

OBE Report – December 2012

Cortland Free Library Public Computer Center

32 Church Street, Cortland, NY 13045

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Contact: Jenny Clark

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I. Observations

- a. *Digital Literacy*: We have continued to keep current with technology and offer trainings on the latest gadgets like eReaders, iPads, iPhones, and more. We have also strived to stay ahead of the curve when it comes to popular website and program updates, including Internet Explorer, Yahoo Mail, Facebook, Skype, just to name a few. We put in the effort to learn about these new devices and program/website updates and then helped our patrons become comfortable with the changes.
- b. *Workforce Development*: Thanks to OCM BOCES we have held successful Resources for Job Seekers classes during the grant. We have also had successful Craigslist classes. In addition, we have had several patrons visit the PCC for one-on-one sessions to work on their resumes, cover letters, job searches, and online job applications. Almost every job now requires an online application and many people still struggle with digital literacy – we are helping patrons with a very simple but important task. The availability of the laptop computers has really been an asset to many job seekers in Cortland.
- c. *Access*: The PCC was open 12pm-5pm on Mondays, Tuesdays, and Fridays. With the exception of September 2012 (due to the primary trainer's reduced hours) we have remained consistent in our availability to our patrons. We offered classes during the day (2:00-2:30pm) and also offered classes in the evening (5:00-6:30pm), allowing patrons with limited schedules better access. We are accessible to all patrons as the room we offer services in is accessible via the elevator. We helped all patrons no matter the age or what kind of computer problem they had. If we could not help the patron, we found a resource (online or other) that could. In addition, from May 2012-November 2012 we began our Tech-to-Go program. For Tech-to-Go, we travelled to local libraries in the area (mostly rural) to provide services to patrons that might not be able to come to Cortland.
- d. *Scheduling*: The PCC was open Mondays, Tuesdays, and Fridays from 12pm-5pm. Classes were most often held from 2:00-3:30pm or 5:00-6:30pm. We scheduled appointments and took care of walk-in patrons when classes were not

in session. If the hours set up did not coincide with a patron's availability we scheduled appointments on different days and times. We also travelled to local libraries (Tech-to-Go) to teach classes for about 4 hours each week, mostly on Wednesdays and Thursdays. Due to the primary trainer's reduced hours starting in September, Ashley Marshall was kept on for Tuesdays and Rebecca Hyde was hired to work Mondays & Fridays. The primary trainer, Jenny Clark, worked nights and some weekends to continue to teach classes, provide one-on-one help, and complete all necessary reporting.

- e. *Course Offerings*: At the end of the grant our course offerings continued to grow – many classes were geared toward the basics and entertainment. Basic classes were held monthly: Introduction to the Computer, Basic Internet, Microsoft Word, etc. Social networking classes remained popular, including Facebook, Skype, Pinterest, and more. Multimedia classes featuring eReaders and iPads were extremely popular. In addition, we had a guest trainer offer 2 classes in Genealogy, which were wildly successful. Please see Appendix 3, “Attendees Per Class,” to see all of our classes and specific class numbers for 2011-2012.
- f. *Instructional Practices*: The best method we have found to teach a class is direct instruction: 1. teach, 2. model, and 3. independent practice. First, explain the information to the patrons. For example, explain the basics of a computer action. Next, model the computer action at least twice. Finally, allow the patrons to try it out for themselves. It is important to walk around and monitor and provide assistance. Repeat this for each section of material that is being covered. Also, always pause for questions after each section of material taught.
- g. *Demographics*: Throughout the grant, our demographics remained consistent. Our classes were catered primarily to the aging population. Towards the end of the grant, after partnering with OCM BOCES, we had a small surge of workforce development patrons. During the last 6 months of the grant, we also began travelling to rural libraries in the area and helped reach more patrons.
- h. *Target Audiences*: Although we did not meet our target audiences for our OBE outcomes, we did have an increase in patrons during the second half of 2012 and that is something to be proud of. Please see Appendix 1, “Attendees Per Month,” for our numbers from 2011-2012. Please see Appendix 2 for target audience versus actual audience.

II. Overview of the PCC

- a. *Essential Elements*: We had several essential elements that contributed to the success of our PCC. We made 18 laptops (15 PCs and 3 Macs), 3 iPads, 2 Nook Colors, a Kindle Fire, a Kindle, and a slide scanner available to our patrons for training. Our equipment was up-to-date, i.e. the computer featured Windows 7

and webcam capabilities. We had knowledgeable staff including 3 trainers and 1 technician, well versed in basic computer skills, social networking, multimedia, workforce development, gaming, eReaders, tablets, and a variety of other topics. Depending on the skill a patron wished to learn, we had a staff member available to meet their needs. Another essential element was our Tech-to-Go program, we began travelling to other libraries to teach classes starting in June 2012. The program allowed us to reach patrons in rural areas who may not have had access to our technology and classes otherwise. Finally, we had partnerships (including OCM BOCES and local libraries) that helped us get the word out about our services and provide those services to more people.

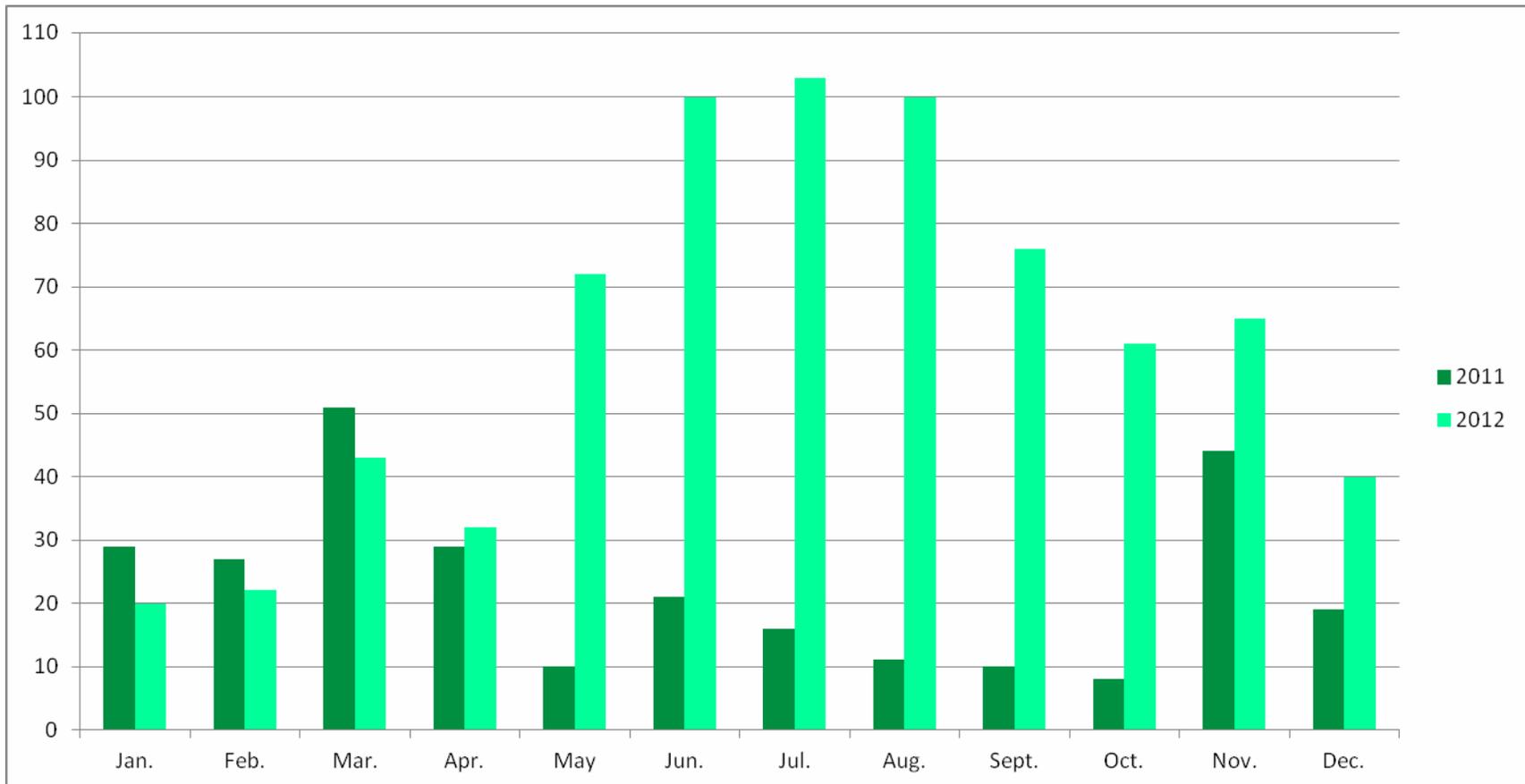
- b. *Meeting Community Needs:* When the grant began, we felt that there was a need in the community for teaching computer skills to the aging population. Digital literacy is an important skill that many people still do not possess but must in order to function in our technology-based society. Many patrons complained that their spouse or children did not want to teach them how to use a computer - they needed a safe place to come and learn. We have provided a much-needed service to the aging population in Cortland. In addition, we have provided services to any overflow of patrons from the local career services office.

III. Challenges & Lessons Learned: The biggest challenge we faced during this grant was that we also had a construction project occurring during the same time. This meant that our PCC location had to be moved several times, the building was often loud and dusty, and it was difficult to keep intense focus on the grant. We have learned many lessons during this grant. First, we have learned that extensive advertising is a key component in PCC success. We advertised on TV, radio, library signs, and in the newspaper. Second, we have learned the importance of outreach to rural areas. The library directors, staff, and patrons from local libraries were extremely thankful for our services. We provided a service that was much needed and they would not have access to otherwise. Finally, we have learned the value of support. With the help of skilled trainers, a new technician, strong management, and guest trainers, the last 6 months of the grant were extremely successful.

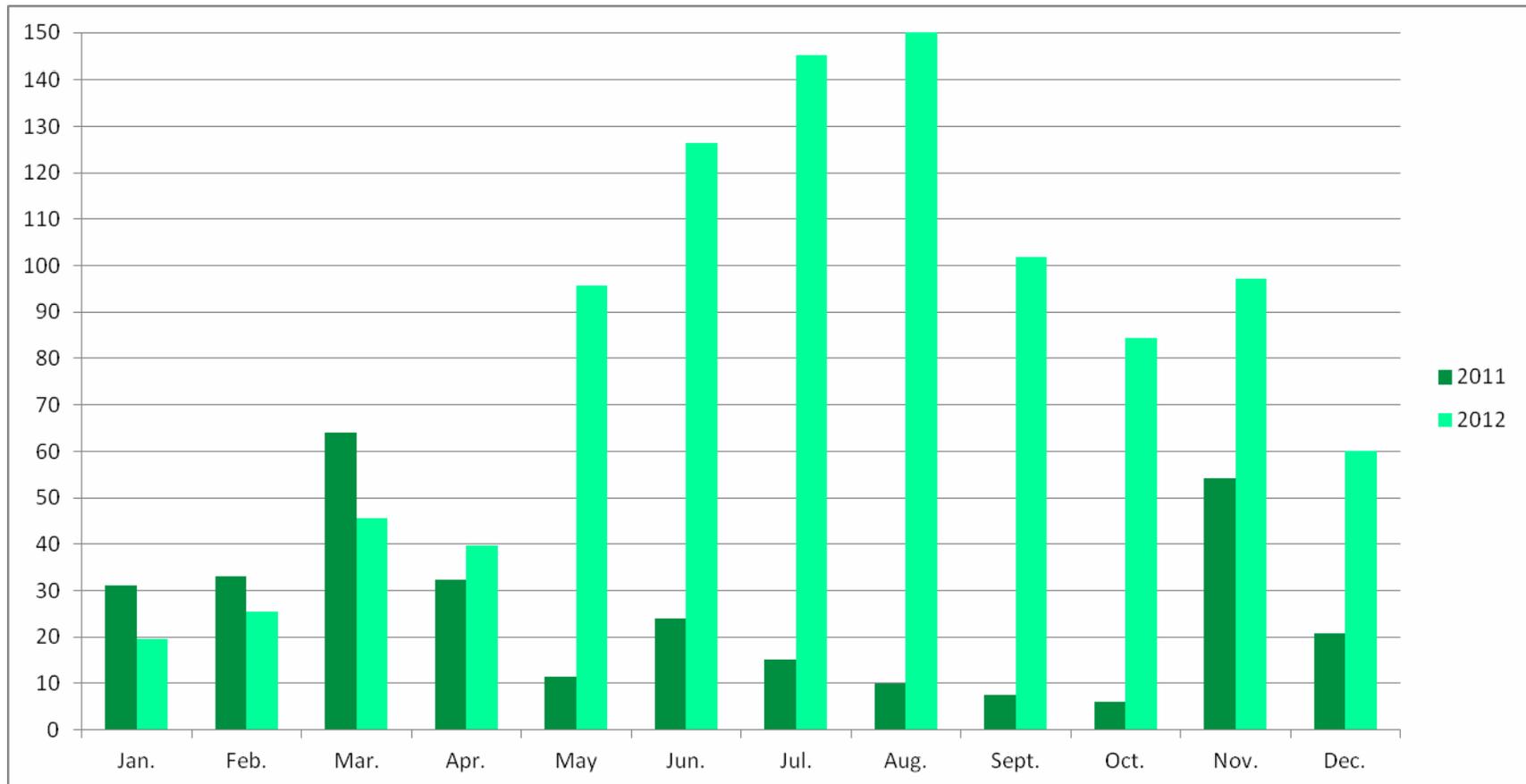
OBE Target Audience vs. Actual Audience

Custom Outcome Category	Target Audience	Actual Audience
Basic Computer & Internet Use	441	179
Social Networking	387	88
Office Skills	294	20
Multimedia	168	175
Workforce Development	420	62
Open Lab Access	616	324

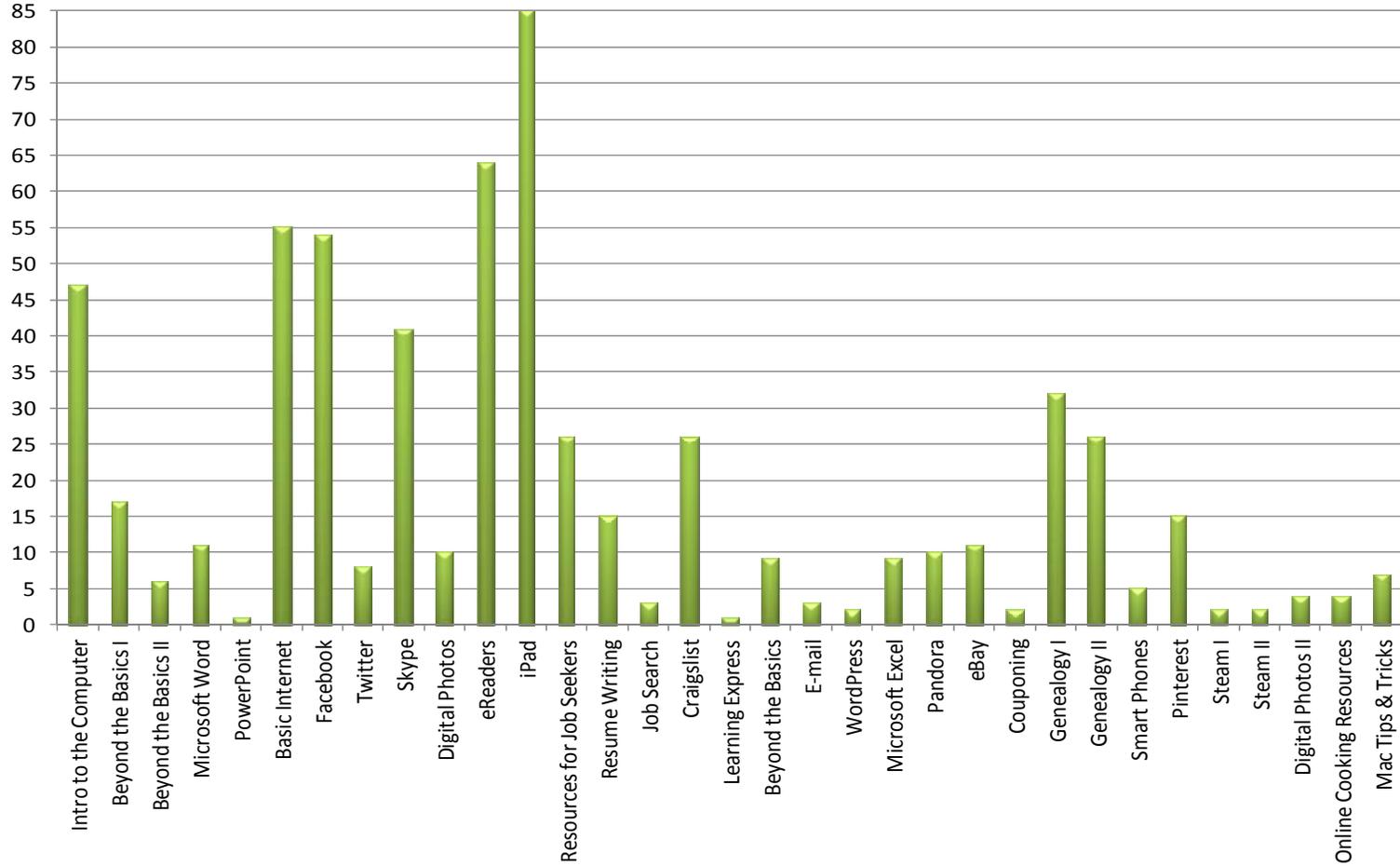
Attendees per Month (# of Students)



Attendees Per Month (Training Hours)



Attendees Per Class



Please Note: This chart represents data from January 1st, 2011 to December 31st, 2012. It does not include open lab participants.

CUSTOM OBE PLAN

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period: Dec. 2012
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><u>Basic computer & Internet use</u></p> <p>PCC offers the following training:</p> <p>Introduction to the Computer class</p> <ul style="list-style-type: none"> • Participants demonstrate basic computer skills. • Participants report increased knowledge of basic computer skills like using the mouse and shutting the computer down properly. • Participants report satisfaction with workshop content/trainer. <p>Beyond the Basics Computer class</p> <ul style="list-style-type: none"> • Participants demonstrate intermediate computer skills. • Participants report increased knowledge of intermediate computer skills like copy & paste and saving/opening Notepad documents. • Participants report satisfaction with workshop content/trainer. <p>Basic Internet class</p> <ul style="list-style-type: none"> • Participants demonstrate basic internet skills. • Participants report increased knowledge of basic internet skills like visiting a website and performing a basic search. • Participants report satisfaction with workshop content/trainer. <p>Basic E-mail class</p> <ul style="list-style-type: none"> • Participants demonstrate basic e-mail skills. • Participants report increased knowledge of basic e-mail skills like creating a new e-mail message and adding attachments. • Participants report satisfaction with workshop content/trainer. <p>WordPress class</p> <ul style="list-style-type: none"> • Participants demonstrate basic blog/website creation skills. • Participants report increased knowledge of blog/website creation like changing the appearance and adding widgets. • Participants report satisfaction with workshop content/trainer. <p>eBay Basics class</p> <ul style="list-style-type: none"> • Participants demonstrate basic eBay skills. • Participants report increased knowledge of basic eBay skills like creating a new account and creating a free ad. • Participants report satisfaction with workshop content/trainer. 	441	7 7 7 7 7	<ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Post-class survey 	<ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training 	<ul style="list-style-type: none"> • 32/37 or 86.5% • 22/25 or 88% <ul style="list-style-type: none"> • 25/25 or 100% <ul style="list-style-type: none"> • 11/11 or 100% • 11/11 or 100% <ul style="list-style-type: none"> • 11/11 or 100% <ul style="list-style-type: none"> • 40/43 or 93% • 39/40 or 97.5% <ul style="list-style-type: none"> • 40/40 Or 100% <ul style="list-style-type: none"> • 2/3 or 66.7% • 3/3 or 100% <ul style="list-style-type: none"> • 3/3 or 100% <ul style="list-style-type: none"> • 2/2 or 100% • 2/2 or 100% <ul style="list-style-type: none"> • 2/2 Or 100% <ul style="list-style-type: none"> • 11/11 or 100% • 10/10 or 100% <ul style="list-style-type: none"> • 10/10 or 100%

<p>Couponing class</p> <ul style="list-style-type: none"> • Participants report increased knowledge of available online couponing resources. • Participants report satisfaction with workshop content/trainer. <p>Genealogy I</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge of genealogy. • Participants report increased knowledge of basic genealogy including research methods, online resources, and organization tips. • Participants report satisfaction with workshop content/trainer. <p>Genealogy II</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge of genealogy records. • Participants report increased knowledge of genealogy records like the census, non-population schedules, and city directories. • Participants report satisfaction with workshop content/trainer. <p>Online Cooking Resources</p> <ul style="list-style-type: none"> • Participants demonstrate basic understanding of online cooking resources. • Participants report increased knowledge of websites available for different kinds of recipes including: traditional, international, holiday, & gluten-free. • Participants report satisfaction with workshop content/trainer. <p>Mac Tips & Tricks</p> <ul style="list-style-type: none"> • Participants demonstrate basic understanding of a Mac computer. • Participants report increased knowledge of basic Mac shortcuts. • Participants report satisfaction with workshop content/trainer. 		<p>7</p> <p>7</p> <p>7</p> <p>7</p> <p>7</p> <p>7</p>	<ul style="list-style-type: none"> • Post-class survey • Post-class survey • Observation by trainer • Post-class survey • Post-class survey • Observation by trainer • Post-class survey • Observation by trainer • Post-class survey • Post-class survey • Observation by trainer • Post-class survey • Post-class survey 	<ul style="list-style-type: none"> • 5.6 or 80% per training 	<ul style="list-style-type: none"> • 2/2 or 100% • 2/2 Or 100% • 32/32 or 100% • 29/30 or 100% • 30/30 Or 96.7% • 27/27 or 100% • 26/27 or 96.3% • 27/27 Or 100% • 4/4 or 100% • 4/4 or 100% • 4/4 Or 100% • 7/7 or 100% • 7/7 or 100% • 7/7 Or 100%
<p><u>Social Networking</u></p> <p>PCC offers the following training:</p> <p>Facebook class</p> <ul style="list-style-type: none"> • Participants demonstrate basic understanding of Facebook. • Participants report increased knowledge of basic Facebook skills like adding friends and increasing profile privacy. • Participants report satisfaction with workshop content/trainer. <p>Skype class</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge of Skype. • Participants report increased knowledge of basic Skype skills like adding contacts and making a video call. • Participants report satisfaction with workshop content/trainer. 	<p>387</p>	<p>7</p> <p>12</p>	<ul style="list-style-type: none"> • Observation by trainer • Post-class survey • Post-class survey • Observation by trainer • Post-class survey • Post-class survey 	<ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training • 5.6 or 80% per training • 9.6 or 80% per training • 9.6 or 80% per training • 9.6 or 80% per training 	<ul style="list-style-type: none"> • 30/33 or 90.9% • 24/25 or 96% • 25/25 or 100% • 26/28 or 92.9% • 24/25 or 96% • 25/25 or 100%

<p>Twitter class</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge of Twitter. • Participants report increased knowledge of basic Twitter skills like finding people and tweeting. • Participants report satisfaction with workshop content/trainer. <p>Pinterest</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge of Pinterest. • Participants report increased knowledge of Pinterest like how to register and pin/repin items. • Participants report satisfaction with workshop content/trainer. <p>Steam I</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge of Steam, an online gaming platform. • Participants report increased knowledge of Steam like how to create an account and navigating the Steam client. • Participants report satisfaction with workshop content/trainer. <p>Steam II</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge of Spiral Knights, a game utilizing the Steam platform. • Participants report increased knowledge of Spiral Knights like how to create a character and game play. • Participants report satisfaction with workshop content/trainer. 		<p>7</p> <p>7</p> <p>7</p> <p>7</p>	<ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey • Post-class survey 	<ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training • 5.6 or 80% per training 	<ul style="list-style-type: none"> • 7/8 or 87.5% • 8/8 or 100% <ul style="list-style-type: none"> • 8/8 or 100% <ul style="list-style-type: none"> • 15/15 or 100% • 13/15 or 86.7% <ul style="list-style-type: none"> • 15/15 or 100% <ul style="list-style-type: none"> • 2/2 or 100% • 2/2 or 100% • 2/2 or 100%
<p>Office Skills</p> <p>PCC offers the following training:</p> <p>Microsoft Word</p> <ul style="list-style-type: none"> • Participants demonstrate basic word processing skills. • Participants report increased knowledge of basic Microsoft Word skills like editing text and using a template. • Participants report satisfaction with workshop content/trainer. <p>Microsoft Excel</p> <ul style="list-style-type: none"> • Participants demonstrate basic spreadsheet skills. • Participants report increased knowledge of basic Microsoft Excel skills like applying cell borders and formatting numbers. • Participants report satisfaction with workshop content/trainer. 	<p>294</p>	<p>7</p> <p>7</p>	<ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Post-class survey 	<ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training 	<ul style="list-style-type: none"> • 11/11 or 100% • 11/11 or 100% <ul style="list-style-type: none"> • 11/11 or 100% <ul style="list-style-type: none"> • 9/9 or 100% • 9/9 or 100% <ul style="list-style-type: none"> • 9/9 or 100%

<p>Multimedia PCC offers the following training:</p> <p>All About eReaders</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge of using eReaders and downloading eBooks. • Participants report increased knowledge of eReaders & eBooks. • Participants report satisfaction with workshop content/trainer. <p>Digital Photos</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge of transferring, editing, and sharing digital photos. • Participants report increased knowledge of transferring, editing, and sharing digital photos. • Participants report satisfaction with workshop content/trainer. <p>iPad Tips & Tricks</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge of iPad shortcuts. • Participants report increased knowledge of iPad shortcuts. • Participants report satisfaction with workshop content/trainer. <p>iPad App Workshop</p> <ul style="list-style-type: none"> • Participants demonstrate basic understanding of the iPad and apps. • Participants report increased knowledge basic iPad skills like navigating around the device, understanding the settings, and managing and using apps. • Participants report satisfaction with workshop content/trainer. <p>Basic iPad</p> <ul style="list-style-type: none"> • Participants demonstrate basic iPad knowledge. • Participants report increased knowledge of iPad shortcuts and OverDrive for iPad. • Participants report satisfaction with workshop content/trainer. <p>Pandora Internet Radio</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge internet radio. • Participants report increased knowledge of basic Pandora skills like creating a radio station and adding variety to an existing station. • Participants report satisfaction with workshop content/trainer. <p>Smart Phones</p> <ul style="list-style-type: none"> • Participants demonstrate basic understanding of smart phones. • Participants report increased knowledge of smartphones like terminology and online resources. • Participants report satisfaction with workshop content/trainer. <p>Digital Photos II</p> <ul style="list-style-type: none"> • Participants demonstrate basic knowledge of managing, sharing, and printing digital photos. • Participants report increased knowledge of managing, sharing, and printing digital photos. • Participants report satisfaction with workshop content/trainer. 	<p>168</p>	<p>8</p> <p>7</p> <p>7</p> <p>7</p> <p>7</p> <p>7</p> <p>7</p> <p>7</p> <p>7</p>	<ul style="list-style-type: none"> • Observation by trainer • Post-class survey • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey <ul style="list-style-type: none"> • Observation by trainer • Post-class survey • Post-class survey 	<ul style="list-style-type: none"> • 6.4 or 80% per training • 6.4 or 80% per training • 6.4 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training <ul style="list-style-type: none"> • 5.6 or 80% per training • 5.6 or 80% per training • 5.6 or 80% per training 	<ul style="list-style-type: none"> • 50/52 or 96.2% • 47/51 or 92.2% • 50/51 or 98% <ul style="list-style-type: none"> • 10/11 or 90.9% • 11/11 or 100% • 11/11 or 100% <ul style="list-style-type: none"> • 25/26 or 96.2% • 26/26 or 100% • 25/26 or 96.2% <ul style="list-style-type: none"> • 2/2 or 100% • 2/2 or 100% <ul style="list-style-type: none"> • 2/2 or 100% <ul style="list-style-type: none"> • 59/65 or 90.8% • 60/61 or 98.4% • 61/61 or 100% <ul style="list-style-type: none"> • 10/10 or 100% • 10/10 or 100% • 10/10 or 100% <ul style="list-style-type: none"> • 5/5 or 100% • 4/5 or 80% • 5/5 or 100% <ul style="list-style-type: none"> • 4/4 or 100% • 3/4 or 75% • 4/4 or 100%
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General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation time period: Dec. 2012
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><u>Workforce development</u></p> <p>PCC offers the following training:</p> <p>Resume workshop</p> <ul style="list-style-type: none"> • Participants report increased knowledge of resume basics. • Participants develop new/update resume. <p>Resources for Job Seekers workshop</p> <ul style="list-style-type: none"> • Participants report increased knowledge of resources available. • Participants report increased knowledge of job search skills including completing job applications. • Participants can locate FLLS & CFL resources. <p>Craigslist class</p> <ul style="list-style-type: none"> • Participants report a confidence level of good or excellent for locating Craigslist. • Participants report a confidence level of good or excellent for using Craigslist as a job search resource. • Participants demonstrate basic knowledge of Craigslist. 	420	7 7 7	<ul style="list-style-type: none"> • Post-workshop survey • Observation by trainer • Post-workshop survey • Post-workshop survey • Observation by trainer • Post-workshop survey • Post-workshop survey • Observation by trainer 	<ul style="list-style-type: none"> • 5.6 or 80% per training 	<ul style="list-style-type: none"> • 8/8 or 100% • 7/8 or 87.5% • 27/27 or 100% • 25/27 or 92.6% • 27/28 or 96.4% • 23/25 or 92% • 20/25 or 80% • 25/26 or 96.2%

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					Evaluation time period: Dec. 2012
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. • Users demonstrate basic knowledge/understanding of subject. <p>See also custom satisfaction outcomes for training under outcomes #1 and #2.</p>	616	N/A	<ul style="list-style-type: none"> • User survey • User survey • User survey • Observation by trainer 	<ul style="list-style-type: none"> • 422.4 or 80% of responses 	<ul style="list-style-type: none"> • 274/275 or 99.6% • 274/275 or 99.6% • 274/275 or 99.6% • 301/324 or 92.9%

General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation time period: Dec. 2012
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. <p><i>Partners: OCM BOCES, Cortland County Career Works, Kellogg Free Library in Cincinnatus, Southworth Library in Dryden, Peak Memorial Library in Marathon, Phillips Free Library in Homer, and Groton Public Library in Groton.</i></p> <p><i>*Please note that 3 of the partners were not able to participate in the survey by the required deadline so the numbers were modified to reflect that.</i></p>	7*	N/A	<ul style="list-style-type: none"> • Partner survey • Partner survey 	<ul style="list-style-type: none"> • 4/4 or 100%* • 4/4 or 100%* 	<ul style="list-style-type: none"> • 4/4 or 100%* • 4/4 or 100%*

Evaluation time period: December 2012

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.

N/A

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

Overall, we successfully achieved our target achievement levels save 2. We received a 66.7% in Trainer Observation for Basic E-mail, which was taught in the previous time period. We did not teach another Basic E-mail class; therefore the target achievement level did not increase. We also received a 75% rating in Digital Photos II for the post class objective “knowledge increased for managing, sharing, and printing digital photos.” I attribute this to the increased difficulty of the class that some patrons were not expecting. We had several sections increase and a few decrease, but our average actual achievement level for digital literacy sessions, workforce development sessions, and open lab came out to 87.6%.

Quotes from Users on Trainers and PCC Services:

“Steve set me up with a computer and slide scanner. Great service offered by the library!”

“Ashley knows a ton and she’s friendly & helpful & patient.”

“JENNY WAS PHENOMENAL AND ASHLEY CONTINUES THE SAME LEVEL OF EXCELLENCE. WHAT A BLESSING TO HAVE TWO INSTRUCTORS BEOND [sic] COMPARE.”

“GREAT SERVICE TO THE COMMUNITY. I HOPE IT KEEPS GOING”

“HAVE ONLY SUPERLATIVES TO DESCRIBE MY PCC EXPERIENCES.”

“So helpful-Jenny answers questions + explains in a manner that makes me feel comfortable.”

“Excellent session. Ms Cleary very knowledgable [sic] and helpful. Wish this could become a regular group meeting.” This quote was about a guest trainer we had who taught Genealogy I & II.

“very informative. Jenny is a great resource.”

“I loved all of the games that are on steam. The trainer was awesome! CANT WAIT TO PLAY!!!” from 12 year old at a gaming class taught by our trainer, Ashley.