

YOUR TURN! CREATING A CUSTOM OBE PLAN

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period: June 1 – December 1, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Basic Internet & computer use</p> <p>PCC offers the following training:</p> <p>Searching the Internet workshop</p> <ul style="list-style-type: none"> Participants demonstrate basic Internet searching skills. Participants report increased knowledge of searching the Internet. Participants report satisfaction with workshop content/trainer. <p>Setting up an email account workshop</p> <ul style="list-style-type: none"> Participants set up email account and demonstrate basic email skills. Participants report increased knowledge of using email. Participants report satisfaction with workshop content/trainer. 	480	6 6	<ul style="list-style-type: none"> Checklist by trainer Post-workshop survey Post-workshop survey <ul style="list-style-type: none"> Checklist by trainer Post-workshop survey Post-workshop survey 	<ul style="list-style-type: none"> 3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training <ul style="list-style-type: none"> 3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training 	<p>78 total trained</p> <ul style="list-style-type: none"> 58 or 74% (+) 70 or 90% (+) 72 or 92% (+) <p>83 total trained</p> <ul style="list-style-type: none"> 69 or 83% (+) 77 or 93% (+) 77 or 93% (+)
<p>Office skills</p> <p>PCC offers the following training:</p> <p>Basic word processing workshop</p> <ul style="list-style-type: none"> Participants demonstrate basic word processing skills. Participants report increased knowledge of word processing. Participants report satisfaction with workshop content/trainer. <p>One-on-one office help session</p> <ul style="list-style-type: none"> Participants report new/improved office application skills. Participants report satisfaction with session. 	240	6 1	<ul style="list-style-type: none"> Checklist by trainer Post-workshop survey Post-workshop survey <ul style="list-style-type: none"> Post-session interview Post-session interview 	<ul style="list-style-type: none"> 3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training <ul style="list-style-type: none"> .8 or 80% per training .8 or 80% per training 	<p>47 total trained</p> <ul style="list-style-type: none"> 27 or 57% (-) 42 or 89% (+) 40 or 85% (+) <p>60 total trained</p> <ul style="list-style-type: none"> 58 or 97% (+) 55 or 92% (+)
<p>Multimedia</p> <p>PCC offers the following training:</p> <p>Ebooks/audiobooks workshop</p> <ul style="list-style-type: none"> Participants download at least one ebook/audiobook. Participants gain knowledge of ebooks/audiobooks. Participants report satisfaction with workshop content/trainer. <p>Basic photo editing workshop</p> <ul style="list-style-type: none"> Participants edit at least one photo. Participants gain knowledge of photo editing. Participants report satisfaction with workshop content/trainer. 	500	10 10	<ul style="list-style-type: none"> Observation by trainer Pre-/post-workshop quiz Post-workshop quiz <ul style="list-style-type: none"> Observation by trainer Pre-/post-workshop quiz Post-workshop quiz 	<ul style="list-style-type: none"> 8 or 80% per training 8 or 80% per training 8 or 80% per training <ul style="list-style-type: none"> 8 or 80% per training 8 or 80% per training 8 or 80% per training 	<p>136 total trained</p> <ul style="list-style-type: none"> 126 or 93% (+) 118 or 87% (+) 130 or 96% (+) <p>To be offered</p>

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					Evaluation time period: June 1 – December 1, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Open lab access</p> <ul style="list-style-type: none"> • Users rate services at good or excellent. • Users report they would recommend services to a friend. • Users report they plan to use services again. <p>See also custom satisfaction outcomes for training under outcomes #1 and #2.</p>	4,950	NA	<ul style="list-style-type: none"> • User survey* • User survey* • User survey* <p>*The number of survey responses must be at least 357 (based on target audience of 4,950). See Handout #5 for more information about calculating sample size.</p>	<ul style="list-style-type: none"> • 303 or 85% of responses • 303 or 85% of responses • 303 or 85% of responses 	<p>204 responses to date</p> <ul style="list-style-type: none"> • 190 or 93% (+) • 190 or 93% (+) • 185 or 91% (+)

General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation time period: June 1 – December 1, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Partners</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC. Partners report they have referred clients/members to the PCC. Partners report they have developed client/member activities that incorporate PCC services. 	8	NA	<ul style="list-style-type: none"> Focus group Focus group Focus group 	<ul style="list-style-type: none"> 8 or 100% of partners 8 or 100% of partners 2 or 25% of partners 	<p>4 participated to date</p> <ul style="list-style-type: none"> 4 or 100% (+) 4 or 100% (+) 1 or 25% (+)

Evaluation time period: June 1 – December 1, 2011

Please indicate your level of agreement/disagreement with the following statements:

The PCC/E-Mobile Unit was successful in achieving outcome #1 (users gain digital literacy skills).

Strongly agree Agree Disagree Strongly disagree

The PCC/E-Mobile Unit was successful in achieving outcome #2 (users are better prepared for the workforce).

Strongly agree Agree Disagree Strongly disagree

The PCC/E-Mobile Unit was successful in achieving outcome #3 (users are satisfied with services).

Strongly agree Agree Disagree Strongly disagree

The PCC/E-Mobile Unit was successful in achieving outcome #4 (partners are aware of services).

Strongly agree Agree Disagree Strongly disagree

If you indicated disagree or strongly disagree for any of the above outcomes, please explain. List any changes being made to the program and/or evaluation plan to ensure these outcomes are achieved.

I believe we were successful in meeting outcome #1. However, one achievement level came in just below target (57% instead of 60% of participants demonstrated word processing skills). Based on trainer and participant feedback, we have decided to lengthen the class to allow for more practice time. We are also planning to have one of our tech savvy volunteers present at classes to assist the trainer.

Please share any additional findings. Include a few specific quotes or accounts from users/partners that support outcomes.

“Thank you for this training. Using a computer to get a job was impossible for me before coming to this class. I had no skills. Now I have a professional resume and an interview lined up. I can’t thank you enough!” -Interview response from “Applying for a job online workshop series” participant

“I can’t afford my own computer right now. Being able to come in and use this cutting edge technology for free is great. I’m working on starting my own business, and the staff has been super helpful.” -Survey response from open lab access user

“I would say about a quarter of our parents have utilized the PCC. We’ve been promoting it quite a bit as a resource for gaining computer skills and searching for jobs. They tell me they really like the services.” -Focus group response from Jane Smith, local Head Start Director

“All of our not so tech savvy volunteers have been strongly encouraged to take the PCC’s email and word processing workshops. Many have and we’ve noticed a positive difference. It’s especially helped our older volunteers.” -Focus group response from John Brown, local Community Center Director