

COMMUNITY COMPUTER AND EMPLOYMENT RESOURCE CENTER OBE PLAN

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:
<u>Basic Internet and Computer Use</u>					
PCC offers the following training:					
Basic Computer Skills Workshop					
<ul style="list-style-type: none"> Participants demonstrate basic computer navigation Participants create an email account Participants access and search the Web Participants report satisfaction with class and a greater level of confidence in their own ability to navigate a computer 	150	6	Checklist by trainer Observation by trainer Observation by trainer Post workshop survey	4.8 or 80% 5.4 or 90% 6 or 100% 5.7 or 95%	
<u>Office Skills</u>					
PCC offers the following training:					
Introduction to Microsoft Word					
<ul style="list-style-type: none"> Participants demonstrate basic word processing and formatting skills Participants report increased knowledge of Word 	220	6	Observation by trainer Post workshop survey	5.4 or 90% 6 or 100%	
Introduction to Microsoft Excel					
<ul style="list-style-type: none"> Participants demonstrate knowledge of fundamentals Participants report increased knowledge of Excel 	400	6	Observation by trainer Post workshop survey	4.8 or 80% 6 or 100%	
Introduction to Microsoft Power Point					
<ul style="list-style-type: none"> Participants demonstrate knowledge of fundamentals and basic formatting Participants report increased knowledge of Power Point 	400	6	Observation by trainer Post workshop survey	4.8 or 80% 6 or 100%	
Introduction to Microsoft Publisher					
<ul style="list-style-type: none"> Participants demonstrate knowledge of fundamental functions Participants report increased knowledge of Publisher 	400	6	Observation by trainer Post workshop survey	4.8 or 80% 6 or 100%	

<p>Multimedia</p> <p>PCC offers the following training:</p> <p>Introduction to Google Picasa</p> <ul style="list-style-type: none"> Participants download photos from their own personal digital camera Participants save photos to a folder on computer Participants successfully file, label, and organize photos Participants report increased knowledge of Picasa <p>Introduction to Skype</p> <ul style="list-style-type: none"> Participants successfully create an account Participants are able to open Skype and create a video chat Participants report increased knowledge of Skype 	<p>220</p> <p>220</p> <p>220</p>	<p>6</p> <p>6</p> <p>6</p>	<p>Observation by trainer</p> <p>Observation by trainer Observation by trainer Post workshop survey</p> <p>Observation by trainer Observation by trainer Post workshop survey</p>	<p>5.7 or 95%</p> <p>5.4 or 90% 4.8 or 80% 6 or 100%</p> <p>5.4 or 90% 5.4 or 90% 6 or 100%</p>	<p></p>
--	----------------------------------	----------------------------	---	---	---------

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:
<u>Workforce Development</u>					
Networking and References	130	6			
<ul style="list-style-type: none"> Participants report increased knowledge and confidence in their networking capability Participants report an increased understanding of ways to contact and maintain references 			Post workshop quiz	6 or 100%	
			Post workshop survey	5.4 or 90%	
Preparing and Completing Job Applications	100	6			
<ul style="list-style-type: none"> Participants report a greater understanding of how to apply for jobs online Participants report an increased confidence in their ability to complete job applications 			Post workshop survey	5.4 or 90%	
			Post workshop survey	5.4 or 90%	
Cover & Thank You Letters	100	6			
<ul style="list-style-type: none"> Participants understand the importance of well assembled Cover & Thank You Letters Participants understand a Thank-You Letter is an expected, professional follow up to an interview Participants can identify the major parts of a Cover & Thank You Letter Participants report confidence creating their own Cover and Thank You Letters 			Post workshop quiz	6 or 100%	
			Post workshop quiz	6 or 100%	
			Post workshop quiz	4.8 or 80%	
			Post workshop survey	5.7 or 95%	
				5.4 or 90%	
Using the Internet for Job Searching	70	6			
<ul style="list-style-type: none"> Participants report greater understanding of how to access job searching websites on the Internet Participants report an increased understanding of how to navigate job searching websites Participants report increased confidence in their ability to perform an online job search on their own 			Observation by Trainer	5.4 or 90 %	
			Post workshop survey	6 or 100%	
			Post workshop survey	5.7 or 95%	
Interview Skills	75	6			
<ul style="list-style-type: none"> Participants are able to identify proper dress and behavior for an interview Participants are able to identify questions which would be appropriate and inappropriate to ask during an interview Participants are able to identify 2 necessary components of a successful interview (eye contact, handshake, extra copies of cover letters and/or resumes in portfolio) Participants report greater confidence in their interview skills Participant may elect to partake in a mock interview 			Post workshop quiz	5.4 or 90%	
			Post workshop quiz	5.4 or 90%	
			Post workshop quiz	5.7 or 95%	
			Post workshop survey	5.7 or 95%	
			Observation by trainer	3 or 50%	

<p>Improve Your Typing</p> <ul style="list-style-type: none"> Participants are able to access the interactive typing website Participants report confidence in their ability to increase typing capacity through use of this site 	120	6	Post workshop quiz Observation by trainer	6 or 100% 5.7 or 95%	
<p>Resume Writing</p> <ul style="list-style-type: none"> Participants are able to identify 3 of 5 major resume types Participants are able to identify an appropriate resume type for them Participants create a new, job specific resume Participants report increased knowledge of resume writing 	120	6	Post workshop quiz Post workshop quiz Observation by trainer Post workshop survey	5.4 or 90% 4.8 or 80% 4.8 or 80% 6 or 100%	
<p>General outcome #3: PCC/E-Mobile Unit users are satisfied with 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 are able to identify two or more services provided 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. Partners report their clients benefitted from our services. 	<p>8</p>	<p>N/A</p>	<p>Quick survey Quick survey (Client feedback) Quick survey Quick survey</p>	<ul style="list-style-type: none"> 8 or 100% 8 or 100% 2 or 25% 4 or 50% 	
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.