

## The Alfred Box of Books library ePLACE OBE plan for the BTOP grant project

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:
<b>Basic Internet and Computer Use:</b> <i>ePLACE training in this category:</i>	<b>295</b>				
<p><b><u>Introduction to Facebook (class)</u></b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge of setting/modifying privacy settings</li> <li>Participants demonstrate the ability to navigate the Facebook user interface</li> <li>Participants report satisfaction with class content/trainer</li> </ul> <p><b><u>One-on-one Facebook training</u></b></p> <ul style="list-style-type: none"> <li>Participants demonstrate the ability to navigate the Facebook user interface</li> <li>Participants report new/improved Facebook skills</li> <li>Participants report satisfaction with training content/trainer</li> </ul>		<p><b>4</b></p> <p><b>1</b></p>	<ul style="list-style-type: none"> <li>Post-class survey</li> <li>Checklist by trainer</li> <li>Post –class survey</li> <li>Observation by trainer</li> <li>Post session interview</li> <li>Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>3 or 75% per training</li> <li>2.4 or 60% per training</li> <li>3 or 75% per training</li> <li>.75 or 75% per training</li> <li>.8 or 80% per training</li> <li>.8 or 80% per training</li> </ul>	
<p><b><u>Using Facebook Pages as a marketing tool for small businesses (class)</u></b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge of how to use Facebook pages as a marketing tool to promote their business/club/organization</li> <li>Participants report satisfaction with training content/trainer</li> <li>Participants demonstrate the ability to navigate the Facebook pages user interface</li> </ul> <p><b><u>One-on-one Facebook pages training</u></b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge of how to use Facebook</li> </ul>		<p><b>4</b></p> <p><b>1</b></p>	<ul style="list-style-type: none"> <li>Post – class survey</li> <li>Post – class survey</li> <li>Checklist by trainer</li> <li>Post – training survey</li> </ul>	<ul style="list-style-type: none"> <li>3 or 75% per training</li> <li>3.2 or 80% per training</li> <li>3 or 75% per training</li> <li>.7 or 75% per training</li> </ul>	

<p>pages as a marketing tool to promote their business/club/organization</p> <ul style="list-style-type: none"> <li>• Participants report satisfaction with training content/trainer</li> <li>• Participants demonstrate the ability to navigate the Facebook pages user interface</li> </ul>			<ul style="list-style-type: none"> <li>• Post – training survey</li> <li>• Checklist by trainer</li> </ul>	<ul style="list-style-type: none"> <li>• .8 or 80% per training</li> <li>• .75 or 75% per training</li> </ul>	
<p><b>Computer basics (class)</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate use of basic computer skills.</li> <li>• Participants report feeling more comfortable using a computer</li> <li>• Participants report increased knowledge of basic computer terminology</li> <li>• Participants report satisfaction of content/trainer.</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 2.2 or 55% per training</li> <li>• 2.4 or 60% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	
<p><b>One-on-one computer basics training</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate use of basic computer skills.</li> <li>• Participants report feeling more comfortable using a computer</li> <li>• Participants report increased knowledge of basic computer terminology</li> <li>• Participants report satisfaction of content/trainer.</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .6 or 60% per training</li> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> <li>• .80 or 80% per training</li> </ul>	
<p><b>Introduction to Windows 7 (class)</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic use of the new Windows 7 interface.</li> <li>• Participants report increased knowledge of Windows 7 interface.</li> <li>• Participants report satisfaction of workshop content/trainer.</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> <li>• 3.2 or 80% per training</li> </ul>	
<p><b>Introduction to email (class)</b></p> <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 of content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	
<p><b>One-on-one email training</b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of using email</li> <li>• Participants demonstrate basic/new email skills</li> <li>• Participants report satisfaction of content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .75 or 75% per training</li> <li>• .75 or 75% per training</li> <li>• .85 or 85% per training</li> </ul>	

<p><b>Internet 101 class</b></p> <ul style="list-style-type: none"> <li>Participants report increased understanding of what the Internet is and the relationship to world wide web</li> <li>Participants demonstrate their ability to use basic browser buttons (Explorer)</li> <li>Participants report increased knowledge of how to conduct basic searches on search engine (Google), esp. using “web,” video, image searches</li> <li>Participants report satisfaction of content/trainer</li> </ul>		4	<ul style="list-style-type: none"> <li>Post class survey</li> <li>Observation by trainer</li> <li>Post class survey</li> <li>Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>2.6 or 65% per training</li> <li>3 or 75% per training</li> <li>2.6 or 65% per training</li> <li>3.2 or 80% per training</li> </ul>	
<p><b>One-on-one internet use assistance</b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge of searching the internet</li> <li>Participants report satisfaction of content/trainer</li> </ul>		1	<ul style="list-style-type: none"> <li>Post session interview</li> <li>Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>.75 or 75% per training</li> <li>.80 or 80% per training</li> </ul>	
<p><b>Internet access from home (class)</b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge in understanding which IA choices are possible from their home after using links provided in the class</li> <li>Participants report increased knowledge of relevance of speed to IA choices</li> <li>Participants report that they feel more confident in knowing whom to contact to acquire access and how to converse with salesperson</li> <li>Participants report satisfaction of content/trainer</li> </ul>		6	<ul style="list-style-type: none"> <li>Post session survey</li> <li>Post session survey</li> <li>Post session survey</li> <li>Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>4.5 or 75% per training</li> <li>4.5 or 75% per training</li> <li>3.6 or 60% per training</li> <li>4.8 or 80% per training</li> </ul>	
<p><b>Internet security class (outside instructor)</b></p> <ul style="list-style-type: none"> <li>(this class is still in development stages with our outside instructor who was not available to begin planning until last week in May)</li> </ul>		10?			
<p><b>How to use StarCat (class)</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basic StarCat search skills</li> <li>Participants report increased knowledge of how to use StarCat</li> <li>Participants place a hold on at least one item</li> <li>Participants report satisfaction of content/trainer</li> </ul>		4	<ul style="list-style-type: none"> <li>Observation by trainer</li> <li>Post session survey</li> <li>Observation by trainer</li> <li>Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>2.6 or 65% per training</li> <li>3.2 or 80% per training</li> <li>2.4 or 60% per training</li> <li>3.2 or 80% per training</li> </ul>	
<p><b>One-on-one StarCat training</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basic StarCat search skills</li> <li>Participants report increased knowledge of how to use StarCat</li> <li>Participants place a hold on at least one item</li> <li>Participants report satisfaction of content/trainer</li> </ul>		1	<ul style="list-style-type: none"> <li>Observation by trainer</li> <li>Post session survey</li> <li>Observation by trainer</li> <li>Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>.75 or 75% per training</li> <li>.8 or 80% per training</li> <li>.75 or 75% per training</li> <li>.8 or 80% per training</li> </ul>	

<p><b>One-on-one general computer use training</b></p> <ul style="list-style-type: none"> <li>• Participants report new/improved computer skills</li> <li>• Participants report satisfaction with session</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .8 or 80% per training</li> <li>• .9 or 90% per training</li> </ul>	
<p><b>Office Skills:</b> <i>ePLACE training in this category:</i></p>		<b>375</b>			
<p><b>Microsoft Word 2010- an introduction (class)</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 content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4 or 60% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	
<p><b>One-on-one Microsoft Word training</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 content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .70 or 70% per training</li> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> </ul>	
<p><b>Microsoft Excel 2010- an introduction (class)</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved Excel 2010 application skills</li> <li>• Participants gain knowledge of Microsoft Excel</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Pre-/post- class quiz</li> <li>• Post class quiz</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4 or 60% per training</li> <li>• 3 or 75% per training</li> <li>• 4.8 or 80% per training</li> </ul>	
<p><b>One-on-one Microsoft Excel training</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved Excel 2010 application skills</li> <li>• Participants report increased knowledge of Microsoft Excel</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .7 or 70% per training</li> <li>• .8 or 80% per training</li> <li>• .8 or 80% per training</li> </ul>	
<p><b>Microsoft Publisher 2010 – an introduction (class)</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved Publisher 2010 application skills</li> <li>• Participants gain knowledge of Microsoft Publisher</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Pre-/post- class quiz</li> <li>• Post class quiz</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4 or 60% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	
<p><b>One-on-one Microsoft Publisher training</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved publisher 2010 application skills</li> <li>• Participants report increased knowledge of Microsoft publisher</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .7 or 70% per training</li> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> </ul>	

<p><b>Microsoft PowerPoint 2010 – an introduction (class)</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved PowerPoint 2010 application skills</li> <li>• Participants create a simple power point presentation</li> <li>• Participants report increased knowledge of Microsoft PowerPoint</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Observation by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 2.6 or 65% per training</li> <li>• 3 or 75% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	
<p><b>One-on-one Microsoft PowerPoint training</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved PowerPoint 2010 application skills</li> <li>• Participants create a simple power point presentation</li> <li>• Participants report increased knowledge of Microsoft PowerPoint</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Observation by trainer</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .7 or 70% per training</li> <li>• .75 or 75% per training</li> <li>• .75 or 75% per training</li> <li>• 8 or 80% per training</li> </ul>	
<p><b>One-on-one productivity suite assistance (includes assistance with Open Office, and iWorks)</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved productivity suite/application skills</li> <li>• Participants report increased knowledge of productivity software</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .65 or 65% per training</li> <li>• .75 or 75% per training</li> <li>• .75 or 75% per training</li> </ul>	
<p><b>Multimedia:</b> <i>ePLACE training in this category:</i></p>	<b>375</b>				
<p><b>Learn how to download eBooks and audio books from the library's website (Overdrive training) – (class)</b></p> <ul style="list-style-type: none"> <li>• Participants download at least one ebook/audiobook</li> <li>• Participants gain knowledge of ebooks/audiobooks</li> <li>• Participants report satisfaction with class content/trainer</li> </ul>		<b>6</b>	<ul style="list-style-type: none"> <li>• observation by trainer</li> <li>• Pre/post-workshop quiz</li> <li>• Post workshop quiz</li> </ul>	<ul style="list-style-type: none"> <li>• 4.5 or 75% per training</li> <li>• 4.5 or 75% per training</li> <li>• 4.8 or 80% per training</li> </ul>	
<p><b>One-on-one eBooks/audio books download assistance/training</b></p> <ul style="list-style-type: none"> <li>• Participants download at least one ebook/audiobook</li> <li>• Participants gain knowledge of ebooks/audiobooks</li> <li>• Participants report satisfaction with class content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• observation by trainer</li> <li>• Pre/post-workshop Interview</li> <li>• Post workshop interview</li> </ul>	<ul style="list-style-type: none"> <li>• .9 or 90% per training</li> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> </ul>	
<p><b>One-on-one eReader training</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic operation of at least one of the following devices: Kindle/Nook/Sony eReader</li> <li>• Participants report increased knowledge of eBook reader devices</li> <li>• Participants report feeling more comfortable using an eReader device</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .75 or 75% per training</li> <li>• .75 or 75% per training</li> <li>• .65 or 65% per training</li> <li>• .8 or 80% per training</li> </ul>	

<p><b>One-on-one tablet training</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic operation of iPad (or similar tablet device)</li> <li>• Participants report increased knowledge of how to operate tablet device</li> <li>• Participants report feeling more comfortable using the device</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .70 or 70% per training</li> <li>• .75 or 75% per training</li> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> </ul>	
<p><b>One-on-one mp3 &amp; WMA player training</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic operation of mp3 or WMA device</li> <li>• Participants report increased knowledge of how to operate their device</li> <li>• Participants report feeling more comfortable using the device</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .7 or 70% per training</li> <li>• .65 or 65% per training</li> <li>• .7 or 70% per training</li> <li>• .8 or 80% per training</li> </ul>	
<p><b>One-on-one general assistance with other multimedia devices</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic operation of the device</li> <li>• Participants report increased knowledge of how to operate their device</li> <li>• Participants report feeling more comfortable using the device</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session interview</li> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .65 or 65% per training</li> <li>• .65 or 65% per training</li> <li>• .7 or 70% per training</li> <li>• .75 or 75% per training</li> </ul>	
<p><b>General outcome #2:</b> PCC/E-Mobile Unit users are better prepared for the workforce.</p>					<b>Evaluation time period:</b>
<p><b>Custom outcome:</b></p>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<p><b>Workforce Development:</b> <i>ePLACE training in this category:</i></p>	<b>225</b>				
<p><b>One-on-one employment related computer assistance (questions we answer/or assistance during “open lab” periods relating to workforce development)</b></p> <ul style="list-style-type: none"> <li>• Participants report new/improved computer skills related to workforce development</li> <li>• Participants report satisfaction with session/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .65 or 65% per training</li> <li>• .8 or 80% per training</li> </ul>	
<p><b>Creating an effective Résumé (class)</b> <b>(we are working with an outside instructor, and are still in process of developing this class)</b></p>		<b>6</b>			

<p><b>One-on-one resume writing session</b></p> <ul style="list-style-type: none"> <li>• Participants develop new/updated resume</li> <li>• Participants report satisfaction with session/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .6 or 60% per training</li> <li>• .75 or 75% per training</li> </ul>	
<p><b>One-on-one online job search/application assistance</b></p> <ul style="list-style-type: none"> <li>• Participants report new/improved online job searching skills</li> <li>• Participants apply for at least one job online</li> <li>• Participants report satisfaction with session/trainer</li> <li>• Participants report participation resulted in job interview</li> <li>• Participants report participation resulted in job offer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session interview</li> <li>• Observation by trainer</li> <li>• Post session interview</li> <li>• Post session survey (3 mo)</li> <li>• Post session survey (3 mo)</li> </ul>	<ul style="list-style-type: none"> <li>• .6 or 60% per training</li> <li>• .65 or 65% per training</li> <li>• .7 or 70% per training</li> <li>• .2 or 20% per training</li> <li>• .05 or 5% per training</li> </ul>	
<p><b>How to search for and apply for a job online</b> (class series <i>2 sessions</i>)</p> <ul style="list-style-type: none"> <li>• Participants report new/improved online job searching skills</li> <li>• Participants apply for at least one job online</li> <li>• Participants report satisfaction with session/trainer</li> <li>• Participants report participation resulted in job interview</li> <li>• Participants report participation resulted in job offer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post series survey</li> <li>• Observation by trainer</li> <li>• Post series survey</li> <li>• Post series survey (3 mo)</li> <li>• Post series survey (3 mo)</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4 or 60% per training</li> <li>• 2 or 50% per training</li> <li>• 2.8 or 70% per training</li> <li>• .6 or 15% per training</li> <li>• .2 or 5% per training</li> </ul>	
<p><b>Interview skills: tips and techniques (class)</b></p> <p><b>(we are working with an outside instructor, and are still in process of developing this class)</b></p>		<b>4</b>			



General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<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 services again</li> </ul> <p><i>See also custom satisfaction outcomes for training under outcomes #1 and #2.</i></p>	500	N/A	<ul style="list-style-type: none"> <li>• User survey*</li> <li>• User survey*</li> <li>• User survey and trainer observation*</li> </ul> <p>* The number of survey responses must be at least 100 (based on target audience of 500).</p> <p><i>[This number was selected based on advice by the OBE statistical expert, Dr. Kathleen Ebert, at Alfred State College.]</i></p>	<ul style="list-style-type: none"> <li>• 85 or 85% of responses</li> <li>• 85 or 85% of responses</li> <li>• 85 or 85% of responses</li> </ul>	

General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><u>Partners</u></p> <ul style="list-style-type: none"> <li>Partners/community members state two or more services provided by the PCC <i>(This would be a random sample from local community members. We estimate that this would be based on an adult population of about 800)</i></li> <li>Partners report they have referred clients/members to the PCC</li> <li>Number of referrals sent to ePLACE by partners <i>(target 10 referrals overall per year – our goal is to reach 80%)</i></li> <li>Communication, and assistance in developing ePLACE activities (1 per quarter...assisting with developing, or suggesting one new thing each quarter)</li> </ul>	<p><b>80</b> <i>(total target over two years)</i></p> <p><b>5</b> <i>(our advisory board)</i></p>	N/A	<ul style="list-style-type: none"> <li>Questionnaire to residents and potential clientele (any community member/or local employee over 18)</li> <li>Focus group</li> <li>Focus group</li> <li>Focus group <i>(including minutes from focus group sessions)</i></li> </ul>	<ul style="list-style-type: none"> <li>48 or 60% percent</li> <li>5 or 100% percent</li> <li>8 referrals or 80% of referral goal</li> <li>1 per quarter or 100% percent</li> </ul>	

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**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.**