

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>Basic Internet & Computer Use</u>					
PCC offers the following training:					
Introduction to Computers workshop	272	8	<ul style="list-style-type: none"> • Post-workshop survey • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 4.8 or 60% per training • 6 or 75% per training • 6.4 or 80% per training 	
Introduction to the Internet workshop	272	8	<ul style="list-style-type: none"> • Post-workshop survey • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 4.8 or 60% per training • 6 or 75% per training • 6.4 or 80% per training 	
Introduction to E-mail workshop	272	4	<ul style="list-style-type: none"> • Observation by trainer • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 3 or 75% per training • 3 or 75% per training • 3.2 or 80% per training 	
<u>Office Skills</u>					
PCC offers the following training:					
Word Processing Workshop	272	8	<ul style="list-style-type: none"> • Post-workshop survey • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 4.8 or 60% per training • 6 or 75% per training • 6.4 or 80% per training 	
Spreadsheet Workshop	120	8	<ul style="list-style-type: none"> • Post-workshop survey • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 4.8 or 60% per training • 6 or 75% per training • 6.4 or 80% per training 	
<u>Computer Skills for Young Adults</u>					
PCC offers the following training:					
Teen Computer Camp	20	10	<ul style="list-style-type: none"> • Observation by trainer • Post-camp survey 	<ul style="list-style-type: none"> • 7.5 or 75% per training • 8 or 80% per training 	
General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation time period:

Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><u>Workforce Development</u> PCC offers the following training:</p> <p>Resume Writing Workshop</p> <ul style="list-style-type: none"> • Participants create/update resume • Participants report satisfaction with content/trainer • Participants report increased knowledge of resume preparation <p>Job Search Workshop</p> <ul style="list-style-type: none"> • Participants create a cover letter • Participants report satisfaction with content/trainer • Participants report increased knowledge of cover letter preparation <p>Interview Preparation Workshop</p> <ul style="list-style-type: none"> • Participants report satisfaction with content/trainer • Participants report increased knowledge of interview skills <p>Interview Lab Session</p> <ul style="list-style-type: none"> • Participants complete a mock interview • Participants report increased confidence in their interviewing skills <p>Online Job Application Help Session</p> <ul style="list-style-type: none"> • Participants complete at least one online job application • Participants report increased confidence in online skills • Participants would recommend this help session to their friends <p>Metrix Orientation Session</p> <ul style="list-style-type: none"> • Participants sign up for Metrix and choose a goal job • Participants report increased knowledge of Metrix • Participants would recommend Metrix to their friends 	<p>544</p> <p>408</p> <p>204</p> <p>170</p> <p>680</p> <p>680</p>	<p>4</p> <p>6</p> <p>6</p> <p>10</p> <p>10</p> <p>10</p>	<ul style="list-style-type: none"> • Observation by trainer • Post-workshop survey • Post-workshop survey <ul style="list-style-type: none"> • Observation by trainer • Post-workshop survey • Post-workshop survey <ul style="list-style-type: none"> • Post-workshop survey • Post-workshop survey <ul style="list-style-type: none"> • Observation by trainer • Post-workshop survey <ul style="list-style-type: none"> • Post-workshop survey • Post-workshop survey • Post-workshop survey <ul style="list-style-type: none"> • Post-workshop survey • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 3 or 75% per training • 3 or 75% per training • 3 or 75% per training <ul style="list-style-type: none"> • 4.5 or 75% per training • 4.5 or 75% per training • 4.5 or 75% per training <ul style="list-style-type: none"> • 4.5 or 75% per training • 4.5 or 75% per training <ul style="list-style-type: none"> • .75 or 75% per training • .60 or 60% per training <ul style="list-style-type: none"> • .48 or 60% per training • 6 or 75% per training • 6 or 75% per training <ul style="list-style-type: none"> • .48 or 60% per training • 6 or 75% per training • 6 or 75% per training 	
<p><u>Continuing Education</u> PCC offers the following training:</p> <p>GED Prep</p> <ul style="list-style-type: none"> • Participants improve GED practice test scores • Participants report increased confidence in GED skills • Participants would recommend the class to their friends 	<p>30</p>	<p>15</p>	<ul style="list-style-type: none"> • Pre-/post-workshop GED • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 11.25 or 75% per training • 12 or 80% per training • 12 or 80% per training 	
<p>General outcome #3: PCC/E-Mobile Unit users are satisfied with services.</p>					<p>Evaluation time period:</p>

Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Open Lab</p> <ul style="list-style-type: none"> • Participants rate the help as good or excellent • Participants meet their personal goals for the session • Participants would recommend the Open Lab to their friends <p>See also custom satisfaction outcomes under General Outcomes #1 and #2.</p>	2,000	N/A	<ul style="list-style-type: none"> • Post-workshop survey* • Post-workshop survey* • Post-workshop survey* <p>*The number of survey responses must be at least 323 (based on sample size of 2,000).</p>	<ul style="list-style-type: none"> • 259 or 80% of responses • 259 or 80% of responses • 259 or 80% of responses 	
<p>General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.</p>					<p>Evaluation time period:</p>
<p>Custom outcome:</p>	<p>Target</p>	<p>Target</p>	<p>Data source:</p>	<p>Target</p>	<p>Actual</p>

	audience:	audience per training:		achievement level:	achievement level:
<p>Community Partners</p> <ul style="list-style-type: none"> • Community Partners can list at least 2 services offered by PCC • Community Partners have referred users to PCC services • Community Partners would refer other organizations to PCC 	6	N/A	<ul style="list-style-type: none"> • Focus Group • Focus Group • Focus Group 	<ul style="list-style-type: none"> • 5.4 or 90% of partners • 6 or 100% of partners • 5.4 or 90% of partners 	
Evaluation time period:					
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.