

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.						Evaluation time period:
Custom outcome:	County:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Basic Internet & Computer Use eMobile offers the following training:</p> <p>Basic Computer</p> <p>a. Participants demonstrate basic computer skills (using a keyboard, mouse, desktop)</p> <p>b. Participants report increased computer skills knowledge</p> <p>c. Participants report satisfaction with class content/trainer</p> <p>Intro to Internet</p> <p>a. Participants demonstrate basic web browsing skills (open/close Internet Explorer, use search engine, address bar)</p> <p>b. Participants report increased knowledge of the internet</p> <p>c. Participants report satisfaction with class content/trainer</p> <p>Facebook</p> <p>a. Participants demonstrate ability to use a Facebook account (including security settings, posting info, finding 'friends')</p> <p>b. Participants report increased knowledge of Facebook</p> <p>c. Participants report satisfaction with class content/trainer</p> <p>Skype</p> <p>a. Participants demonstrate ability to use Skype (account settings, adding contacts, making a call)</p> <p>b. Participants report increased knowledge of Skype program.</p> <p>c. Participants report satisfaction with class content/trainer</p>	Allegany	1101	6	<p>a. Checklist by trainer</p> <p>b. Post-workshop survey</p> <p>c. Post-workshop survey</p>	<p>a. 4.8 or 80% per training</p> <p>b. 4.5 or 75% per training</p> <p>c. 5.4 or 90% per training</p>	
	Chemung	1375	6			
	Schuyler	642	6			
	Steuben	1167	6			
	Yates	1051	6			
<p>Multimedia eMobile offers the following training:</p> <p>Using Smartphones</p> <p>a. Participants demonstrate ability to use Smartphone functions (apps, music, calendar, etc.)</p> <p>b. Participants report increased knowledge of using Smartphone</p> <p>c. Participants report satisfaction with class content/trainer</p> <p>iPads and your e-Library</p> <p>a. Participants demonstrate the ability to use an iPad while accessing on-line library resources (eBooks, databases, etc.)</p> <p>b. Participants report increased knowledge of library resources and use of a tablet PC (iPad)</p> <p>c. Participants report satisfaction with class content/trainer</p>	Allegany	149	4	<p>a. Checklist by trainer</p> <p>b. Post-workshop survey</p> <p>c. Post-workshop survey</p>	<p>a. 3.2 or 80% per training</p> <p>b. 3 or 75% per training</p> <p>c. 3.6 or 90% per training</p>	
	Chemung	278	4			
	Schuyler	87	4			
	Steuben	210	4			
	Yates	142	4			

General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.						Evaluation time period:
Custom outcome:	County:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
Office Skills eMobile offers the following training: Microsoft Word, Part I & II a. Participants demonstrate the ability to use a Word document (format, save, edit, etc) b. Participants report increased knowledge of using Word c. Participants report satisfaction with class content/trainer Microsoft Excel, Part I & II a. Participants demonstrate the ability to use an Excel spreadsheet (cells, formulas, spreadsheets, etc.) b. Participants report increased knowledge of using Excel c. Participants report satisfaction with class content/trainer	Allegany	1026	8	a. Checklist by trainer b. Post-workshop survey c. Post-workshop survey	a. 6.4 or 80% per training b. 6 or 75% per training c. 7.2 or 90% per training	
	Chemung	664	8			
	Schuyler	330	8			
	Steuben	597	8			
	Yates	390	8			
Workforce Development eMobile offers the following training: Resume Creation a. Participants demonstrate the ability to create a targeted resume (focused on a specific job) b. Participants report increased knowledge of a targeted resume c. Participants report satisfaction with class content/trainer On-Line Job Searching a. Participants demonstrate the ability to search for a job on-line (using specific job search engines, and advanced features) b. Participants report increased knowledge of using the web to search for a job c. Participants report satisfaction with class content/trainer	Allegany	346	6	a. Checklist by trainer b. Post-workshop survey c. Post-workshop survey	a. 4.8 or 80% per training b. 4.5 or 75% per training c. 5.4 or 90% per training	
	Chemung	429	6			
	Schuyler	215	6			
	Steuben	416	6			
	Yates	236	6			

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.						Evaluation time period:
Custom outcome:	County:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
Open Lab Access						
a. Users report they received assistance	Allegany	767	N/A	User Survey (Number of responses must be at least 337)	286 or 85% of responses	
b. Users report they would use services again	Chemung	342		User Survey (Number of responses must be at least 218)	185 or 85% of responses	
c. Users rate services as good or excellent	Schuyler	169		User Survey (Number of responses must be at least 132)	112 or 85% of responses	
See also custom satisfaction outcomes for training under outcomes #1 and #2.	Steuben	285		User Survey (Number of responses must be at least 193)	164 or 85% of responses	
	Yates	210		User Survey (Number of responses must be at least 156)	133 or 85% of responses	

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>Partners</p> <ul style="list-style-type: none"> a. Partner(s) provide contracted trainers for JobLink classes b. Partners report they advertise JobLink services c. Partners report increased services to target populations via collaboration among community agencies, public libraries and JobLink 		30	N/A	<ul style="list-style-type: none"> a. One-on-one meetings b. Survey c. Survey 	<ul style="list-style-type: none"> a. 2 or 7% of partners b. 24 or 80% of partners c. 23 or 75% of partners 	

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.