

MOORE MEMORIAL LIBRARY

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><u>Basic Internet & Computer Use</u> PCC offers the following training:</p> <ul style="list-style-type: none"> ✚ Introduction to Computers Class Patron demonstrates basic understanding and increased skill Patron reports increased skill & confidence Patron reports satisfaction with training 	385	6	<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst ✚ Post class survey 	4.8 or 60% /training 4.8 or 60% /training 4.8 or 60% /training	
<ul style="list-style-type: none"> ✚ Internet Basics Class Patron demonstrates basic understanding and increased skill Patron reports increased skill & confidence Patron reports satisfaction with training 		6	<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst ✚ Survey 	4.8 or 60% /training 4.8 or 60% /training 4.8 or 60% /training	
<ul style="list-style-type: none"> ✚ Email BasicsClass Patron demonstrates basic understanding and increased skill; establishes email account Patron reports increased skill & confidence Patron reports satisfaction with training 		6	<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst ✚ Survey 	4.8 or 60% /training 4.8 or 60% /training 4.8 or 60% /training	
<ul style="list-style-type: none"> ✚ Do More with Google Class Patron demonstrates basic understanding and increased skill Patron reports increased skill & confidence Patron reports satisfaction with training 		6	<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst ✚ Survey 	4.8 or 60% /training 4.8 or 60% /training 4.8 or 60% /training	
<ul style="list-style-type: none"> ✚ Facebook Patron demonstrates basic understanding and increased skill Patron reports increased skill & confidence Patron reports satisfaction with training 		4	<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst ✚ Survey 	3 or 75% per training 3 or 75% per training 3 or 75% per training	
<ul style="list-style-type: none"> ✚ Twitter 			<ul style="list-style-type: none"> ✚ Trainer 		

<p>Patron demonstrates basic understanding and increased skill: opens Twitter account Patron reports increased skill & confidence Patron reports satisfaction with training</p>		2	<p>Obs. Chklst</p> <p>Survey</p>	<p>1 or 50% per training</p> <p>1 or 50% per training</p> <p>1 or 50% per training</p>
<p>✚ Tumblr/online Blogging Patron demonstrates basic understanding and increased skill; opens tumblr account Patron reports increased skill & confidence Patron reports satisfaction with training</p>		2	<p>Trainer Obs. Chklst</p> <p>Survey</p>	<p>1 or 50% per training</p> <p>1 or 50% per training</p> <p>1 or 50% per training</p>
<p>✚ Selling online/eBay Patron demonstrates basic understanding and increased skill Patron reports increased skill & confidence Patron reports satisfaction with training</p>		4	<p>Trainer Obs. Chklst</p> <p>Survey</p>	<p>3 or 75% per training</p> <p>3 or 75% per training</p> <p>3 or 75% per training</p>
<p>✚ One-on-one Sessions Patron demonstrates basic understanding and increased skill Patron reports increased skill & confidence Patron reports satisfaction with training</p>		1	<p>Trainer Obs. Chklst</p> <p>Survey</p>	<p>.8 or 80 % per training</p> <p>.8 or 80 % per training</p> <p>.8 or 80 % per training</p>
<p><u>Office Skills</u> PCC offers the following training:</p>	250			
<p>✚ Intro. to Microsoft Word Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		5	<p>Trainer Obs. Chklst</p> <p>Post class Survey</p>	<p>4 or 80 % per training</p> <p>4 or 80% per training</p> <p>4 or 80 % per training</p>
<p>✚ Advanced Microsoft Word Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		4	<p>Trainer Obs. Chklst</p> <p>Survey</p>	<p>3 or 75% per training</p> <p>3 or 75% per training</p> <p>3 or 75% per training</p>
<p>✚ Excel Basics</p>			<p>Trainer</p>	

Handout #3
BTOP Evaluate & Sustain Workshop 2011

<p>Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		3	<p>Obs. Chklst</p> <p>Post class survey</p>	<p>2.25 or 75% per training 2.25 or 75% per training 2.25 or 75% per training</p>
<p>PowerPoint Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		2	<p>Trainer Obs. Chklst</p> <p>Survey</p>	<p>1.5 or 75 % per training 1.5 or 75 % per training 1.5 or 75 % per training</p>
<p>Managing Files and Folders Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		4	<p>Trainer Obs. Chklst</p>	<p>3.4 or 85% per training 3.4 or 85% per training 3.4 or 85% per training</p>
<p>Open Office/ Documents Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		5	<p>Survey</p> <p>Trainer Obs. Chklst</p> <p>Survey</p>	<p>4 or 80 % per training 4 or 80 % per training 4 or 80 % per training</p>
<p>Open Office/ Spreadsheets Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		5	<p>Trainer Obs. Chklst</p> <p>Survey</p>	<p>4 or 80 % per training 4 or 80 % per training 4 or 80 % per training</p>
<p>Google Docs Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		4	<p>Trainer Obs. Chklst</p> <p>Survey</p>	<p>3 or 75% per training 3 or 75% per training 3 or 75% per training</p>
<p>Quicken: Personal Accounting/anking/Investing A series of 3 classes Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p> <p>One on one sessions</p>		5	<p>Trainer Obs. Chklst</p> <p>Survey</p> <p>Trainer Obs. Chklst</p>	<p>4 or 80 % per training 4 or 80 % per training 4 or 80 % per training</p>

<p>Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		1	<p>Survey</p>	<p>.8 or 80 % per training .8 or 80 % per training .8 or 80 % per training</p>
<p>Multimedia PCC offers the following training:</p> <p>E/books/audiobooks workshop Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>	400	10	<p>Trainer Obs. Chklst Survey</p>	<p>8 or 80 % of training 8 or 80 % of training 8 or 80 % of training</p>
<p>Google Picasa/photo editing, sharing Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		4	<p>Trainer Obs. Chklst Post class survey</p>	<p>3.4 or 85% per training 3.4 or 85% per training 3.4 or 85% per training</p>
<p>Managing Digital Photos Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		4	<p>Trainer Obs. Chklst Post class survey</p>	<p>3.4 or 85% per training 3.4 or 85% per training 3.4 or 85% per training</p>
<p>Create your own Google Website Patron demonstrates basic understanding and generates a website Patron reports increased skill Patron reports satisfaction with training</p>		4	<p>Trainer Obs. Chklst Survey</p>	<p>3.4 or 85% per training 3.4 or 85% per training 3.4 or 85% per training</p>
<p>Video-conferencing Opportunities Patrons demonstrate understanding of equipment and use Patrons report satisfaction with service</p>		6	<p>Trainer Obs. Chklst Survey</p>	<p>4.8 or 60% /training 4.8 or 60% /training 4.8 or 60% /training</p>
<p>One on one session</p>				

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Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training		1	 Trainer Obs. Chklst  Survey	.8 or 80% per training .8 or 80% per training .8 or 80% per training	
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:
<p><u>Open Lab access</u></p> <ul style="list-style-type: none">  Users rate services as good or excellent  Users would recommend services  Users plan to use services again 	5729	N/A	<ul style="list-style-type: none">  Sign-in sheets  User surveys <p>(based on 543 survey responses, confidence level of 95% and confidence interval of 4)</p>	<p>461 or 85% of responses</p> <p>461 or 85% of responses</p> <p>461 or 85% of responses</p>	
<p>General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.</p>					<p>Evaluation time period:</p>

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 state two or more services provided by the PCC ✚ Partners report referring clients to the PCC ✚ Partners report having developed activities incorporating PCC services 	5	N/A	Survey	<p style="text-align: center;">4 or 80 % of partners</p> <p style="text-align: center;">4 or 80 % of partners</p> <p style="text-align: center;">4 or 80 % of 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.