

**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>  37-42-B10529	<b>3. DUNS Number</b>  784345717
<b>4. Recipient Organization</b>  WinstonNet Inc. C/O Wake Forest University Health Scienc, Medical Center Blvd., Winston Salem, NC 27157-1049		
<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>  John Boehme	<b>7c. Telephone (area code, number and extension)</b>  336-716-5053	
	<b>7d. Email Address</b>  jboehme@wakehealth.edu	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  12-12-2013	

**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	6	0	6
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):	0	0	0
Other Community Support-Non-Governmental (please specify): churches, recreation centers, non profits	5	28	33

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
Goodwill	20	16	0	10	6
Black-Phillips Smith Recreation Center	9	25	0	7	26
El Buen Pastor	10	16	0	7	35
Forsyth Tech International Center	18	20	3	6	23
Forsyth Tech Mazie Woodruff Center	21	34	0	10	10
Forsyth Tech West Campus	10	18	0	10	7
REACT Center Employment Center Commission	20	18	0	7	5
St. Peter's World Outreach	10	14	0	7	45
Whole Man Ministries	10	20	0	7	19
Winston-salem Urban League	17	25	0	1.54	9

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					

<b>Prior to Improvement</b>					
Submitted via Attachment	0	0	0	0	0
<input type="button" value="Add New PCC"/>			<input type="button" value="Remove New PCC"/>		

<b>After Improvement</b>					
Submitted via Attachment	0	0	0	0	0
<input type="button" value="Add New PCC"/>			<input type="button" value="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:

None

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
SoftMart	Web Filter	6,798	1	Downloaded the software to all labs for web filtering
IntnernetWork Engineering	Router (10 GB)	75,545	1	Provides connectivty for all labs to the Internet
Dimension Data	Routers	710	1	Small routers for labs
Dimension Data	Router Maintnenace	105	1	Router Support
Vology	Wireless Access Points	1,445	1	Access Points for wirless ( inside labs)
Office Depot	Surge Protectors	800	1	Surge protection for equipement within the labs
<b>Totals:</b>		85,403	6	

  

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
<b>Open Lab Access</b>	1,315	833	1,833
<b>Multimedia</b>	2,431	1,766	3,284
<b>Office skills</b>	4,963	3,831	7,688
<b>ESL</b>	774	433	1,679
<b>GED</b>	424	417	1,147
<b>College Preparatory Training</b>	8	1	1
<b>Basic Internet and Computer Use</b>	14,576	8,480	14,451
<b>Certified Training Programs</b>	27	27	57

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
<b>Other (please specify):</b> Job search, job training, languages, keyboarding, web marketing, literacy, genealogy, research,web design,Facebook, WinstonNet Live.com, Twitter, LinkedIn, Pinterest, Photos, web apps, downloading media, Skype, camera phone, resume workshops, Audio books	30,904	27,130	47,804
<b>Total</b>	55,422	42,918	77,944

**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).**

All of the public computer labs promote economic recovery by providing job training and job readiness services such as job readiness classes, resume consultation and preparation, job search and referral services as well as education and training opportunities. The Forsyth Technical Community College West Campus Lab operates under the North Carolina JobLink Delivery System and is a partner with our local Workforce Development Board.

The International Center Lab is an open lab that promotes economic recovery thru training and job services. We have various training opportunities to help each person with the needs they feel are important to them. It varies from language training using the Mango software to resume consultation and preparation, job search, referral services, career planning, and educational opportunities through Forsyth Technical Community College. The International Center Lab is a resource center that offers planning materials, resource books, and brochures to help enrich economic recovery. The International Center Lab is associated with North Carolina Job Link career planning and placement service. We offer free computer and internet access. The Lab is open for extended hours and weekends

that make it accessible to anyone. The Lab also has a bilingual component from 3:00-5:00 p.m. Monday through Thursday and from 9:00-2:00 on Saturdays. This makes it a viable option for clients of all races and languages.

**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).**

None

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

WinstonNet implemented a ubiquitous model that included equipment, software, and technical support across all public computer labs. Using a thin client hardware/software network in 39 public computer centers had great benefits; inexpensive client hardware, standard desktop of applications, client data storage in the WinstonNet cloud, easy software upgrades managed at a central server location, efficient technical support with only a single point of failure to troubleshoot problems. In addition, deploying wireless access throughout the centers provided mobility options and eliminated the need to hardwire the client machines. These best practices provide the user the same rich experience regardless of what lab they utilize.

High priority was given to using these centers as hubs for basic skills training. While economic development was a big focus, WinstonNet also partnered with the Forsyth County Library – Computer Training Bridge to provide training for county residents logging over 34,000 training hours annually. WinstonNet also had a CYC team (One Community's Connect Your Community (CYC) program – a SBA grant) where over 2,200 residents received 24-hour intensive skills training, many of the classes were conducted in the computer centers.

In addition, the best practice of the regular updating of documentation associated with the labs, including work flow and procedures, made for efficient optimization in operations.

Sustainability is a challenge in this economic climate and critical to the ongoing success of this PCC initiative going forward. WinstonNet is committed to closing the digital divide in Forsyth County, NC, and continues to focus on; using the centers for digital literacy training, building awareness, developing strong community partnerships and pursuing funding opportunities that lead to a digitally literate community.