

ution:

YOUR TURN! CREATING A CUSTOM OBE PLAN

Please use this form to create a custom OBE plan for your PCC or E-Mobile Unit. Complete all white sections of the form and submit to Mary Ann Stiefvater (mstiefva@mail.nysed.gov) by Friday, May 27, 2011. The gray sections of the form are for reporting your evaluation findings. You will complete and submit these sections at a later date.

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:
<p>Multimedia</p> <p>PCC offers the following training</p> <p>Facebook 101</p> <ul style="list-style-type: none"> Participants are able to setup a Facebook account Participants have a better understanding of the uses of Facebook Participants report satisfaction with workshop content/trainer <p>Facebook for Business</p> <ul style="list-style-type: none"> Participants are able to setup a Facebook group or fan page Participants have a better understanding of the uses of Facebook for business use Participants report satisfaction with workshop content/trainer <p>Skype</p> <ul style="list-style-type: none"> Participants are able to download software, setup account and successfully communicate outside the library Participants have a better understanding of the uses of Skype Participants report satisfaction with workshop content/trainer <p>Basic Internet and Computer Use</p> <p>Windows 7</p> <ul style="list-style-type: none"> Participants are able to navigate and perform basic functions within the Windows 7 environment Participants have a better understanding of how to operate within the Windows 7 environment 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	
	200	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	
	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	
	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p>	

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<ul style="list-style-type: none"> Participants report satisfaction with workshop content/trainer 			Post-workshop evaluation	8 or 80% per training	
Email Basics <ul style="list-style-type: none"> Participants are able to set up and email account and demonstrate basics skills Participants feel comfortable navigating within an email service Participants report satisfaction with workshop content/trainer 	1125	10	Observation	6 or 60% per training	
			Post-workshop evaluation	8 or 80% per training	
			Post-workshop evaluation	8 or 80% per training	
One-on-One Computer Assistance <ul style="list-style-type: none"> Participant demonstrates new/improved computer skills Participants report satisfaction with the individual session 	1125	10	Observation	0.8 or 80 % per training	
			Post-session interview	0.8 Or 80% per training	
<u>Office Skills</u>					
Microsoft Word 2007 <ul style="list-style-type: none"> Participants are able to use Microsoft Word 2007 to create basic documents Participants feel comfortable navigating through Word 2007 to create documents Participants report satisfaction with workshop content/trainer 	200	10	Observation	6 or 60% per training	
			Post-workshop evaluation	8 or 80% per training	
			Post-workshop evaluation	8 or 80% per training	
Microsoft Excel 2007 <ul style="list-style-type: none"> Participants are able to use Microsoft Excel 2007 to create basic documents Participants feel comfortable navigating through Excel 2007 to create documents Participants report satisfaction with workshop content/trainer 	200		Observation	6 or 60% per training	
			Post-workshop evaluation	8 or 80% per training	
			Post-workshop evaluation	8 or 80% per training	

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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:
One-on-One resume writing session <ul style="list-style-type: none"> Participants develop a new/updated resume 	600	1	Observation	1.0 or 100%	
Microsoft Word 2007 <ul style="list-style-type: none"> Participants are able to use Microsoft Word 2007 to create basic documents Participants feel comfortable navigating through Word 2007 to create documents Participants report satisfaction with workshop content/trainer 	600	10	Observation Post-workshop evaluation Post-workshop evaluation	6 or 60% per training 8 or 80% per training 8 or 80% per training	
Microsoft Excel 2007 <ul style="list-style-type: none"> Participants are able to use Microsoft Excel 2007 to create basic documents Participants feel comfortable navigating through Excel 2007 to create documents Participants report satisfaction with workshop content/trainer 	600	10	Observation Post-workshop evaluation Post-workshop evaluation	6 or 60% per training 8 or 80% per training 8 or 80% per training	

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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>Open lab access Users rate services at good or excellent. Users report they would recommend services to a friend. Users report they plan to use services again.</p> <p>See also custom satisfaction outcomes for training under outcomes #1 and #2</p>	2000	N/A	User survey* User survey* User survey* The number of survey responses must be at least 323 (based on target audience of 2000)	275 or 85% of responses 275 or 85% of responses 275 or 85% of responses	

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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"> Partners report they have referred clients/members to the PCC. Partners report they have developed client/member activities that incorporate PCC services 	2	N/A	<p>Interview with partners</p> <p>Interview with partners</p>	<p>2 or 100% of partners</p> <p>1 or 50% of partners</p>	

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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.

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