

**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>  27-42-B10003	<b>3. DUNS Number</b>  555917996
<b>4. Recipient Organization</b>  Regents of the University of Minnesota 200 Oak St., SE, 450 McNamara Alumni Center, Minneapolis, MN 55455-2009		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b>  12-31-2010	<b>6. Is this the last Annual Report of the Award Period?</b>  <input type="radio"/> Yes <input checked="" 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>  D. Craig Taylor	<b>7c. Telephone (area code, number and extension)</b>	
	<b>7d. Email Address</b>  taylo103@umn.edu	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  02-22-2011	

**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	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): not-for-profit organizations, public housing, religious institution	2	9	11

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
Minneapolis Public Housing - Glendale 91 SE St. Mary's Minneapolis 55414	6	40	0	22	11
Project For Pride in Living 4046 Lyndale Avenue North. Minneapolis, MN 55412	14	14	0	22	10

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
<b>Prior to Improvement</b>					
Asian Community Technology Center, 417 University Ave, St Paul 55103	10	40	0	3	80
Centro 1915 Chicago Ave, Minneapolis 55404	4	9	0	3	25
Church of St. Philip	10	8	0	3	50

<b>Prior to Improvement</b>					
2507 Bryant Ave N, Minneapolis 55411 Hmong American Partnership 1075 Arcade Street, St Paul, MN	6	0	0	1	25
Lifetrack Resources 709 University Ave W, St Paul 55104	10	0	0	3	0
Patchwork Quilt, Kwanzaa Community Church, 3700 Bryant Ave N, Minneapolis, 55412	12	10	0	1	65
Phyllis Wheatley Community Center 1301 10th Ave N, Minneapolis 55411	8	0	0	3	200
Sabathani Community Center, Room 324 310 E 38th St S, Minneapolis 55409	18	15	0	10	120
YWCA of St. Paul 375 Selby Ave, St. Paul 55102	10	20	0	5	110
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
<b>After Improvement</b>					
Asian Community Technology Center, 417 University Ave, St Paul 55103	10	40	0	22	15
Centro 1915 Chicago Ave, Minneapolis 55404	10	40	0	22	12
Church of St. Philip 2507 Bryant Ave N, Minneapolis 55411	20	37	0	22	11
Hmong American Partnership 1075 Arcade Street, St Paul, MN	12	23	0	22	6
Lifetrack Resources 709 University Ave W, St Paul 55104	15	27	0	22	50
Patchwork Quilt, Kwanzaa Community Church, 3700 Bryant Ave N, Minneapolis, 55412	15	40	0	22	19
Phyllis Wheatley Community Center 1301 10th Ave N, Minneapolis 55411	10	40	0	22	6
Sabathani Community Center, Room 324 310 E 38th St S, Minneapolis 55409	15	40	0	22	30
YWCA of St. Paul 375 Selby Ave, St. Paul 55102	15	20	0	22	63

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:

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	2,712	5,999	0
Multimedia	0	0	0
Office skills	184	119	604
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	69	90
Basic Internet and Computer Use	147	74	245
Certified Training Programs	0	12	540
Other (please specify): Job Search and Job Readiness, Training for Trainers	37	111	679
<b>Total</b>	<b>3,080</b>	<b>6,384</b>	<b>2,158</b>

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 eleven Public Computer Centers that are part of the Broadband Access Project are committed to promoting economic recovery in the targeted under-served urban areas of Minneapolis and Saint Paul through a variety of strategies. A range of trainings - for groups and individuals - fall under Job Search and Job Readiness, including resume writing, career assessment, and job-search strategies. The Broadband Access Apprentices report positive success, with PCC users securing full- and part-time employment.

Broadband Access Project PCC users have obtained a wide range of jobs. Full-time positions include: Executive Kitchen Manager, Public-School Teacher, Kitchen Manager, Nursing Assistant, Phlebotomist, Operating Room Manager, and Police Officer. Part-time positions include Line/Prep Cook, Nursing Assistant, Radio/Community Personality, and various retail jobs. Employers include Hyatt, Walmart, the Mall of America, and the Saint Paul Public Schools.

One PCC partner provides a customer-service training, which results in a certificate of completion for participants. Eleven individuals in a job-training program received certificates of completion after attending a ten-week series of BAP classes focused on office skills and job readiness.

The Broadband Access Project's youth-serving PCC partners have added career assessment trainings and trainings for parents in using school-district portals to access their children's records in order to support them in school.

**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).**

The Broadband Access Project has one subaward to Minnesota Multicultural Media Consortium, a not-for-profit consortium of for-profit minority-owned media, five of which are partners in the BAP, including Asian American Press, Insight News, Latino Midwest, African News Journal, and The Circle.

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

The Broadband Access Project proposes that PCCs conveniently co-located in community-based organizations, be staffed with apprentices from diverse cultural backgrounds and languages and offer a wide-range of individual and group training that are appropriate to different ages and cultures. This will result in a narrowing of the digital divide in four federally designated poverty zones in Minneapolis and Saint Paul.

During 2010, 2,158 hours of training were completed by 385 participants. There were 5,999 users (1,279 unique users), ranging in age from three to 78. Staff from 23 not-for-profit organizations have advantage of additional trainings to help them work more efficiently through technology and the use of Broadband.

Curricula has been developed in the areas of Internet, Financial Literacy, Job Search, Basic Academic Skills, and Computer Basics. The BAP team offered taught 13 different trainings to community member, small business non-for-profit profit staff. All trainings are customized to meet the needs of community members and local organizations.

BAP staff have worked closely with PCC partners to customize trainings to meet each community's needs. BAP staff regularly attends community meeting to promote the Project and to hear about unmet needs and how the BAP can work with the partners and the community. Outreach methods have included door-knocking, booths at local grocery stores, speaking to community groups and religious organizations, and other activities tailored to the needs of the targeted populations.

Representative comments from trainee evaluations include:

- It was okay and good and wonderful, thank you for that. I think I learned more today. Thank you very much.
- It was really good and interesting.
- Excellent class, excellent teacher and excellent organization (Lifetrack).
- I thought I was advanced in Microsoft Word but I learned a lot of stuff that I did not know. I would like to attend a more advanced class.
- You did a very good job of teaching the course and it was interesting.
- ... a very good job at teaching.

The Broadband Access Project team has been flexible and adaptive in responding to PCC needs: an installation completion survey showed that all PCC partners were satisfied with the installation process. Issues raised by PCC partners were addressed in a timely fashion.

Monthly partner meetings, bi-weekly Broadband Access Project Updates, regular site visits, and attendance at community meetings helps strengthen communication and community responsiveness.

The role of the sub-awardee, the Minnesota Multicultural Media Consortium, is integral to the success of the project. The superwebsite, the awareness advertisements, the cultural events, and the radio advertisements and programs are all essential to build awareness in the BAP's targeted communities.

The Broadband Access Project's four Team Leads work closely with the ten apprentices to define professional goals and create paths to success. During the first six months of their year-long apprenticeships, they have learned how to conduct trainings for individuals and groups, how to set up computer labs and provide basic technical support, perform outreach activities, participate in program evaluation, and review and write curriculum.