23,538**	**5,079**	**55**	**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).

Every participant in our program is assisted in signing up for an email address. We distributed an email survey to all eligible participants during Q1 2012. Participants are asked a few questions about internet use, including whether or not they have subscribed to broadband since taking part in the Learner Web Digital Literacy BTOP Partnership.

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).

These numbers may reflect a low rate of response to our email survey rather than a low rate of adoption among participants. In the second deployment of the survey our response rate increased to 7% from 5.3%. In both rounds of the survey, 23% of respondents indicated that they subscribed to broadband after taking part in our program. We will continue to work on improving our response rate by promoting the variable incentive, increasing emphasis on the survey within the learning plans & asking our partners to encourage all learners to participate in the survey.

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

Project Indicators (Next Quarter)

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

We will continue to expand capacity and increase service delivery among our existing partners and will seek to add additional organizations to our project. We are planning to complete an update of our the Spanish language versions of our learning plans & add additional Spanish language web-based resources.

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	55	N/A
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).
N/A

Sustainable Broadband Adoption Budget Execution Details

Activity Based Expenditures (Sustainable Broadband Adoption)

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

Cost Classification	Budget for Entire Project			Actuals from Project Inception through End of Current Reporting Period			Anticipated Actuals from Project Inception through End of Next Reporting Period		
	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	$586,016	$193,188	$392,828	$364,977	$127,202	$237,775	$467,669	$170,451	$297,218
b. Fringe Benefits	$243,868	$64,077	$179,791	$139,148	$48,805	$90,342	$178,327	$65,399	$112,928
c. Travel	$11,197	$0	$11,197	$14,283	$0	$14,283	$17,854	$0	$17,854
d. Equipment	$23,446	$3,095	$20,351	$18,719	$0	$18,719	$23,399	$0	$23,399
e. Supplies	$4,400	$0	$4,400	$490	$0	$490	$613	$0	$613
f. Contractual	$4,369,486	$2,085,873	$2,283,613	$1,610,557	$775,077	$835,479	$2,082,953	$1,038,604	$1,044,349
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$82,148	$30,000	$52,148	$69,921	$19,342	$50,581	$89,142	$25,918	$63,224
i. Total Direct Charges (sum of a through h)	$5,320,561	$2,376,233	$2,944,328	$2,218,095	$970,426	$1,247,669	$2,859,957	$1,300,372	$1,559,585
j. Indirect Charges	$492,166	$118,463	$373,703	$330,353	$80,083	$250,269	$603,806	$119,104	$484,702
k. TOTALS (sum of i and j)	$5,812,727	$2,494,696	$3,318,031	$2,548,448	$1,050,509	$1,497,938	$3,463,763	$1,419,476	$2,044,287

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

a. Application Budget Program Income: $0	b. Program Income to Date: $0