



<p>networking).</p> <ul style="list-style-type: none"> <li>● Participants report increased knowledge of Facebook.</li> <li>● Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Introduction to Skype</b></p> <ul style="list-style-type: none"> <li>● Participants demonstrate the basics of Skyping (video conferencing).</li> <li>● Participants report increased knowledge of Skyping.</li> <li>● Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Genealogy: Navigating genealogy websites</b></p> <ul style="list-style-type: none"> <li>● Participants demonstrate the basics of how to use genealogy websites.</li> <li>● Participants report increased knowledge of Genealogy websites.</li> <li>● Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Career and Computer Service Hours</b></p> <ul style="list-style-type: none"> <li>● Participants report new/improved computer, email or web skills.</li> <li>● Participants report satisfaction with session.</li> </ul>	<p style="text-align: center;">101</p>	<p style="text-align: center;">3</p> <p style="text-align: center;">3</p> <p style="text-align: center;">6</p> <p style="text-align: center;">1</p>	<p>Checklist by trainer Post-workshop survey Post-workshop survey</p> <p>Checklist by trainer Post-workshop survey Post-workshop survey</p> <p>Checklist by trainer Post-workshop survey Post-workshop survey</p> <p>Checklist by trainer Post-workshop survey</p>	<p>2 or 67% per training 2 or 67% per training 2 or 67 % per training</p> <p>2 or 67% per training 2 or 67% per training 2 or 67 % per training</p> <p>4 or 67% per training 4 or 67% per training 4 or 67% per training</p> <p>.8 or 80% per training .8 or 80% per training</p>	
<p><b>Office Skills</b> PCC offers the following training:</p> <p><b>Introduction to MS Word I</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 workshop content/ trainer.</li> </ul> <p><b>Introduction to MS Word II</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 workshop content/trainer.</li> </ul> <p><b>Introduction to Excel</b></p> <ul style="list-style-type: none"> <li>● Participants demonstrate basic spreadsheet skills.</li> <li>● Participants report increased knowledge of spreadsheet skills.</li> <li>● Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Introduction to Publisher</b></p> <ul style="list-style-type: none"> <li>● Participants demonstrate basic publishing skills.</li> <li>● Participants report increased knowledge of basic publishing skills.</li> <li>● Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Introduction to PowerPoint</b></p> <ul style="list-style-type: none"> <li>● Participants demonstrate basic presentation skills.</li> <li>● Participants report increased knowledge of basic presentation skills.</li> <li>● Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Career and Computer Service Hours</b></p> <ul style="list-style-type: none"> <li>● Participants report new/improved office application skills.</li> </ul>		<p style="text-align: center;">3</p> <p style="text-align: center;">1</p>	<p>Checklist by trainer Post-workshop survey Post-workshop survey</p> <p>Checklist by trainer Post-workshop survey</p>	<p>2 or 67% per training 2 or 67% per training 2 or 67 % per training</p> <p>2 or 67% per training 2 or 67% per training 2 or 67 % per training</p> <p>2 or 67% per training 2 or 67% per training 2 or 67 % per training</p> <p>2 or 67% per training 2 or 67% per training 2 or 67 % per training</p> <p>2 or 67% per training 2 or 67% per training 2 or 67 % per training</p> <p>.8 or 80% per training .8 or 80% per training</p>	

<ul style="list-style-type: none"> <li>Participants report satisfaction with session.</li> </ul>	78				
<ul style="list-style-type: none"> <li>Participants report satisfaction with session.</li> </ul>		2		Post-workshop survey Post-workshop survey	1 or 50% per training 1 or 50% per training
<p><b>Multimedia</b> PCC offers the following training:</p>					
<p><b>Ebooks/audiobooks workshop</b></p> <ul style="list-style-type: none"> <li>Participants gain knowledge on how to download ebooks/audiobooks.</li> </ul>		5		Checklist by trainer Post-workshop survey Post-workshop survey	3 or 60 % per training 3 or 60% per training 3 or 60% per training
<ul style="list-style-type: none"> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>					
<p><b>Uploading digital photos</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate how to upload digital photos.</li> </ul>		5		Checklist by trainer Post-workshop survey Post-workshop survey	3 or 60% per training 3 or 60% per training 3 or 60% per training
<ul style="list-style-type: none"> <li>Participants report increased knowledge on how to upload digital photos.</li> </ul>					
<ul style="list-style-type: none"> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>					
<p><b>Archiving Digital Photos</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate how to upload digital photos.</li> </ul>		5		Checklist by trainer Post-workshop survey Post-workshop survey	3 or 60% per training 3 or 60% per training 3 or 60% per training
<ul style="list-style-type: none"> <li>Participants report increased knowledge on how to upload digital photos.</li> </ul>					
<ul style="list-style-type: none"> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>					
<p><b>Digital Scrapbooking</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate how to use MS Publisher to create a scrapbook.</li> </ul>		3		Checklist by trainer Post-workshop survey Post-workshop survey	2 or 67% per training 2 or 67% per training 2 or 67 % per training
<ul style="list-style-type: none"> <li>Participants report increased knowledge on how to use MS Publisher to create a scrapbook.</li> </ul>					
<ul style="list-style-type: none"> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>					
<p><b>Introduction to Movie Maker</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate the basics of making a movie using movie maker.</li> </ul>	38	8		Checklist by trainer Post-workshop survey Post-workshop survey	6 or 75% per training 6 or 75% per training 6 or 75% per training
<ul style="list-style-type: none"> <li>Participants report increased knowledge on how to create a movie using movie maker.</li> </ul>					
<ul style="list-style-type: none"> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>					
<p><b>E-government Services:</b></p>					
<p><b>NCPPC: Medicare information and website navigation</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basics on how to navigate Medicare website.</li> </ul>		3		Checklist by trainer Post-workshop survey Post-workshop survey	2 or 67% per training 2 or 67% per training 2or 67 % per training
<ul style="list-style-type: none"> <li>Participants report increased knowledge on how to navigate Medicare website.</li> </ul>					
<ul style="list-style-type: none"> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>					
<p><b>NCPPC: Medicaid information and website navigation</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basics on how to navigate Medicaid website.</li> </ul>		1		Checklist by trainer Post-workshop survey Post-workshop survey	.8 or 80% per training .8 or 80% per training .8 or 80% per training
<ul style="list-style-type: none"> <li>Participants report increased knowledge on how to navigate Medicaid website.</li> </ul>					
<ul style="list-style-type: none"> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>					
<p><b>Unemployment Navigation</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate knowledge on how to navigate the</li> </ul>		1		Checklist by trainer	.8 or 80% per training

<p>unemployment website.</p> <ul style="list-style-type: none"> <li>● Participants report increased knowledge on how to demonstrate unemployment website.</li> <li>● Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Career and Computer Service Hours</b></p> <ul style="list-style-type: none"> <li>● Participants report new/improved multimedia skills.</li> <li>● Participants report satisfaction with session.</li> </ul>			Post-workshop survey	.8 or 80% per training	
<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> PCC offers the following training:</p>	500				

<p><b>Workforce Readiness Series:</b></p> <ul style="list-style-type: none"> <li>● Participants develop a resume using MS Word.</li> <li>● Participants search for jobs online using various job search sites.</li> <li>● Participants report increased knowledge of resume writing.</li> <li>● Participants report new/improved online job searching skills.</li> <li>● Participants report satisfaction with content/trainer.</li> </ul> <p><b>Career and Computer Service Hours:</b></p> <ul style="list-style-type: none"> <li>● Participants develop an updated resume and/or cover letter.</li> <li>● Participants apply for a job online.</li> <li>● Participants report new/improved online job searching skills.</li> <li>● Participants discuss interview skill tips.</li> <li>● Participants report job interview.</li> <li>● Participants report job offer.</li> <li>● Participants report satisfaction with content/trainer.</li> </ul> <p><b>MS Office Workforce Development:</b></p> <ul style="list-style-type: none"> <li>● Participants demonstrate knowledge in MS Office Software and application.</li> <li>● Participants report increased knowledge of MS Office Software and application.</li> <li>● Participants report satisfaction with content/trainer.</li> </ul> <p><b>Quickbooks</b></p> <ul style="list-style-type: none"> <li>● Participants demonstrate knowledge in Quickbooks.</li> <li>● Participants report increased knowledge of Quickbooks.</li> <li>● Participants report satisfaction with content/trainer.</li> </ul> <p><b>How to start a small business:</b></p> <ul style="list-style-type: none"> <li>● Participants demonstrate knowledge on how to start their own small business.</li> <li>● Participants report increased knowledge on how to start their own small business.</li> <li>● Participants report satisfaction with content/trainer.</li> </ul>	<p>4</p> <p>1</p> <p>5</p> <p>5</p> <p>3</p>		<p>Checklist by trainer Checklist by trainer Post-workshop survey Post-workshop survey Post-workshop survey</p> <p>Checklist by trainer Checklist by trainer Post-workshop survey Checklist by trainer 6 month post survey 6 month post survey Post-workshop survey</p> <p>Checklist by trainer Post-workshop survey Post-workshop survey</p> <p>Checklist by trainer Post-workshop survey Post-workshop survey</p> <p>Checklist by trainer Post-workshop survey Post-workshop survey</p>	<p>3 or 75% per training 3 or 75% per training 3 or 75% per training 3 or 75% per training 3 or 75% per training</p> <p>8 or 80% per training 8 or 80% per training 8 or 80% per training 8 or 80% per training 02 or 2% per training 02 or 2% per training 8 or 80% per training</p> <p>3 or 60% per training 3 or 60% per training 3 or 60% per training</p> <p>3 or 60% per training 3 or 60% per training 3 or 60% per training</p> <p>2 or 67% per training 2 or 67% per training 2 or 67% per training</p>	
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<b>General outcome #3:</b> PCC/E-Mobile Unit users are satisfied with services.					<b>Evaluation time period:</b>
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<b>Open Lab Access:</b> <ul style="list-style-type: none"> <li>● Users rate services as 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>	6953	14	User Survey* User Survey* User Survey*  *The number of survey respnses must be at least 487 (based on target audience of 6,953).	414 or 85%of responses 414 or 85% of responses 414 or 85% of responses	
<b>General outcome #4:</b> Community partners are aware of PCC/E-Mobile Unit services.					<b>Evaluation time period:</b>
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<b>Partners:</b>					

<ul style="list-style-type: none"> <li>● Partners state two or more services provided by the PCC.</li> <li>● Partners report they have referred clients/members to the PCC.</li> <li>● Partners report they have developed client/member activities that incorporate PCC services.</li> </ul>	7	N/A	<p>Interview by phone, email or in person.          Interview by phone, email or in person.          Interview by phone, email, or in person.</p>	<p>6 or 86% of partners          6 or 86% of partners          2 or 29% of partners</p>	
<b>Evaluation time period:</b>					
<b>Please indicate your level of agreement/disagreement with the following statements:</b>					

<p>The PCC/E-Mobile Unit was successful in achieving outcome #1 (users gain digital literacy skills).  <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree</p> <p>The PCC/E-Mobile Unit was successful in achieving outcome #2 (users are better prepared for the workforce).  <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree</p> <p>The PCC/E-Mobile Unit was successful in achieving outcome #3 (users are satisfied with services).  <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree</p> <p>The PCC/E-Mobile Unit was successful in achieving outcome #4 (partners are aware of services).  <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree</p>					
<p><b>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.</b></p>					
<p><b>Please share any additional findings. Include a few specific quotes or accounts from users/partners that support outcomes.</b></p>					

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