

Summary of Proposal

PROPOSAL – General Information

Program Title: Library Computer Accessibility for Low-Income Students

Organization Name: University of North Florida (UNF)

Amount Requested: \$15,000

Mailing Address, City, State, Zip: 1 UNF Drive, Jacksonville, FL 32224

Telephone: (904) 620-1000

Website (if applicable): <https://www.unf.edu>

Dean of the Library: Brent Mai **Telephone:** (904) 620-5432

E-mail: brent.mai@unf.edu

Contact Person (Administrative Assistant): Susie Parks **Telephone:** (904) 620-2579

E-mail: p.madrid.156266@unf.edu

Field of Interest: Higher Education Administration

Organization's Mission Statement

“Our student-centered mission is to create the next generation of thinkers, leaders, and problem solvers with the knowledge and experience to uniquely change the world,” (University of North Florida, n.d.).

Organization's History

“UNF’s campus was first established in 1969 when 1,000 acres between downtown Jacksonville and Jacksonville Beach were set aside for development of the University. Initially designated as an upper division college for juniors and seniors, UNF opened its doors to 2,027 students in the fall of 1972. UNF began admitting freshmen in 1984. UNF’s first president was Thomas G. Carpenter, and the first class was supported by 117 faculty and more than 150 staff members. UNF graduated 35 students during its first commencement ceremony in 1973,” (University of North Florida, n.d.).

Proposal Narrative

Description of the Proposed Work

What do you propose to do?

The Thomas Carpenter Library at UNF proposes to upgrade 47 computers to the Windows 10 platform to accommodate the Microsoft Office 360 Applications. The upgrade will allow us to serve low-income students in an effort to increase postsecondary completion rates.

What do you expect to change?

We expect to change the change of more accessibility for all students, especially those with a low-income, to be able to have access to a computer that supports the required applications for them to work all their online coursework. The change in increased graduation rates for college students who uses the UNF library to complete all of their online coursework by using the required applications would also be expected.

Why do you think the work is needed?

I think the work is in need of the grant funds to help support the low-income students’ needs in accessing Microsoft Office 360 applications in the remaining 47 computers that still runs on Windows 7. Most assignments students get from their professors all require the students to use Microsoft Office 360 applications to complete their assignments, which is one of the main issues low-income students would have to face in using a computer that does not support the Microsoft Office 360 applications. Therefore, the urgent need to upgrade Windows 7 computers to Windows 10 is a must, especially for those low-income students that uses the UNF library since they do not have computer accessibility anywhere else in order to complete their

assignments and pass their courses. Furthermore, the one main reason for this program being needed is because public libraries can be very beneficial for public use, majority for the low-income community.

Even though this program is targeted more for college student, primarily low-income college students, there are some articles that provides evidence on why this program is needed for low-income residence in general. One study shows that their participants “stressed the financial, educational, and social benefits (in particular) of having free access to computers and the Internet at their local public library,” (Becker, et al., 2010, p. 51). The study mentions exactly why there is always a need for computer access at public libraries, especially for low-income individuals, thus, the need to immediately upgrade our remaining Windows 7 computers to Windows 10 so our students are able have access to Office 360. On another note, one study stated how low-income students would rely on feudal support, which is another issue those low-income students would go through since “public schools serving low-income communities rely on federal subsidies to supplement their lower tax base,” (Casey, 2018, p. 3). Casey’s (2018) study shows proof of the UNF low-income students needs for the grant proposal this proposal is directing towards.

Lastly, another source that shows the need for library computers and/or funds for low-income individuals are from the article that states that low-income families are likely to use a public library for “training, job searches, and interactive learning opportunities,” (Taylor, Pratt, & Fabes, 2019, p. 55). Another major quote that I want to point out by Taylor, et al. (2019) is as stated that “although public libraries play an important role in the lives of families who need them most, there is still a need for increased efforts to engage families and remove barriers to accessing library resources and services to counterbalance inequalities in learning experiences prevalent among low-income and otherwise underrepresented populations; this is another area where developmental scientist–public library collaboration would be fruitful,” (Taylor, et al., 2019, p. 55). This statement is a perfect explanation to leave off at when it comes to why there is an immediate need for advanced level computers at public libraries, especially for low-income individuals, and education has always been directly addressed when it comes to low-income individuals in using the public libraries. These sources are great way to cite information on why this work and program is needed.

Who will be served?

We will serve primarily low-income college students. Although the UNF library will support every student, mostly those in need of computer access would be targeted.

What ages will be served?

The age range that will be served are 18-24 college students.

How many will be served?

Since only 47 computers still run in the older operation systems, then about only 47 college students will be served.

Geographic service area – city/county-wide or specific neighborhoods:

The program will focus on recruiting 47 newly upgraded computers to Jacksonville, Florida that serves all of the college students that this program will server, as determined by the enrollment projection for the 2021/2022 academic year.

Length &/or frequency of work:

The best way to know the success of this program would be through about a 4-month time frame in length of on how many students were able to log in to those 47 newly upgraded computers. Possibly a year time frame will also be needed to see the success in graduation rates for those students that wouldn't be able to perform well in their courses if they weren't able to have the required applications in the UNF library computers.

How many times will one client have contact with the program?

Since most assignments nowadays generally requires the use of the Microsoft Office 360 applications, how many times that the students would use the 47 newly upgraded computers would be a big number. Approximately about 5-10 hours a week.

Activities:

Monday, July 27, 2020	The work order will be send out to upgrade the 47 computers.
Monday, August 17, 2020	Inform the students about the sudden update Microsoft made that prevents Windows 7 computers to run Office 360.
Monday, August 24, 2020	While waiting for the upgrade installation, announce to the students to allow low-income students to use the Windows 10 computers, and to be patient.
Monday, August 31, 2020	Windows 7 computers would successfully be upgraded.
Tuesday, September 1, 2020 – Monday, January 4, 2021	The 4-month login tracking will start by monitoring how many students were able to log in to those 47 newly upgraded computers with statistics on how many on those students have been successfully able to completely more of

	their coursework assignments thanks to more Windows 10 computers being available.
Monday, September 1, 2020 – Friday, August 6, 2021	The year time frame will start on the same day as the 4-month login tracking but will continue on for about a year. The point of this is to see the success in graduation rates for those students that wouldn't be able to perform well in their courses if they weren't able to have the required applications in the UNF library computers.

Anticipated Change

The measurement of success will be an increase graduation rates of about 50% based on those use uses the newly upgraded 47 computers in about a year time frame. First the 4-month login tracking will be set on those 47 newly upgraded computers to see the performance rates of those computers, and to see if the newly upgrade was really needed based on student logins. Furthermore, the anticipated time of when the upgrade would be made was estimated by looking at how it will take to reserve an appointment for the upgrade to be installed.

Organizational Capacity

University of North Florida (UNF) collaborated informally with the U.S. Department of Education during the 2020-2021 academic year by providing funding opportunity for the low-income college students that are struggling with their coursework because of lack of additional 47 Windows 10 upgraded computers. U.S. Department of Education provided UNF's low-income students a "*Student Support Services (SSS) Program.*" The SSS program increases the changes for disadvantaged low-income college students, first generation college students, and college students with disabilities in the United States to successfully complete a program of study at the postsecondary level, (U.S. Department of Education, 2009).

The program will be administered by Susie Parks, as the Administrative Assistant, under the guidance of the Dean of the Library, Brent Mai, in order to work with the SSS program that the U.S. Department of Education will provide for the disadvantaged students. Susie Parks is a perfect fit to administer the program because her role as an *Administrative Assistant* and her experience of making sure everything runs smoothly for this project. Susie Parks could also most definitely work with Pat Madrid, Coordinator of Budgets, in relations to budget issues and concerns for this project. Pat Madrid would be another perfect fit for budgeting information while Susie Parks makes sure to coordinate everything else to run this project smoothly.

Project Budget Summary

Revenue

\$0

Expenses

47 Computer Upgrade (regular edition)	\$119.00 per upgrade (119 x 47)
47 Computer Upgrade (Pro installation)	\$199.00 per upgrade (199 x 47)
Travel Time	\$54
Total Expenses	\$15,000

Sustainability

University of North Florida (UNF) is providing the facilities for this program at no cost to the students. If the program succeeds in reaching the desired goals described in the anticipated change section of this proposal, then U.S. Department of Education has agreed to fund the program with their grant program, Student Support Services (SSS) Program. The program will continue to track the logins of the UNF library computers in order to determine how many students are using the UNF library to work on their course assignments. In addition, graduation rate will also be tracked on low-income college students who using the UNF library to work on their coursework since they wouldn't have access to a computer anywhere else.

PROGRAM DESIGN & EVALUATION MATRIX

GOAL 1:			
Outcome Objectives (Why)	Outcome Indicators/ Data Source (Evidence) *Include responsible party and timeframe	Process Objectives (What)	Activities (How) * Include responsible party and due date
<p>This new upgrade will help those college students, majority low-income students, who needs to use the new updated Microsoft Office 360 applications for their assigned coursework. The graduation rates can also increase for the low-income college students would have access to upgraded computer accessibility at the UNF library.</p>	<p>The best way to know the success of this service is to give about a 4-month time frame on how many students were able to log in to the 47 newly upgraded computers. Possibly a year time frame might also be needed to see the success in graduation rates for low-income students that wouldn't be able to perform well in their courses if they weren't able to have the required applications in the UNF library computers.</p>	<p>Since the older versions of Windows does not support features of the new Microsoft Office 360 application updates, the facility would need to replace the rest of the Windows 7 computers to Windows 10.</p>	<p>The service that will be provided to help solve the problem would be for the facility to replace the 47 computer that are not currently updated from Windows 7 to Windows 10 in order to provide the new updated Microsoft Office 360 capability.</p>

References

- Becker, S., Crandall, M. D., Fisher, K. E., Kinney, B., Landry, C., & Rocha, A. (2010). *Opportunity for All: How the American Public Benefits from Internet Access at U.S. Libraries*. Washington, D.C.: Institute of Museum and Library Services.
- Casey, C. (2018). Computer-Based Instruction as a Form of Differentiated Instruction in a Traditional, Teacher-led, Low-Income, High School Biology Classroom. *Dissertations and Theses*, 1-65.
- Taylor, M., Pratt, M. E., & Fabes, R. A. (2019). Public Libraries as a Context for the Study of Learning and Development. *Higher Education Outreach and Engagement*, 51-62.
- U.S. Department of Education. (2009, October 28). *Office of Postsecondary Education: Student Support Services (SSS) Program CFDA 84.042A Department of Education*. Retrieved from grants.gov: <https://www.grants.gov/web/grants/search-grants.html?keywords=ED-GRANTS-102209-001>
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