Mission Language and Vocational School Final Report
September 2009

Name of Executive Director: Rosario Anaya
Name of Project Manager: Judy Castro
Manager Phone Number: 415-648-5220
Manager Email: vocschool@aol.com
Name of Project: MLVS Technology Center
Grant Number: 1970795
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I.   Financial Summary

- Total Project Budget Spent: $456,083
- CETF Grant Amount: $150,000
- Percentage of Match Funds Raised against Goal ($45,000):   2%
- Cost Per Unit of Outcomes: (Total Outcomes/Total Budget) $ 4,035

II.   Project Description, Goals and Objectives, and Outcomes

Project Description

The Mission Language and Vocational School (MLVS) Technology Center will provide workforce preparation along with job placement that includes computer literacy training for 238 community members and small business owners. The workforce program will prepare 65 students for jobs that require proficient knowledge of the Microsoft Office Suite or A+ Program. The computer literacy program will introduce 173 students to the technology and provide training in basic programs they will be able to use.

Project Outcome Summary

Goal I: Increase access to Technology and Broadband adoption to limited English and non-English speaking Latinos and small business owners, by providing CompTIA A+ certification preparation training

Goal II: Provide Internships for A+ program students for CompTIA A+ Certification Test.

Goal III: Encourage A+ graduates to take the A+ Certification Test within the first month of graduation.

Goal IV: Provide basic Digital Literacy training to 173 students.

Goal V: Place 65 students in jobs, some who have completed the A+ program.

Goal VI: Recruit Small Business owners into the classes.

Outcome Description	Actual	Goal	Percent Completed
Workforce Jobs Obtained	0	65	0%
Digital Literacy - Adult (Basic)	70	173	40%
Digital Literacy - Adult Workforce Prep	42	65	65%
CompTIA A+ Certifications	9	35	26%
Small Business	0	30	0%
Refurbished Systems Donated	0	0	0%
Accessibility Training Completed by Grantee	1	1	100%

III. Accomplishments and Challenges

Summary of Accomplishments and Impacts of Project

Assessment of Outcomes Achieved in Comparison to Grant Agreement

- MLVS' Technology Program succeeded in approximately 87.5% of its planned outcome (from Grant Agreement) for basic Digital Literacy. The program provided well-received workshops to 112 community members including Janitorial Union Local 670, with surveys showing positive response from those who attended. Classrooms and computer stations, materials were purchased for the CompTIA A+ program per our enrollment, and instructors were hired to provide the most comprehensive scheduling in meeting the employment constraints and time considerations of community members. MLVS used resources in an efficient manner to design and create print advertising for recruiting students; they were distributed at job fairs, community events and through local businesses.

Delineation of Deliverables and Outcomes Not Achieved and Explanation

- The program did not achieve its goal of enrolling and training all 173 students for workforce training and therefore missed its target of 35 for the number of students passing the CompTIA exam. A number of students had scheduling conflicts with classes because of work schedules. The marketing through radio was not as long as anticipated due to budget constraints. The program required more instructors to cover a varied schedule of weekday hours, evenings and weekend workshops; MLVS over spent within 10% of the *Personnel* category to meet the needs of students and scheduling of instructors. Student interest in Certification testing was not as high a priority by students as their financial needs to find immediate employment.
- MLVS did not collect data to be able to determine which students were small business owners.

Discussion of Other Positive Results from Project

- Nine (9) students graduated from the CompTIA A+ program with 3 completing internships. Two of these students have gone on and enrolled in the MLVS Clerical program. The skills graduates have learned will be invaluable as they progress in their careers and find living-wage employment. The total of 112 community members (students) in the computer literacy, workforce programs, and technology workshops gained valuable skills in Microsoft Suites applications, and Internet skills.

Overview of Major Challenges to Achieving Planned Results

Identification of Major Challenges to Successful Implementation

The major challenges MLVS faced in the development of the CompTIA A+ program was scheduling staff for classes that met student employment schedules, dealing with sporadic attendance by students, and lack of adequate budget for radio and print advertising campaign. In addressing recruitment, MLVS spent time at community events, job fairs and community organizations, handing out flyers and talking with potential students. To a certain extent, the fear of computer technology within the Limited English Proficient and low-income community still under-scores the "Digital Divide"; the converse is also true-- from the feedback of some of our students and the business community, the consensus was that a CompTIA A+ program will soon be obsolete with the explosion of laptop availability and other digital technology.

Discussion of Efforts to Address Challenges and Resolve Problems

MLVS re-scheduled class several times and hired new teacher (s) in an attempt to find the most suitable range of programming to meet the needs and employment schedules of community members. Staff maintained contact with students who had poor attendance to understand and address such challenges. Staff attended many community events and utilized free or low-cost media venues and distributed information to attract new students, as well as small community businesses for the CompTIA A+ program. Other programs, including the Technology workshops, were well received and attended as a result of the outreach campaign.

IV. Lessons and Recommendations

Summary of Lessons Learned

Lesson #1: In recruiting for a CompTIA A+ program in the community we serve, our program's budget needs to be greater for such a project, in order to attract community members. In evaluating the CompTIA A+ program's success and failures, we find that levels of language and educational competencies may have to be taken into consideration for a more advanced program like CompTIA A+ program; we need to analyze its effectiveness in terms of the feedback we received, and consider increasing basic computer literacy classes. Most importantly, we need to review the CompTIA A+ program in terms of its relevancy and effectiveness concurrent with digital trends.

Lesson #2: We relied heavily on outreach with printed material and targeted students according to our school's tradition of reaching out to all residents regardless of English Language Proficiency or educational levels. It is important to be sure the training program has materials in Spanish.

Lesson #3: Expansion of basic and advance computer literacy training is imperative in the Mission District community. The digital field is changing rapidly and keeping up with the current changes means addressing and expanding basic computer competency.

Recommendations

Recommendations for Expanding Project in Region or Scaling Up Statewide

None.

Recommendations to CETF Regarding Grants Management

More technical assistance would be appreciated.

V.   Grant Agreement Requirements

Purchased Equipment

None.

Unspent CETF Grant Funds

All of the CETF grants funds were expended.