

RECIPIENT NAME:Coppin State University

AWARD NUMBER: 24-42-B10017

DATE: 04/29/2013

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12-31-2013

### ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

#### 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> 24-42-B10017	<b>3. DUNS Number</b> 119731867
<b>4. Recipient Organization</b>  Coppin State University 2500 W North Ave, Baltimore, MD 21216-3633		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b> 12-31-2013	<b>6. Is this the last Annual 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>  Daphine Miller-Clarke	<b>7c. Telephone (area code, number and extension)</b>	
	<b>7d. Email Address</b>  dmiller-clark@coppin.edu	
<b>7b. Signature of Certifying Official</b> Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b> 04-29-2013	

**PROJECT INDICATORS**

1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?

New     Improved     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	0	0	0
Universities / Colleges	1	0	1
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 (please specify):	0	0	0
Other Community Support-Non-Governmental (please specify):	0	0	0

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
2601 W. North Avenue Baltimore, MD 21216	60	60	9	50	0

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					
N/A	0	0	0	0	0

Add New PCC

Remove New PCC

After Improvement

N/A	0	0	0	0	0
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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:

N/A

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
N/A	N/A	0	0	N/A
<b>Totals:</b>		0	0	

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	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):	0	0	0
<b>Total</b>	0	0	0

**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).**

The Coppin Heights-Rosemont Family Computer Center promoted economic recovery in the following ways.

First, it provided courses and training programs related to job searches, job preparation, on-line resources, and technology skills required for the work place. For example, the Center taught 208 courses/training sessions related to job improvement since its opening.

Second, it provided open lab access for people to conduct job searches and practice the skills taught in courses and training programs. ALL of our computers have the latest software required for job preparation.

Third, we partnered with a wide variety of institutions, businesses, and other organizations that were integral to economic recovery. More specifically, we provided courses and training programs for our partners and we allowed our partners to utilize our facility for their own courses and training programs.

Fourth, we offered a wide variety of programs for elementary school, middle school, and high school students in the fields of basic computing, advanced computing, multimedia techniques, on-line resources, and globalization. All of these programs help to improve our schools and thereby contribute to economic recovery. Good schools (1) attract companies into the area, (2) prepared students for a competitive work force, (3) and improved quality of life in many ways.

**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).**

We have learned the following lessons:

First, it took longer than expected to purchase our equipment. As a state institution, we were required to follow all state purchasing processes and regulations. Unfortunately, the procedure was slow and impersonal and we lost two months because of delays.

Second, working with a wide variety of community partners is essential. Our partners helped us recruit clients, disseminate information to various groups, and provided instructors for our courses and training programs. And one of our key partners, Comcast, installed our network without charge and provided free Internet service and other resources for the life of the grant. We were also a training site for Comcast Essentials, which is a national program sponsored by Comcast to connect 2 million low-income families to broadband technology.

Third, it was important to listen to the community and remain flexible. We added several courses and training programs in response to community needs. We continued to be responsive to neighborhood associations, schools, churches, businesses, other organizations, and the general public.

Fourth, it was important to evaluate constantly all aspects of the Center. We evaluated all of our instructors during and after every course, we met with our community partners and others on a regular basis in order to assess Center performance, and we met often as a staff to evaluate and refine every aspect of the Center – from equipment performance to personnel fit to course/training program schedule. We wanted to improve at all times.

Fifth, good record keeping is essential. We knew this going into the grant and our sentiments have been confirmed. We kept meticulous records at all times related to finances, computer center usage (course participants, open lab users, etc.), equipment performance, personnel matters, course and training program scheduling, and other areas.

Sixth, our Summer Technology Camp (June - August) had been one of the most successful features of our Center. It offered a wide range of academic programs using technology as the mode of instruction. A large percentage of the students who attended the Summer Technology Camp continued to use the Center as a means of academic support throughout the year.