

## Carthage Free Library Final OBE Narrative for BTOP Grant

| Category and Target Audience          | Class                    | Total Served | Total Surveyed | Target Achievement | Actual Achievement   |
|---------------------------------------|--------------------------|--------------|----------------|--------------------|--|
| Basic Internet and Computer Use (560) | Basic Computer Skills    | 117          | 100            | 67%                | 100% demonstrate successful basic computer skills.<br>90% report increased knowledge.<br>97% report satisfaction with services and instruction.                |
|                                       | Basic Internet Skills    | 67           | 60             | 67%                | 100% demonstrate successful basic search skills.<br>93% report increased knowledge.<br>93% report satisfaction with services and instruction.                  |
|                                       | Email Skills             | 23           | 20             | 67%                | 100% demonstrate successful basic email skills.<br>95% report increased knowledge.<br>95% report satisfaction with services and instruction.                   |
|                                       | Internet Safety          | 45           | 42             | 67%                | 98% demonstrate successful internet safety knowledge.<br>90% report increased knowledge.<br>93% report satisfaction with services and instruction.             |
|                                       | Senior Citizen Class     | 444          | 387            | 75%                | 91% demonstrate successful basic computer and/or internet skills.<br>90% report increased knowledge.<br>90% report satisfaction with services and instruction. |
|                                       | Introduction to Facebook | 20           | 19             | 67%                | 100% demonstrate successful basics of Facebook.<br>100% report increased knowledge.<br>100% report satisfaction with services and instruction.                 |
|                                       | Introduction to Skype    | 3            | 3              | 67%                | 100% demonstrate successful basics of Skype.<br>100% report increased knowledge.<br>100% report satisfaction with services and instruction.                    |
|                                       | Introduction to          | 3            | 3              | 67%                | 100% demonstrate successful  |

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|--------------------------------------|---|-----|----|-----|---|
|                                      | Ebay  |     |    |     | ebay knowledge.<br>100% report increased knowledge.<br>100% report satisfaction with services and instruction.  |
| <b>Total Assisted for Grant: 854</b> | <b>Genealogy: Navigating genealogy websites</b> | 22  | 10 | 67% | 100% demonstrate successful knowledge of web basics and increased archival skills.<br>70% report increased knowledge.<br>60% report satisfaction with services and instruction. |
|                                      | <b>Career and Computer Service Hours</b>        | 110 | 96 | 80% | 92% demonstrate successful web, computer, and email skills.<br>99% report satisfaction with services and instruction.   |

## Outcome One: PCC/E-Mobile Unit Users Gain Digital Literacy Skills

### I. Basic Computer Skills Summary:

Our basic computer skills courses have been designed to help our students master the rudimentary skills and vocabulary for desktop navigation, e-mail, internet security, software access and social networking. We use a variety of tools such as power points, handouts and activities to promote understanding and mastery. Also, we work hands on with our students both in the classroom and individually. The hands on assistance and relaxed environment make it easy for our students to master the basics. We vary the topics for each session and create different projects that appeal to class participants as well.

When we first opened our doors in November 2010, we estimated 560 people would be serviced for basic computer skills at the Carthage Free Library Public Computing Center and as of December 2012, we have serviced 854 people with various basic computer classes. We have surpassed our targeted goal for the grant.

We estimated that 67% or 75% (see above chart) of surveyed students would demonstrate an increase in knowledge, report an increase in knowledge or report satisfaction with our instruction and services. We serviced 854 students and 740 were surveyed. Of those surveyed, overall, 98% of our students successfully have demonstrated mastery of at least two digital literacy skills in our classes and individual assistance, 92% have reported an increase in knowledge and 93% have reported satisfaction with the trainer and class instruction. The results indicate that students are successful when attending our classes and that we provide a targeted and well designed curriculum that successfully assists them in obtaining their digital literacy skills.

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Since the beginning of our grant our two most popular classes are the Computer Basics series and the Senior Citizen classes. We are quite proud when our students come in with their own computers, because they have gained enough knowledge and skills to operate a personal PC.

## Office Skills

| Category and Target Audience | Class                          | Total Served | Total Surveyed | Target Achievement | Actual Achievement  |
|------------------------------|--------------------------------|--------------|----------------|--------------------|---|
| Office Skills<br>(101)       | Introduction to MS Word I & II | 120          | 105            | 67%                | 100% demonstrate successful word processing skills.<br>87% report increased knowledge.<br>87% report satisfaction with trainer and instruction.                         |
|                              | Introduction to Excel          | 8            | 4              | 67%                | 100% demonstrate successful spreadsheet skills.<br>100% report increased knowledge.<br>100% report satisfaction with trainer and instruction.                           |
|                              | Introduction to Publisher      | 46           | 36             | 67%                | 100% demonstrate successful publishing skills.<br>96% report increased knowledge of basic publishing skills.<br>100% report satisfaction with trainer and instruction.  |
|                              | Introduction to PowerPoint     | 3            | 3              | 67%                | 100% demonstrate successful PowerPoint skills.<br>100% report increased knowledge of basic PowerPoint skills.<br>100% report satisfaction with trainer and instruction. |
|                              | Digital Scrapbooking           | 5            | 5              | 67%                | 100% demonstrate successful digital scrapbooking skills.<br>80% report increased knowledge of publisher.  |
|                              |                                |              |                |                    |   |

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|  |  |           |           |            | 100% report satisfaction with trainer and instruction.  |
| <b>Total Assisted since grant started: 197</b> | <b>Career and Computer Service Hours</b> | <b>15</b> | <b>14</b> | <b>80%</b> | 100% demonstrate new/improved office application skills. 100% report satisfaction with trainer and instruction. |

## I. Office Skills Summary

Our office skills courses have been designed to help our students master the basics of word processing, spreadsheets, presentations and publications using Microsoft 2007 productivity software. We use a variety of tools such as power points, handouts and activities designed using the Microsoft 2007 productivity software to promote understanding and mastery. Also, we work hands on with our students both in the classroom and individually. The hands on assistance and relaxed environment make it easy for our students to master the basics.

When we first opened our doors in November 2010, we estimated 101 people would be serviced by our Office Skills classes at the Carthage Free Library Public Computing Center and as of December 2012, we have already serviced 197 people with various Office Skills courses. We have already surpassed our goal.

We estimated that 67% or 80% (see above chart) of surveyed students would demonstrate an increase in knowledge, report an increase in knowledge or report satisfaction with our instruction and services. We serviced 197 students and 164 were surveyed. Overall, 100% of our students surveyed successfully have demonstrated mastery of at least two digital literacy skills in our classes and individual assistance, 92% have reported an increase in knowledge and 98% have reported satisfaction with the trainer and class instruction. The results indicate that students are successful when attending our classes and that we provide a targeted and well designed curriculum that successfully assists them in obtaining their digital literacy skills.

## Multimedia

| Category & Target Audience | Class                                 | Total Served | Total Surveyed | Target Achievement | Actual Achievement   |
|----------------------------|---------------------------------------|--------------|----------------|--------------------|--|
| <b>Multimedia (78)</b>     | <b>Ebooks and Audiobooks Workshop</b> | 22           | 14             | 60%                | 100% demonstrate successful knowledge of downloading e-books. 93% report increased knowledge. 100% report satisfaction with trainer/class instruction. |
|                            | <b>Uploading Digital Photos</b>       | 45           | 28             | 60%                | 100% demonstrate successful skills on uploading digital photos.  |

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|   |  |    |    |     | 100% report increased knowledge.<br>100% report satisfaction with trainer and instruction.   |
| <b>Total Assisted since grant started: 87</b> | <b>Archiving Digital Photos</b>          | 25 | 20 | 60% | 100% demonstrate successful skills on uploading digital photos.<br>85% report increased knowledge.<br>100% report satisfaction with trainer and instruction. |
|   | <b>Introduction to Moviemaker</b>        | 0  | 0  | 67% | 0%   |
|   | <b>Tech Open House</b>                   | 3  | 3  | 50% | 100% of participants report and demonstrate increase in knowledge.<br>100% of participants report satisfaction with services and instruction.                |
|   | <b>Career and Computer Service Hours</b> | 14 | 14 | 80% | 100% of participants report and demonstrate increase in knowledge.<br>100% of participants report satisfaction with services and instruction.                |

### **I. Multimedia Summary:**

Most of our Multimedia courses have been designed to help our students master the basics of downloading ebooks, audiobooks, digital photos and saving them to a cd, flashdrive, computer, tablet or ebook reader. We use a variety of tools such as power points, handouts and activities designed using PowerPoint, online photo archives and Movie Maker software to promote understanding and mastery. Also, we work hands on with our students both in the classroom and individually. The hands on assistance and relaxed environment make it easy for our students to master the basics.

When we first opened our doors in November 2010, we estimated 78 people would be serviced by our Multimedia classes at the Carthage Free Library Public Computing Center and as of December 2012, we have already serviced 87 people with various Multimedia courses. We surpassed our goal before the grant completion; however our last report indicated we had serviced 111 people as of June 2012. While totaling our numbers, we found an error in our calculations. We had counted some of our numbers twice. Above are the totals that reflect the actual report.

We estimated that 50% to 80% (see above chart) of surveyed students would demonstrate an increase in knowledge, report an increase in knowledge or report satisfaction with our instruction and services. We serviced 87 students and 69 were surveyed. Overall, 100% of our students surveyed successfully have demonstrated mastery of at least two digital literacy skills in our classes and individual assistance, 97% have reported an increase in knowledge and 100% have reported satisfaction with the trainer and class instruction. The results indicate that students are successful when attending our classes and that

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we provide a targeted and well designed curriculum that successfully assists them in obtaining their digital literacy skills.

## E-government Services

| Category & Target Audience             | Classes  | Total Served | Total Surveyed | Target Achievement | Actual Achievement   |
|--|--|--------------|----------------|--------------------|--|
| E-government Services: (38)            | NCPPC: Medicare Information and Website Navigation | 10           | 10             | 75%                | 100% demonstrate basic internet skills.<br>100% report increased knowledge of basic internet skills.<br>100% report satisfaction with content/trainer. |
| Total Assisted since grant started: 29 | NCPC: Medicaid Information and Website Navigation  | 10           | 7              | 67%                | 100% demonstrate basic internet skills.<br>100% report increased knowledge of basic internet skills.<br>100% report satisfaction with content/trainer. |
|  | Unemployment Navigation                            | 7            | 6              | 80%                | 100% demonstrate basic internet skills.<br>100% report increased knowledge of basic internet skills.<br>100% report satisfaction with content/trainer. |
|  | Career & Computer Service Hours                    | 2            | 2              | 80%                | 100% report increased knowledge of basic internet skills.<br>100% report satisfaction with content/trainer.  |

## I. E-Government Summary

Our E-government courses and individual assistance have been designed to help students master the basics of navigating various E-government and/or related websites to find the information they need for medical assistance and unemployment. We use a variety of tools such as power points, handouts and activities, websites, and outside instructors to promote understanding and mastery. Also, we work hands on with our students both in the classroom and individually. The hands on assistance and relaxed environment make it easy for our students to master the basics.

When we first opened our doors in November 2010, we estimated 38 people would be serviced by our E-Government classes and assistance at the Carthage Free Library Public Computing Center and as of December 2012, we have already serviced 29 people with E-Government assistance. We started our E-

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government assistance later than our other classes because we were learning the websites and focusing on other curriculum development. We have found the need for this service to be situational. We did not meet our target goal for these courses, but the need was not as pressing as our other digital literacy courses.

## General Outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.

### Workforce Development

| Category & Target Audience    | Classes                           | Total Served | Total Surveyed | Target Achievement | Actual Achievement  |
|-------------------------------|-----------------------------------|--------------|----------------|--------------------|---|
| Workforce Development:<br>500 | Workforce Readiness Series        | 14           | 14             | 75%                | 100% demonstrate successful computer skills and resume development to prep for workforce.<br>100% report increased knowledge.<br>100 % report satisfaction with trainer and instruction.  |
|                               | DOL Resume Assistance             | 402          | NA             | 75%/2%             | 84% demonstrate successful resume and/or cover letter knowledge by participating in developing resume/cover letter.<br>46% demonstrate new/improved online job searching skills.<br>40% demonstrate improved interview knowledge<br>84% report satisfaction with trainer and instruction. |
|                               | Career and Computer Service Hours | 140          | 130            | 40%                | 87% demonstrate new/ improved computer/job readiness skills.<br><br>81% report satisfaction with trainer and instruction.   |
|                               | MS Office                         | 26           | 24             | 60%                | 100% demonstrate  |

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|  | <b>Workforce Development</b>  |    |    |     | basic computer skills. 96% report increased knowledge of basic computer skills. 96% report satisfaction with content/trainer.                                    |
|  | <b>QuickBooks</b>   | 24 | 24 | 60% | 100% demonstrate knowledge in QuickBooks. 100% report increased knowledge. 96% report satisfaction with trainer and instruction.                                 |
|  | <b>How to Start and Market Your Small Business</b>                                  | 9  | 4  | 67% | 100% demonstrate knowledge increased knowledge in starting own business. 100% report increased knowledge. 100% report satisfaction with trainer and instruction. |
|  | <b>Professional Development "Open Source" Series</b>                                | 5  | 5  | 50% | 100% demonstrate knowledge in Open Source Software. 100% report increased knowledge. 100% report satisfaction with trainer and instruction.                      |
|  | <b>Professional Training: Oral Histories Project</b>                                | 6  | 4  | 60% | 100% demonstrate knowledge of gathering oral histories. 100% report increased knowledge. 100% report satisfaction with trainer and instruction.                  |
|  | <b>Introduction to Resumix: Navigating the Fort Drum On-Line Application System</b> | 13 | 11 | 67% | 85% demonstrate knowledge in resumix use. 100% report increased knowledge. 100% report satisfaction with   |

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|   |  |     |    |         | trainer and instruction.  |
|   | Professional Meetings: Videoconference Use | 2   | 1  | 80%     | 100% report the necessity of using VC equipment.<br>100% report satisfaction with equipment.  |
|   | Drupal Website Training                    | 9   | 9  | 67%     | 100% demonstrate knowledge of using library website drupal template.<br>100% report increased knowledge of using drupal website<br>100% satisfaction with instructor and service. |
|   | Microsoft Word Certification Class         | 64  | 54 | 67%/20% | 100% demonstrate basic word processing skills.<br>90% report increased knowledge of Word.<br>100% report satisfaction with workshop content/trainer.<br>50% certified in MS Word. |
|   | Basic Computer Skills for Senior Workforce | 52  | 42 | 67%     | 100% demonstrate basic computer skills.<br>98% report increased knowledge of basic computer skills.<br>90% report satisfaction with content/trainer.                              |
| Total Assisted Since grant started: <b>1007</b> | Job Express with Lowville DOL              | 43  | 43 | 80%     | 100% demonstrate basic computer skills.<br>100% report increased knowledge of basic computer skills.<br>100% report satisfaction with content/trainer.                            |
|   | Professional Development Cemetery Series   | 100 | 82 | 75%     | 100% demonstrate basic knowledge of cleaning and stone repair.<br>100% report increased   |

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|  |  |    |    |     | knowledge of basic computer skills.<br>100% report satisfaction with content/trainer.  |
|  | Workplace Problem Solving Strategies Workshop                      | 13 | 13 | 80% | 100% demonstrate increased knowledge.<br>100% report increased knowledge of basic computer skills.<br>100% report satisfaction with content/trainer. |
|  | Active Listening and Resolving Conflicts in the Workplace Workshop | 13 | 13 | 80% | 100% demonstrate increased knowledge.<br>100% report increased knowledge of basic computer skills.<br>100% report satisfaction with content/trainer. |
|  | Cooperation and Responsibilites in the Workplace Workshop          | 13 | 13 | 80% | 100% demonstrate increased knowledge.<br>100% report increased knowledge of basic computer skills.<br>100% report satisfaction with content/trainer. |
|  | Resume Development Workshop  | 13 | 13 | 80% | 100% demonstrate increased knowledge.<br>100% report increased knowledge of basic computer skills.<br>100% report satisfaction with content/trainer. |
|  | Cover Letter Development Workshop                                  | 13 | 13 | 80% | 100% demonstrate increased knowledge.<br>100% report increased knowledge of basic computer skills.<br>100% report satisfaction with content/trainer. |
|  | Interview Tips and Tricks Workshop                                 | 13 | 13 | 80% | 100% demonstrate increased knowledge.  |

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|---|--|---------------------|----|-----|--|
|   |  |                     |    |     | 100% report increased knowledge of basic computer skills.<br>100% report satisfaction with content/trainer.  |
|   | Job Fair-Computer Skills-Online App Assistance   | 12                  | NA | 80% | 100% demonstrate basic computer skills.  |
|   | Introduction to Excel/Intermediate Excel Workshop                                      | 8                   | 8  | 67% | 100% demonstrate basic computer skills.<br>96% report increased knowledge of basic computer skills.<br>82% report satisfaction with content/trainer. |
| Reported Job Offers for January through June 2012 | Post Survey and Oral Reports for DOL Resume Assistance and Career & Computer Svc. Hrs. | 16 report Job Offer | 16 | 2%  | 2.9% of those serviced report job offer.   |
| Reported Interviews for January through June 2012 | Post Survey and Oral Reports for DOL Resume Assistance and Career & Computer Svc. Hrs  | 9 Report Interview  | 25 | 2%  | 4.6% of those serviced report job interview.   |

### I. Workforce Development Summary

Our Workforce Development courses and assistance have been designed to help our students master basic Office skills, desktop navigation, e-mail, internet security, software access, web design and social networking. There are a variety of classes and individual assistance we offer to those in the work force or those seeking a job in the work force. All classes are designed to help professionals, not for profits, small businesses and the unemployed with computer skills necessary to retain employment, improve knowledge for their current position, or gain basic skills necessary to seek employment. Our Workforce Development courses and assistance also help people with resumes, cover letters, interview skills, Resumix, online job searches and online applications. Without a strong resume, the ability to check email and to apply for jobs online, some people are unable to gain employment in today's job market. Our classes and individual assistance are designed to assist them with getting started with the employment process by assisting them with a resume/cover letter or helping them obtain the skills necessary to seek employment. We use a variety of tools such as power points, handouts and activities to promote understanding and mastery. Also, we work hands on with our students both in the

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classroom and individually. The hands on assistance and relaxed environment make it easy for our students to master the basics.

When we first opened our doors in November 2010, we estimated 500 people would be serviced by our Workforce Development classes and assistance at the Carthage Free Library Public Computing Center and through our outreach service programs. As of December 2012, we have serviced 1007 people with various Workforce Development assistance and outreach programs. A majority of the assistance we offered at the opening of our PCC was basic computer and internet related classes, but in the last year we established our outreach programs and honed our workforce development classes offered at the library. We have surpassed our target audience.

We estimated that 50% to 80% (see above chart) of surveyed students would demonstrate an increase in knowledge, report an increase in knowledge or report satisfaction with our instruction and services. We serviced 1007 students and 533 were surveyed. Those assisted with resumes at the WorkPlace (DOL) are not given surveys due to the limited time frame for assistance. Overall, 99% of our surveyed students successfully demonstrated mastery of at least two workforce development skills in our classes and individual assistance, 92% reported an increase in knowledge and 93% reported satisfaction with the trainer and class instruction. The results indicate that students were successful when attending our classes and that we provide a targeted and well designed curriculum as well as individual assistance for resumes and job searches that successfully assist people in obtaining employment or increase their professional development skills for current employment. In almost every instance, our class trainer and instructor have exceeded the target achievement goals.

As part of our workforce development preparation data, we decided to send out surveys to those we have helped at the WorkPlace in Watertown and Lowville and those we have assisted during Career and Computer Services Hours here at the library. We estimated that 2% of the people we sent surveys to would respond with a job report offer. 3% of those we sent surveys report, orally or through the survey, a job offer as a direct result of our services. We estimated that 2% of the people we sent surveys to would report an interview as a direct result of our services. 5% of those we sent surveys to report, orally or through email, a job interview as a direct result of our services. Overall, we exceeded our goal for those reporting obtaining a job because of our services.

With our DOL resume assistance and C&C hours at the library, we assisted over 402 people with resumes. Each resume is crafted with the client to meet their needs and specifications, and to assist them in obtaining a position in their chosen field. Students leave feeling accomplished, having access to an updated resume, and a better understanding of how to update their resume for future employment needs. We have found resumes to be one the biggest necessities as a job readiness need.

Our Microsoft Certification course with the Ogdensburg Attain lab was experimental and successful. We offered the course via the Video Conferencing equipment for 6 weeks and then our students tested for their Word Certification at the Ogdensburg Attain Lab. All four testing passed the certification test. When the library reopens, we would like to host another class with Attain Lab. There has been an interest in the Microsoft Certification courses. Also, we hosted two Quickbooks classes with Potsdam

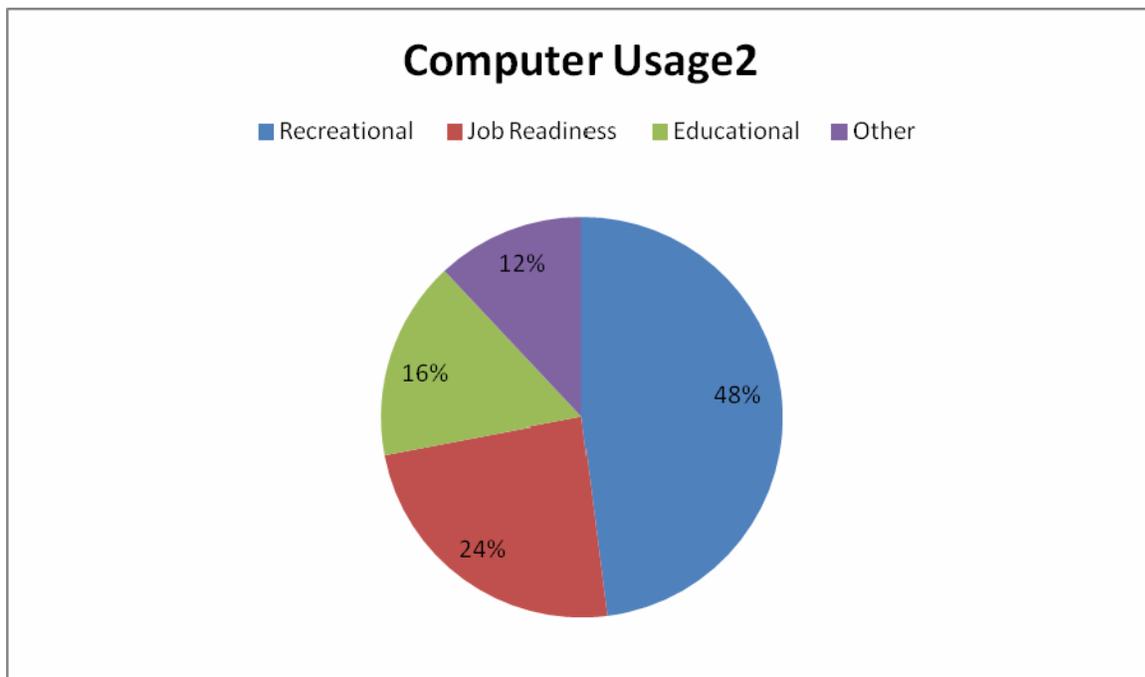
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Library and we had people travel 50 minutes to take the beginning Quickbooks course at the Carthage Free Library. Both courses were successful and would not have been possible without the videoconferencing equipment. Like most technology, you must be aware of the technical issues and make other arrangements for internet failure, but the opportunities that become available to our patrons exceed any pitfalls that may arise with the use of the VC equipment.

Our final professional development project consisted of basic and intermediate excel classes for Carthage Area Hospital. We crafted three beginning and four intermediate level classes for hospital staff in all departments. One student commented that the classes were fantastic and better than the ones offered at JCC's training the previous year. This was a crowning jewel for our program. When we initially started our programming, we tried contacting various people at Carthage Area Hospital to offer training opportunities and nobody returned our phone calls or emails. Now, at the end our grant, they contacted US to offer classes to their staff. I believe this speaks highly of our standing in the business community.

In addition, to the Excel courses we offered, the WorkPlace in Lowville paid for our gas mileage so that we could continue offering services for three months after the expiration of our grant. They highly valued the services we offered the clients and were disappointed when we could no longer offer services to their patrons due to a cut back in hours at the library. Overall, the last six months of professional development opportunities offered to the public were well liked and considered to be of the highest quality in professional development programming.

## General Outcome # 3: Pcc/E-mobile unit users are satisfied with open lab services.



In the last two years, 48% of our patrons use computers during open lab time for recreational use. 40% of our patrons use our computers for job searching, online application or educational purposes. About

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12 %of our people use our open lab time for other purposes. Furthermore, 76% of the people surveyed did not have internet access at home. We believe that with more than 1/3 of our patrons using the internet for educational and job readiness purposes and 76% of our patrons lacking internet access at home, that we are providing a much needed service. 99.5% of our users rate our services as good or excellent and 100% say they would recommend our services again. We estimated that 85% of our users would be satisfied with our services and 99% of those surveyed were satisfied with Carthage Free Library's Public Computing Center services. We once again exceeded our target achievement by a significant amount. Over the last year, those accessing the internet that did not have home internet access rose by 12%. The number of patrons accessing the internet for job related purposes alone rose by 14%. The statistics indicate that access to computers and internet in our local community are definitely a much needed service. With our open lab access and staff assistance for job readiness and computer related issues, we provide a strong program for our local community members.

## **General Outcome 4: Community partners are aware of PCC unit services**

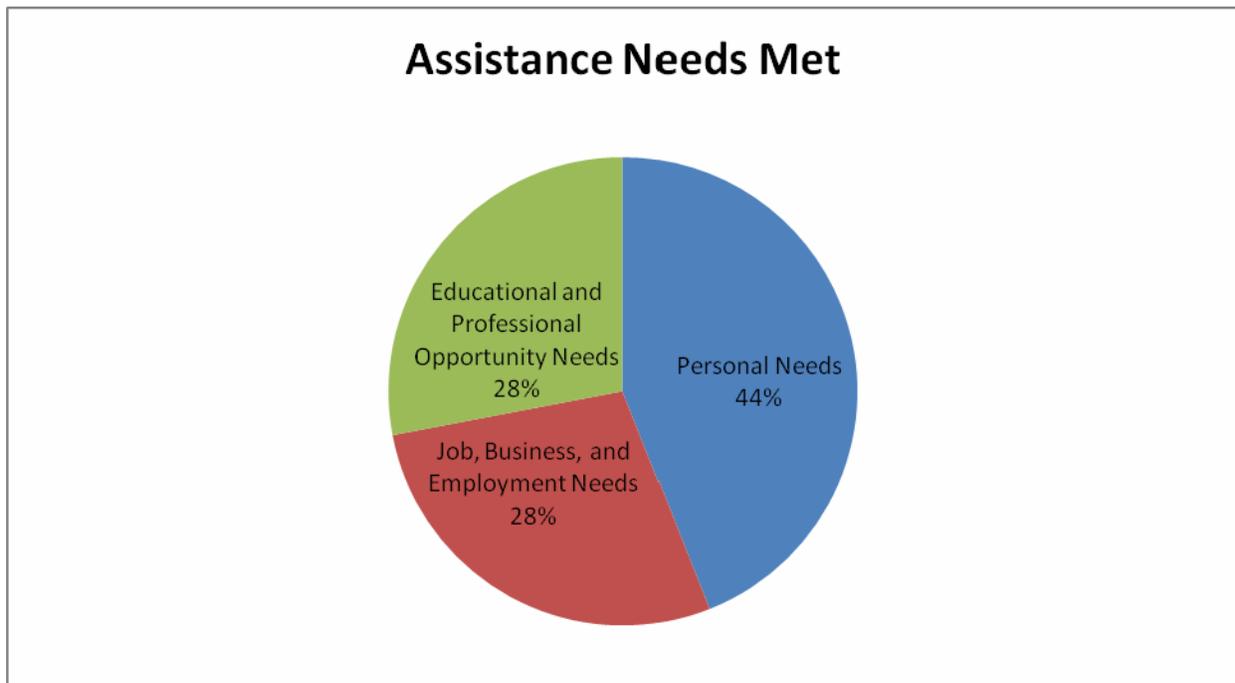
We conducted partner surveys via email and we received feedback from most of our partners. After receiving our partner surveys, it became clear that 100% of our partners were aware of the services we provided. Also,100% of our partners utilized computer and job readiness training opportunities developed by the Carthage Free Library PCC that for their patrons, making us an integral part of the services they offer to the community. One partner writes, "The Carthage Free Library PCC provides a valuable service to The WorkPlace, working one-on-one with our customers to assist them in online applications, basic computer issues and creating resumes to help them in finding employment. Due to budget cuts on both the Federal and local levels, this agency doesn't have the staff available to give our customers this kind of personalized service on a consistent basis." Overall, we estimated that 86% of our partners would utilize computer and job readiness opportunities we created to service their patrons and that they would be able to explain what services we offer to their patrons; we exceeded our projected goal by 14%.

We estimated that 86% of our partners would recommend our services to their clients and patrons, but only 72% of our partners recommended our services. We did not account for distance. The two partners who have not referred our services to their patrons are not within our local community. We have worked with them via the videoconferencing equipment. We offered a professional development series on Cemetery History, Repair and Restoration to one site and our partner reports, "The patrons that attended the professional development class were very happy to be able to learn more about cleaning headstones. They had recently become caretakers of a cemetery and they wanted to know [how] to take care of the headstones." For them to recommend our services to their clients, with the exception of classes offered via the VC equipment, would not be logical, but the classes they have offered our patrons and we have offered theirs, have been beneficial for both communities. Our collaborations also make it evident that the technology purchased with BTOP funds has allowed libraries to pool resources and to offer training opportunities that would not be available otherwise to their local communities. Overall, 100% of our remaining partners have recommended our services to their patrons and clients.

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## Overall Summation

Overall, 58% of all our students reported that we provide a service not otherwise available and 38% say they saved money in travel expenses and professional development fees coming here. We have students attend classes at the library from Croghan, Harrisville, Copenhagen, Boonville and Lowville to name a few, as well as Carthage, West Carthage and the surrounding area. We are the only Public Computing Center locally that provides digital literacy training outside the Watertown area. Most of our classes are free and we help people save money on gas. For our unemployed working with a fixed income, saving money on travel and educational fees is imperative. The services we provide play a vital role in helping people obtain jobs, develop their job skills and become digitally literate.



74% of our students report that they learned a digital literacy skill that will assist them with their personal, educational or job related need, and 89% of our students reported an increase in confidence since taking our classes. 28% of our students report that our assistance has helped them obtain a job, solve an employment need or solve a job or business related need. A student writes, *"This service is definitely worthwhile for job seekers in our economy. This is an asset to our Library and Community."* Furthermore, 28% of our students report that our assistance has fulfilled an educational or professional development need and 44% report our assistance has fulfilled a personal need. Another student writes, *"I bought a new computer and have practiced at home with the knowledge I've learned here."* It is obvious from these statistics and testimonials that our students receive more than digital literacy courses and job readiness assistance. They receive assistance and educational opportunities that help improve employment opportunities, their job skills, educational opportunities and quality of life. As a result their employers, future employers, and friends and family benefit from what they learn at the Carthage Free Library PCC.

# Carthage Free Library Final OBE Narrative for BTOP Grant

To ensure that people in the surrounding area are able to receive our services, we established an outreach portion of our programming. Overall, 32% of our students receive digital literacy and job readiness classes and assistance through our outreach services. In Carthage and West Carthage we have partnered with the local housing authorities to provide basic computer courses at their local housing developments. Some of our students are wheel chair bound, have breathing machines, or are generally tired from medical treatments they receive. Since our library is currently undergoing construction to make us handicap accessible, this is a necessary service we provide for them. Many of these students cannot navigate the steps or make it to the library for our services and would not have the opportunity to learn basic computer skills if we did not provide the outreach program. In addition we have partnered with the Lewis County Office of the Aging and the Lowville WorkPlace (DOL) to provide Lewis County with a Senior Citizen class. Some of our students need the class for their job to develop their digital literacy skills and some of our students are retired, but are looking to improve their digital literacy skills for personal reasons. However, one of the most important outreach services we provide the Jefferson and Lewis County WorkPlaces is resume assistance. Many unemployed who are searching for jobs lack the skills necessary to create a resume that showcases their work history and talents, and the WorkPlaces are inundated with people weekly and lack the staff necessary to help provide quality resumes for their clients. One woman writes, *"Thank you so much for your professional expertise in creating my resume. You truly made me feel like a "special" person throughout the whole process."* A second student writes, *"The services here have helped me with my resume update and increased my opportunities."* Our services supplement the services provided at the WorkPlace so that their clients have increased opportunities of finding work and as evidenced from the testimonial, we provide not only a quality resume, but quality service as well. The Carthage PCC staff know that people looking for work often need encouragement and to feel good about either themselves or their situation. We pride ourselves on the quality of our work, not only during our outreach services, but at the library as well.

The physical makings of our PCC consist of our internet access, computers and PCC staff. Without these we would not have a functioning PCC. 54% of our students that take classes or receive one on one assistance report using the internet for class related purposes and 70% of our students report using our equipment for classes and one on one assistance, even though the number of students is undoubtedly higher than this. Without the equipment we would not be able to provide services to our students. The equipment is essential to our services and programming. With the internet being the primary place people access information, people need to know how to navigate and search the web safely. With so many lacking internet, our library is one of the few places they can access the internet AND obtain essential navigation skills. Another important component of the PCC is the staff. 90% of our students report that staff is a valuable resource. Without the staff the library would not be able to provide digital literacy and job readiness services to the public. One student writes, *"The instructor is very professional, informative and patient with me."* Another student writes, *"If someone needs a class, it's free, close and goes a speed that I can understand."* We provide a safe environment, that is hands on and user friendly for patrons and adjust our curriculum and class material to accommodate the learning level of our students. Our ability to manage our time according to our students' needs and not our institutions is one of the major reasons our PCC is so successful.

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## Lessons Learned and Best Practices

1. Try, Try again. If it doesn't work one way, try another. Be flexible and be willing to do outreach to get your program started and build up "credentials."
2. See what other PCCs offer and partner with them, so they can offer services as well.
3. Partner with your local chamber of commerce so they can pass on your class information via their website and mailing lists.
4. Be creative-speak with a professional and see if they are willing to develop a course for you. You would be surprised what people find useful and interesting.
5. Partner with the local DOL to see what needs you can meet in your community or to assist the DOL with resume and job readiness classes.
6. Be sensitive, but firm to those you are working with. You do not know their situation and unemployment and underemployment to not segregate between social classes.
7. Craft resumes based on the situation. It is possible to be overqualified. This is a difficult situation for someone who wants to work and put food on the table. If they are applying for a job outside their field, a skills resume may be the best way to go to initially overcome that prejudice. Skills resume work well for those with many part time jobs and with senior citizens as well.
8. Speak with your class attendees to see what they would like to have offered.
9. Design hands on activities in every class, provide samples and be patient with those you are working with.
10. When you identify a target audience, strengthen that area of your program so the group does not lose interest and they continue to find the classes and material relevant.
11. When you are able, create fun activities that still promote digital literacy skills. No one wants to go from work to "work".

**OBE DATA For Carthage PCC**  
**January 2011-December 2012**  
**Data for the 2 Year PCC Program**

| <b>General outcome #1:</b><br>PCC/E-Mobile Unit users gain digital literacy skills.  |                  |                               |               |              |                |  |  | <b>Evaluation time period:</b>         |
|--|------------------|-------------------------------|---------------|--------------|----------------|--|--|--|
| Custom outcome:  | Target audience: | Target audience per training: | Total Classes | Total Served | Total Surveyed | Data source:   | Target achievement level:  | Actual achievement level:              |
| <b>Basic Internet and Computer Use</b><br>PCC offers the following training:   | 560              |                               |               |              |                |  |  |  |
| <b>Basic computer Skills</b><br><ul style="list-style-type: none"> <li>Participants demonstrate basic computer skills.</li> <li>Participants report increased knowledge of basic computer skills.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>  |                  | 3                             | 36            | 117          | 100            | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 2 or 67% per training<br>2 or 67% per training<br>2 or 67 % per training | 100 or 100%<br>81 or 90%<br>87 or 97%  |
| <b>Basic Internet Skills</b><br><ul style="list-style-type: none"> <li>Participants demonstrate basic online searching skills.</li> <li>Participants report increased knowledge of searching the Internet.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>                                       |                  | 3                             | 18            | 67           | 60             | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 2 or 67% per training<br>2 or 67% per training<br>2 or 67 % per training | 67 or 100%<br>56 or 93%<br>56 or 93%   |
| <b>Email Skills</b><br><ul style="list-style-type: none"> <li>Participants set up email account and demonstrate basic email skills.</li> <li>Participants report increased knowledge of using email.</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>  |                  | 3                             | 6             | 23           | 20             | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 2 or 67% per training<br>2 or 67% per training<br>2 or 67 % per training | 23 or 100%<br>19 or 95%<br>19 or 95%   |
| <b>Internet Safety</b><br><ul style="list-style-type: none"> <li>Participants demonstrate the basics of Internet safety using 2007.</li> <li>Participants report increased knowledge of Internet safety.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>   |                  | 3                             | 12            | 45           | 42             | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 2 or 67% per training<br>2 or 67% per training<br>2 or 67 % per training | 41 or 98%<br>38 or 90%<br>39 or 93%    |
| <b>Senior Citizen Class</b><br><ul style="list-style-type: none"> <li>Participants demonstrate basic computer and Internet safety.</li> <li>Participants report increased knowledge of Internet safety, basic computer use, and/or software use.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul> |                  | 3                             | 92            | 444          | 387            | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 6 or 75 % per training<br>6 or 75% per training<br>6 or 75% per training | 402 or 91%<br>349 or 90%<br>349 or 90% |
| <b>Introduction to Facebook</b><br><ul style="list-style-type: none"> <li>Participants demonstrate the basics of Facebooking (social networking).</li> <li>Participants report increased knowledge of Facebook.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>                                  |                  | 3                             | 6             | 20           | 19             | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 2 or 67% per training<br>2 or 67% per training<br>2 or 67 % per training | 19 or 100%<br>19 or 100%<br>19 or 100% |
| <b>Introduction to Skype</b><br><ul style="list-style-type: none"> <li>Participants demonstrate the basics of Skyping (video conferencing).</li> <li>Participants report increased knowledge of Skyping.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>   |                  | 3                             | 1             | 3            | 3              | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 2 or 67% per training<br>2 or 67% per training<br>2 or 67 % per training | 3 or 100%<br>3 or 100%<br>3 or 100%    |
| <b>Genealogy: Navigating genealogy websites</b><br><ul style="list-style-type: none"> <li>Participants demonstrate the basics of how to use genealogy websites.</li> <li>Participants report increased knowledge of Genealogy websites.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>          |                  | 3                             | 2             | 22           | 10             | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 2 or 67% per training<br>2 or 67% per training<br>2 or 67% per training  | 22 or 100%<br>7 or 70%<br>6 or 60%     |
| <b>Career and Computer Service Hours</b><br><ul style="list-style-type: none"> <li>Participants report new/improved computer, email or web skills.</li> <li>Participants report satisfaction with session.</li> </ul>  |                  | 1                             | NA            | 110          | 96             | Post-workshop survey<br>Post-workshop survey                         | .8 or 80% per training<br>.8 or 80% per training                         | 101 or 92%<br>95 or 99%                |
| <b>Introduction to Ebay</b><br><ul style="list-style-type: none"> <li>Participants demonstrate the basics of using Ebay</li> <li>Participants report increased knowledge of Ebay.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>  |                  | 3                             | 1             | 3            | 3              | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 2 or 67% per training<br>2 or 67% per training<br>2 or 67% per training  | 3 or 100%<br>3 or 100%<br>3 or 100%    |
| <b>Office Skills</b><br>PCC offers the following training:   | 101              |                               |               |              |                |  |  |  |
| <b>Introduction to MS Word I</b><br><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 workshop content/ trainer.</li> </ul>  |                  | 3                             | 27            | 117          | 102            | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 2 or 67% per training<br>2 or 67% per training<br>2 or 67% per training  | 117 or 100%<br>88 or 86%<br>88 or 86%  |
| <b>Introduction to MS Word II</b><br><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 workshop content/trainer.</li> </ul>  |                  | 1                             | 1             | 3            | 3              | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 2 or 67% per training<br>2 or 67% per training<br>2 or 67% per training  | 3 or 100%<br>3 or 100%<br>3 or 100%    |
| <b>Introduction to Excel</b><br><ul style="list-style-type: none"> <li>Participants demonstrate basic spreadsheet skills.</li> <li>Participants report increased knowledge of spreadsheet skills.</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>   |                  | 3                             | 3             | 8            | 4              | Checklist by trainer<br>Post-workshop survey<br>Post-workshop survey | 2 or 67% per training<br>2 or 67% per training<br>2 or 67 % per training | 8 or 100%<br>4 or 100%<br>4 or 100%    |
| <b>Introduction to Publisher</b><br><ul style="list-style-type: none"> <li>Participants demonstrate basic publishing skills.</li> <li>Participants report increased knowledge of basic publishing skills.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>  |                  | 3                             | 9             | 46           | 36             | Checklist by trainer<br>Post-workshop survey Post-workshop survey    | 2 or 67% per training<br>2 or 67% per training<br>2 or 67 % per training | 46 or 100%<br>34 or 96%<br>36 or 100%  |
| <b>Introduction to PowerPoint</b><br><ul style="list-style-type: none"> <li>Participants demonstrate basic presentation skills.</li> <li>Participants report increased knowledge of basic presentation skills.</li> </ul>  |                  | 3                             | 2             | 3            | 3              | Checklist by trainer<br>Post-workshop survey Post-workshop survey    | 2 or 67% per training<br>2 or 67% per training                           | 3 or 100%<br>3 or 100%                 |

|   |                         |                                      |                      |                     |                       |  |   |  |                                |
|---|-------------------------|--------------------------------------|----------------------|---------------------|-----------------------|--|---|--|--------------------------------|
| <ul style="list-style-type: none"> <li>Participants report satisfaction with workshop content/trainer</li> </ul>  |                         |                                      |                      |                     |                       |  |   | 2 or 67 % per training   | 3 or 100%                      |
| <b>Career and Computer Service Hours</b> <ul style="list-style-type: none"> <li>Participants report new/improved office application skills.</li> <li>Participants report satisfaction with session.</li> </ul>  |                         | 1                                    | NA                   | 15                  | 14                    | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>.8 or 80% per training</li> <li>.8 or 80% per training</li> </ul>  | <ul style="list-style-type: none"> <li>15 or 100%</li> <li>14 or 100%</li> </ul>   |                                |
| <b>Digital Scrapbooking</b> <ul style="list-style-type: none"> <li>Participants demonstrate how to use MS Publisher to create a scrapbook.</li> <li>Participants report increased knowledge on how to use MS Publisher to create a scrapbook.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>   |                         | 3                                    | 5                    | 5                   | 5                     | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>3 or 60% per training</li> <li>3 or 60% per training</li> <li>3 or 60% per training</li> </ul>   | <ul style="list-style-type: none"> <li>5 or 100%</li> <li>4 or 80%</li> <li>5 or 100%</li> </ul>   |                                |
| <b>Multimedia</b><br>PCC offers the following training:   | 78                      |                                      |                      |                     |                       |  |   |  |                                |
| <b>E-books/Audiobooks workshop</b> <ul style="list-style-type: none"> <li>Participants gain knowledge on how to download e-books/audiobooks.</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>   |                         | 2                                    | 4                    | 22                  | 14                    | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>3 or 60% per training</li> <li>3 or 60% per training</li> <li>3 or 60% per training</li> </ul>   | <ul style="list-style-type: none"> <li>22 or 100%</li> <li>13 or 93%</li> <li>14 or 100%</li> </ul>                                      |                                |
| <b>Uploading digital photos</b> <ul style="list-style-type: none"> <li>Participants demonstrate how to upload digital photos.</li> <li>Participants report increased knowledge on how to upload digital photos.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>   |                         | 5                                    | 7                    | 45                  | 28                    | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>3 or 60% per training</li> <li>3 or 60% per training</li> <li>3 or 60% per training</li> </ul>   | <ul style="list-style-type: none"> <li>45 or 100%</li> <li>28 or 100%</li> <li>28 or 100%</li> </ul>                                     |                                |
| <b>Archiving Digital Photos</b> <ul style="list-style-type: none"> <li>Participants demonstrate how to upload digital photos.</li> <li>Participants report increased knowledge on how to upload digital photos.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>   |                         | 5                                    | 5                    | 25                  | 20                    | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>2 or 67% per training</li> <li>2 or 67% per training</li> <li>2 or 67% per training</li> </ul>   | <ul style="list-style-type: none"> <li>25 or 100%</li> <li>17 or 85%</li> <li>25 or 100%</li> </ul>                                      |                                |
| <b>Introduction to Movie Maker</b> <ul style="list-style-type: none"> <li>Participants demonstrate the basics of making a movie using movie maker.</li> <li>Participants report increased knowledge on how to create a movie using movie maker.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>   |                         | 5                                    | 0                    | 0                   | 0                     | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>2 or 67% per training</li> <li>2 or 67% per training</li> <li>2 or 67% per training</li> </ul>   | <ul style="list-style-type: none"> <li>0</li> <li>0</li> <li>0</li> </ul>  |                                |
| <b>Tech Open House</b> <ul style="list-style-type: none"> <li>Participants will report an increase in knowledge on how to use the device he/she brought in</li> <li>Participants will report satisfaction with the assistance they received</li> </ul>  |                         | 3                                    | NA                   | 3                   | 3                     | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>8 or 80% per training</li> <li>.8 or 80% per training</li> </ul>   | <ul style="list-style-type: none"> <li>3 or 100%</li> <li>3 or 100%</li> </ul>   |                                |
| <b>Career and Computer Service Hours</b> <ul style="list-style-type: none"> <li>Participants report new/improved multi-media skills.</li> <li>Participants report satisfaction with sessions</li> </ul>   |                         | 1                                    | NA                   | 4                   | 4                     | <ul style="list-style-type: none"> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>.8 or 80% per training</li> <li>.8 or 80% per training</li> </ul>  | <ul style="list-style-type: none"> <li>4 or 100%</li> <li>4 or 100%</li> </ul>   |                                |
| <b>E-government Services:</b><br>PCC offers the following training:   | 38                      |                                      |                      |                     |                       |  |   |  |                                |
| <b>NCPPC: Medicare information and website navigation</b> <ul style="list-style-type: none"> <li>Participants demonstrate basics on how to navigate Medicare website.</li> <li>Participants report increased knowledge on how to navigate Medicare website.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>   |                         | 8                                    | 1                    | 10                  | 10                    | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>6 or 75% per training</li> <li>6 or 75% per training</li> <li>6 or 75% per training</li> </ul>   | <ul style="list-style-type: none"> <li>10 or 100%</li> <li>7 or 100%</li> <li>7 or 100%</li> </ul>                                       |                                |
| <b>NCPPC: Medicaid information and website navigation</b> <ul style="list-style-type: none"> <li>Participants demonstrate basics on how to navigate Medicaid website.</li> <li>Participants report increased knowledge on how to navigate Medicaid website.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>   |                         | 3                                    | 1                    | 10                  | 7                     | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>2 or 67% per training</li> <li>2 or 67% per training</li> <li>2 or 67% per training</li> </ul>   | <ul style="list-style-type: none"> <li>10 or 100%</li> <li>7 or 100%</li> <li>7 or 100%</li> </ul>                                       |                                |
| <b>Unemployment Navigation</b> <ul style="list-style-type: none"> <li>Participants demonstrate knowledge on how to navigate the unemployment website.</li> <li>Participants report increased knowledge on how to demonstrate unemployment website.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>  |                         | 1                                    | NA                   | 7                   | 6                     | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>.8 or 80% per training</li> <li>.8 or 80% per training</li> <li>.8 or 80% per training</li> </ul>  | <ul style="list-style-type: none"> <li>7 or 100%</li> <li>6 or 100%</li> <li>6 or 100%</li> </ul>  |                                |
| <b>Career and Computer Service Hours</b> <ul style="list-style-type: none"> <li>Participants report new/improved e-government website navigation skills.</li> <li>Participants report satisfaction with sessions</li> </ul>   |                         | 1                                    | NA                   | 2                   | 2                     | <ul style="list-style-type: none"> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | <ul style="list-style-type: none"> <li>.8 or 80% per training</li> <li>.8 or 80% per training</li> </ul>  | <ul style="list-style-type: none"> <li>2 or 100%</li> <li>2 or 100%</li> </ul>   |                                |
| <b>General outcome #2:</b><br>PCC/E-Mobile Unit users are better prepared for the workforce.  |                         |                                      |                      |                     |                       |  |   |  | <b>Evaluation time period:</b> |
| <b>Custom outcome:</b>  | <b>Target audience:</b> | <b>Target audience per training:</b> | <b>Total classes</b> | <b>Total served</b> | <b>Total surveyed</b> | <b>Data source:</b>  | <b>Target achievement level:</b>  | <b>Actual achievement level:</b>   |                                |
| <b>Workforce Development</b><br>PCC offers the following training:  | 500                     |                                      |                      |                     |                       |  |   |  |                                |
| <b>Workforce Readiness Series:</b> <ul style="list-style-type: none"> <li>Participants demonstrate increased knowledge in computer skills to prep for workforce</li> <li>Participants search for jobs online using various job search sites.</li> <li>Participants report increased knowledge of resume development.</li> <li>Participants report new/improved online job searching skills.</li> <li>Participants report satisfaction with content/trainer</li> </ul> |                         | 4                                    | 1                    | 14                  | 14                    | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul> | <ul style="list-style-type: none"> <li>3 or 75% per training</li> </ul> | <ul style="list-style-type: none"> <li>14 or 100%</li> <li>9 or 64%</li> <li>14 or 100%</li> <li>9 or 64%</li> <li>14 or 100%</li> </ul> |                                |
| <b>DOJ Resume Assistance:</b> <ul style="list-style-type: none"> <li>Participants participate in developing an updated resume and/or cover letter.</li> <li>Participants demonstrate new/improved online job searching skills.</li> <li>Participants discuss interview skill tips.</li> <li>Participants report job interview.</li> </ul>   |                         | 1                                    | NA                   | 402                 | NA                    | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Checklist by trainer</li> <li>Checklist by trainer</li> <li>6 mos Post 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 or 75% per training</li> <li>.02 or 2% per training</li> </ul>                               | <ul style="list-style-type: none"> <li>338 or 84%</li> <li>186 or 46%</li> <li>161 or 40%</li> <li>4 or 3%</li> </ul>                    |                                |

|  |    |    |     |     |  |  |  |  |
|--|----|----|-----|-----|--|--|--|--|
| <ul style="list-style-type: none"> <li>Participants report job offer.</li> <li>Participants report satisfaction with content/trainer</li> </ul>  |    |    |     |     |  | 6 mos Post survey<br>Checklist by trainer  | .02 or 2% per training<br>3 or 75% per training  | 2 or .4%<br>338 or 84%   |
| <b>Career and Computer Service Hours:</b> <ul style="list-style-type: none"> <li>Participants participate in developing an updated resume and/or cover letter.</li> <li>Participants apply for a job online.</li> <li>Participants report new/improved online job searching skills.</li> <li>Participants discuss interview skill tips.</li> <li>Participants report job interview.</li> <li>Participants report job offer.</li> <li>Participants report satisfaction with content/trainer.</li> </ul>                                     | 1  | NA | 140 | 130 |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Checklist by trainer</li> <li>6 month post survey</li> <li>6 month post survey</li> <li>Post-workshop survey- Verbal discussion with trainer</li> </ul> | .8 or 80% per training<br>.8 or 80% per training<br>.8 or 80% per training<br>.8 or 80% per training<br>.02 or 2% per training<br>.02 or 2% per training<br>.8 or 80% per training | 122 or 87%<br>10 or 11%<br>52 or 37%<br>7 or 5%<br>5 or 3%<br>8 or .5%<br>113 or 81% |
| <b>MS Office Workforce Development</b> <ul style="list-style-type: none"> <li>Participants demonstrate knowledge in MS Office Software and application.</li> <li>Participants report increased knowledge of MS Office Software and application.</li> <li>Participants report satisfaction with content/trainer.</li> </ul>   | 5  | 5  | 26  | 24  |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | 3 or 60% per training<br>3 or 60% per training<br>3 or 60% per training  | 26 or 100%<br>23 or 96%<br>23 or 96%   |
| <b>QuickBooks</b> <ul style="list-style-type: none"> <li>Participants demonstrate knowledge in Quickbooks.</li> <li>Participants report increased knowledge of Quickbooks.</li> <li>Participants report satisfaction with content/trainer.</li> </ul>  | 5  | 5  | 24  | 24  |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | 3 or 60% per training<br>3 or 60% per training<br>3 or 60% per training  | 24 or 100%<br>24 or 100%<br>23 or 96%  |
| <b>How to Start and Market Your Small Business:</b> <ul style="list-style-type: none"> <li>Participants demonstrate knowledge on how to start and market their own small business.</li> <li>Participants report increased knowledge on how to start their own small business.</li> <li>Participants report satisfaction with content/trainer.</li> </ul>   | 3  | 2  | 9   | 4   |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | 2 or 67% per training<br>2 or 67% per training<br>2 or 67% per training  | 9 or 100%<br>4 or 100%<br>4 or 100%  |
| <b>Professional Development "Open Source" Series:</b> <ul style="list-style-type: none"> <li>Participants demonstrate knowledge in open source software and application.</li> <li>Participants report increased knowledge of Open Source Software and application.</li> <li>Participants report satisfaction with content/trainer.</li> </ul>  | 2  | 3  | 5   | 5   |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | 1 or 50% per training<br>1 or 50% per training<br>1 or 50% per training  | 5 or 100%<br>5 or 100%<br>5 or 100%  |
| <b>Professional Training- Oral Histories Project</b> <ul style="list-style-type: none"> <li>Participants successfully answer a question regarding the use of digital recorders.</li> <li>Participants demonstrate knowledge by utilizing the recorders and performing successful interviews</li> <li>Participants report an increased knowledge of materials covered in the meetings</li> </ul>  | 5  | 1  | 6   | 4   |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | 3 or 60% per training<br>3 or 60% per training<br>3 or 60% per training  | 6 or 100%<br>4 or 100%<br>4 or 100%  |
| <b>Introduction to Resumix: Navigating the Fort Drum On-Line Application System</b> <ul style="list-style-type: none"> <li>Participants successfully answer a question about using Army Resume Builder in creating their resume</li> <li>Participants successfully navigate to the website <a href="http://www.cpol.army.mil/resumebuilder">www.cpol.army.mil/resumebuilder</a></li> <li>Participants report increased knowledge in utilizing the Resumix system</li> <li>Participants report satisfaction with content/trainer</li> </ul> | 3  | 3  | 13  | 11  |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | 2 or 67% per training<br>2 or 67% per training<br>2 or 67% per training<br>2 or 67% per training   | 11 or 85%<br>11 or 85%<br>11 or 100%<br>11 or 100%                                   |
| <b>Job Express Program with Lovville DOL</b> <ul style="list-style-type: none"> <li>Participants will successfully answer a question on using testing software to gain/retain employment</li> <li>Participants report an improvement on basic computer/testing skills</li> <li>Participants report satisfaction with content/trainer</li> </ul>  | 10 | 4  | 43  | 43  |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | 8 or 80% per training<br>8 or 80% per training<br>8 or 80% per training  | 43 or 100%<br>43 or 100%<br>43 or 100%   |
| <b>Professional Development Cemetery Series</b> <ul style="list-style-type: none"> <li>Participants will successfully answer a question and or demonstrated knowledge in cemetery stone repair</li> <li>Participants will successfully answer a question and or demonstrated knowledge in the symbolism and history of cemeteries</li> <li>Participants report an increase of knowledge of a possible career opportunity</li> <li>Participants report satisfaction with content/trainer</li> </ul>   | 20 | 6  | 100 | 82  |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | 15 or 75% per training<br>15 or 75% per training<br>15 or 75% per training<br>15 or 75% per training   | 100 or 100%<br>100 or 100%<br>82 or 100%<br>82 or 100%                               |
| <b>Video Conference Equipment Use (Professional Use- Meetings, Interviews, etc.)</b> <ul style="list-style-type: none"> <li>Participants report the value of using the equipment to video conference</li> <li>Participants report satisfaction with equipment and overall experience</li> </ul>  | 1  | NA | 2   | 1   |  | <ul style="list-style-type: none"> <li>Post Usage Survey</li> <li>Post Usage Survey</li> </ul>   | 8 or 80% per training<br>8 or 80% per training   | 1 or 100%<br>1 or 100%   |
| <b>Drupal Website Staff Training</b> <ul style="list-style-type: none"> <li>Participants will demonstrate knowledge on how to update the library website using the Drupal template</li> <li>Participants report increased knowledge on how to navigate the library's website template</li> <li>Participants report satisfaction with content trainer</li> </ul>  | 2  | 3  | 9   | 9   |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | 1 or 50% per training<br>1 or 50% per training<br>1 or 50% per training  | 9 or 100%<br>9 or 100%<br>9 or 100%  |
| <b>Microsoft Word Certification (Satellite Class of Ogdensburg Attain Lab)</b> <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 workshop content/ trainer.</li> <li>Participants pass certification exam in partnering Attain Lab</li> </ul>  | 3  | 9  | 64  | 54  |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> <li>Certification Exam</li> </ul>   | 2 or 67% per training<br>2 or 67% per training<br>2 or 67% per training<br>20% of participants   | 64 or 100%<br>54 or 90%<br>52 or 100%<br>4 or 50%                                    |
| <b>Basic Computer Skills for the Senior Workforce</b> <ul style="list-style-type: none"> <li>Participants demonstrate basic computer skills.</li> <li>Participants report increased knowledge of basic computer skills.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>  | 3  | 24 | 52  | 42  |  | <ul style="list-style-type: none"> <li>Checklist by trainer</li> <li>Post-workshop survey</li> <li>Post-workshop survey</li> </ul>   | 2 or 67% per training<br>2 or 67% per training<br>2 or 67% per training  | 52 or 100%<br>41 or 98%<br>38 or 90%   |



|   |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|
| <p>The PCC/E-Mobile Unit was successful in achieving outcome #3 (users are satisfied with services).<br/> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree</p> |  |  |  |  |  |  |  |  |
| <p>The PCC/E-Mobile Unit was successful in achieving outcome #4 (partners are aware of services).<br/> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree</p>    |  |  |  |  |  |  |  |  |
| <p><b>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.</b></p>  |  |  |  |  |  |  |  |  |
| <p><b>Please share any additional findings. Include a few specific quotes or accounts from users/partners that support outcomes.</b></p>  |  |  |  |  |  |  |  |  |