QUARTERLY PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

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	44-42-B10011	025488169

4. Recipient Organization

OSHEAN Inc. 6946 Post Road, Suite 402, North Kingstown, RI 02852

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
12-31-2011	◯ 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)
Alison Ferreira	401 886088 X203
	7d. Email Address
	alison@oshean.org

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	02-13-2012

Project Indicators (This Quarter)

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

Q4 2011 Activities: 10/1/11-12/31/11: We purchased and received the mobile carrying cases for the mobile lab libraries and the laptop carts for the permanent libraries. Two branch libraries requested the mobile cases instead of the cart as they intend to share the mobile labs among their branches. Libraries are making heavy use of both the permanent and mobile computers that have been awarded to them through this grant. The mobile laptops are being shared among the libraries that did not receive permanent mobile labs.

Our training program has been popular and successful. Our multilingual in-house trainer continued to train library patrons and staff on our EZone site this quarter. With our new videoconferencing equipment, we will be reducing that on-site EZone training and instead offering one or two trainings by videoconference access to as many as 25 sites at once beginning in February, 2012. The remainder of her training time will be spent offering on-site Word and Excel classes at various levels. Already, she has been training on Word Phase 1 and Phase 2 during this quarter and has developed curriculum for more advanced classes in these Programs. Occasionally, our trainer will walk into a class and realize that most of the students have never touched a computer. It is extremely rewarding for her to help them learn how to use computer technology and to see how much this improves their confidence to take it further. Many students return to take any class she offers. Her classes are full and many of her students say that seeing her teach empowers them that they may be teachers like she is one day.

CCRS held 31 1.5-2 hour job searching skills workshops at libraries this quarter bringing their total training under this grant to 47 workshops in 22 different libraries, or almost half of the libraries in our consortium. More exciting is that when some libraries reached their maximum training allotment, they hired CCRS on their own to hold additional trainings. Most exciting perhaps is that one job-seeking workshop attendee has been hired full-time by CCRS now and they are considering two others for employment. Our libraries are realizing the value of this type of training and some are already budgeting for continued and/or additional training for when the grant cycle has ended.

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 your reasons for any variance from the baseline plan or any other relevant information)
2.a.	Overall Project	93	We have spent $1,488,828.56 of our $1,599,975 budget.
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Public Computer Centers Established	-	Progress reported in Question 4 below
2.d.	Public Computer Centers Improved	-	Progress reported in Question 4 below
2.e.	New Workstations Installed	-	Progress reported in Question 4 below
2.f.	Existing Workstations Upgraded	-	Progress reported in Question 4 below
2.g.	Outreach Activities	-	Progress reported in Question 4 below
2.h.	Training Programs	-	Progress reported in Question 4 below
2.i.	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).

We did not face any challenges in achieving our planned progress this quarter.

4. Please provide actual total numbers to date or typical averages for the following key indicators, as specified in the question. Write "0" in the Total column and "N/A" in the Narrative column if your project does not include this activity. Unless otherwise indicated below, figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative explanation if the total is different from the target provided in your baseline plan (300 words or less).

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
4.a.	New workstations installed and available to the public	727	All computers were installed by May, 2011.
4.b.	Average users per week (NOT cumulative)	14,169	Sample data for September shows between 15 and 45 users per computer per week at the PCCs. 29.1 (the mean) uses/computer/ week was used for the newly purchased and installed 477 (permanently available as open access public computers.) That totals 13,881 uses per week. The training report for the mobile labs indicates another 1846 uses for a total of 15,727 uses. This figure is about 8.7% below the projected 17,241 in the baseline for Q4. December is our slowest month in libraries due to the holidays and school vacations. We also saw that the patrons' computer sessions averaged between 36 and 49 minutes.
4.c.	Number of PCCs with upgraded broadband connectivity	0	The capacity for upgraded broadband activity at 64 of the 74 PCCs has been improved. The connectivity will be upgraded when teh fiber optic cable broadband becomes available to the PCCs.
4.d.	Number of PCCs with new broadband wireless connectivity	0	N/A - wireless connectivity already exists.
4.e.	Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	0	At this time, no library has added to their existing opening hours of operation as a result of purchases made with BTOP funds.

5. Training Programs. In the chart below, please describe the training programs provided at each of your BTOP-funded PCCs.

Name of Training Program	Length of Program (per hour basis)	Number of Participants per Program	Number of Training Hours per Program
Cranston MS Office Word 2007 Phase 1 Part 2	3	6	15
Cranston MS Office Word 2007 Phase 1 Part 3	3	6	15
EZone training @ Narragansett Library	2	8	16
Open Access @ Libraries of Foster	5	50	246
Office Skills @ Cranston	1	9	9
Job Searching Skills @ Cranston	2	20	40
EZone training @ Cross Mills Library	3	11	30
Tiverton MS Office Word 2007 Phase 1 Part 1	2	8	16
Tiverton MS Office Word 2007 Phase 1 Part 2	2	8	16
Tiverton MS Office Word 2007 Phase 1 Part 3	2	8	16
EZone training @ West Warwick Library	3	16	40
EZone training @ New Shoreham Library	2	16	32
EZone training at Cross Mills	3	10	30

EZone training at Little Compton	3	6	15
Résumés @ East Greenwich Library	2	6	12
Tech Boot Camp: Google Docs @ Cranston	2	10	20
Tech Boot Camp:EZone @ Cranston	2	13	26
Digital Literacy Pilot @ Cranston	2	10	20
Résumés @ Cranston	2	8	16
Digital Literacy Pilot	2	10	20
Cover Letters @ Cranston	2	10	20
Digital Literacy Pilot	2	10	20
Dept. of Labor & Training & OLIS EmployRI training @ Cranston	2	15	30
Interview Preparation @ Cranston	2	3	6
Tech Boot Camp: EZone	2	6	12
Effective Interview Skills @ Cranston	2	3	6
The Art of Interviewing @ Cranston	2	3	6
Portsmouth MS Office Word 2007 Phase 1 Part 1	2	4	8
Cranston MS Office Word 2007 Phase 2 Part 1	2	8	16
EZone training at Warren	2	12	24
Portsmouth MS Office Word 2007 Phase 1 Part 2	2	6	12
West Warwick MS Office Word 2007 Phase 1 Part 1	2	14	28
EZone training at Barrington	2	25	50
West Warwick MS Office Word 2007 Phase 1 Part 2	2	15	30
EZone training @ Pontiac Library	2	4	8
EZone training @ Libraries of Foster	2	7	14
EZone training @ Cumberland	2	27	54
West Warwick MS Office Word 2007 Phase 1 Part 3	2	12	24
EZone training @ Rochambeau Library	2	20	40

Cranston MS Office Word 2007 Phase 2 Part 2	2	4	8
EZone training @ Clark Memorial Library	2	2	4
14 Literacy Classes @ Pawtucket Library	2	137	274
Effective Interview Skills @ Barrington	2	9	18
Résumés @ Cumberland	2	10	20
Résumés @ Lincoln	2	9	18
The Art of the Interview @Barrington	2	4	8
Interview Preparation @ Lincoln	2	3	6
Cover Letters @ Cumberland	2	6	12
Social Media Online Image @ West Warwick	2	15	30
Cover Letters @ Lincoln	2	8	16
Effective Interview Skills @ Lincoln	2	3	6
Introduction to Social Media: Professional Branding @ West Warwick	2	17	34
Interview Preparation @ Warren	2	3	6
The Art of the Interview @ Lincoln	2	1	2
Introduction to Social Media: Professional Branding @ Narragansett	2	2	4
Effective Interview Skills @ Warren	2	2	4
Interview Preparation @ Burrillville	2	1	2
The Art of the Interview @ Warren	2	3	6
Cover Letters @ East Greenwich	2	6	12
Introduction to Social Media: Professional Branding @ Cumberland	2	11	22
Effective Interview Skills @ Burrillville	2	1	2
Résumés @ North Kingstown	2	17	34
The Art of the Interview @ Burrillville	2	1	2
Introduction to Social Media: Online Image @ Cumberland	2	9	18

Résumés @ Portsmouth	2	12	24
The Art of the Interview @ Cranston	2	5	6
Cover Letters @ North Kingstown	2	17	34
Cover Letters @ Portsmouth	2	12	24
EZone @ Libraries of Foster	2	16	32
Non-Open Access Training Previously reported from Grant inception	2	682	1,364

Add Training Program   Remove Training Program

Project Indicators (Next Quarter)

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

Q1 2012 Projection: CCRS will offer as many as 45 1.5-2 hour job searching skills workshops at libraries this quarter which will be paid for with grant funds and will offer additional workshops to libraries that have recognized how successful and useful these programs are for their patrons. They are in the process of expanding and customizing the offered topics to include, for example, job-searching skills for returning military service people who have been deployed for an extended period of time.   By the end of April, 2012, we expect CCRS will have provided about 90 grant-funded workshops in almost 30 different library systems since starting in June, 2011. CCRS has hired at least one workshop attendee full-time and plans to hire at least two other workshop attendees part-time. This was an unexpected benefit of this project.   Perhaps more exciting, we expect to be trained on our state-of-the-art videoconferencing equipment at the end of January and to have all mobile lab award libraries installed with their equipment by the end of February and by the end of the quarter we plan to be actively using this equipment to vastly expand the audience for training workshops and to be able to offer the communities the opportunity to hold town-hall style meetings.

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. 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	Planned Percent Complete	Narrative (describe reasons for any variance from baseline plan or any relevant information)
2.a.	**Overall Project**	96	We anticipate having spent $1,539,121 of our total $1,599,975 budget.
2.b.	**Equipment / Supply Purchases**	-	Milestone Data Not Required
2.c.	**Public Computer Centers Established**	-	Milestone Data Not Required
2.d.	**Public Computer Centers Improved**	-	Milestone Data Not Required
2.e.	**New Workstations Installed**	-	Milestone Data Not Required
2.f.	**Existing Workstations Upgraded**	-	Milestone Data Not Required
2.g.	**Outreach Activities**	-	Milestone Data Not Required
2.h.	**Training Programs**	-	Milestone Data Not Required
2.i.	**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).

We do not expect to encounter any challenges or issues next quarter that may impact our planned progress against our project milestones.

Public Computer Center Budget Execution Details

Activity Based Expenditures (Public Computer Centers)

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	$0	$0	$0	$0	$0	$0	$0	$0	$0
b. Fringe Benefits	$0	$0	$0	$0	$0	$0	$0	$0	$0
c. Travel	$10,000	$0	$10,000	$5,222	$0	$5,222	$8,815	$0	$8,815
d. Equipment	$142,698	$0	$142,698	$52,408	$0	$52,408	$52,408	$0	$52,408
e. Supplies	$1,140,752	$354,475	$786,277	$1,259,810	$354,475	$905,335	$1,262,148	$354,475	$907,673
f. Contractual	$46,525	$0	$46,525	$22,500	$0	$22,500	$30,000	$0	$30,000
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$260,000	$0	$260,000	$148,889	$0	$148,889	$185,750	$0	$185,750
i. Total Direct Charges (sum of a through h)	$1,599,975	$354,475	$1,245,500	$1,488,829	$354,475	$1,134,354	$1,539,121	$354,475	$1,184,646
j. Indirect Charges	$0	$0	$0	$0	$0	$0	$0	$0	$0
k. TOTALS (sum of i and j)	$1,599,975	$354,475	$1,245,500	$1,488,829	$354,475	$1,134,354	$1,539,121	$354,475	$1,184,646

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