QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

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** 48-43-B10572	**3. DUNS Number** 135136112

4. Recipient Organization

MEXICAN INSTITUTE OF GREATER HOUSTON, INC. 4601 CAROLINE ST, HOUSTON, TX 77004-5022

5. Current Reporting Period End Date (MM/DD/YYYY) 09-30-2011	**6. Is this the last 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 Brenda Boyko	**7c. Telephone (area code, number and extension)** 713-988-6699
	7d. Email Address bboyko@mexicaninstitute.org
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 11-21-2011

Project Indicators (This Quarter)

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

All project positions were filled in Q3 2011 as anticipated which provided a welcome boost to our efforts.

The Basic course student manual covering three different versions of Microsoft and the newest OS - Windows 7 was used/tested in Q3 2011 and final changes made for the Q4 2011 classes. The instructor manual for this course was also developed and completed. A portion of the information previously only available in the student manual has been moved to the platform thereby reducing the size of the student manual and making the information easily accessible. Course content development was completed for the Word2 manual and it will be used in a pilot class early in Q4 2011. Course content development for Excel2 is nearing completion.

We began 30 classes during Q3 2011 with over 490 students. We currently have classes in 18 new community learning centers (CLCs) throughout the State. For the first time, our programs are now being offered in Katy, TX, which is on the western edge of the greater Houston metropolitan area.

Platform development efforts are showing measurable success in functionality, and efforts are now focused on tweaking the system, beginning to address expanded capabilities, and improving the website. A demo module of our Basic course has been added to our platform at three different user levels: student, instructor, and tutor. This module will be used to promote the program and provide "hands on" information to interested parties. (This is a new component which was not originally considered but we believe will be instrumental in expediting the opening of new areas of service throughout Texas). Additionally, we have developed and printed new marketing materials which support the program's image and efforts to expand it. The response to our marketing efforts in the greater Dallas area is excellent, with 8 new classes scheduled to begin early in Q4 2011.

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	20	As indicated in previous reports, the ramp-up efforts of our project were hampered by challenges in hiring qualified, bilingual personnel to fill critical project positions. All positions are now filled, and we have continued to improve our relative position compared to the Baseline Standard--up this quarter to 50% of Baseline, up from 40% and 47% in Q1 and Q2 2011 respectively. The encouraging response to our programs in the greater Dallas area, should further improve our efforts to close the gap with our baseline projections.
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).

Expansion of our programs into new, non-local markets has proven challenging with the available manpower for the project. We have modified/broadened the responsibilities of a couple of positions to help address this issue and hired a temporary person to assist in the effort as well. We will review the possibility/affordability of adding an additional staff member to this effort for at least the coming year.

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
Basic Internet & Computer Use	Houston, TX	Teaching basic computer technology (what is a computer, how does it work, how to use it, how to navigate the Internet and do research, how to create and effectively use an e-mail account, Microsoft Office Programs) in Spanish, and also where to find free ESL classes using the Internet. (So that participants might better appreciate the education they receive, we require participants to pay a token amount toward the cost of their training by purchasing their own training manuals. The charge helps offset part of the time and materials required to develop the manuals. While it is a very small amount by most standards, it does increase their self esteem because they perceive that they are contributing to the cost of their education. This practice also helps for increasing graduation rates).	300,000	974	706	0
Total:			**300,000**	**974**	**706**	**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).

During the BTOP program we projected 3,920 new subscribers to broadband, which is equivalent to the number of students we project to complete the classes and graduate. This projection is based upon the premise that historically, in the eight years of the program, 70% of the individuals enrolled in our computer literacy classes have passed the exam and obtained certification. Because these individuals were not previously broadband subscribers, they are considered new subscribers. We contribute towards that end by informing them about new initiatives that some of our supporters are coming out with for underserved populations like the one we target. One of them is Comcast's low cost monthly rate for those families with school-aged children enrolled in the free lunch program. Although some students may subscribe prior to successful completion of the classes, we find it more effective to base the number of new subscribers on the number who complete the course as they will have the appropriate skill set to use the Internet and will have taken their commitment to learning seriously enough to complete the program. Additionally, we will be expanding our data collection process to include surveys at 6, 12, and 18 months after our students' graduation to assist us in determining the impact and sustainability of our programs based upon their responses.

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).

Total number of new subscribers at Q3 2011 is 706 (of which 194 are BTOP supported graduates/subscribers). Our Q4 2011 baseline is 1178, and with the over 600 students currently taking classes, we expect to meet our goal for total subscribers. (Please note that the Q3 number was 1213, which was a typographical error which is why we are referencing the Q4 numbers). We do not have any goals for businesses as new subscribers.

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 have a work plan for implementation to continue contacting and visiting schools and school districts throughout the State in order to expand our Community Learning Centers (CLCs). We expect to begin at least 35 new classes with over 650 students in 33 new CLCs and 21 new school districts during the quarter.

Additionally, pilot program testing of the Word2 course will be completed, adjustments/corrections to the curriculum and manuals made, and we will begin to offer the Word2 class. The Excel2 course curriculum and manuals will be completed so that pilot testing can begin Q1 2012. Translation of our Basic Computer Literacy Class from Spanish to English should be completed, providing the opportunity to expand our target audience to include English-speaking groups to our programs, such as adult members of the African American and Asian communities.

New features will be added to our educational platform including: electronic attendance recording providing a reliable attendance monitoring tool for all classes; and reports on demographics of our students for each semester. Development of reports from surveying our course graduates at 6, 12 and 18 months will begin, including information on broadband subscription status, new employment and other program impact information. Revamping of the MIGH website to better accommodate our target audience will also begin.

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	31	
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).

We are internally committed to retain extraordinary project focus and effort in order to maintain the program's momentum to succeed as planned. We recognize it will be a challenge to continue this high level of productivity, but feel confident we can now count on the recently hired professional-level staff to help us reach these goals. The day-to-day experience they are acquiring, coupled with our managerial guidance and monitoring provides a climate that is conducive to the implementation of changes as needed. Our staff is motivated, and we all feel we are fortunate to work on a very important mission that helps strengthen the current workforce in the area and be a positive influence in the appropriate education of the next generation.

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	$1,638,600	$520,752	$1,117,848	$297,316	$140,342	$156,974	$476,967	$182,726	$294,241
b. Fringe Benefits	$108,324	$47,101	$61,223	$23,439	$11,615	$11,824	$38,368	$14,834	$23,534
c. Travel	$15,205	$4,525	$10,680	$7,102	$175	$6,927	$17,927	$400	$17,527
d. Equipment	$11,105	$0	$11,105	$11,105	$0	$11,105	$11,105	$0	$11,105
e. Supplies	$154,519	$0	$154,519	$49,629	$0	$49,629	$61,629	$0	$61,629
f. Contractual									
g. Construction									
h. Other	$683,050	$23,400	$659,650	$145,955	$8,437	$137,518	$217,558	$8,811	$208,747
i. Total Direct Charges (sum of a through h)	$2,610,803	$595,778	$2,015,025	$534,546	$160,569	$373,977	$823,554	$206,771	$616,783
j. Indirect Charges									
k. TOTALS (sum of i and j)	$2,610,803	$595,778	$2,015,025	$534,546	$160,569	$373,977	$823,554	$206,771	$616,783

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: $11,190