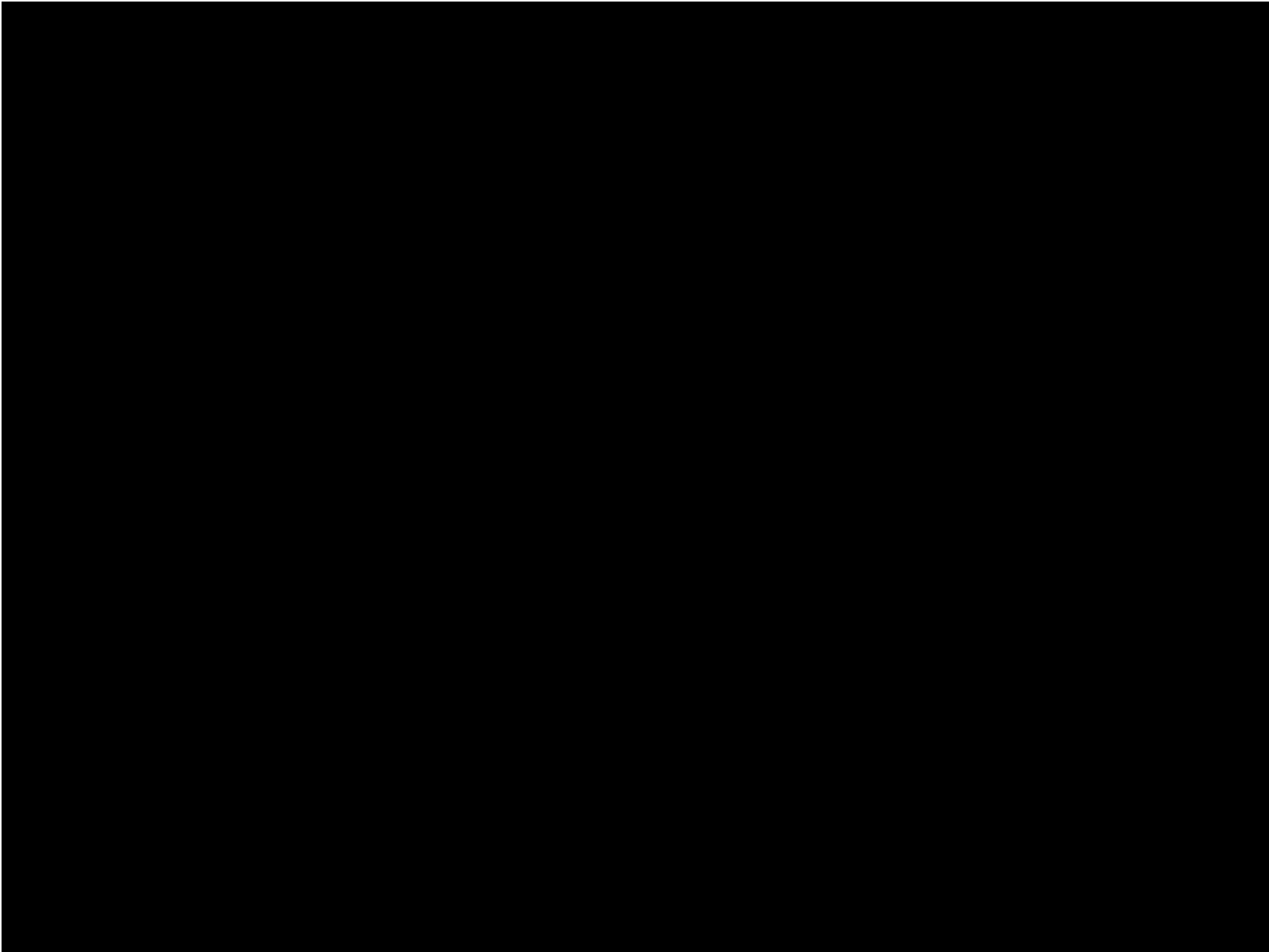




[austinfree.net](http://austinfree.net)



# Austin Free-Net's Mission ...

Free Computer and  
Internet Access

- 174,775 Logins
- 33 locations
- 194 Computers



# ... Austin Free-Net's Mission ...

## Free Computer Training

- 8,140 Training Participants
- Drop-In, 1-1
- Individualized
- Project based



# ... Austin Free-Net's Mission



Our computer labs and classes are open to all; our focus is on underserved communities.

# Digital Divide: Why solve it?

- Money
- Jobs
- E-Government

# Austin Free-Net

- Established in 1995
- Austin Public Libraries – Computer and Internet
- 1995 – 2009: Created over 70 community labs
- 2009 – Formed the Texas Connects Coalition with Technology For All
- 2010 – Received 9.6 million Broadband Technology Opportunities Program (BTOP) grant from the National Telecommunications and Information Administration



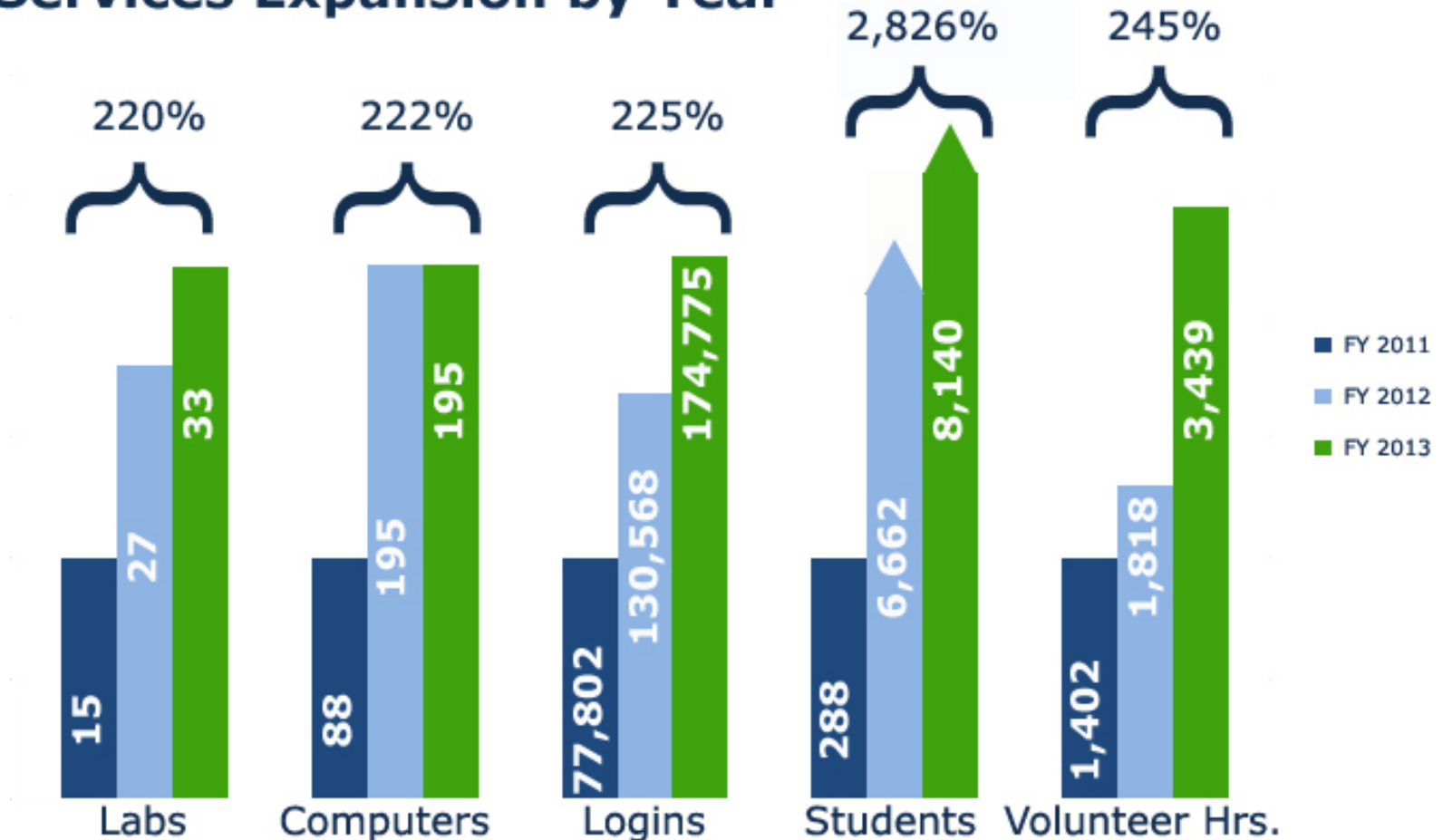
# What is BTOP?

- Broadband Technology Opportunities Program
- One part of the *The American Recovery and Reinvestment Act*
- Goals:
  - Bridge the Digital Divide
  - Improve Access to Education and Healthcare
  - Economic Development



# How'd We Do – 2011 - 2013

## Services Expansion by Year



# Community Benefits

- We provided jobs to the community in two ways
  - Staff at AFN
  - Community Members
- We became sustainable without federal funding
  - \$86,895 in new grant funding (excluding TARA)
- We innovated and created one-of-a-kind training programs

# How We're Different

- Non-traditional education techniques
- Focus on removal of barriers



# We built it ...



**benefits**

- Access to the Internet
- Parental control software
- Active participation in education
- Ability to gainful employment
- Ability to create an account and learn about Social Media

## Learn

Saturday, April 2nd  
Noon - 2:00 pm

Austin Free-Net  
The DeWitty Center  
2209 Rosewood Ave.  
Room 213

**Security Settings**

facebook

### Scared of a mouse?

Overcome your fears!

**austinfreenet.net**

**Public computer labs**  
Free open hours

**Free computer classes**  
Computer Basics, Internet, Email, Craigslist, Facebook and more.

**Open computer clinics**  
One-on-one help with a coach. Come with questions!

- create a resume
- search for jobs
- set up email
- ... and more!

Check our website for details at [www.austinfreenet.net](http://www.austinfreenet.net) or call (512) 236-8225

Austin Free-Net  
2209 Rosewood Ave.

**ook**

**TEXAS CONNECTS COALITION**  
[www.tccs.org](http://www.tccs.org)

**Games & More**

**e.net**

Mon to	9:00 AM to Noon	9:00 AM to Noon	
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# ... but they didn't come.



Conley-Guerrero Senior Activity Center Computer Lab

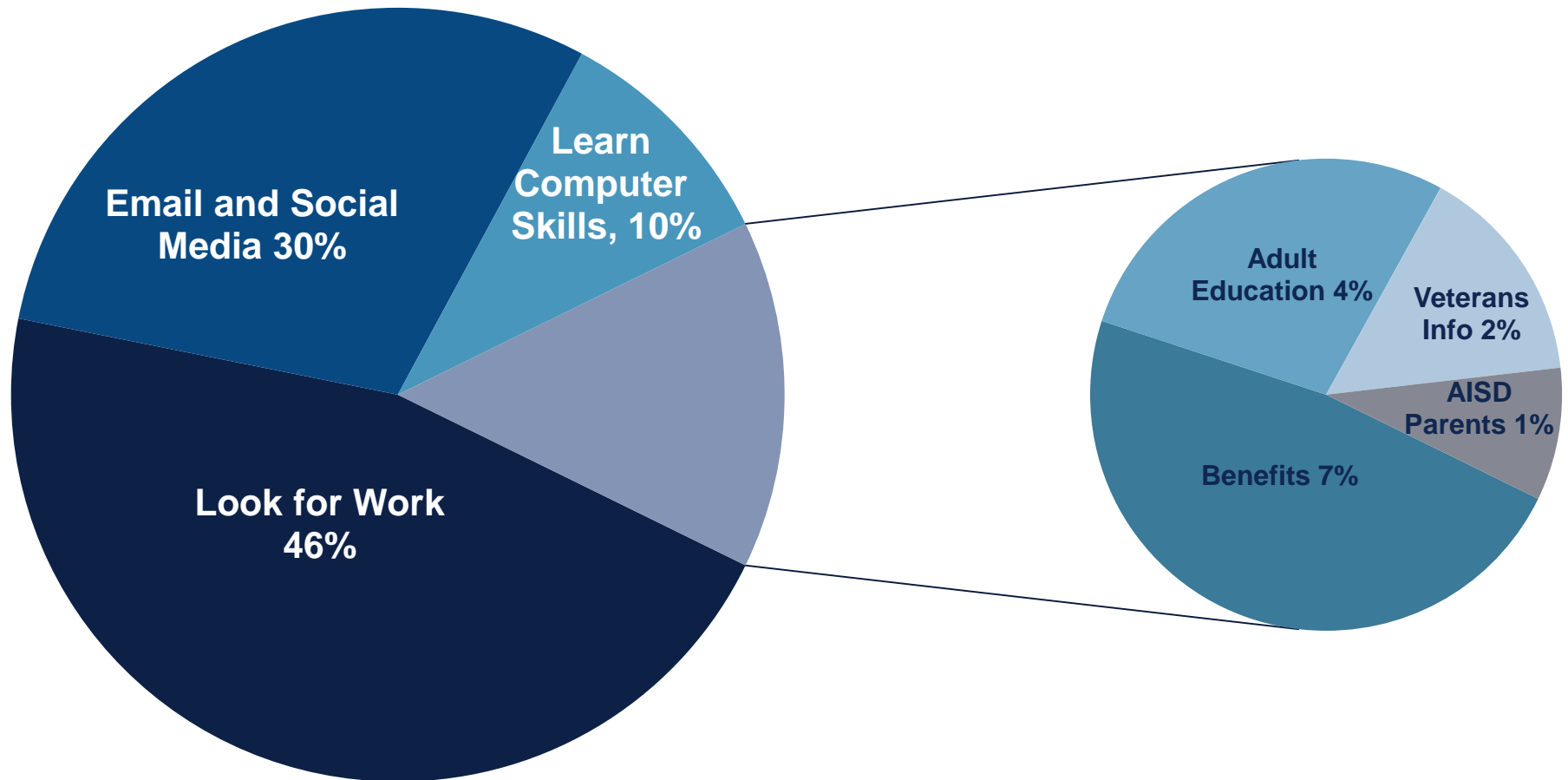




# What We Learned:

- Linear classes are difficult with transient and low-income people
- Fear of classes is a barrier to entry into our labs
- Never are all students at the same level
- Traditional teaching methods don't work
- Most people who don't know how to use a computer don't want to learn it.

# User Survey





# Accommodating the New Landscape

## Classroom Strategies

- Innovative and proven strategies to teach adults
- Class design is determined by need and outcome
- Trainers are experts at teaching adults and working with vulnerable populations
- Data collection is designed as a part of all classes
- Assessment is not written or dependent upon finishing the class

# Accommodating the New Landscape

## Classroom Variations

- Open lab system in all public centers
- Customizable, formal, whole-class programs with new curriculum
- Formal classroom program with independent, self-paced, project-based learning

# The New Landscape

**Government  
Service  
Agencies**

**Nonprofit  
Service  
Agencies**

**Local  
Community  
Members**

**austinfree.net**



**Search for  
Jobs**

**Office  
Skills**

**Online  
Accounts**

**Adult  
Education**

**Apply for  
Benefits**

# Getting it Done



# Getting it Done - Results

- 58% of students participating in the FAST JOBS track got jobs
- 96% of students in the FAST JOBS track who gained employment created resumes in class
- 30% of students in the FAST JOBS track who gained employment signed up for benefits

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Results-driven  
Innovative  
Bilingual  
Flexible  
Walk-in  
Connecting  
Individualized  
Accessible  
Customizable  
Scalable  
Crucial  
Informal  
Empowering  
Supportive  
Educational  
Free  
Welcoming  
Constructivist  
Motivational  
Trackable  
Relevant



Thank you!  
Questions?