

SOUTHEAST STEUBEN COUNTY LIBRARY/BE:Lab CUSTOM OBE PLAN

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 & Computer Use</u>					
BE:Lab PCC offers the following training:					
<p><i><u>Basic Computer Class</u></i></p> <ul style="list-style-type: none"> • Participants demonstrate use of basic computer skills. • Participants report satisfaction of session/trainer. 	3,322	7	<ul style="list-style-type: none"> • Checklist by trainer. • Post-workshop survey. 	<ul style="list-style-type: none"> • 3.15 or 45% • 3.5 or 50% 	
<p><i><u>Internet Safety Class</u></i></p> <ul style="list-style-type: none"> • Participants report satisfaction of class content/trainer. • Participants report increased knowledge of Internet Safety skills. • Participants report use of Internet Safety skills. 	3,322	7	<ul style="list-style-type: none"> • Post-session interview. • Post-session interview. • Post-session interview. 	<ul style="list-style-type: none"> • 3.5 or 50% • 3.5 or 50% • 3.15 or 45% 	
<u>Office Skills</u>					
BE:Lab PCC offers the following training:					

<p><u><i>Introduction to Windows 7</i></u></p> <ul style="list-style-type: none"> • Participants demonstrate basic use of the new Windows 7 interface. • Participants report satisfaction of workshop content/trainer. • Participants report increased knowledge of Windows 7 interface. 	<p>780</p>	<p>7</p>	<ul style="list-style-type: none"> • Checklist by trainer. • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 4.2 or 60% • 4.13 or 59% • 4.13 or 59% 	
<p><u><i>Microsoft Word 2010</i></u></p> <ul style="list-style-type: none"> • Participants demonstrate new/improved Microsoft Office Word 2010 application skills. • Participants report satisfaction of workshop content/trainer. • Participants report increased knowledge of Microsoft Word 2010. 	<p>780</p>	<p>7</p>	<ul style="list-style-type: none"> • Checklist by trainer. • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 5.4 or 72% • 4.9 or 70% • 4.9 or 70% 	
<p><u><i>Microsoft Excel</i></u></p> <ul style="list-style-type: none"> • Participants demonstrate new/improved Microsoft Excel 2010 application skills. • Participants report satisfaction of workshop content/trainer. • Participants report increased knowledge of Microsoft Excel 2010. 	<p>780</p>	<p>7</p>	<ul style="list-style-type: none"> • Checklist by trainer. • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 5.4 or 72% • 4.9 or 70% • 4.9 or 70% 	
<p><u>Multimedia</u></p>					
<p>BE:Lab PCC offers the following trainings:</p>					

<p><u>Intro. To Skype</u></p> <ul style="list-style-type: none"> • Participants demonstrate ability to download Skype to computer. • Participants gain knowledge of Skype. • Participants report satisfaction with session/trainer. 	<p>573</p>	<p>7</p>	<ul style="list-style-type: none"> • Trainer observation. • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 4.9 or 70% • 5.4 or 72% • 5.4 or 72% 	
<p><u>One-on-One Photo Downloading, Organizing & Editing</u></p> <ul style="list-style-type: none"> • Participants download one photo at minimum. • Participants gain knowledge of downloading, organizing & editing their photos. • Participants report satisfaction with session. 	<p>573</p>	<p>1</p>	<ul style="list-style-type: none"> • Trainer observation. • Post-session interview. • Post-session interview. 	<ul style="list-style-type: none"> • .95 or 95% • .9 or 90% • .95 or 95% 	
<p><u>E-reader Sessions</u></p> <ul style="list-style-type: none"> • Participants download one e-book at minimum to their personal e-reader device. • Participants gain knowledge of downloading e-books to their personal e-reader device. • Participants report satisfaction with session/trainer. 	<p>573</p>	<p>1</p>	<ul style="list-style-type: none"> • Post-session interview. • Post-session interview. • Post-session interview. 	<ul style="list-style-type: none"> • .95 or 95% • .9 or 90% • .95 or 95% 	
<p>General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.</p>					<p>Evaluation time period:</p>
<p>Custom outcome:</p>	<p>Target audience:</p>	<p>Target audience</p>	<p>Data source:</p>	<p>Target achievement</p>	<p>Actual achievement</p>

		per training:		level:	level:
<u>Workforce Development</u>					
BE:Lab PCC offers the following trainings:					
<p><u><i>Creating an Effective Resume</i></u></p> <ul style="list-style-type: none"> • Participants report increased knowledge of <i>Targeted Resume</i> format. • Participants develop new <i>Targeted Resume</i>. • Participants report/express satisfaction in workshop content/trainer. • Participants report participation in workshop resulted in job interview. • Participants report participation in workshop resulted in job offer. 	887	10	<ul style="list-style-type: none"> • Post-workshop survey. • Trainer observation. • Trainer observation & post-wrkshp survey. • Post-workshop interview via CSS Wrkforce NY. • Post-workshop interview. 	<ul style="list-style-type: none"> • 6 or 60% • 5 or 50% • 5.9 or 59% • 1.5 or 15% • 1 or 10% 	
<p><u><i>Mastering Job Applications & Interviews</i></u></p> <ul style="list-style-type: none"> • Participants report increased confidence in filling out job applications & interview preparation. • Participants report/express satisfaction in workshop content/trainer. 	887	10	<ul style="list-style-type: none"> • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 5 or 50% • 4.5 or 45% 	

<p><u><i>Creating Business Opportunities: Developing Entrepreneurial Skills.</i></u></p> <ul style="list-style-type: none"> • Participants report increased confidence & knowledge in starting their own business. • Participants report satisfaction in workshop content/trainer. 	<p>887</p>	<p>7</p>	<ul style="list-style-type: none"> • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 5.6 or 80% • 6.02 or 86% 	
<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</p>	<p>Data source:</p>	<p>Target achievement</p>	<p>Actual achievement</p>

		per training:		level:	level:
<p><u>BE:Lab Open Access</u></p> <ul style="list-style-type: none"> • Participants utilize BE:Lab Open Access on more than one occasion. • Participants are satisfied with services. 	1,368	N/A	<ul style="list-style-type: none"> • BE:Lab Sign-in sheet. • BE:Lab Survey & trainer observation. 	<ul style="list-style-type: none"> • Pending Sample Survey. 	
<p><u>Reference Desk Open Access</u></p> <ul style="list-style-type: none"> • Participants utilize library PCC. • Participants are satisfied with services. 	3,694	N/A	<ul style="list-style-type: none"> • Reference desk one-on-one log • Trainer observation. 	<ul style="list-style-type: none"> • Pending Sample Survey. 	
<p>General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.</p>					<p>Evaluation time period:</p>
<p>Custom outcome:</p>	<p>Target audience:</p>	<p>Target audience</p>	<p>Data source:</p>	<p>Target achievement</p>	<p>Actual achievement</p>

Library/Institution: **Southeast Steuben County Library/BE:Lab**

		per training:		level:	level:
<p><u>Partners</u></p> <ul style="list-style-type: none"> Partners (or participants) report they have (been) referred to the BE:Lab/PCC or workshops. Partner provides two workshops per month for 6 months. Partners state that they have posted BE:Lab workshop flyers in advertisement of services. 	22	N/A	<ul style="list-style-type: none"> Participant survey & Focus Group. Focus Group. Focus Group. 	<ul style="list-style-type: none"> 12.1 or 55% 1.1 or 5% 22 or 100% 	
Evaluation time period:					
Please indicate your level of agreement/disagreement with the following statements:					

Library/Institution: Southeast Steuben County Library/BE:Lab

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.