

CUSTOM OBE PLAN – WESTERN SULLIVAN 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><u>Basic Internet & Computer Use</u> The WSPL PCC offers the following training courses:</p> <p>“Anatomy of the Computer: Getting Started Part 1”</p> <ul style="list-style-type: none"> • Participants demonstrate improved computer skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of basic internet and computer skills <p>“Anatomy of the Computer: Getting Started Part 2”</p> <ul style="list-style-type: none"> • Participants demonstrate improved computer skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of basic internet and computer skills <p>“Exploring Features and Functionality”</p> <ul style="list-style-type: none"> • Participants demonstrate improved understanding of computer features and functionality • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of basic internet and computer skills <p>“Surfing the Internet”</p>	760	8	<ul style="list-style-type: none"> • Trainer observation • Post-session survey • Post-session survey • Post-session survey 	<p>Average per training:</p> <ul style="list-style-type: none"> • 4.8 or 60% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% 	
		8	<ul style="list-style-type: none"> • Trainer observation • Post-session survey • Post-session survey • Post-session survey 	<p>Average per training:</p> <ul style="list-style-type: none"> • 4.8 or 60% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% 	
		8	<ul style="list-style-type: none"> • Trainer observation • Post-session survey • Post-session survey • Post-session survey 	<p>Average per training:</p> <ul style="list-style-type: none"> • 4.8 or 60% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% 	
		8	<ul style="list-style-type: none"> • Post-session survey • Post-session survey • Post-session survey 	<p>Average per training:</p> <ul style="list-style-type: none"> • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% 	

<ul style="list-style-type: none"> • Participants demonstrate improved Internet skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of basic internet and computer skills <p>“You’ve Got Mail”</p> <ul style="list-style-type: none"> • Participants demonstrate improved eMail skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of basic internet and computer skills <p>“Facebook”</p> <ul style="list-style-type: none"> • Participants demonstrate improved Facebook skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of basic internet and computer skills 		8	<ul style="list-style-type: none"> • Trainer observation • Post-session survey • Post-session survey • Post-session survey 	<ul style="list-style-type: none"> • 4.8 or 60% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% <p>Average per training:</p> <ul style="list-style-type: none"> • 4.8 or 60% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% 	
<p><u>Office skills</u> The WSPL PCC offers the following training courses:</p> <p>“Intro to Microsoft Word”</p> <ul style="list-style-type: none"> • Participants demonstrate improved Microsoft Word skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of Office skills <p>“Intro to Microsoft Excel”</p> <ul style="list-style-type: none"> • Participants demonstrate improved Microsoft Excel skills 	432	8	<ul style="list-style-type: none"> • Trainer observation • Post-session survey • Post-session survey • Post-session survey 	<p>Average per training:</p> <ul style="list-style-type: none"> • 4.8 or 60% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% <p>Average per training:</p> <ul style="list-style-type: none"> • 4.8 or 60% 	

<ul style="list-style-type: none"> • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of Office skills <p>“Practicing Microsoft Word Workshop”</p> <ul style="list-style-type: none"> • Participants demonstrate improved understanding and ability to complete practice exercise • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of Office skills <p>“Practicing Microsoft Excel Workshop”</p> <ul style="list-style-type: none"> • Participants demonstrate improved understanding and ability to complete practice exercise • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of Office skills <p>“Creating Flyers with Word”</p> <ul style="list-style-type: none"> • Participants demonstrate improved ability to create a flyer • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of Office skills 		<p>8</p> <p>8</p> <p>8</p>	<ul style="list-style-type: none"> • Post-session survey • Post-session survey • Post-session survey <ul style="list-style-type: none"> • Trainer observation <ul style="list-style-type: none"> • Post-session survey • Post-session survey • Post-session survey <ul style="list-style-type: none"> • Trainer observation <ul style="list-style-type: none"> • Post-session survey • Post-session survey • Post-session survey <ul style="list-style-type: none"> • Trainer observation • Post-session survey • Post-session survey • Post-session survey 	<ul style="list-style-type: none"> • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% <p>Average per training:</p> <ul style="list-style-type: none"> • 3.2 or 40% <ul style="list-style-type: none"> • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% <p>Average per training:</p> <ul style="list-style-type: none"> • 3.2 or 40% <ul style="list-style-type: none"> • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% <p>Average per training:</p> <ul style="list-style-type: none"> • 3.2 or 40% <ul style="list-style-type: none"> • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% 	
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<p><u>Multimedia</u> The WSPL PCC offers the following training courses:</p> <p>“Intro to Multi-media”</p> <ul style="list-style-type: none"> • Participants demonstrate improved multi-media skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of multimedia skills <p>“Intro to GiMP”</p> <ul style="list-style-type: none"> • Participants demonstrate improved photo editing skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of multimedia skills <p>“Intro to eBooks”</p> <ul style="list-style-type: none"> • Participants demonstrate improved eBooks skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of multimedia skills <p>“Intermediate GiMP”</p> <ul style="list-style-type: none"> • Participants demonstrate improved photo editing skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of multimedia skills <p>“Digitizing Multimedia Workshop” - TBD</p>	<p>256</p>	<p>8</p> <p>8</p> <p>8</p> <p>8</p>	<ul style="list-style-type: none"> • Trainer observation • Post-session survey • Post-session survey • Post-session survey <ul style="list-style-type: none"> • Trainer observation • Post-session survey • Post-session survey • Post-session survey <ul style="list-style-type: none"> • Trainer observation • Post-session survey • Post-session survey • Post-session survey <ul style="list-style-type: none"> • Trainer observation • Post-session survey • Post-session survey • Post-session survey 	<p>Average per training:</p> <ul style="list-style-type: none"> • 4.8 or 60% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% <p>Average per training:</p> <ul style="list-style-type: none"> • 4.8 or 60% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% <p>Average per training:</p> <ul style="list-style-type: none"> • 4.8 or 60% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% <p>Average per training:</p> <ul style="list-style-type: none"> • 4.8 or 60% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% 	

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:
<p><u>Workforce Development Series</u></p> <ul style="list-style-type: none"> • Participants report PCC assisted in finding one potential job/business opportunity • Participants report PCC assisted in getting one job/business offer <p>Specific WSPL Workforce Development Offerings:</p> <p>“Job Search” Course</p> <ul style="list-style-type: none"> • Participants demonstrate improved internet job search skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report new/improved internet job search skills <p>“Resume Writing” Workshop</p> <ul style="list-style-type: none"> • Participants demonstrate improved resume writing skills • Participants report willingness to recommend course • Participants report satisfaction with content/trainer • Participants report improved/updated resume writing skills <p>“Intro to Microsoft Word for Business” Course</p> <ul style="list-style-type: none"> • Participants demonstrate improved understanding of word processing skills for business • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of Microsoft 	256	3 4 8	<ul style="list-style-type: none"> • 3+ month post-session survey • 3+ month post-session survey <ul style="list-style-type: none"> • Trainer observation <ul style="list-style-type: none"> • Post-session survey • Post-session survey • Post-session survey <ul style="list-style-type: none"> • Trainer observation <ul style="list-style-type: none"> • Post-session survey • Post-session survey • Post-session survey 	<p>Average per training:</p> <ul style="list-style-type: none"> • 3.2 or 40% • 1.6 or 20% <p>Average per training:</p> <ul style="list-style-type: none"> • 2.25 or 75% • 2.4 or 80% • 2.4 or 80% • 2.4 or 80% <p>Average per training:</p> <ul style="list-style-type: none"> • 3 or 75% • 3.2 or 80% • 3.2 or 80% • 3.2 or 80% <p>Average per training:</p> <ul style="list-style-type: none"> • 6 or 75% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% 	

<p>Word skills applicable to their business or work goals</p> <p>“Networking with LinkedIn”</p> <ul style="list-style-type: none"> • Participants demonstrate improved LinkedIn skills • Participants report satisfaction with content/trainer • Participants report willingness to recommend course • Participants report increased knowledge of networking skills to support business growth 		8	<ul style="list-style-type: none"> • Trainer observation • Post-session survey • Post-session survey • Post-session survey 	<p>Average per training:</p> <ul style="list-style-type: none"> • 6 or 75% • 6.4 or 80% • 6.4 or 80% • 6.4 or 80% 	

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>Open Lab Access</u> 1. One-on-one Computer Assistance provided for two hours, four days per week or by appointment 2. Conference Facilities - Teleconferencing equipment available for meetings, webinars, events, etc. 3. Computer Usage - Patron use of PCC desktop computers <ul style="list-style-type: none"> • Participants rate services as good or excellent • Participants report they would recommend services to others • Participants report they would use services again 	2,436	NA	<ul style="list-style-type: none"> • Survey • Survey • Survey 	Average: <ul style="list-style-type: none"> • 85% • 85% • 85% 	

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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> <ul style="list-style-type: none"> Partners are able to state two or more services provided by the PCC Partners report referring clients/members to the PCC Partners report developing client/member activities that incorporate PCC services 	5	1	<ul style="list-style-type: none"> Annual Survey Annual Survey Annual Survey 	<p>Average:</p> <ul style="list-style-type: none"> 4.5 or 90% 4 or 80% 3 or 60% 	

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.