

**YOUR TURN! CREATING A CUSTOM OBE PLAN -- Julia Boyer Reinstein Public Computer Center**

<b>General outcome #1:</b> PCC/E-Mobile Unit users gain digital literacy skills.					<b>Evaluation time period:</b>
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<b><u>Basic Internet and Computer use</u></b>	475				
<b>Computer Basics</b> <ul style="list-style-type: none"> <li>• Participants demonstrate ability to use the mouse</li> <li>• Participants report increased knowledge of using a computer</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	Checklist by trainer Post workshop survey  Post workshop survey	80% per training 80% per training  80% per training	
<b>Internet Basics</b> <ul style="list-style-type: none"> <li>• Participants demonstrate basic internet searching skills</li> <li>• Participants report increased knowledge of searching the internet</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	Checklist by trainer Post workshop survey  Post workshop survey	60% per training 80% per training  80% per training	
<b>Internet Intermediate</b> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of internet security</li> <li>• Participants report increased knowledge of internet privacy</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	Post workshop survey Post workshop survey Post workshop survey	80% per training 80% per training 80% per training	
<b>Google It!</b> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of Google features</li> <li>• Participants report awareness of website evaluation</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	Post workshop survey Post workshop survey Post workshop survey	80% per training 80% per training 80% per training	
<b>Email Basics</b> <ul style="list-style-type: none"> <li>• Participants set up an email account and demonstrate basic email skills</li> <li>• Participants report increased knowledge of using email</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	Checklist by trainer  Post workshop survey Post workshop survey	60% per training  80% per training 80% per training	
<b>Email Intermediate</b> <ul style="list-style-type: none"> <li>• Participants demonstrated ability to make and open attachments</li> <li>• Participants report increased knowledge of advanced email features</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	Checklist by trainer  Post workshop survey Post workshop survey	80% per training  80% per training 80% per training	
<b>Excel Basics</b> <ul style="list-style-type: none"> <li>• Participants will set up and enter information on a spreadsheet</li> <li>• Participants will be able to create and edit formulas</li> </ul>		12	Checklist by trainer  Checklist by trainer	60% per training  60% per training	

<ul style="list-style-type: none"> <li>Participants report satisfaction with the workshop content/trainer</li> </ul>			Post-Workshop survey	80% per training	
<p><b>Excel Intermediate</b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge of formatting a spreadsheet</li> <li>Participants will be able to insert a chart</li> <li>Participants report satisfaction with the workshop content/instructor</li> </ul>	12		Checklist by trainer	60% per training	
<p><b>Word Basics</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basic word processing skills</li> <li>Participants report increased knowledge of word processing</li> <li>Participants report satisfaction with the workshop content/instructor</li> </ul>	12		Checklist by trainer Post-Workshop survey Post-Workshop survey	60% per training 80% per training 80% per training	
<p><b>Word Intermediate</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate ability to insert items into a document</li> <li>Participants report increased knowledge of word processing</li> <li>Participants report satisfaction with the workshop content/instructor</li> </ul>	12		Checklist by trainer Post-Workshop survey Post-Workshop survey	60% per training 80% per training 80% per training	
<p><b>Powerpoint Basics</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basic Powerpoint skills</li> <li>Participants report increased knowledge of Powerpoint program</li> <li>Participants report satisfaction with the workshop contents/instructor</li> </ul>	12		Checklist by trainer Post-Workshop survey Post-Workshop survey	60% per training 80% per training 80% per training	
<p><b>File Management</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate ability to create a folder, store and retrieve information</li> <li>Participants report increased knowledge of file management</li> <li>Participants report satisfaction with workshop</li> </ul>	12		Checklist by trainer Post workshop survey Post workshop survey	60% per training 80% per training 80% per training	
<p><b>Facebook</b></p> <ul style="list-style-type: none"> <li>Participants create an account and demonstrate basic networking skills</li> <li>Participants report increased knowledge of privacy features of Facebook</li> <li>Participants report satisfaction with workshop</li> </ul>	12		Checklist by trainer Post workshop survey Post workshop survey	40% per training 80% per training 80% per training	
<p><b>Twitter</b></p> <ul style="list-style-type: none"> <li>Participants create an account and demonstrate ability to use Twitter</li> <li>Participants report increased knowledge of Twitter</li> </ul>	12		Checklist by trainer Post workshop survey	40% per training 80% per training	

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<ul style="list-style-type: none"> <li>• Participants report satisfaction with the workshop</li> </ul> <p><b>Multimedia</b></p> <p><b>Web 2.0</b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of Web 2.0</li> <li>• Participants report increased knowledge of Web 2.0 applications</li> <li>• Participants report satisfaction with the workshop</li> </ul> <p><b>Flickr</b></p> <ul style="list-style-type: none"> <li>• Participants create an account and demonstrate basic skills</li> <li>• Participants report increased knowledge of Flickr</li> <li>• Participants report satisfaction with workshop</li> </ul> <p><b>You Tube</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate ability to search You Tube</li> <li>• Participants report increased awareness of application</li> <li>• Participants report satisfaction with workshop</li> </ul> <p><b>Google Maps and Mashups</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate ability to find maps and driving directions</li> <li>• Participants report increased knowledge of application</li> <li>• Participants report satisfaction with the workshop</li> </ul> <p><b>One-on-one computer help session</b></p> <ul style="list-style-type: none"> <li>• Participants report improved computer skills</li> <li>• Participants report satisfaction with session</li> </ul>	660	12	12	12	12	1	Post workshop survey  Post workshop survey Post workshop survey  Post workshop survey  Checklist by trainer Post workshop survey Post workshop survey  Checklist by trainer Post workshop survey Post workshop survey  Checklist by trainer  Post workshop survey Post workshop survey  Post session survey Post session survey	80% per training  80% per training 80% per training  80% per training  40% per training 80% per training 80% per training  60% per training 80% per training 80% per training  60% per training  80% per training 80% per training  80% per session 80% per session	
<p><b>General outcome #2:</b> PCC/E-Mobile Unit users are better prepared for the workforce.</p>								<b>Evaluation time period:</b>	
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>				

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<p><b>Workforce Development</b></p> <p><b>Resume Maker</b></p> <ul style="list-style-type: none"> <li>• Participants develop new/updated resume</li> <li>• Participants report new/improved job searching skills</li> <li>• Participants report satisfaction with workshop content/instructor</li> <li>• Participants report participation in workshop resulted in a job interview</li> <li>• Participants report participation in workshop resulted in a job offer</li> </ul> <p><b>Library Website and Career Resources</b></p> <ul style="list-style-type: none"> <li>• Participants report increased awareness of library resources</li> <li>• Participants report one new resource that they will use</li> <li>• Participants report satisfaction with the workshop</li> </ul> <p><b>LinkedIn</b></p> <ul style="list-style-type: none"> <li>• Participants open/update a LinkedIn account</li> <li>• Participants report an increased knowledge of business networking</li> <li>• Participants report satisfaction with the workshop</li> </ul> <p><b>One-on-one computer help session</b></p> <ul style="list-style-type: none"> <li>• Participants report improved computer skills</li> <li>• Participants report satisfaction with session</li> </ul>	7040	12	<p>Checklist by trainer Post workshop survey Post workshop survey</p> <p>Post workshop interview (3 mo) Post workshop interview (3 mo)</p>	<p>75% per training 80% per training 80% per training</p> <p>25% per training 10% per training</p>	
<p><b>Library Website and Career Resources</b></p> <ul style="list-style-type: none"> <li>• Participants report increased awareness of library resources</li> <li>• Participants report one new resource that they will use</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	<p>Post workshop survey Post workshop survey Post workshop survey</p>	<p>80% per training 60% per training 80% per training</p>	
<p><b>LinkedIn</b></p> <ul style="list-style-type: none"> <li>• Participants open/update a LinkedIn account</li> <li>• Participants report an increased knowledge of business networking</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	<p>Checklist by trainer Post workshop survey</p> <p>Post workshop survey</p>	<p>60% per training 80% per training</p> <p>80% per training</p>	
<p><b>One-on-one computer help session</b></p> <ul style="list-style-type: none"> <li>• Participants report improved computer skills</li> <li>• Participants report satisfaction with session</li> </ul>		1	<p>Post session survey Post session survey</p>	<p>80% per session 80% per session</p>	
<p><b>General outcome #3:</b> PCC/E-Mobile Unit users are satisfied with services.</p>					<p><b>Evaluation time period:</b></p>
<p><b>Custom outcome:</b></p>	<p><b>Target audience:</b></p>	<p><b>Target audience per training:</b></p>	<p><b>Data source:</b></p>	<p><b>Target achievement level:</b></p>	<p><b>Actual achievement level:</b></p>

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<p><b>Open Lab Access</b></p> <ul style="list-style-type: none"> <li>• Users rate services at good or excellent</li> <li>• Users report they would recommend services to a friend</li> <li>• Users report they plan to use the services again</li> </ul>	1100	NA	User survey User survey User survey	85% of responses 85% of responses 85% of responses	
<p><b>General outcome #4:</b>            Community partners are aware of PCC/E-Mobile Unit services.</p>					<p><b>Evaluation time period:</b></p>
<p><b>Custom outcome:</b></p>	<p><b>Target audience:</b></p>	<p><b>Target audience per training:</b></p>	<p><b>Data source:</b></p>	<p><b>Target achievement level:</b></p>	<p><b>Actual achievement level:</b></p>

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<p><b>Partners</b></p> <p>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</p>	4	NA	<p>Interview          Interview          Interveiw</p>	<p>100% of partners          100% of partners          20% of partners</p>	
<b>Evaluation time period:</b>					
<b>Please indicate your level of agreement/disagreement with the following statements:</b>					

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.**

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