



Road to Success: Florida Institute of Technology Grant Management Practices & Procedures

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NCSBI is Funded by the U.S. Department of Labor. More information about NCSBI is available at: www.ncsbi.fit.edu.

NCSBI Background

- Located on Florida Institute of Technology campus.
- Resources and services for both workers and small businesses.
- Two main focal areas of support:
 - Government Contracting.
 - Professional Enrichment.
- Flexible scheduling.
 - Classes offered day, evening, and weekends
- Sophisticated Web site
 - Online course registration.
 - Automated data tracking.
 - Monthly schedule of courses, events, & activities.



Accomplishments

- Total student seats: 17,298
- Total number unique students: 3,742
- Total classes offered: 1,350
- Number of conference attendees: 279
- Sample Demographics of Participants:
 - Women: 72%
 - Minority 24%
 - Job Seeking: 24%

NCSBI Homepage

Helping businesses and the people they employ

- Home
- Government Contracting
- Professional Enrichment
- Register for Classes
- Unregister from Classes
- Networking@NCSBI
- Business Community
- Online Materials
- About NCSBI
- Small Business News
- IRS Tax Center
- Business Directory
- Join Email Mailing List

REGISTER FOR **FREE CLASSES** AT FLORIDA TECH'S MELBOURNE CAMPUS



Government Contracting

Learn the basics of winning contracts in federal, state, and local government markets. Build expertise in finding government contract opportunities, writing successful proposals, and administering government contracts.



Professional Enrichment

Learn the basics of computer technology to enhance your professional skills. Build personal expertise through hands-on training in business software, computer security, project management, and email management.



Networking@NCSBI

Join our special interest groups for networking, life long learning, and fun. Short courses and guest lectures introduce government contracting, computer technologies, and business software.

The National Center for Small Business Information (NCSBI) is a training and resource center located at Florida Institute of Technology in Melbourne, Florida. NCSBI meets the needs of small businesses and individuals by offering instruction on the fundamentals of government contracting and supplemental business software.

Highlights

Women's Conference June 1st, 2007

We are pleased to announce **Making History: The Roadmap to the Future** conference in cooperation with the U.S. Women's Chamber of Commerce here at Florida Tech in the Clemente Center on June 1, 2007. [\(more\)](#)

May Networking for Women Event

Join us on Monday May 14 from 5:30-7:30 to learn how to "Maximize your Credit Score through Credit Analysis". [\(more\)](#)

[[Full Archive](#)]

"I am relatively new in the position I'm in and I'd like to stay there. The NCSBI program appears to have the tools I am going to need in the near future. I am looking forward to attending the courses I have enrolled in."

-- NCSBI Student

The Power of Partners

- Some of our partnerships:
 - Workforce Development Board
 - Economic Development Council
 - Small Business Development Center
 - Small Business Administration Regional Office
 - U.S. Internal Revenue Services (bilingual resources)
 - Chamber of Commerce in surrounding cities
 - City of Palm Bay Small Business Incubator
 - AARP and Goodwill

The Power of Promotion

- Present at community meetings & events.
- Co-host small business assistance fairs and regional conferences.
- Have a booth at job fairs.
- Become member of community organizations.
- Contact media, libraries, for information dissemination.

The Power of People

- Volunteers support NCSBI staff.
 - High school students offer personalized assistance.
 - “Bug Club” members offer personalized assistance in helping students with technology questions.
 - College students assist in promotion, Web design, and community outreach.
- Community partners provide expertise.
 - Talks on local resources and services.
 - Offer bilingual access to resources and services.

The Power of Processes & Procedures

- NCSBI has both in place.
 - Some mandated by the university.
 - Budget and accounting oversight.
 - Hiring and performance assessments.
 - Some mandated by the DOL.
 - Quarterly reporting.
 - Inventory tracking of computers.
 - Others developed internally by staff.
 - Classroom preparation.
 - Course scheduling.
 - Student registration.

The Power of Automation

- Class Materials
- Student Registration
- Weekly Task Reports
- Web Materials
- Web Promotion

Classroom Materials

- Download from NCSBI Web site
 - Reduces expenses associated with copying and paper costs.
 - Allows students to download exactly what they need.
 - Allows trainers to update course materials easily and in timely manner.
 - Maximizes efficiencies in use of personnel to support center activities.

Student Registration

- Automates data entry for student tracking.
 - Reduces manual recording errors.
 - Maximizes efficiencies in use of personnel to support center activities.
 - Supports accurate quarterly reporting.
- Reduces costs associated with paper copies and faxes.
- Allows students to register or unregister from courses in real-time.
- Automates e-mail confirmation with campus map, parking permit, and course schedule.

Weekly Task Reports

- Automated reminder email to ensure timely submittal by each employee.
- Supports electronic storage for weekly record keeping.
- Supports ongoing assessment of objectives and measurable outcomes through use of reporting template.
- Electronic submission reduces paper cost and promotes accurate reporting.

Web Materials

- Automated support for:
 - Maintaining course materials.
 - Promoting community events and activities.
 - Posting monthly course schedules.
 - Offering short courses and answers to FAQs.
 - Disseminating student testimonials.
 - Linking to community partners and resources.

The Power of Assessment

- Develop means to collect data in real-time.
- Utilize staff to collect data on a regular basis.
- Make quarterly reporting straightforward by support mechanism put in place.

The Power of Networking

- Start support groups:
 - Networking for Women
 - Space Coast Townhall for Technologists
- Provide networking opportunities:
 - Employment
 - Advancement
 - Collaboration
 - Teaming

Conclusion

- The road to success may be bumpy.
 - Objectives should drive all activities.
 - Outcomes should be measured continuously.
- Look for opportunities to improve processes and procedures.
- Build community partnerships for promotion and collaboration.
- Automate whenever possible for efficiencies in operations.