

## CUSTOM OBE PLAN

<b>General outcome #1:</b> PCC/E-Mobile Unit users gain digital literacy skills.					<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>
<p><b><u>Basic computer &amp; Internet use</u></b></p> <p>PCC offers the following training:</p> <p>Intro to the Computer class</p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic computer skills.</li> <li>• Participants report increased knowledge of basic computer skills like using the mouse and shutting the computer down properly.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul> <p>Beyond the Basics Computer class</p> <ul style="list-style-type: none"> <li>• Participants demonstrate intermediate computer skills.</li> <li>• Participants report increased knowledge of intermediate computer skills like copy &amp; paste and saving/opening Notepad documents.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul> <p>Basic Internet class</p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic internet skills.</li> <li>• Participants report increased knowledge of basic internet skills like visiting a website and performing a basic search.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul>	441	7  7  7	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post-class survey</li> </ul> <ul style="list-style-type: none"> <li>• Post-class survey</li> </ul> <ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post-class survey</li> </ul> <ul style="list-style-type: none"> <li>• Post-class survey</li> </ul> <ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post-class survey</li> </ul> <ul style="list-style-type: none"> <li>• Post-class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 5.6 or 80% per training</li> <li>• 5.6 or 80% per training</li> </ul> <ul style="list-style-type: none"> <li>• 5.6 or 80% per training</li> </ul> <ul style="list-style-type: none"> <li>• 5.6 or 80% per training</li> <li>• 5.6 or 80% per training</li> </ul> <ul style="list-style-type: none"> <li>• 5.6 or 80% per training</li> </ul> <ul style="list-style-type: none"> <li>• 5.6 or 80% per training</li> <li>• 5.6 or 80% per training</li> </ul> <ul style="list-style-type: none"> <li>• 5.6 or 80% per training</li> </ul>	
<p><b><u>Social Networking</u></b></p> <p>PCC offers the following training:</p> <p>Facebook class</p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic understanding of Facebook.</li> <li>• Participants report increased knowledge of basic Facebook skills like adding friends and increasing profile privacy.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul> <p>Skype class</p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic knowledge of Skype.</li> <li>• Participants report increased knowledge of basic Skype skills like</li> </ul>	387	7  12	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post-class survey</li> </ul> <ul style="list-style-type: none"> <li>• Post-class survey</li> </ul> <ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post-class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 5.6 or 80% per training</li> <li>• 5.6 or 80% per training</li> </ul> <ul style="list-style-type: none"> <li>• 5.6 or 80% per training</li> </ul> <ul style="list-style-type: none"> <li>• 9.6 or 80% per training</li> <li>• 9.6 or 80% per training</li> </ul>	

<p>adding contacts and making a video call.</p> <ul style="list-style-type: none"> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul>			<ul style="list-style-type: none"> <li>• Post-class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 9.6 or 80% per training</li> </ul>	
<p><b>Office Skills</b></p> <p>PCC offers the following training:</p> <p>Basic PowerPoint Class</p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic PowerPoint skills.</li> <li>• Participants report increased knowledge of basic PowerPoint skills like adding new slides and adding animations &amp; transitions.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul>	147	7	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post-class survey</li> <li>• Post-class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 5.6 or 80% per training</li> <li>• 5.6 or 80% per training</li> <li>• 5.6 or 80% per training</li> </ul>	
<p><b>Multimedia</b></p> <p>PCC offers the following training:</p> <p>Technology Petting Zoo</p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic knowledge of using eReaders and downloading eBooks.</li> <li>• Participants report increased knowledge of eReaders &amp; eBooks.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul>	168	8	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post-class survey</li> <li>• Post-class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 6.4 or 80% per training</li> <li>• 6.4 or 80% per training</li> <li>• 6.4 or 80% per training</li> </ul>	

<b>General outcome #2:</b> PCC/E-Mobile Unit users are better prepared for the workforce.					<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>
<p><b><u>Workforce development</u></b></p> <p>PCC offers the following training:</p> <p>Resume workshop</p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of resume basics.</li> <li>• Participants develop new/update resume.</li> </ul> <p>Interview Skills workshop</p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of strong interview skills.</li> <li>• Participants sign up for mock interviews.</li> </ul> <p>FLLS Resources for Job Seekers workshop</p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of FLLS resources available.</li> <li>• Participants report increased knowledge of job search skills including completing job applications.</li> <li>• Participants register for one or more FLLS databases.</li> </ul>	420	7  7  7	<ul style="list-style-type: none"> <li>• Post-workshop survey</li> <li>• Observation by trainer</li> <li>• Post-workshop survey</li> <li>• Observation by trainer</li> <li>• Post-workshop survey</li> <li>• Post-workshop survey</li> <li>• Observation by trainer</li> </ul>	<ul style="list-style-type: none"> <li>• 5.6 or 80% per training</li> <li>• 5.6 or 80% per training</li> <li>• 5.6 or 80% per training</li> <li>• 3.5 or 50% per training</li> <li>• 5.6 or 80% per training</li> <li>• 5.6 or 80% per training</li> <li>• 3.5 or 50% per training</li> </ul>	
<b>General outcome #3:</b>					<b>Evaluation time</b>

PCC/E-Mobile Unit users are satisfied with services.					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>See also custom satisfaction outcomes for training under outcomes #1 and #2.</p>	616	N/A	<ul style="list-style-type: none"> <li>• User survey</li> <li>• User survey</li> <li>• User survey</li> </ul>	<ul style="list-style-type: none"> <li>• 422.4 or 80% of responses</li> <li>• 422.4 or 80% of responses</li> <li>• 422.4 or 80% of responses</li> </ul>	
<b>General outcome #4:</b>					<b>Evaluation time</b>

Community partners are aware of PCC/E-Mobile Unit services.					period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><b>Partners</b></p> <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> </ul> <p>Partners: Cortland County Area Agency on Aging, Plan First Computer Services, Cortland County Career Works, OCM BOCES (?), Catholic Charities (?), &amp; Cortland Standard (?).</p>	6	N/A	<ul style="list-style-type: none"> <li>• Partner survey</li> <li>• Partner survey</li> </ul>	<ul style="list-style-type: none"> <li>• 6 or 100% of partners</li> <li>• 6 or 100% of partners</li> </ul>	

**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.**