

**POUGHKEEPSIE PUBLIC LIBRARY DISTRICT
BTOP OBE Plan (6/1/2011)**

General Outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation Period 6/1/2011 – 12/1/2011
Custom Outcome	Target Audience:	Target Audience Per Training:	Data Source:	Target Achievement Level	Actual Achievement Level
<u>Basic Internet & Computer Use</u>					
<i>PC Basics Workshop</i> <ul style="list-style-type: none"> • Participants demonstrate understanding of computer basics • Participants report increased knowledge of using computers • Participants report satisfaction with workshop content/trainer 	28,547	8	<ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training 	
<i>Internet 101 Workshop</i> <ul style="list-style-type: none"> • Participants demonstrate understanding of basic website navigation • Participants report increased knowledge of how to search the Internet • Participants report satisfaction with workshop content/trainer 	28,547	8	<ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training 	
<i>Internet 102 Workshop</i> <ul style="list-style-type: none"> • Participants demonstrate understanding of how to use various sites on the Internet & methods of searching to gain information • Participants report increased knowledge of how to search the Internet to gain information • Participants report satisfaction with workshop content/trainer 	14,274	8	<ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training 	
<u>Office Skills</u>					
<i>Microsoft Word Basics (101)</i> <ul style="list-style-type: none"> • Participants demonstrate understanding of document basics • Participants report increased knowledge of word processing • Participants report satisfaction with workshop content/trainer 	28,547	8	<ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training 	
<i>Microsoft Word Basics Plus (102)</i> <ul style="list-style-type: none"> • Participants demonstrate understanding of tabs and tables • Participants report increased knowledge of word processing • Participants report satisfaction with workshop content/trainer 	14,274	8	<ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training 	
<i>Microsoft Excel Basics (101)</i> <ul style="list-style-type: none"> • Participants demonstrate understanding of spreadsheet basics • Participants report increased knowledge of spreadsheets • Participants report satisfaction with workshop content/trainer 	28,547	8	<ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training 	
<i>Microsoft Excel Basics Plus (102)</i> <ul style="list-style-type: none"> • Participants demonstrate understanding of calculations & formulas • Participants report increased knowledge of spreadsheets 	14,274	8	<ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey 	<ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training 	

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<ul style="list-style-type: none"> Participants report satisfaction with workshop content/trainer <p>Microsoft Powerpoint Basics (101)</p> <ul style="list-style-type: none"> Participants demonstrate understanding of presentation basics Participants report increased knowledge of presentations Participants report satisfaction with workshop content/trainer <p>Microsoft Powerpoint Basics Plus (102)</p> <ul style="list-style-type: none"> Participants demonstrate understanding of graphic techniques & timing Participants report increased knowledge of presentations Participants report satisfaction with workshop content/trainer <p>Microsoft Outlook</p> <ul style="list-style-type: none"> Participants demonstrate understanding of email management Participants report increased knowledge of email management Participants report satisfaction with workshop content/trainer 	28,547	8	<ul style="list-style-type: none"> Post-workshop survey Checklist by trainer Post-workshop survey Post-workshop survey 	<ul style="list-style-type: none"> 6.4 or 80% per training 6 or 75% per training 6.4 or 80% per training 6.4 or 80% per training 	
<p>Multimedia</p> <p>Basic Photo Editing Workshop</p> <ul style="list-style-type: none"> Participants edit at least one photo Participants report increased knowledge of photo editing Participants report satisfaction with workshop content/trainer <p>Ebooks/Audiobooks Workshop</p> <ul style="list-style-type: none"> Participants download at least one ebook/audiobook Participants report increased knowledge of ebooks/audiobooks Participants report satisfaction with workshop content/trainer <p>Introduction to iTunes Workshop</p> <ul style="list-style-type: none"> Participants download at least one free song, application and podcast Participants gain basic knowledge of iTunes product offerings Participants report satisfaction with workshop/trainer 	10,848	4	<ul style="list-style-type: none"> Observation by trainer Post-workshop survey Post-workshop survey 	<ul style="list-style-type: none"> 3 or 75% per training 3.2 or 80% per training 3.2 or 80% per training 	
	10,848	8	<ul style="list-style-type: none"> Observation by trainer Post-workshop survey Post-workshop survey 	<ul style="list-style-type: none"> 6 or 75% per training 6.4 or 80% per training 6.4 or 80% per training 	
	10,848	8	<ul style="list-style-type: none"> Observation by trainer Post-workshop survey Post-workshop survey 	<ul style="list-style-type: none"> 6 or 75% per training 6.4 or 80% per training 6.4 or 80% per training 	

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General Outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation Period 6/1/2011 – 12/1/2011
Custom Outcome	Target Audience:	Target Audience Per Training:	Data Source:	Target Achievement Level	Actual Achievement Level
<u>Workforce Development</u>					
<i>Performing Successful Job Searches Workshop</i> <ul style="list-style-type: none"> • Participants gain new/improved online job searching skills • Participants report satisfaction with workshop content/trainer • Participants report participation in workshop resulted in a job interview 	28,547	8	<ul style="list-style-type: none"> • Post-workshop interview • Post-workshop survey • Post-workshop survey (3 mos) 	<ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 2.4 or 30% per training 	
<i>Effective Resumes & Acing the Interview Workshop</i> <ul style="list-style-type: none"> • Participants gain skills to create a more effective resume • Participants gain skills to be more successful during an interview • Participants report satisfaction with workshop content/trainer • Participants report participation in workshop resulted in a job offer 	28,547	8	<ul style="list-style-type: none"> • Post-workshop interview • Post-workshop interview • Post-workshop survey • Post-workshop survey (3 mos) 	<ul style="list-style-type: none"> • 6 or 75% per training • 6 or 75% per training • 6.4 or 80% per training • 1.6 or 20% per training 	

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General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					Evaluation Period 6/1/2011 – 12/1/2011
Custom Outcome	Target Audience:	Target Audience Per Training:	Data Source:	Target Achievement Level	Actual Achievement Level
<u>Open Computer Lab</u> <ul style="list-style-type: none"> • Users report their technology-related issue was resolved by the trainer • Users rate services at good or excellent • Users report they would recommend lab services to a friend • Users report they plan to use services again. 	28,547	8	<ul style="list-style-type: none"> • User survey • User survey • User survey • User survey 	<ul style="list-style-type: none"> • 6.8 or 85% per training 	

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General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation Period 6/1/2011 – 12/1/2011
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 they have referred clients/members to the PCC • Partners report they have developed client/member activities that incorporated PCC services 	8	NA	<ul style="list-style-type: none"> • Focus group • Focus group • Focus group 	<ul style="list-style-type: none"> • 8 or 100% of partners • 8 or 100% of partners • 2 or 25% of partners 	

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Evaluation Period: 6/1/2011 – 12/1/2011

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.