

YOUR TURN! CREATING A CUSTOM OBE PLAN

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:
Introductory (Basic) Computer/Internet Navigation					
BTOP training offers the following courses:					
1. Computing Made Easy (Introduction to Computers) <ul style="list-style-type: none"> • Participant demonstrates ability to perform basic file operations • Participant acknowledges increased comfort with performing basic file operations • Participant is pleased with presentation of class and materials by facilitator 	350	10	*Facilitator Skills Check-list * Post-Session Evaluation * Post-Session Evaluation	8 or 80% per training 8 or 80% per training 8 or 80% per training	
2. Internet Navigation <ul style="list-style-type: none"> • Participant demonstrates ability to launch web browser, navigate search engine and understand necessary components of establish broadband connection. • Participant acknowledges increased comfort with performing internet navigation and following links • Participant is pleased with presentation of class and materials by facilitator 	350	10	*Facilitator Skills Check-list * Post-Session Evaluation * Post-Session Evaluation	8 or 80% per training 8 or 80% per training 8 or 80% per training	
3. Email <ul style="list-style-type: none"> • Participant demonstrates ability to create new email account, compose message and perform file maintenance • Participant acknowledges increased comfort with performing electronic communications • Participant is pleased with presentation of class and materials by facilitator 	350	10	*Facilitator Skills Check-list * Post-Session Evaluation * Post-Session Evaluation	8 or 80% per training 8 or 80% per training 8 or 80% per training	
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Business Office Skills					
BTOP training offers the following courses:					

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<p>1. Microsoft Word</p> <ul style="list-style-type: none"> Participant demonstrates ability to perform basic formatting of font, size & spacing, can perform save/print functions and can access and format templates. Participant acknowledges increased comfort with performing word processing operations Participant is pleased with presentation of class and materials by facilitator <p>2. Microsoft Excel Basics</p> <ul style="list-style-type: none"> Participant demonstrates ability to insert basic mathematical functions and create basic graphing from their spreadsheet. Participant acknowledges increased comfort with performing spreadsheet operations Participant is pleased with presentation of class and materials by facilitator <p>3. Microsoft PowerPoint</p> <ul style="list-style-type: none"> Participant demonstrates ability to create new slide show presentations, use multiple slides, insert pictures and transitions Participant acknowledges increased comfort with performing presentation programming Participant is pleased with presentation of class and materials by facilitator 	<p>350</p> <p>350</p> <p>350</p>	<p>10</p> <p>10</p> <p>10</p>	<p>*Facilitator Skills Check-list</p> <p>* Post-Session Evaluation</p> <p>* Post-Session Evaluation</p> <p>*Facilitator Skills Check-list</p> <p>* Post-Session Evaluation</p> <p>* Post-Session Evaluation</p> <p>*Facilitator Skills Check-list</p> <p>* Post-Session Evaluation</p> <p>* Post-Session Evaluation</p>	<p>8 or 80% per training</p>		
<p>Business Outreach</p> <p>BTOP training offers the following courses:</p> <p>1. LinkedIN</p> <ul style="list-style-type: none"> Participant demonstrates ability to create LinkedIN account and join relevant networks. Participant acknowledges increased comfort with performing electronic communications Participant is pleased with presentation of class and materials by facilitator 	<p>200</p>	<p>5</p>	<p>*Facilitator Skills Check-list</p> <p>* Post-Session Evaluation</p> <p>* Post-Session Evaluation</p>	<p>3 or 60% per training</p> <p>3 or 60% per training</p> <p>3 or 60% per training</p>		
<p>General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.</p>						<p>Evaluation time period:</p>

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Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Workforce Development</p> <p>BTOP training offers the following courses:</p> <ol style="list-style-type: none"> 1. Resume Writing Seminar <ul style="list-style-type: none"> • Participants create new/updated resume (chronological or functional) • Participant acknowledges increased comfort with performing business writing • Participant is pleased with presentation of class and materials by facilitator 2. Career Planning Seminar <ul style="list-style-type: none"> • Participants report participation in series resulted in job interview. • Participants report participation in series resulted in job offer. • Participant found counseling of career planner useful in development of career/education goals 3. Individualized (1-on-1) resume/application prep <ul style="list-style-type: none"> • Participants apply for at least two jobs online. • Participants report new/improved online job searching skills. <p>College Prep</p> <p>BTOP training offers the following courses:</p> <ol style="list-style-type: none"> 1. NYS Regents Review <ul style="list-style-type: none"> • Student reports passing grade on Exam (as established by NYS Board of Regents) • Participant is pleased with presentation of class and materials by facilitator 2. SAT/ACT Prep <ul style="list-style-type: none"> • Student reports passing grade (above average) SAT: (at least 550 score verbal; 550 score math) ACT: (at least score of 18 on total exam) • Participant improved scores from previous sitting of test (applicable only if test previously taken) 	<p>1170 (50% of unemployed population)</p> <p>750</p> <p>750</p> <p>420 (1170-750)</p> <p>150</p> <p>50</p>	<p>20</p> <p>20</p> <p>1</p> <p>10</p> <p>10</p>	<p>*Facilitator Skills Check-list</p> <p>* Post-Session Evaluation</p> <p>* Post-Session Evaluation</p> <p>*Facilitator Skills Check-list</p> <p>* Post-Session Evaluation</p> <p>* Post-Session Evaluation</p> <p>*Facilitator Skills Check-list</p> <p>* Post-Session Evaluation</p> <p>* Post-Exam Evaluation</p> <p>* Post-Exam Evaluation</p> <p>* Post-Exam Evaluation</p> <p>* Post-Exam Evaluation</p>	<p>16 or 80% per training</p> <p>1 or 100% per training</p> <p>1 or 100% per training</p> <p>8 or 80% per training</p>	
<p>General outcome #3: PCC/E-Mobile Unit users are satisfied with services.</p>					<p>Evaluation time period:</p>

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<p>Custom outcome:</p> <p>Open Lab Access</p> <ul style="list-style-type: none"> • Users rate services as useful/excellent. • Users report they would recommend services to a friend or colleague. • Users report they plan to use services again. <p>Digital Literacy Training</p> <ul style="list-style-type: none"> • Users rate services as useful/excellent. • Users report they would recommend services to a friend or colleague. • Users report they plan to continue practicing lessons. <p>Workforce Development Training</p> <ul style="list-style-type: none"> • Users rate services as useful/excellent. • Users report they would recommend services to a friend or colleague. <p>Education Training</p> <ul style="list-style-type: none"> • Users rate services at good or excellent. • Users report they would recommend services to a friend/classmate. • Users report they plan to use services again. 	<p>Target audience:</p> <p>10,400</p>	<p>Target audience per training:</p>	<p>Data source:</p> <p>*Patron Survey *Patron Survey *Patron Survey *Class Survey (Outcome 1) *Class Survey (Outcome 1) *Class Survey (Outcome 1) *Class Survey (Outcome 2) *Class Survey (Outcome 2) *Class Survey (Outcome 2) *Class Survey (Outcome 2) *Class Survey (Outcome 2)</p>	<p>Target achievement level: (Based on 625 Surveys) 99% Confidence Level</p> <p>531 or 85% of responses 531 or 85% of responses 531 or 85% of responses</p>	<p>Actual achievement level:</p>
<p>General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.</p>					<p>Evaluation time period:</p>

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Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Community Partner Agencies</p> <p>Partners can identify a minimum of three (3) services offered by the Amsterdam BTOP center.</p> <p>Partners have Amsterdam BTOP center literature/advertisement displayed in public view</p> <p>Partners maintain referral process to BTOP center services</p> <p>Partners aid in offering ancillary services to those programs already established by Amsterdam BTOP center (e.g. Spanish-language translation services, career counselor availability)</p>	10		<p>Partner Interview</p> <p>Partner Interview</p> <p>Partner Interview</p> <p>Partner Interview</p>	<p>10 or 100% or partners</p> <p>10 or 100% or partners</p> <p>10 or 100% or partners</p> <p>5 or 50% or partners</p>	
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.