



**At the Alfred Box of Books Library**

1 W. University Street  
Alfred, NY 14802

**Outcomes Based Evaluation  
Narrative Report  
For the Period June 30, 2012 – December 31, 2012**

**Observations regarding digital literacy and workforce development best practices**

After careful analysis of additional data gathered from July 1 to December 31, 2012, it is clear that many of our reported observations and findings from our initial data set still hold true. Therefore, much of the following narrative will reflect information submitted in the second official Outcomes Based Evaluation Report.

Even a cursory look at best practices for digital literacy training suggests that individuals who need assistance learning digital technology will acquire these skills more effectively if they have hands on support with current hardware and software. By utilizing the funds from the NYS Library Broadband Express at Your Library ARRA BTOP grant, our library systematically updated all of our hardware providing new laptops, new desktop workstations, printers, tablets, high definition video conferencing equipment, and various multimedia devices. In addition to the hardware, the grant has also provided funding to purchase the current versions of the most popular software including: Microsoft Office 2010, iWorks Suite for the Apple operating system and Adobe creative tools such as the Adobe Creative Suite for the Mac and Windows operating systems. Having this technology in place and up to date allows us to optimize the training of our patrons making it efficient and relevant because what they learn is consistent with the current technology.

In addition to keeping our software and hardware up to date, we also place a high priority on the professional development of our trainers. Our trainers utilize online training tutorials, books and other resources to remain current with the ever changing technology.

From the onset of this grant activity we realized that to be effective in assessing and improving our performance we would need data driven assessment tools. Therefore, from the beginning we developed measuring instruments that would give us hard data for outcomes based assessment. Developing these tools presented an interesting challenge because of the number and variety of training topics that we cover, and because we are a small rural library project data sets would be

limited in size. However, this type of assessment is in keeping with best practices for evaluating the outcomes of our training program; therefore, we placed a high priority on generating appropriate data and analyzing it to improve our program outcomes.

## **Observations regarding access, scheduling, course offerings, instructional practices, and demographics**

### **Our Community:**

The ePLACE at the Box of Books Library is located in Alfred, New York. Alfred is a rural college town in Allegany County with approximately 1500 permanent residents (per 2004 Alfred Comprehensive Plan). Due to the rural nature of our community, many local residents do not have access to an internet connection at home.

### **Our Library:**

The Alfred Box of Books Library is an Association Library chartered to serve a population of 5,140 (per 2000 Census<sup>1</sup>). The library is housed in a building that is centrally located in the Village of Alfred. The library building was originally constructed in 1858 with an addition that was built in 1987. The total area in the library is 1,480 square feet. Our building is fully accessible. Our staff works together to creatively utilize every square inch of the building to accommodate our training requirements. Individuals that wish to attend training sessions at our library who are coming from other surrounding communities can utilize county wide public transit which has a bus stop right next to our library.

### **Scheduling, Course Offerings and Instructional Practices:**

Scheduling for one-on-one training sessions is done to meet the needs of the individual requesting the training. Our staff works diligently to make scheduling flexible and adaptable to the individual needs of participants making it easier for them to participate. This includes scheduling the training in the early morning, evening, or weekend library hours to coordinate with child care availability or work schedules. There have been occasions where we have even altered the location of the training session itself in order to meet the needs of our local business owners.

Planning for the larger classes is done four to six weeks in advance. This provides lead time to

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<sup>1</sup> \*The US Census data figure included students at both Alfred State College and Alfred University.

properly advertise and promote the upcoming class offerings through our various media outlets. Planning the classes four to six weeks in advance provides us with the flexibility to respond to class topic requests that we often receive from our patrons. Because our library is small, staff must close the children's collection room in order to hold our larger classes. This limits the number of larger classes that we can offer because we can't close this collection for large periods of time each week. We do request that individuals who wish to attend these classes register in advance so that we can be sure to have enough room and equipment to meet the demand. This pre-registration can be done in person, over the phone, or through our website.

Prior to the official start of our training program in January 2011, we collected data through a survey that was distributed to local residents to determine the level of interest in various training topics. Based on the information we received, classes were scheduled covering topics that would best meet the needs of our community members. Over the course of the time table established for this grant we have been faced with the challenge of constantly re-evaluating our course offerings, topics and target audience. We utilized information on course attendance, feedback from course evaluations, and additional surveys to determine the type and number of classes to be scheduled. One key finding from this analysis suggested that in our community there is a significant population of individuals that do need training on introductory topics. However, if in our published course title, or course description we state that mouse skills, internet search techniques or other basic skills will be covered, these individuals are hesitant to attend. To overcome this barrier we have developed a series of courses that at their core do cover the important basic topics; however the course title and description may not mention these skills. For example, if we teach a course on how to make a custom greeting card for the holidays we can incorporate mouse skills, basic computer terms, and other basic topics into the course. Based on attendance, and course feedback, we have found this method to be very successful.

Over the course of the last six months one significant change that was noted in our requests for one-on-one training was the influx of introductory level students seeking instruction on the very basic computer skills. Our training team noted that many of these students came to our library for instruction based on word of mouth advertising from other community members who had successfully completed training programs.

An interesting trend observed in the analysis of assessment data is the fact that regardless of the training topic or the method of delivery, group or individualized, the data clearly shows that the area that received the lowest average score was the outcome dealing with comfort level. One of the greatest barriers that we need to overcome when working with an individual is teaching them to feel comfortable working with technology. This lack of confidence is evident especially with patrons that have not grown up working with digital tools every day, or may have worked exclusively with only one particular software program at work or home. The fear of "breaking something" comes to the surface early in many of our training sessions, and we work with a patron to help move them closer to feeling comfortable exploring new technology, and learning simple troubleshooting. If we can teach them a few simple fixes to common issues they may

encounter, it helps to quiet some of the unrest and fear. A large part of digital literacy training, and even workforce development training, deals with overcoming fear – the fear of making a mistake, the fear of “breaking something”, the fear of asking a “stupid question”. Again, one of the greatest benefits of individualized training, made possible through the work that we do at the ePLACE, is the fact that we can address the concerns of the individual; concerns they may not reveal in a larger group setting. In fact, we have seen patrons sign up for an individual training session following a larger class so that they can come in when no one else is around to ask what they consider to be “stupid questions”, and to share with us some of their own concerns with learning a new skill or multimedia device.

Another interesting trend shown by the data was that our participants were very satisfied with the instruction provided by our staff for both one-on-one and larger class settings. While we can reach larger numbers of patrons in a classroom setting, the one-on-one training allows us to specifically tailor the instruction to meet the needs of the individual. Analysis of the data verified to our staff members how important it was to listen carefully to the concerns and questions asked by the patrons, and the advice they gave to improve the quality of our instruction. We used input from our patrons to further refine how we deliver the information in our one-on-one and group instructional settings. Many of our patrons have been very pleased with this service and have shared comments to reflect this on the data collection tools that we use during our training sessions. The following are a few examples:

### **One on One training sessions:**

- “I liked the one on one learning and the ability to ask questions as we went along”  
- K. Miles Oct 2011
- “Thank you for the help. Great service.” – E. Goodrich Dec 2011
- “A great resource, very helpful” – J. Felip Oct 2011
- “I am so happy this resource is available” – M. Cartledge June 2011
- “This is a great service!” – D. Cameron Feb, 2012
- “I am truly grateful for this opportunity” – V. Vossler, Feb 2012
- “I look forward to coming to this training” – M. Ermer March, 2012
- “Very easy to work with and helped me understand the topics” - S. Fraser March, 2012
- “This was a custom [one on one training session] to answer specific questions – very helpful.”  
- S. Carstons, April 2012
- “The information that I am learning will greatly help me understand the computer”  
- K. Fuchs, June 2012
- “[ePLACE Trainers] are a gift; [they are] thorough and patient.” – R. Shore, June 2012
- “Instructors enthusiasm for the topic is contagious and very positive”- P. Bucher, August 2012

- “Instructor very helpful, friendly, encouraging, flexible” - S. Smith, October 2012
- “Trainer is excellent!! She went above and beyond the call of duty. She is very patient and puts everything on a level that I can understand!” - C. McLaughlin, August 2012
- “[Trainer] was very helpful and all my questions [were answered] clearly and understandably – R. Delehanty, Sept 2012
- “Very helpful, excellent service to the community” - K. Thompson, October 2012
- “What a pleasure working with Amanda and becoming acquainted with the Box of Books!” - J. Beckerink, August 2012

### **Larger class setting training sessions:**

- “It is nice to get computer help at the library” – T. Galezzo Sep 2011
- “Lots of helpful information” – B. Slack July 2011
- “[ePLACE Trainers], as always, were so informative and clear in their instruction” - A. Rossington Nov 2011
- “Everything was just right. Instructor knowledge and presentation excellent” - T. Olshan Sept. 2011
- [iPad class] “Prior to this class, I did not know anything about iPad. Basically I became familiar with this instrument and at least I know what it’s about “ P. Burr Dec 2011
- “Very excited to find this training and get access to free books” – D. Lewis Oct 2011
- “Presentation was simple, and [topic presented] easy to use. Very happy with instructor – was very helpful” D. Miller - Oct 2011
- “This is the 2<sup>nd</sup> training I’ve been to here, both were worthwhile, Thanks!” - P. Stull, Jan 2012
- “Thank you for providing this service to residents” – K. Ash, Jan 2012
- “Very pleased with information, and [to] know that help is available from the Alfred Library” – F. Norton, Jan 2012
- “Great resource for the community” L. Bunke, April 2012
- “Very good pace; I liked watching and then trying it myself! Excellent job! Thanks!” - C. Williams, July 2012
- “This computer service was quite possibly the best I’ve ever received!” - Z. Economos, August 2012

### **Discussion of challenges and lessons learned**

One of the significant challenges for this grant program involves the interpretation of trends shown by the assessment data. From the beginning we knew that using a Likert scale to measure central tendencies from data would be problematic because of the small data sets that would be available to us in our rural location. This measure of central tendency can be influenced

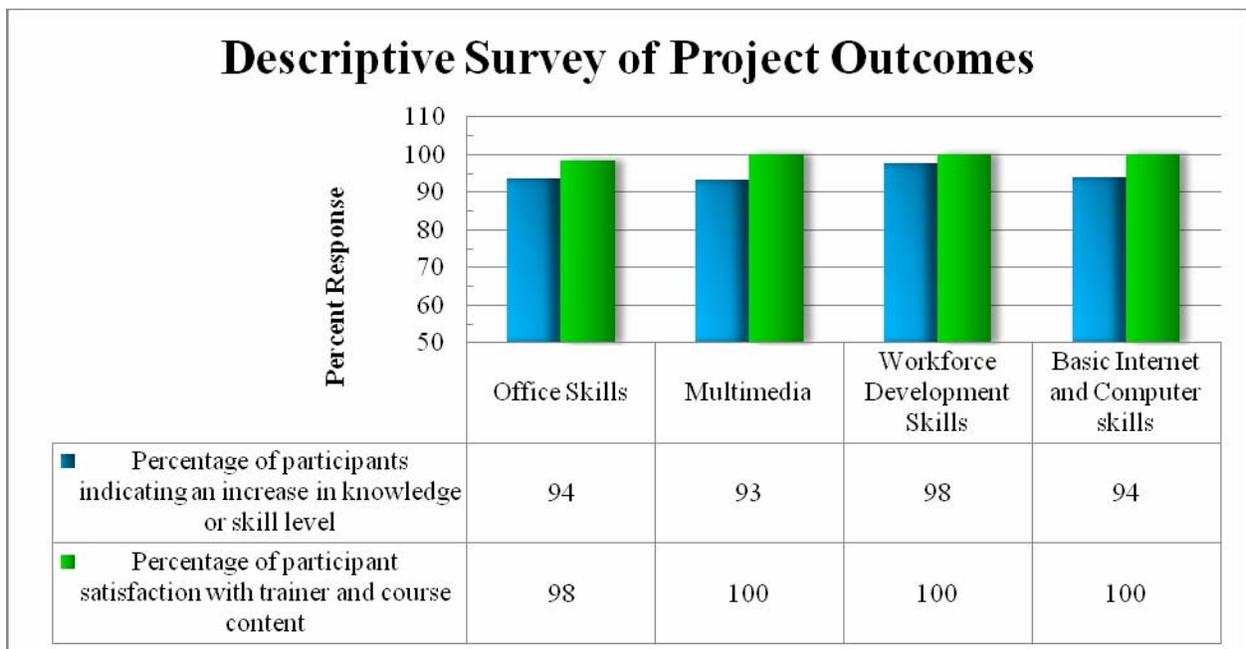
dramatically by outliers in the data set. This problem becomes noticeable for many of the outcomes identified in our OBE plan because the number of participants in the training categories is small, in most cases less than 10. In many of these cases an outlier would significantly change the average value of participant response measured as percentage of achievement level. Because of this, the actual achievement level could be significantly higher, or lower than the values recorded in the target achievement level column displayed in the OBE Plan. An example of this problem can be illustrated using the outcomes for the category “One-on-one computer basics training”. In the January 2012 OBE report the data shows 100% achievement across all outcomes for this category. In the December 2012 OBE report, we believe the percentage values recorded are more significant for two reasons. First, we saw an increase in the number of patrons with to no technology experience participate in this training category. Second, the data now shows achievement levels that are more realistic for this type of training, and reflects the fact that there are more data points used in the analysis reducing the effect of the outliers. Because of this outlier effect, interpreting this data is difficult using just the numbers by themselves.

However, if you look at aggregate trends across all of the training categories the numbers can be used to identify trends in the training program. If you look at the numbers across all of the training programs, the one outcome that consistently had the lowest numerical average achievement level was the reported comfort level. This trend in the data was used to adjust the program delivery to concentrate on our one-on-one delivery method with patrons who demonstrated the need for personalized assistance because they were much more comfortable working one-on-one. The assessment information still proves to be very useful, even though relying on the individual percentages for achievement level can be misinterpreted.

When analyzing the outcome dealing with comfort level, we had to take into consideration the fact that over the course of the past 6 months we continued to see an increase in the number of computer beginners across many of the training topics. Many of these patrons were terrified to even turn on a computer and had no confidence in their own ability to use a computer effectively. In addition we had patrons from households where a family member is a computer “expert” and therefore unless they can program in PHP they will never believe they can be comfortable using a computer. This experience, confirmed through the data collected, has helped us to modify how we approach the instruction methods with these patrons. Two training categories that this particular challenge has impacted are Office Skills and Basic Internet and Computer Use. Looking at the achievement level for the training category in the July OBE report in the “One-on-one computer basics training” the percentage of patrons that report feeling more comfortable using a computer was 75%. However, the percentage of participants that were demonstrating basic computer skills was 81%. We felt that this was significant because the data for the comfort level is generated by the participant; however, the data for the demonstration of skills is generated by the trainer. This indicates that often participants have learned how to complete a certain task; however, they still don’t believe that they have mastered it enough to report feeling

comfortable. The data in the December OBE report reflects the influx of additional very inexperienced computer users in this training category. The percentage of patrons that reported feeling more comfortable remained at 75%; however, the percentage of participants that demonstrated the skill was also at 75%. We feel that this change indicated two things: first it confirmed our analysis of the patrons comfort level, but second it showed us that when you add in additional data points into a small data set that reflect users who are still so new, learning yet struggling to demonstrate new skills, the overall reported percentage can be slightly skewed. Overall we still agree with our initial assessment that patrons that we worked with in one-on-one training session did increase in skill level, yet were often hesitant to state that they felt more comfortable with the topic until they had time to invest in practicing the new skills.

Even though interpreting the data for individual outcomes proves challenging, the data can still provide a significant evaluation of the effectiveness of our program if it is analyzed aggregately. If we combine all of the training outcomes together, looking at the entire project across the four major training categories, it tends to minimize the problems of small data sets and gives a representative assessment of our project effectiveness. The chart below clearly indicates that across the whole project over 90% of patrons indicated that they have increased their knowledge or skill level in the four categories listed. It also shows 99 -100% satisfaction with the trainers and course content. This level of satisfaction is also consistent with the fact that many of the patrons continue to come to us for additional training.



*Note:* Source data was collected from various outcomes based education evaluative tools including: pre and post session surveys, trainer observation forms, pre and post session quizzes and pre and post session interviews. This data reflects project outcomes as of December 31, 2012.

**More details on our response for general outcome #4:**

After the results that were shared in our July OBE report, we continued follow through on the methods to improve community awareness that we described including: modifying the format for our promotional materials, utilizing new partnerships with strategic agencies and contacts, and composing personal interest stories for the local papers.

## The Alfred Box of Books library ePLACE OBE plan for the BTOP grant project

Please use this form to create a custom OBE plan for your PCC or E-Mobile Unit.

<b>General outcome #1:</b> PCC/E-Mobile Unit users gain digital literacy skills.					<b>Evaluation time period:</b> <b>June 1, 2011 – December 31, 2012</b>
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b> <i>(results given as aggregated % for all training in the specific category)</i>
<b>Basic Internet and Computer Use:</b> <i>ePLACE training in this category:</i>	<b>295</b>				
<b>Introduction to Facebook (class)</b> <ul style="list-style-type: none"> <li>Participants report increased knowledge of setting/modifying privacy settings</li> <li>Participants demonstrate the ability to navigate the Facebook user interface</li> <li>Participants report satisfaction with class content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>Post-class survey</li> <li>Checklist by trainer</li> <li>Post –class survey</li> </ul>	<ul style="list-style-type: none"> <li>3 or 75% per training</li> <li>2.4 or 60% per training</li> <li>3 or 75% per training</li> </ul>	This class was offered prior to June 1, 2011
<b>One-on-one Facebook training</b> <ul style="list-style-type: none"> <li>Participants demonstrate the ability to navigate the Facebook user interface</li> <li>Participants report new/improved Facebook skills</li> <li>Participants report satisfaction with training content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>Observation by trainer</li> <li>Post session interview</li> <li>Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>.75 or 75% per training</li> <li>.8 or 80% per training</li> <li>.8 or 80% per training</li> </ul>	<b>13 patrons trained!</b>  77% <b>92%</b> <b>100%</b>

<sup>1</sup> Data figures for the total number of patrons trained for this report represent the total number of patrons that participated in the training, and who were willing to participate in the collection of OBE data. In some cases patrons were not willing to participate in completing surveys, interviews or other data collection tools.

<p><b>Using Facebook Pages as a marketing tool for small businesses (class)</b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of how to use Facebook pages as a marketing tool to promote their business/club/organization</li> <li>• Participants report satisfaction with training content/trainer</li> <li>• Participants demonstrate the ability to navigate the Facebook pages user interface</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post – class survey</li> <li>• Post – class survey</li> <li>• Checklist by trainer</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> <li>• 3 or 75% per training</li> </ul>	This class was offered prior to June 1, 2011
<p><b>One-on-one Facebook pages training</b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of how to use Facebook pages as a marketing tool to promote their business/club/organization</li> <li>• Participants report satisfaction with training content/trainer</li> <li>• Participants demonstrate the ability to navigate the Facebook pages user interface</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post – training survey</li> <li>• Post – training survey</li> <li>• Checklist by trainer</li> </ul>	<ul style="list-style-type: none"> <li>• .7 or 75% per training</li> <li>• .8 or 80% per training</li> <li>• .75 or 75% per training</li> </ul>	Most Facebook training after June 1, 2011 has focused on basic Facebook skills reported above.
<p><b>Using Social Networks to promote a small business-(class) – outside instructor</b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of using social networks as a marketing tool</li> <li>• Participants report feeling more comfortable using social networks to promote their small business</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>10</b>	<ul style="list-style-type: none"> <li>• Post class survey</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 75% per training</li> <li>• 65% per training</li> <li>• 80% per training</li> </ul>	<p><b>29 patrons trained</b></p> <p><b>100%</b></p> <p><b>86%</b></p> <p><b>100%</b></p>
<p><b>Computer basics (class)</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate use of basic computer skills.</li> <li>• Participants report feeling more comfortable using a computer</li> <li>• Participants report increased knowledge of basic computer terminology</li> <li>• Participants report satisfaction of content/trainer.</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 2.2 or 55% per training</li> <li>• 2.4 or 60% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	This class was offered prior to June 1, 2011
<p><b>One-on-one computer basics training</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate use of basic computer skills.</li> <li>• Participants report feeling more comfortable using a computer</li> <li>• Participants report increased knowledge of basic computer terminology or functions</li> <li>• Participants report satisfaction of content/trainer.</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .6 or 60% per training</li> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> <li>• .80 or 80% per training</li> </ul>	<p><b>28 patrons trained</b></p> <p><b>75%</b></p> <p><b>75%</b></p> <p><b>89%</b></p> <p><b>100%</b></p>

<p><b><u>Introduction to Windows 7 (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic use of the new Windows 7 interface.</li> <li>• Participants report increased knowledge of Windows 7 interface.</li> <li>• Participants report satisfaction of workshop content/trainer.</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p><b>2 patrons trained</b>  <b>100%</b>  <b>100%</b>  <b>100%</b></p>
<p><b><u>One on one Windows 7 training</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic use of the new Windows 7 interface.</li> <li>• Participants report increased knowledge of Windows 7 interface.</li> <li>• Participants report feeling more comfortable with the operating system</li> <li>• Participants report satisfaction of workshop content/trainer.</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• .6 or 60% per training</li> <li>• .8 or 80% per training</li> <li>• .6 or 60% per training</li> <li>• .8 or 80% per training</li> </ul>	<p><b>6 patrons trained</b>  <b>100%</b>  <b>100%</b>  <b>67%</b>  <b>100%</b></p>
<p><b><u>Introduction to email (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants set up an email account and demonstrate basic email skills</li> <li>• Participants report increased knowledge of using email</li> <li>• Participants report satisfaction of content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p>This class was offered prior to June 1, 2011</p>
<p><b><u>One-on-one email training</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic/new email skills</li> <li>• Participants report increased knowledge of using email</li> <li>• Participants report satisfaction of content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .75 or 75% per training</li> <li>• .75 or 75% per training</li> <li>• .85 or 85% per training</li> </ul>	<p><b>21 patrons trained</b>  <b>81%</b>  <b>76%</b>  <b>100%</b></p>
<p><b><u>The Google Account - (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of what a Google Account can do/features</li> <li>• Participants report feeling more comfortable using a Google Account as a cloud based collaborative tool</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post class survey</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 2.6 or 65% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p><b>4 patrons trained</b>  <b>100%</b>  <b>75%</b>  <b>100%</b></p>
<p><b><u>Internet 101 class</u></b></p> <ul style="list-style-type: none"> <li>• Participants report increased understanding of what the Internet is and the relationship to world wide web</li> <li>• Participants demonstrate their ability to use basic browser buttons (Explorer)</li> <li>• Participants report increased knowledge of how to conduct basic searches on search engine (Google), esp. using "web," video, image searches</li> <li>• Participants report satisfaction of content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post class survey</li> <li>• Observation by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 2.6 or 65% per training</li> <li>• 3 or 75% per training</li> <li>• 2.6 or 65% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p>This class was offered prior to June 1, 2011</p>

<p><b><u>One-on-one internet use/access assistance</u></b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of searching the internet</li> <li>• Participants report satisfaction of content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .75 or 75% per training</li> <li>• .80 or 80% per training</li> </ul>	<p><i>22 patrons trained</i></p> <p><b>95%</b> <b>100%</b></p>
<p><b><u>Internet access from home (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge in understanding which IA choices are possible from their home after using links provided in the class</li> <li>• Participants report increased knowledge of relevance of speed to IA choices</li> <li>• Participants report that they feel more confident in knowing whom to contact to acquire access and how to converse with salesperson</li> <li>• Participants report satisfaction of content/trainer</li> </ul>		<b>6</b>	<ul style="list-style-type: none"> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• 4.5 or 75% per training</li> <li>• 4.5 or 75% per training</li> <li>• 3.6 or 60% per training</li> <li>• 4.8 or 80% per training</li> </ul>	<p>This class was offered prior to June 1, 2011</p>
<p><b><u>Internet security class (outside instructor)</u></b></p> <ul style="list-style-type: none"> <li>• <b>Participants report an increase in knowledge of:</b> <ul style="list-style-type: none"> <li>○ <b>Better understanding of common risks to an internet end user</b></li> <li>○ <b>An appreciation of the necessary steps to better assure secure online purchasing</b></li> <li>○ <b>Recognition of the best practices when it comes to securing personal email messages</b></li> <li>○ <b>A better understanding of secure web browsing techniques</b></li> <li>○ <b>An enhanced recognition for the need to secure certain personal online activities</b></li> </ul> </li> </ul>		<b>10</b>	<ul style="list-style-type: none"> <li>• Post session survey (for all)</li> </ul>	<ul style="list-style-type: none"> <li>• 60%</li> <li>• 60%</li> <li>• 60%</li> <li>• 60%</li> <li>• 60%</li> </ul>	<p><i>8 patrons trained</i></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p>
<p><b><u>How to use StarCat (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic StarCat search skills</li> <li>• Participants report increased knowledge of how to use StarCat</li> <li>• Participants place a hold on at least one item</li> <li>• Participants report satisfaction of content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session survey</li> <li>• Observation by trainer</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• 2.6 or 65% per training</li> <li>• 3.2 or 80% per training</li> <li>• 2.4 or 60% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p>This class was offered prior to June 1, 2011</p>
<p><b><u>One-on-one StarCat training</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic StarCat search skills</li> <li>• Participants report increased knowledge of how to use StarCat</li> <li>• Participants place a hold on at least one item</li> <li>• Participants report satisfaction of content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session survey</li> <li>• Observation by trainer</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> </ul>	<p><i>1 patrons trained</i></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p>
<p><b><u>Online Coupon Hunting for Savvy Shoppers (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic online coupon internet skills</li> <li>• Participants report increased knowledge of online coupon hunting</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4 or 60% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p><i>2 patrons trained</i></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p>

<p><b><u>Ebay for beginners (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved eBay user interface/navigation skills</li> <li>• Participants gain knowledge of using eBay</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Pre-/post- class quiz</li> <li>• Post class quiz</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4 or 60% per training</li> <li>• 3.2 or 80% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p><b>4 patrons trained</b> <b>100%</b></p> <p><b>100%</b> <b>100%</b></p>
<p><b><u>Ebay for sellers (class) – outside instructor</u></b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of using eBay to sell an item</li> <li>• Participants report feeling more comfortable using eBay to sell an item</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post class survey</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4 or 60% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p><b>8 patrons trained</b> <b>75%</b></p> <p><b>75%</b></p> <p><b>100%</b></p>
<p><b><u>One-on-one eBay training</u></b></p> <ul style="list-style-type: none"> <li>• Participants report new/improved ebay skills</li> <li>• Participants report satisfaction with session</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .8 or 80% per training</li> <li>• .9 or 90% per training</li> </ul>	<p><b>3 patrons trained</b></p> <p><b>100%</b> <b>100%</b></p>
<p><b><u>Using Pinterest - (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of how to use Pinterest</li> <li>• Participants report feeling more comfortable using Pinterest to collect and share ideas using their pin boards</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post class survey</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 2.6 or 65% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p><b>3 patrons trained</b> <b>100%</b> <b>100%</b></p> <p><b>100%</b></p>
<p><b><u>One-on-one website building assistance/training</u></b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of how to begin or continue working on a website</li> <li>• Participants report satisfaction of content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> </ul>	<p><b>4 patrons trained</b> <b>75%</b></p> <p><b>100%</b></p>
<p><b><u>One-on-one general computer use training</u></b></p> <ul style="list-style-type: none"> <li>• Participants report new/improved computer skills</li> <li>• Participants report satisfaction with session</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .8 or 80% per training</li> <li>• .9 or 90% per training</li> </ul>	<p><b>8 patrons trained</b></p> <p><b>100%</b> <b>100%</b></p>
<p><b><u>Using Raverly.com - (class) – outside instructor</u></b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of how to use Raverly.com</li> <li>• Participants report feeling more comfortable with using this online fiber enthusiast tool</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post class survey</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 2.8 or 70% per training</li> <li>• 2.6 or 65% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p><b>4 patrons trained</b> <b>100%</b> <b>100%</b></p> <p><b>100%</b></p>
<p><b><u>Genealogy research online - (class) – outside instructor</u></b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge conducting genealogy research online</li> <li>• Participants report feeling more comfortable using the internet to do genealogy research</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>6</b>	<ul style="list-style-type: none"> <li>• Post class survey</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 4.8 or 80% per training</li> <li>• 3.6 or 60% per training</li> <li>• 4.8 or 80% per training</li> </ul>	<p><b>10 patrons trained</b> <b>100%</b></p> <p><b>86%</b></p> <p><b>100%</b></p>

<p><b>Using Blurb.com -(class)</b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge of how to use Blurb.com bookmarking tools</li> <li>Participants report feeling more comfortable with using this book making tool</li> <li>Participants report satisfaction with content/trainer</li> </ul>		4	<ul style="list-style-type: none"> <li>Post class survey</li> <li>Post class survey</li> <li>Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>3 or 75% per training</li> <li>2.8 or 70% per training</li> <li>3.2 or 80% per training</li> </ul>	<p><b>5 patrons trained</b>  <b>100%</b>  <b>100%</b>  <b>100%</b></p>
<p><b>one on one Using Blurb.com</b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge of how to use Blurb.com bookmarking tools</li> <li>Participants report feeling more comfortable with using this book making tool</li> <li>Participants report satisfaction with content/trainer</li> </ul>		1	<ul style="list-style-type: none"> <li>Post class survey</li> <li>Post class survey</li> <li>Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>.75 or 75% per training</li> <li>.75 or 75% per training</li> <li>.8 or 80% per training</li> </ul>	<p><b>2 patrons trained</b>  <b>100%</b>  <b>100%</b>  <b>100%</b></p>
<p><b>Use the internet to get your art or craft out there -(class)</b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge of how to use the internet to promote their art</li> <li>Participants report feeling more comfortable with using the internet to promote their art</li> <li>report satisfaction with content/trainer</li> </ul>		4	<ul style="list-style-type: none"> <li>Post class survey</li> <li>Post class survey</li> <li>Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>3 or 75% per training</li> <li>2.8 or 70% per training</li> <li>3.2 or 80% per training</li> </ul>	<p><b>2 patrons trained</b>  <b>100%</b>  <b>100%</b>  <b>100%</b></p>
<p><b>Blogging -(class) outside instructor</b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge of blogging</li> <li>Participants report feeling more comfortable with the concepts of why to blog</li> <li>Participants report satisfaction with content/trainer</li> </ul>		4	<ul style="list-style-type: none"> <li>Post class interview</li> <li>Post class interview</li> <li>Post class interview</li> </ul>	<ul style="list-style-type: none"> <li>3 or 75% per training</li> <li>2.8 or 70% per training</li> <li>3.2 or 80% per training</li> </ul>	<p><b>4 patrons trained</b>  <b>100%</b>  <b>100%</b>  <b>100%</b></p>
<p><b>Individual self paced study – Lynda.com basic internet and computer use training</b> (online training tool)</p> <ul style="list-style-type: none"> <li>Participants report training was worthwhile</li> <li>Participants report satisfaction with training received</li> <li>Participants report increased knowledge of subject studied</li> <li>Participants report they would recommend this service to a friend</li> </ul>		1	<ul style="list-style-type: none"> <li>Post session survey</li> <li>Post session survey</li> <li>Post session survey</li> <li>Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>.7 or 70% per training</li> </ul>	<p><b>4 patrons trained</b>  <b>75%</b>  <b>75%</b>  <b>100%</b>  <b>100%</b></p>
<p><b>Office Skills:</b></p> <p><i>ePLACE training in this category:</i></p>	375				
<p><b>Microsoft Word 2010- an introduction (class)</b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basic word processing skills</li> <li>Participants report increased knowledge of word processing</li> <li>Participants report satisfaction with content/trainer</li> </ul>		4	<ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post class survey</li> <li>Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>2.4 or 60% per training</li> <li>3 or 75% per training</li> <li>3.2 or 80% per training</li> </ul>	<p>This class was offered prior to June 1, 2011</p>

<p><b><u>One-on-one Microsoft Word training</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic word processing skills</li> <li>• Participants report increased knowledge of word processing</li> <li>• Participants report satisfaction with content/trainer</li> </ul>	<b>1</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .70 or 70% per training</li> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> </ul>	<p><b>33 patrons trained</b></p> <p><b>82%</b> <b>79%</b> <b>97%</b></p>
<p><b><u>Microsoft Excel 2010- an introduction (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved Excel 2010 application skills</li> <li>• Participants gain knowledge of Microsoft Excel</li> <li>• Participants report satisfaction with content/trainer</li> </ul>	<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Pre-/post- class quiz</li> <li>• Post class quiz</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4 or 60% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p><b>13 patrons trained</b></p> <p><b>85%</b> <b>92%</b> <b>92%</b></p>
<p><b><u>Microsoft Excel 2010- advanced (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved advanced Excel 2010 application skills</li> <li>• Participants gain knowledge of Microsoft Excel</li> <li>• Participants report satisfaction with content/trainer</li> </ul>	<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Pre-/post- class quiz</li> <li>• Post class quiz</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4 or 60% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p><b>5 patrons trained</b></p> <p><b>100%</b> <b>100%</b> <b>100%</b></p>
<p><b><u>One-on-one Microsoft Excel training</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved Excel 2010 application skills</li> <li>• Participants report increased knowledge of Microsoft Excel</li> <li>• Participants report satisfaction with content/trainer</li> </ul>	<b>1</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .7 or 70% per training</li> <li>• .8 or 80% per training</li> <li>• .8 or 80% per training</li> </ul>	<p><b>14 patrons trained</b></p> <p><b>86%</b> <b>93%</b> <b>100%</b></p>
<p><b><u>Microsoft Publisher 2010 – an introduction (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved Publisher 2010 application skills</li> <li>• Participants gain knowledge of Microsoft Publisher</li> <li>• Participants report satisfaction with content/trainer</li> </ul>	<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Pre-/post- class quiz</li> <li>• Post class quiz</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4 or 60% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p>This course was never offered as it was determined to not be a priority for our digital literacy goals for our community members</p>
<p><b><u>One-on-one Microsoft Publisher training</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved publisher application skills</li> <li>• Participants report increased knowledge of Microsoft publisher</li> <li>• Participants report satisfaction with content/trainer</li> </ul>	<b>1</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .7 or 70% per training</li> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> </ul>	<p><b>1 patron trained</b></p> <p><b>100%</b> <b>100%</b> <b>100%</b></p>
<p><b><u>Microsoft PowerPoint 2010 – an introduction (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved PowerPoint 2010 application skills</li> <li>• Participants create a simple power point presentation</li> <li>• Participants report increased knowledge of Microsoft PowerPoint</li> <li>• Participants report satisfaction with content/trainer</li> </ul>	<b>4</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Observation by trainer</li> <li>• Post class survey</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 2.6 or 65% per training</li> <li>• 3 or 75% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p>No participants registered for this course offering</p>

<p><b><u>One-on-one Microsoft PowerPoint training</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved PowerPoint 2010 application skills</li> <li>• Participants create a simple power point presentation</li> <li>• Participants report increased knowledge of Microsoft PowerPoint</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Checklist by trainer</li> <li>• Observation by trainer</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .7 or 70% per training</li> <li>• .75 or 75% per training</li> <li>• .75 or 75% per training</li> <li>• 8 or 80% per training</li> </ul>	<p><i>1 patron trained</i></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p>
<p><b><u>Using MS Publisher and Word to create promotional materials- (class)</u></b></p> <ul style="list-style-type: none"> <li>• Number of participants that gain knowledge of MS Word and Publisher</li> <li>• Participants demonstrating new/improved skills</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Pre and post session quiz</li> <li>• Observation by trainer</li> <li>• Post class survey</li> </ul>	<ul style="list-style-type: none"> <li>• 2.8 or 70% per training</li> <li>• 2.6 or 65% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p><i>4 patrons trained</i></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p>
<p><b><u>One-on-one productivity suite assistance (includes assistance with Open Office, Google Docs and iWorks)</u></b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate new/improved productivity suite/application skills</li> <li>• Participants report increased knowledge of productivity software</li> <li>• Participants report satisfaction with content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .65 or 65% per training</li> <li>• .75 or 75% per training</li> <li>• .75 or 75% per training</li> </ul>	<p><i>8 patrons trained</i></p> <p><b>100%</b></p> <p><b>88%</b></p> <p><b>100%</b></p>
<p><b><u>Individual self paced study – Lynda.com Office Skills Training (online training tool)</u></b></p> <ul style="list-style-type: none"> <li>• Participants report training was worthwhile</li> <li>• Participants report satisfaction with training received</li> <li>• Participants report increased knowledge of subject studied</li> <li>• Participants report they would recommend this service to a friend</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .7 or 70% per training</li> </ul>	<p><i>3 patrons trained</i></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p>
<p><b>Multimedia:</b></p> <p><i>ePLACE training in this category:</i></p>	<b>375</b>				
<p><b><u>Learn how to download eBooks and audio books from the library's website (Overdrive training) – (class)</u></b></p> <ul style="list-style-type: none"> <li>• Participants download at least one ebook/audiobook</li> <li>• Participants gain knowledge of ebooks/audiobooks</li> <li>• Participants report satisfaction with class content/trainer</li> </ul>		<b>6</b>	<ul style="list-style-type: none"> <li>• observation by trainer</li> <li>• Pre/post-workshop quiz</li> <li>• Post workshop quiz</li> </ul>	<ul style="list-style-type: none"> <li>• 4.5 or 75% per training</li> <li>• 4.5 or 75% per training</li> <li>• 4.8 or 80% per training</li> </ul>	<p><i>17 patrons trained</i></p> <p><b>88%</b></p> <p><b>100%</b></p> <p><b>100%</b></p>
<p><b><u>One-on-one eBooks/audio books download assistance/training</u></b></p> <ul style="list-style-type: none"> <li>• Participants download at least one ebook/audiobook</li> <li>• Participants gain knowledge of ebooks/audiobooks</li> <li>• Participants report satisfaction with class content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• observation by trainer</li> <li>• Pre/post-workshop Interview</li> <li>• Post workshop interview</li> </ul>	<ul style="list-style-type: none"> <li>• .9 or 90% per training</li> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> </ul>	<p><i>17 patrons trained</i></p> <p><b>94%</b></p> <p><b>100%</b></p> <p><b>100%</b></p>

<p><b><u>One-on-one eReader training</u></b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basic operation of at least one of the following devices: Kindle/Nook/Sony eReader</li> <li>Participants report increased knowledge of eBook reader devices</li> <li>Participants report feeling more comfortable using an eReader device</li> <li>Participants report satisfaction with session content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>Observation by trainer</li> <li>Post session survey</li> <li>Post session survey</li> <li>Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>.75 or 75% per training</li> <li>.75 or 75% per training</li> <li>.65 or 65% per training</li> <li>.8 or 80% per training</li> </ul>	<p>16 <i>patrons trained</i></p> <p><b>81%</b></p> <p><b>100%</b></p> <p><b>94%</b></p> <p><b>100%</b></p>
<p><b><u>eReader assistance/training - class</u></b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basic operation of at least one of the following devices: Kindle/Nook/Sony eReader</li> <li>Participants report increased knowledge of eBook reader devices</li> <li>Participants report feeling more comfortable using an eReader device</li> <li>Participants report satisfaction with session content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>Observation by trainer</li> <li>Post session survey</li> <li>Post session survey</li> <li>Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>3 or 75% per training</li> <li>3 or 75% per training</li> <li>2.4 or 60% per training</li> <li>3.2 or 80% per training</li> </ul>	<p>9 <i>patrons trained</i></p> <p><b>89%</b></p> <p><b>100%</b></p> <p><b>89%</b></p> <p><b>100%</b></p>
<p><b><u>Tablet training – (Class)</u></b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basic operation of iPad (or similar tablet device)</li> <li>Participants report increased knowledge of how to operate tablet device</li> <li>Participants report feeling more comfortable using the device</li> <li>Participants report satisfaction with session content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>Observation by trainer</li> <li>Post session survey</li> <li>Post session survey</li> <li>Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>3 or 75% per training</li> <li>3.2 or 80% per training</li> <li>3 or 75% per training</li> <li>3.2 or 80% per training</li> </ul>	<p>23 <i>patrons trained</i></p> <p><b>87%</b></p> <p><b>96%</b></p> <p><b>74%</b></p> <p><b>100%</b></p>
<p><b><u>One-on-one tablet training</u></b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basic operation of iPad (or similar tablet device)</li> <li>Participants report increased knowledge of how to operate tablet device</li> <li>Participants report feeling more comfortable using the device</li> <li>Participants report satisfaction with session content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>Observation by trainer</li> <li>Post session survey</li> <li>Post session survey</li> <li>Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>.70 or 70% per training</li> <li>.75 or 75% per training</li> <li>.75 or 75% per training</li> <li>.8 or 80% per training</li> </ul>	<p>23 <i>patrons trained</i></p> <p><b>91%</b></p> <p><b>100%</b></p> <p><b>91%</b></p> <p><b>100%</b></p>
<p><b><u>One-on-one mp3 &amp; WMA player training</u></b></p> <ul style="list-style-type: none"> <li>Participants demonstrate basic operation of mp3 or WMA device</li> <li>Participants report increased knowledge of how to operate their device</li> <li>Participants report feeling more comfortable using the device</li> <li>Participants report satisfaction with session content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>Observation by trainer</li> <li>Post session survey</li> <li>Post session survey</li> <li>Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>.7 or 70% per training</li> <li>.65 or 65% per training</li> <li>.7 or 70% per training</li> <li>.8 or 80% per training</li> </ul>	<p>This class was offered prior to June 1, 2011</p>
<p><b><u>Digital photo basics – (Class)</u></b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge of working with digital photo files</li> <li>Participants report satisfaction of content/trainer</li> <li>Participants report feeling more comfortable working with digital photo files</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>Post session survey</li> <li>Post session survey</li> <li>Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>3 or 75% per training</li> <li>3.2 or 80% per training</li> <li>3 or 75% per training</li> </ul>	<p>7 <i>patrons trained</i></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>100%</b></p>
<p><b><u>One-on-one Digital photo assistance/training</u></b></p> <ul style="list-style-type: none"> <li>Participants report increased knowledge of working with digital photo files</li> <li>Participants report satisfaction of content/trainer</li> <li>Participants report feeling more comfortable working with digital photo files</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>Post session survey</li> <li>Post session survey</li> <li>Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>.75 or 75% per training</li> <li>.8 or 80% per training</li> <li>.75 or 75% per training</li> </ul>	<p>8 <i>patrons trained</i></p> <p><b>100%</b></p> <p><b>100%</b></p> <p><b>88%</b></p>

<p><b>Using Skype (Class)</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic Skype navigation/use</li> <li>• Participants gain increased knowledge of how to use Skype</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Pre/Post session Quiz</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p>11 <i>patrons trained</i></p> <p><b>91%</b> <b>100%</b> <b>100%</b></p>
<p><b>One on one Skype training</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic Skype navigation/use</li> <li>• Participants gain increased knowledge of how to use Skype</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Pre/Post session Quiz</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .75 or 75% per training</li> <li>• .75 or 75% per training</li> <li>• .8 or 80% per training</li> </ul>	<p>9 <i>patrons trained</i></p> <p><b>89%</b> <b>100%</b> <b>100%</b></p>
<p><b>One-on-one general assistance with other multimedia devices</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic operation of the device</li> <li>• Participants report increased knowledge of how to operate their device</li> <li>• Participants report feeling more comfortable using the device</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session interview</li> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .65 or 65% per training</li> <li>• .65 or 65% per training</li> <li>• .7 or 70% per training</li> <li>• .75 or 75% per training</li> </ul>	<p>7 <i>patrons trained</i></p> <p><b>86%</b> <b>100%</b> <b>100%</b> <b>100%</b></p>
<p><b>One-on-one troubleshooting assistance with multimedia devices</b></p> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of how to operate their device, or solve the issue</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .65 or 65% per training</li> <li>• .8 or 80% per training</li> </ul>	<p>1 <i>patrons trained</i></p> <p><b>100%</b> <b>100%</b></p>
<p><b>Digital Photography (Class) – outside instructor</b></p> <ul style="list-style-type: none"> <li>• Participants report an increased knowledge of how to take better digital photos</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p>6 <i>patrons trained</i></p> <p><b>83%</b> <b>100%</b></p>
<p><b>Using Photoshop (Class) – outside instructor</b></p> <ul style="list-style-type: none"> <li>• Participants report an increased knowledge of how to use Photoshop</li> <li>• Participants report feeling more comfortable working with Photoshop tools</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 2.4 or 60% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p>4 <i>patrons trained</i></p> <p><b>100%</b> <b>75%</b> <b>100%</b></p>
<p><b>Digital Scrapbooking using GIMP(Class - adults)</b></p> <ul style="list-style-type: none"> <li>• Participants report an increased knowledge of how to use GIMP</li> <li>• Participants report feeling more comfortable working with GIMP tools</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 2.4 or 60% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p>5 <i>patrons trained</i></p> <p><b>100%</b> <b>80%</b> <b>100%</b></p>
<p><b>Digital Scrapbooking using GIMP(Class – kids and teens)</b></p> <ul style="list-style-type: none"> <li>• Participants report an increased knowledge of how to use GIMP</li> <li>• Participants report feeling more comfortable working with GIMP tools</li> <li>• Participants report satisfaction with session content/trainer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or 75% per training</li> <li>• 2.4 or 60% per training</li> <li>• 3.2 or 80% per training</li> </ul>	<p>3 <i>patrons trained</i></p> <p><b>100%</b> <b>100%</b> <b>100%</b></p>

<p><b>Individual self paced study – Lynda.com Multimedia Training</b> (online training tool)</p> <ul style="list-style-type: none"> <li>• Participants report training was worthwhile</li> <li>• Participants report satisfaction with training received</li> <li>• Participants report increased knowledge of subject studied</li> <li>• Participants report they would recommend this service to a friend</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .7 or 70% per training</li> </ul>	<p>11 <i>patrons trained</i></p> <p><b>100%</b> <b>100%</b> <b>100%</b> <b>100%</b></p>
<p><b>General outcome #2:</b> PCC/E-Mobile Unit users are better prepared for the workforce.</p>					<p><b>Evaluation time period:</b> <b>June 1, 2011 – June 30 2012</b></p>
<p><b>Custom outcome:</b></p>	<p><b>Target audience:</b></p>	<p><b>Target audience per training:</b></p>	<p><b>Data source:</b></p>	<p><b>Target achievement level:</b></p>	<p><b>Actual achievement level:</b></p>
<p><b>Workforce Development:</b> <i>ePLACE training in this category:</i></p>	<b>225</b>				
<p><b>One-on-one employment related computer assistance (questions we answer/or assistance during “open lab” periods relating to workforce development)</b></p> <ul style="list-style-type: none"> <li>• Participants report new/improved computer skills related to workforce development</li> <li>• Participants report satisfaction with session/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session interview</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .65 or 65% per training</li> <li>• .8 or 80% per training</li> </ul>	<p>3 <i>patrons trained</i></p> <p><b>100%</b> <b>100%</b></p>
<p><b>Creating an effective Résumé (class) <i>Outside Instructor</i></b></p> <ul style="list-style-type: none"> <li>• Participants gain knowledge of how to write and format an effective résumé</li> <li>• Participants report satisfaction with session/trainer</li> </ul>		<b>6</b>	<ul style="list-style-type: none"> <li>• Pre/Post session Quiz</li> <li>• Post session Quiz</li> </ul>	<ul style="list-style-type: none"> <li>• 4.5 or 75% per training</li> <li>• 4.8 or 80% per training</li> </ul>	<p>9 <i>patrons trained</i></p> <p><b>89%</b> <b>100%</b></p>
<p><b>One-on-one resume writing/advice session</b></p> <ul style="list-style-type: none"> <li>• Participants develop new/updated resume</li> <li>• Participants report satisfaction with session/trainer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Observation by trainer</li> <li>• Post session interview</li> </ul>	<ul style="list-style-type: none"> <li>• .6 or 60% per training</li> <li>• .75 or 75% per training</li> </ul>	<p>8 <i>patrons trained</i></p> <p><b>100%</b> <b>100%</b></p>

<p><b><u>One-on-one online job search/application assistance</u></b></p> <ul style="list-style-type: none"> <li>• Participants report new/improved online job searching skills</li> <li>• Participants apply for at least one job online</li> <li>• Participants report satisfaction with session/trainer</li> <li>• Participants report participation resulted in job interview</li> <li>• Participants report participation resulted in job offer</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session interview</li> <li>• Observation by trainer</li> <li>• Post session interview</li> <li>• Post session survey (3 mo)</li> <li>• Post session survey (3 mo)</li> </ul>	<ul style="list-style-type: none"> <li>• .6 or 60% per training</li> <li>• .65 or 65% per training</li> <li>• .7 or 70% per training</li> <li>• .2 or 20% per training</li> <li>• .05 or 5% per training</li> </ul>	<p><b>7 patrons trained</b>  <b>100%</b>  <b>100%</b>  <b>100%</b>  <b>14%</b>  <b>n/a</b></p>
<p><b><u>How to search for and apply for a job online</u></b> (class series <i>2 sessions</i>)</p> <ul style="list-style-type: none"> <li>• Participants report new/improved online job searching skills</li> <li>• Participants apply for at least one job online</li> <li>• Participants report satisfaction with session/trainer</li> <li>• Participants report participation resulted in job interview</li> <li>• Participants report participation resulted in job offer</li> </ul>		<b>4</b>	<ul style="list-style-type: none"> <li>• Post series survey</li> <li>• Observation by trainer</li> <li>• Post series survey</li> <li>• Post series survey (3 mo)</li> <li>• Post series survey (3 mo)</li> </ul>	<ul style="list-style-type: none"> <li>• 2.4 or 60% per training</li> <li>• 2 or 50% per training</li> <li>• 2.8 or 70% per training</li> <li>• .6 or 15% per training</li> <li>• .2 or 5% per training</li> </ul>	<p>To be offered</p>
<p><b><u>Individual self paced study – Lynda.com Workforce Development Training</u></b> (online training tool)</p> <ul style="list-style-type: none"> <li>• Participants report training was worthwhile</li> <li>• Participants report satisfaction with training received</li> <li>• Participants report increased knowledge of subject studied</li> <li>• Participants report they would recommend this service to a friend</li> </ul>		<b>1</b>	<ul style="list-style-type: none"> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> <li>• Post session survey</li> </ul>	<ul style="list-style-type: none"> <li>• .7 or 70% per training</li> </ul>	<p><b>1 patron trained</b>  <b>100%</b>  <b>100%</b>  <b>100%</b>  <b>100%</b></p>

<b>General outcome #3:</b> PCC/E-Mobile Unit users are satisfied with services.					<b>Evaluation time period:</b> <b>June 1, 2011 – June 30 2012</b>
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<p><u>Open lab access:</u></p> <ul style="list-style-type: none"> <li>• Users rate services at good or excellent</li> <li>• Users report they would recommend services to a friend</li> <li>• Users report they plan to use services again</li> </ul> <p><i>See also custom satisfaction outcomes for training under outcomes #1 and #2.</i></p>	500	N/A	<ul style="list-style-type: none"> <li>• User survey*</li> <li>• User survey*</li> <li>• User survey and trainer observation*</li> </ul> <p>* The number of survey responses must be at least 100 (based on target audience of 500).</p> <p><i>[This number was selected based on advice by the OBE statistical expert, Dr. Kathleen Ebert, at Alfred State College.]</i></p>	<ul style="list-style-type: none"> <li>• 85 or 85% of responses</li> <li>• 85 or 85% of responses</li> <li>• 85 or 85% of responses</li> </ul>	<p>53 responses to date*</p> <p>51 or 96%</p> <p>51 or 96%</p> <p>52 or 98%</p> <p><i>(note: the number of responses did not reach the goal of 100)</i></p> <p><i>* Many patrons do not wish to take the time to complete our open lab access survey.</i></p>

<b>General outcome #4:</b> Community partners are aware of PCC/E-Mobile Unit services.					<b>Evaluation time period:</b> <b>June 1, 2011 – June 30 2012</b>
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<p><b>Partners</b></p> <ul style="list-style-type: none"> <li>Partners/community members state two or more services provided by the PCC <i>(This would be a random sample from local community members. We estimate that this would be based on an adult population of about 800)</i></li> <li>Partners report they have referred clients/members to the PCC</li> <li>Number of referrals sent to ePLACE by partners <i>(target 10 referrals overall per year – our goal is to reach 80%)</i></li> <li>Communication, and assistance in developing ePLACE activities (1 per quarter...assisting with developing, or suggesting one new thing each quarter)</li> </ul>	<p><b>80</b> <i>(total target over two years)</i></p> <p><b>5</b> <i>(our advisory board is the primary target audience however we also will include referrals from outside agencies such as ACCESS-VR or other employment training center agencies)</i></p>	N/A	<ul style="list-style-type: none"> <li>Questionnaire to residents and potential clientele (any community member/or local employee over 18)</li> <li>Focus group or referral follow up with outside agency</li> <li>Focus group or referral follow up with outside agency</li> <li>Focus group <i>(including minutes from focus group sessions)</i></li> </ul>	<ul style="list-style-type: none"> <li>48 or 60% percent</li> <li>5 or 100% percent</li> <li>8 referrals or 80% of referral goal</li> <li>1 per quarter or 100% percent</li> </ul>	<p><b>60%</b> (this figure represents the actual achievement from only 66% of our target audience. This data was collected in the early fall of 2011 again in the early spring of 2012, early fall 2012 and mid fall 2012. Due to the fact that we had to rely on non-library staff to conduct the survey, and were dependant on a large quantity of community members willing to talk with our survey staff on Main Street on a given day, we did find it difficult to locate a significant pool of possible survey participants.)</p> <p><b>80%</b></p> <p><b>19 referrals</b></p> <p><b>100%</b> <i>(Advisory board members provide very valuable feedback and suggestions each quarter!)</i></p>

Evaluation time period: June 1, 2011 – June 30 2012

**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.**

**\*\*Please see the corresponding narrative report for additional details, and an interpretation of the findings presented in this document.**