

OLEAN PUBLIC 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>Basic Internet and Computer Use</p> <p>PCC offers the following training:</p> <p>Computer Basics</p> <ul style="list-style-type: none"> Participants report being more comfortable with basic computer terminology Participants will be able to correctly turn a computer on and off Participants will be able to use a mouse Participants report satisfaction with workshop content/trainer <p>Windows 7</p> <ul style="list-style-type: none"> Participants will be able to open a program Participants report being comfortable with sizing and moving windows Participants report being comfortable using a scroll bar Participants report satisfaction with workshop content/trainer <p>E-mail Basics</p> <ul style="list-style-type: none"> Participants will create their own e-mail account Participants will be comfortable creating, sending, receiving, and deleting e-mail Participants will be comfortable using e-mail folders Participants report satisfaction with workshop content/trainer <p>Internet Basics</p> <ul style="list-style-type: none"> Participants will be comfortable with basic internet terms Participants will be comfortable navigating to a website Participants will be comfortable with exploring a website Participants will be comfortable with using a search box Participants will be comfortable using a site map Participants report satisfaction with workshop content/trainer 	505	5	Post-workshop survey Observation by trainer Observation by trainer Post-workshop survey	4 or 80% per training 4 or 80% per training 3.75 or 75% per training 4.25 or 85% per training	
		7	Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey	5.95 or 85% per training 5.6 or 80% per training 5.6 or 80% per training 5.95 or 85% per training	
		5	Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey	4.25 or 85% per training 4 or 80% per training 3.75 or 75% per training 4.25 or 85% per training	
		5	Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey	4.25 or 85% per training 4.25 or 85% per training 4 or 80% per training 4 or 80% per training 3.75 or 75% per training 4.25 or 85% per training	
		7			

<p>Facebook for Beginners</p> <ul style="list-style-type: none"> • Participants will create their own Facebook page • Participants will report being able to enter basic information in their profile. • Participants will report being aware of various Facebook privacy settings • Participants will be comfortable requesting friends. • Participants report satisfaction with workshop content/trainer <p>One-on-One Computer and Internet Basics Help Session</p> <ul style="list-style-type: none"> • Participants report new/improved computer or internet basic skill • Participants report satisfaction with session <p>Office Skills</p> <p>PCC offers the following training:</p> <p>Microsoft Word 2010 1A</p> <ul style="list-style-type: none"> • Participants will be able to create a document • Participants will be comfortable with saving a document • Participants will be comfortable editing a document • Participants report satisfaction with workshop content/trainer <p>Microsoft Word 2010 1B</p> <ul style="list-style-type: none"> • Participants will be comfortable cutting, copying, & pasting text • Participants will be comfortable to using the spell & grammar checkers • Participants will be comfortable using the thesaurus • Participants will be comfortable proofreading their document • Participants report satisfaction with workshop content/trainer <p>Microsoft Word 2010 1C</p> <ul style="list-style-type: none"> • Participants will be comfortable setting tabs. • Participants will be comfortable adding page numbers to a document. • Participants will be comfortable changing the margins on a document. • Participants will be comfortable importing a graphic into their document and editing it. • Participants report satisfaction with workshop content/trainer. 	673	1	<p>Observation by trainer Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey. Post-workshop survey</p> <p>Post-session survey</p> <p>Post-session survey</p>	<p>5.95 or 85% per training 5.6 or 80% per training</p> <p>5.6 or 80% per training</p> <p>5.95 or 85% per training 5.95 or 85% per training</p> <p>.85 or 85% per training</p> <p>.85 or 85% per training</p>	
		10	<p>Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>8.5 or 85% per training 8.5 or 85% per training 7.5 or 75% per training 8.5 or 85% per training</p> <p>8.5 or 85% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training 7.5 or 75% per training</p> <p>8.5 or 85% per training</p> <p>8 or 80% per training 8.5 or 85% per training</p> <p>8 or 80% per training</p> <p>7.5 or 75% per training</p> <p>8.5 or 85% per training</p>	

<p>Microsoft Word 2010 1D</p> <ul style="list-style-type: none"> • Participants will be comfortable changing alignment and case of text • Participants will be comfortable finding and replacing text. • Participants report satisfaction with workshop content/trainer. <p>Microsoft Excel 2010 1A</p> <ul style="list-style-type: none"> • Participants will understand a basic window in Excel and be able to move around in that window. • Participants will be comfortable selecting cells and using the autosum feature. • Participants will be comfortable formatting numeric entries. • Participants will be able to save a workbook file. • Participants report satisfaction with workshop content/trainer. <p>Microsoft Excel 2010 1B</p> <ul style="list-style-type: none"> • Participants will feel comfortable modifying a worksheet. • Participants will feel comfortable filling a range of cells. • Participants will feel comfortable creating, modifying, and enhancing charts. • Participants report satisfaction with workshop content/trainer. <p>One-on-One Microsoft Office Help Session</p> <ul style="list-style-type: none"> • Participants report new/improved Microsoft Office skill • Participants report satisfaction with session 	10	10	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Observation by trainer</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Observation by trainer</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-session survey</p> <p>Post-session survey</p>	<p>7.5 or 75% per training</p> <p>8 or 80% per training</p> <p>8.5 or 85% per training</p> <p>8.5 or 85% per training</p> <p>8 or 80% per training</p> <p>8.5 or 85% per training</p> <p>8.5 or 85% per training</p> <p>8.5 or 85% per training</p> <p>8 or 80% per training</p> <p>8.5 or 85% per training</p> <p>7.5 or 75% per training</p> <p>8.5 or 85% per training</p> <p>.85 or 85% per training</p> <p>.85 or 85% per training</p>	
<p>General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.</p>				<p>Evaluation time period:</p>	

<p>their interests.</p> <ul style="list-style-type: none"> Participants report satisfaction with workshop content/trainer. <p>One-on-One Workforce Development Session</p> <ul style="list-style-type: none"> Participants report an improved job search related skill Participants report satisfaction with session 		1	<p>Post-workshop survey</p> <p>Post-session survey Post-session survey</p>	<p>6.8 or 85% per training</p> <p>.85 or 85% per training .85 or 85% per training</p>	
<p>General outcome #3: PCC/E-Mobile Unit users are satisfied with services.</p>					<p>Evaluation time period:</p>
<p>Custom outcome:</p>	<p>Target audience:</p>	<p>Target audience per training:</p>	<p>Data source:</p>	<p>Target achievement level:</p>	<p>Actual achievement level:</p>
<p>Open Lab Access</p> <ul style="list-style-type: none"> Users rate services at good or excellent Users report that they would recommend services to a friend Users report they plan on using the service again <p>See also custom satisfaction outcomes for training under outcomes #1 and #2.</p>	1,618	NA	<p>User Survey User Survey User Survey</p> <p>(313 is the sample size)</p>	<p>266 or 85% of responses 266 or 85% of responses 266 or 85% of responses</p>	

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> <p>Partners are able to state two or more services offered by the PCC. Partners report they have referred clients/members to the PCC Partners report they have developed client/member activities that incorporate PCC services.</p>	20	NA	<p>Partner Survey</p> <p>Partner Survey</p> <p>Partner Survey</p>	<p>20 or 100% of responses</p> <p>10 or 50% of responses</p> <p>5 or 25% of responses</p>	
Evaluation time period:					