ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

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** 29-42-B10563	**3. DUNS Number** 780871158

4. Recipient Organization

HIGHER EDUCATION, MISSOURI DEPARTMENT OF 205 Jefferson Street, P.O. Box 1469, Jefferson City, MO 65102

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2013	**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 Rusty Monhollon Interim Assistant Commissioner	**7c. Telephone (area code, number and extension)** 573-751-5221
	7d. Email Address rusty.monhollon@dhe.mo.gov
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 06-20-2014

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)	1	0	1
Libraries	0	0	0
Community Colleges	13	10	23
Universities / Colleges	0	0	0
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):** New Madrid Community Center-TRCC	1	0	1
Other Community Support-*Non-Governmental* **(please specify):** Chamber of Commerce-TRCC	1	0	1

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
Submitted via attachment	0	0	0	0	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					
Submitted via attachment	0	0	0	0	0

Add New PCC	Remove New PCC

After Improvement					
Submitted via attachment	0	0	0	0	0

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:
Metropolitan Community College reported allowing the PCCs to use other existing computers in adjoining rooms for open lab overflow. They are MCC-Blue River (70 computers) and MCC-Penn Valley (85 computers).

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	No equipment reported.
Totals:		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	72,400	293,975	0
Multimedia	1,382	747	1,724
Office skills	3,109	6,508	12,740
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	8,327	11,617	24,630
Certified Training Programs	340	817	15,346
Other (please specify): Job Skills/Resume/Career Planning	1,526	1,264	2,670
Total	87,084	314,928	57,110

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).

Metropolitan Community College's open lab provides access to online job searches and the lab specialists provide users a list of various job search websites. In the training module on "Career Opportunities" lessons cover such topics as job searching, resume writing, cover letters, job applications, interviewing, job success, etc. They also offer access and training on "Optimal Resume" software through which users actually build professional resumes. They offer basic training on MS Office applications such as Word, Excel, PowerPoint, and Access in which most employers require at least basic skills. They also provide training that qualifies participants to sit for and attain professional certifications such as Microsoft Office Specialist and CompTIA A+ and Net+. In addition they promote the PCCs to local and state workforce development organizations, Chambers of Commerce, economic development organizations, and other community groups such as remote delivery of digital literacy courses in libraries, Shepherd's Center Central and Healing House (substance abuse recovery center).

Three Rivers College provides job search skills and access to rural communities in the Southeast/South Central Missouri region. They provide specific computer skills training at a basic level of members of the public and provide broadband and high speed computer access to the general public for job skills training and completion of course work towards a degree or certificate.

Jefferson College classes and open lab access has provided area residents opportunities to upgrade skills. The training provides participants with job skills useful in a broad range of occupational areas. From testimonials provided by participants they know that many have objectives to find work, obtain ongoing training for an existing position or upgrade skills to obtain better employment. This training was well received as indicated on comments on end of training surveys.

St. Louis Community College provides assistance to vulnerable populations in the urban areas of Saint Louis City and County. By pursuing partnerships with SLATE/Missouri Career Centers and other city agencies they are continually improving the Online Employment Applications Courses and Missouri Online Job Assistant that are being offered to the public as well as resume courses. In working with retirement residential facilities they are able to expose retired citizens to the computer world and all that it offers. Through these classes, retirement facilities arrange for vans to bring in their residence at specific times each week to take Basic Computer I and II classes. Through community outreach they are offering to get facilities. In partnering with The Fathers Support Center members of

the center attended courses weekly at both the PCC sites. In partnering with the MOHealthWINs grant team, the digital literacy curriculum will be sustained, with continued focus on vulnerable populations, low income, under employed and unemployed.

Moberly Area Community College is able to provide training for community members, enabling them to more successfully search for jobs online as well as prepare them for using technology during their employment. The PCCs also provide the means for community members to complete their job searches andn prepare employment documents such as resumes. The digital literacy courses also offer community members a way to prepare for the new technology demands needed to attend college for further job training, if they so desire.

Mineral Area College provides free digital literacy courses for rural populations.

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).

-Project Upstart
   *Plan for more staff and have more staff available upfront in the project dedicated to getting the project off the ground
   *Take the time to account for all possible expenses
   *Be aware of the time it takes to order, have delivered, and set up supplies and equipment and have a plan in place in the event of back orders
-Staffing and Administration
   *Monthly staff meetings
   ***brainstorming new marketing ideas
   ***community outreach ideas
   ***classes that are working and those that don't get attended
   ***build better team relationships
   ***discuss any issues/problems that have occurred
   *Each and every lab must have a set of conduct/behavioral rules that have to be enforced.
-Marketing
   *Establish a website (ensure it is updated)
   *Ensure collection of email addresses for all users (including open lab), as they make for great training participants
   *Make calls immediately before training sessions to remind students of upcoming trainings
   *Ask students that attend to recommend others who may be interested in taking courses
   *Establish a relationship with community agencies and be creative in securing partnerships (nursing homes, libraries, recovery and halfway houses, corrections/jails, etc)