

CUSTOM OBE PLAN -- LOCKPORT PUBLIC LIBRARY

General Outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation Time Period: Jun 1 – Dec 1, 2011
Custom Outcome	Target Audience	Target Audience per Training	Data Source	Target Achievement Level per Training	Actual Achievement Level per Training
<p><u>Basic Internet & Computer Use</u></p> <p>PCC offers the following training:</p> <p>Email Basics</p> <ul style="list-style-type: none"> • Participants demonstrate basic email skills. • Participants report increased knowledge of using email. • Participants report satisfaction with class content/trainer. <p>Introduction to Computer Basics</p> <ul style="list-style-type: none"> • Participants demonstrate basic computer skills. • Participants demonstrate basic Internet skills. • Participants report increased knowledge of computer use skills. • Participants report increased knowledge of Internet use skills. • Participants report satisfaction with class content/trainer. <p>Introduction to Keyboarding</p> <ul style="list-style-type: none"> • Participants demonstrate basic keyboarding skills. 	1260	10	<ul style="list-style-type: none"> • Trainer checklist • Post-class survey • Post-class survey 	<ul style="list-style-type: none"> • 6 or 60% • 6 or 60% • 9 or 90% 	
		10	<ul style="list-style-type: none"> • Trainer checklist • Trainer checklist • Post-class survey 	<ul style="list-style-type: none"> • 6 or 60% • 6 or 60% • 6 or 60% • 6 or 60% • 9 or 90% 	
		10	<ul style="list-style-type: none"> • Post-class survey 	<ul style="list-style-type: none"> • 6 or 60% 	

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<ul style="list-style-type: none"> • Participants report increased knowledge of keyboarding. • Participants report satisfaction with class content/trainer. 				<ul style="list-style-type: none"> • 6 or 60% • 9 or 90% 	
<p>Introduction to the Internet</p> <ul style="list-style-type: none"> • Participants demonstrate basic web searching and browser use skills. • Participants report increased knowledge of Internet use. • Participants report satisfaction with class content/trainer. 		10	<ul style="list-style-type: none"> • Post-class survey • Trainer checklist • Post-class survey • Post-class survey 	<ul style="list-style-type: none"> • 6 or 60% • 6 or 60% • 9 or 90% 	
<p>Introduction to Windows 7</p> <ul style="list-style-type: none"> • Participants demonstrate basic Windows 7 skills • Participants report increased knowledge of the Windows 7 operating system. • Participants report satisfaction with class content/trainer. 		10	<ul style="list-style-type: none"> • Trainer checklist • Post-class survey 	<ul style="list-style-type: none"> • 6 or 60% • 6 or 60% • 9 or 90% 	
<p>One-on-One Basic Internet & Computer Training</p> <ul style="list-style-type: none"> • Participants demonstrate increased digital literacy skills. • Participants report increased knowledge of basic computer and/or Internet use. • Participants report satisfaction with session content/trainer. 		2.5 (weekly target)	<ul style="list-style-type: none"> • Post-class survey • Trainer checklist • Post-class survey 	<ul style="list-style-type: none"> • 1.5 or 60% • 1.5 or 60% • 2.25 or 90% 	

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			<ul style="list-style-type: none"> • Post-class survey • Trainer checklist • Post-session survey • Post-session survey 		
<p><u>Office Skills</u></p> <p>PCC offers the following training:</p> <p>Introduction to Microsoft Word 2010</p> <ul style="list-style-type: none"> • Participants work with document, text and paragraph formatting and use. • Participants demonstrate intermediate word processing skills. • Participants report increased knowledge of Microsoft Word 2010 use. • Participants report satisfaction with class content/trainer. <p>Introduction to Microsoft Excel 2010</p> <ul style="list-style-type: none"> • Participants work with cell, worksheet, and workbook formatting and use. • Participants demonstrate intermediate spreadsheet skills. 	<p>490</p>	<p>10</p> <p>10</p>	<ul style="list-style-type: none"> • Trainer checklist • Trainer checklist • Post-class survey • Post-class survey • Trainer checklist • Trainer checklist 	<ul style="list-style-type: none"> • 6 or 60% • 6 or 60% • 6 or 60% • 9 or 90% • 6 or 60% • 6 or 60% 	

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<ul style="list-style-type: none"> • Participants report increased knowledge of Microsoft Excel 2010 use. • Participants report satisfaction with class content/trainer. 		10	<ul style="list-style-type: none"> • Post-class survey • Post-class survey 	<ul style="list-style-type: none"> • 6 or 60% • 9 or 90% 	
<p>Introduction to Microsoft Powerpoint 2010</p> <ul style="list-style-type: none"> • Participants create and view a presentation. • Participants demonstrate intermediate presentation-building skills. • Participants report increased knowledge of Microsoft Powerpoint 2010 use. • Participants report satisfaction with class content/trainer. 		10	<ul style="list-style-type: none"> • Trainer checklist • Trainer checklist • Post-class survey • Post-class survey 	<ul style="list-style-type: none"> • 6 or 60% • 6 or 60% • 6 or 60% • 9 or 90% 	
<p>Introduction to Microsoft Office 2010</p> <ul style="list-style-type: none"> • Participants demonstrate basic Microsoft Office 2010 skills • Participants report increased knowledge of Microsoft Office 2010 programs use. • Participants report satisfaction with class content/trainer. 		10	<ul style="list-style-type: none"> • Trainer checklist • Post-class survey • Post-class survey 	<ul style="list-style-type: none"> • 6 or 60% • 6 or 60% • 9 or 90% 	
<p>One-on-One Office Skills Training</p> <ul style="list-style-type: none"> • Participants demonstrate increased digital literacy skill. • Participants report increased knowledge of Microsoft Office 2010 programs. • Participants report satisfaction with session content/trainer. 		2.5 (weekly target)	<ul style="list-style-type: none"> • Trainer checklist • Post-session survey • Post-session survey 	<ul style="list-style-type: none"> • 1.5 or 60% • 1.5 or 60% • 2.25 or 90% 	

General Outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation Time Period: Jun 1 – Dec 1, 2011
Custom Outcome	Target Audience	Target Audience per Training	Data Source	Target Achievement Level per Training	Actual Achievement Level per Training
<p><u>Workforce Development</u></p> <p>PCC offers the following training:</p> <p>Resume Writing Workshop</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of different resume styles and components. • Participants understand the use and formatting of a cover letter. • Participants began to develop new/updated resume. • Participants report increased knowledge of resume and cover letter writing. • Participants report satisfaction with workshop content/trainer. <p>Job Searching Online Workshop</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of resources and methods for job searching online. • Participants conduct an online job search in their field. • Participants report increased knowledge of job searching online. 	1380	6	<ul style="list-style-type: none"> • Trainer checklist • Trainer checklist • Trainer checklist • Post-workshop survey • Post-workshop survey • Trainer checklist • Trainer 	<ul style="list-style-type: none"> • 3.6 or 60% • 3.6 or 60% • 3.6 or 60% • 3.6 or 60% • 5.4 or 90% • 3.6 or 60% • 3.6 or 60% • 3.6 or 60% 	

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<ul style="list-style-type: none"> Participants report satisfaction with workshop content/trainer. 			<ul style="list-style-type: none"> checklist 	<ul style="list-style-type: none"> 5.4 or 90% 	
<p>Business Communication Skills</p>		10	<ul style="list-style-type: none"> Post-workshop survey 	<ul style="list-style-type: none"> 6 or 60% 	
<ul style="list-style-type: none"> Participants demonstrate understanding of business communication skills. 			<ul style="list-style-type: none"> Post-workshop survey 	<ul style="list-style-type: none"> 6 or 60% 	
<ul style="list-style-type: none"> Participants report increased knowledge of interpersonal communication for business. 				<ul style="list-style-type: none"> 6 or 60% 	
<ul style="list-style-type: none"> Participants report increased knowledge of written communication for business. 			<ul style="list-style-type: none"> Trainer checklist 	<ul style="list-style-type: none"> 9 or 90% 	
<ul style="list-style-type: none"> Participants report satisfaction with class content/trainer. 			<ul style="list-style-type: none"> Post-class survey 		
<p>Here's My Resume – Where's My Job?</p>		10	<ul style="list-style-type: none"> Post-class survey 	<ul style="list-style-type: none"> 6 or 60% 	
<ul style="list-style-type: none"> Participants demonstrate understanding of how attitude and personality can affect the job search process. 			<ul style="list-style-type: none"> Post-class survey 	<ul style="list-style-type: none"> 6 or 60% 	
<ul style="list-style-type: none"> Participants report increased knowledge of how attitude and personality can affect the job search process. 			<ul style="list-style-type: none"> Post-class survey 	<ul style="list-style-type: none"> 6 or 60% 	
<ul style="list-style-type: none"> Participants report increased knowledge of appropriate job search and interview behavior. 				<ul style="list-style-type: none"> 6 or 60% 	
<ul style="list-style-type: none"> Participants report satisfaction with class content/trainer 			<ul style="list-style-type: none"> Trainer checklist 	<ul style="list-style-type: none"> 9 or 90% 	
<p>One-on-One Workforce Training</p>		2.5 (weekly target)	<ul style="list-style-type: none"> Post-class survey 	<ul style="list-style-type: none"> 1.5 or 60% 	
<ul style="list-style-type: none"> Participants demonstrate increased understanding of workforce skills. 			<ul style="list-style-type: none"> Post-class survey 	<ul style="list-style-type: none"> 1.5 or 60% 	
<ul style="list-style-type: none"> Participants are better prepared for the workforce. 			<ul style="list-style-type: none"> Post-class survey 	<ul style="list-style-type: none"> 2.25 or 90% 	
<ul style="list-style-type: none"> Patrons report satisfaction with session/trainer. 					

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			<ul style="list-style-type: none"> • Post-class survey • Trainer checklist • Post-session survey • Post-session survey 		
<p><u>Small Business Development</u></p> <p>PCC offers the following training:</p> <p>Financing Sources and Business Plan Development</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of financing sources and business plan development. • Participants report increased knowledge of financing sources and business plan development. • Participants report satisfaction with class content/trainer. <p>Developing a Marketing Plan</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of marketing plan development. • Participants report increased knowledge of marketing plan development. • Participants report satisfaction with class 	375	25	<ul style="list-style-type: none"> • Trainer checklist • Post-class survey • Post-class survey 	<ul style="list-style-type: none"> • 15 or 60% • 15 or 60% • 22.5 or 90% 	
		25	<ul style="list-style-type: none"> • Trainer checklist • Post-class 	<ul style="list-style-type: none"> • 15 or 60% • 15 or 60% • 22.5 or 90% 	

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<p>content/trainer.</p> <p>Business Organizational Forms: Sole Proprietorship, Partnership, LLC's, Corporations</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of business organizational forms. • Participants report increased knowledge of business organizational forms. • Participants report satisfaction with class content/trainer. <p>Recordkeeping for Small Business</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of recordkeeping for small business. • Participants report increased knowledge of recordkeeping for small business. • Participants report satisfaction with class content/trainer. <p>Using Facebook and LinkedIn to Promote Your Business</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of Facebook and LinkedIn for business promotion. • Participants report increased knowledge of Facebook and LinkedIn for business promotion. • Participants report satisfaction with class content/trainer. 	<p>25</p> <p>25</p> <p>25</p>	<p>survey</p> <ul style="list-style-type: none"> • Post-class survey <ul style="list-style-type: none"> • Trainer checklist <ul style="list-style-type: none"> • Post-class survey • Post-class survey <ul style="list-style-type: none"> • Trainer checklist <ul style="list-style-type: none"> • Post-class survey • Post-class survey <ul style="list-style-type: none"> • Trainer checklist • Post-class 	<ul style="list-style-type: none"> • 15 or 60% • 15 or 60% • 22.5 or 90% <ul style="list-style-type: none"> • 15 or 60% • 15 or 60% • 22.5 or 90% <ul style="list-style-type: none"> • 15 or 60% • 15 or 60% • 22.5 or 90% 	
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			survey		
			• Post-class survey		

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General Outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation Time Period Jun 1 – Dec 1, 2011
Custom Outcome	Target Audience	Target Audience per Training	Data Source	Target Achievement Level per Training	Actual Achievement Level per Training
<p><u>Partners</u></p> <ul style="list-style-type: none"> Partners state two or more services provided by the KEY program. Partners report they have helped promote the KEY program. Partners report they have referred clients/members to KEY services. Partners report they have incorporated KEY services into their service plans. 	10	N/A	<ul style="list-style-type: none"> Partner survey Partner survey Partner survey Partner survey 	<ul style="list-style-type: none"> 10 or 100% 10 or 100% 5 or 50% 4 or 40% 	

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Evaluation Time Period: Jun 1 – Dec 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.

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

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