

Clinton Essex Franklin Library System's E-Mobile Public Computing Center

Interim Evaluation Report

January 2012

Overview and Objectives

The BTOP New York Public Computer Center Project has the following goals:

- Increase public access to high speed broadband services in high-need communities
- Serve vulnerable populations (unemployed, underemployed or other vulnerable populations: non-English speakers, seniors, disabled, etc.)
- Provide technical support and other resources to support job search and career advancement through community anchor institutions such as libraries
- Advance the use of E-services for training, employment, digital literacy, and education
- Stimulate employment and provide job opportunities

The Clinton Essex Franklin Library System's project, titled InternetXpress @ Your Library, is a mobile public computing center which travels the roads of our rural region bringing equipment, broadband, and most importantly personal assistance to residents at library and other community locations. The project began in late 2010 and training began in earnest in January 2011. This report summarizes the data we've collected about the impact of the project between June and December 2011.

Evaluation Results for June to December 2011

We are happy to report that the data we've collected demonstrates success in meeting all of the goals of the larger program. One of our strongest areas has been in providing technical support for job search. Since June 2011 we have:

- Helped 235 unemployed people with resume writing, networking, interviewing and searching for jobs (340 over the entire grant period)
- Helped 29 people obtain jobs (40 over the entire grant period)

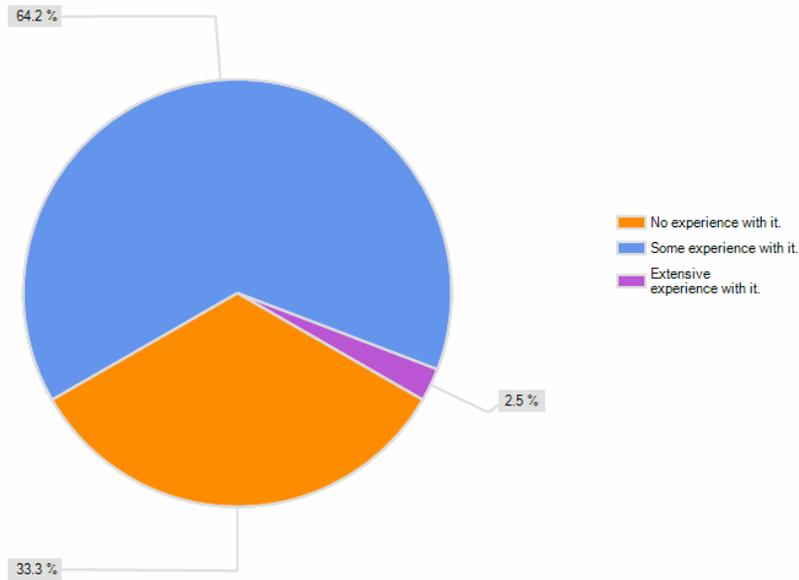
The other very strong accomplishment we can report is in providing digital literacy education to vulnerable populations. Our targeted populations include people without broadband or computers at home, and we see many senior citizens and underemployed residents. Our program takes equipment and broadband out to community libraries and other locations in our very rural, mountainous region, and provides small group and personal assistance to enable people to take the next step with technology and therefore improve their lives. During the June – December 2011 period, we:

- Provided computer training to 185 individuals (336 since January 2011)
- Achieved a high level of satisfaction and achievement for participants

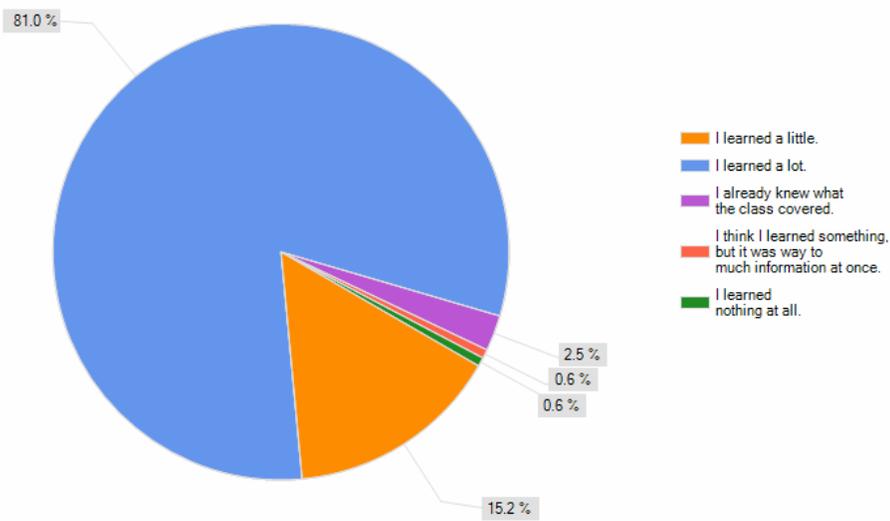
Surveys of the digital literacy trainees showed that participants overwhelmingly felt that they learned a lot from the classes. The graphs below illustrate some of the results of the evaluation. Instructor

observation also overwhelmingly supported the conclusion that participants learned the skills taught in the classes.

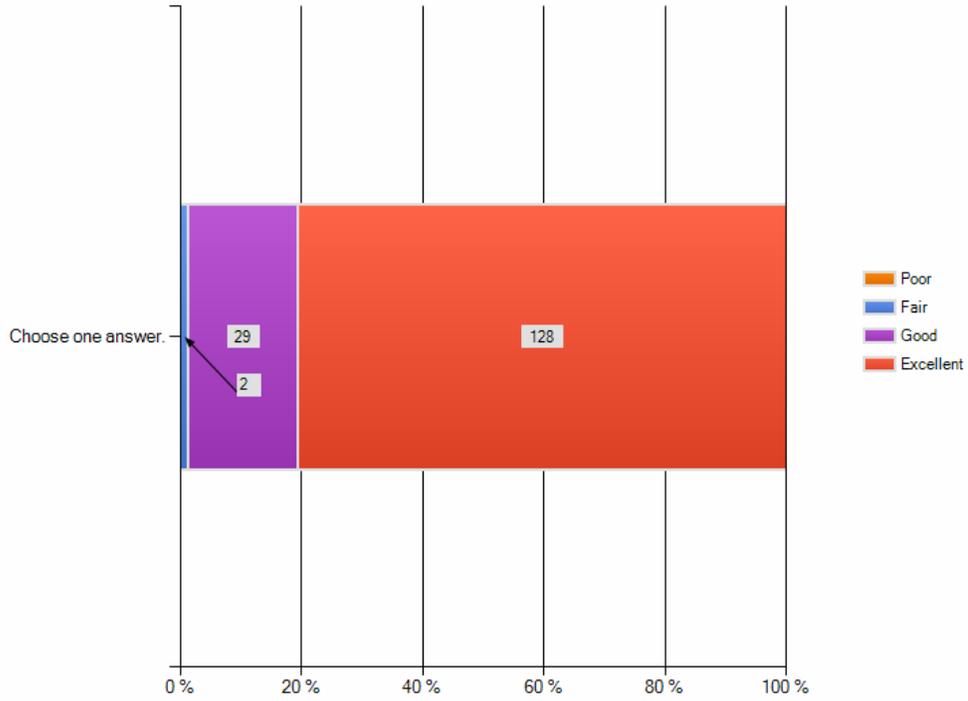
How much did you know about the topic of the class before you attended it?



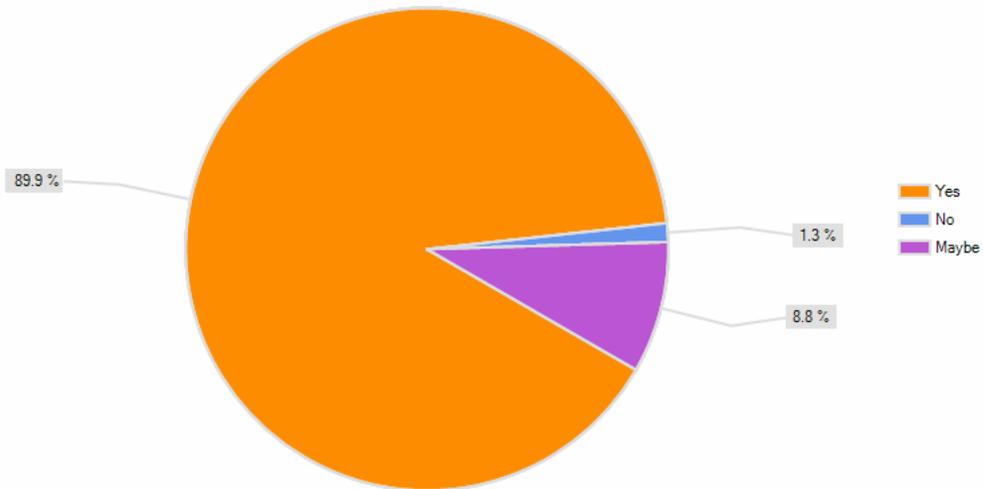
Do you feel you learned anything from the class?



How would you rate the class you attended?



Would you attend another class?



Anecdotal Evidence of Success

Comments on surveys and via email to the project coordinators were also very positive and bear witness to the fact that digital literacy training is much needed in our region.

These are just a few of the comments we received about the InternetXpress Service:

"Words cannot express my thank you to you. After all the years I had my laptop you showed me more in 1/2 hour and I think I like computer now. Your patient with me was remarkable and you made me feel not stupid. I can't wait till the first Wednesday of next month to meet again."

"Just wanted to let you know how much our patrons have appreciated taking part in the Internet Express workshops, classes, and the one-on-one sessions with Chris and Ken. After each and every session, participants have left speaking very positively about the experience."

"I have patiently waited many years for these free computer classes to come along."

"I finally learned how to copy and paste an article into an email!"

And, illustrating the unfilled need that still exists, suggestions for changes included:

"Longer amount of time and more time slots."

"Make it a little longer - classes are a wonderful resource for me."

"Keep going further."

"More hours"

Best practices and Lessons Learned

We have learned a number of things through the experience of offering help with digital literacy and job search in the Adirondack region. These are some of the insights we've gained over the past year:

- The facilities and populations of the region do not lend themselves to large classes. Small classes and individual instruction, however, work very well here. Job search clients, in particular, need personal service and do not tend to come to a group class.
- A regular schedule is important so that residents know when to expect a class to be available.
- One of our most successful practices has been offering the Help Desk sessions. These can lead to formal classes as the needs of each community become clear.
- Don't overload your clients with too much information. People who have not had much experience with technology need to start slowly.
- Classes lasting less than two hours work best, and it helps to have practice time built in. Hands on practice is essential.
- Handouts, a fun atmosphere with class participation, and flexibility on the instructor's part are important.
- Advertising through libraries and other partners has been our best way to let people know about the classes. Free listings in local papers was second, followed by flyers placed in the community.
- Summer is the season which brings the most attendees. November through February are slower months, due to weather and transportation difficulties and the smaller population in winter.

Future Plans

We will be adding several classes in response to demand (and anticipated demand). These will include All About Tablet Computers and Ereaders, Computer Consumer – Comparing PC's and Macs, and a class for library staff covering JobNow and local employment services. We will also offer another round of Microsoft Office classes. Resume, Interview and Job Search assistance will continue as before, and we will be ready to respond to any extraordinary needs that arise in this area.

We are currently having discussions about sustainability. We hope to find a combination of grant and fee-for-service options that would allow us to extend the services of the project and possibly expand the geographic scope in order to reach more people.

General outcome #1: InternetXpress users gain digital literacy skills.					Evaluation time period: June 1- December 31, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><u>Basic Internet & Computer Skills</u></p> <p>InternetXpress offers the following training.</p> <p>Basics of Computers</p> <ul style="list-style-type: none"> • Participants demonstrate basic computer skills. • Participants report increased knowledge of computers. • Participants report satisfaction with the workshop • Participants report satisfaction with the trainer. <p>Understanding the Internet</p> <ul style="list-style-type: none"> • Participants demonstrate basic internet search skills. • Participants report increased knowledge of the internet. • Participants report satisfaction with workshop. • Participants report satisfaction with trainer. <p>Internet Security & Caring For Your Computer</p> <ul style="list-style-type: none"> • Participants are able to download free virus protection. • Participants report increase knowledge of virus/malware. • Participants demonstrate basic computer maintenance skills. • Participants report increased knowledge of computer maintenance. • Participants report satisfaction with workshop. • Participants report satisfaction with trainer. <p><u>Office Skills</u></p> <p>InternetXpress offers the following training.</p> <p>Intro to Microsoft Word</p> <ul style="list-style-type: none"> • Participants demonstrate basic word processing skills. • Participants express increased knowledge of word processing • Participants report satisfaction with workshop. • Participants report satisfaction with trainer. <p>Intro to Microsoft Excel</p> <ul style="list-style-type: none"> • Participants demonstrate basic spreadsheet skills. • Participants express increased knowledge of spreadsheets. • Participants report satisfaction with workshop. • Participants report satisfaction with trainer. 	<p>216</p>	<p>3</p> <p>3</p> <p>4</p>	<ul style="list-style-type: none"> • Observation by trainer. • Post workshop survey • Post workshop survey • Post workshop survey <ul style="list-style-type: none"> • Observation by trainer. • Post workshop survey • Post workshop survey • Post workshop survey <ul style="list-style-type: none"> • Observation by trainer. • Post workshop survey • Post workshop survey • Checklist by trainer. • Post workshop survey. • Post workshop survey. 	<ul style="list-style-type: none"> • 2 or 66% per training. <ul style="list-style-type: none"> • 2 or 66% per training. <ul style="list-style-type: none"> • 2 or 50% per training. • 3 or 75% per training. • 2 or 50% per training. • 3 or 75% per training. • 3 or 75% per training. • 3 or 75% per training. 	<p>27 Total Trained</p> <ul style="list-style-type: none"> • 23 or 85% (+) • 19 or 67% (+) • 24 or 89% (+) • 9 or 100% (+) <p>17 Total Trained</p> <ul style="list-style-type: none"> • 16 or 94% (+) • 16 or 94% (+) • 17 or 100% (+) • 17 or 100% (+) <p>36 Total Trained</p> <ul style="list-style-type: none"> • 35 or 97% (+) • 32 or 90% (+) • 36 or 100% (+) • 35 or 97% (+) • 36 or 100% (+) • 36 or 100% (+) <p>14 Total Trained</p> <ul style="list-style-type: none"> • 12 or 86% (+) • 14 or 100% (+) • 14 or 100% (+) • 14 or 100% (+) <p>32 Total Trained</p> <ul style="list-style-type: none"> • 25 or 78% (+)
	222	4	<ul style="list-style-type: none"> • Observation by trainer. • Post workshop survey • Post workshop survey <ul style="list-style-type: none"> • Observation by trainer. 	<ul style="list-style-type: none"> • 2 or 50% per training. • 3 or 75% per training. • 3 or 75% per training. • 3 or 75% per training. <ul style="list-style-type: none"> • 3 or 50% per training. 	

					*For this workshop (Networking) we did not get any valid survey.
General outcome #3: InternetXpress users are satisfied with services.					Evaluation time period: June 1-December 31, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:

<p>Open Lab Access (Answering General Questions About Computers)</p> <ul style="list-style-type: none"> • Users rate service as beneficial to them. • Users report that they would recommend services to others. • Users report that they plan to use the services again. 	<p>50</p>	<p>3</p>	<ul style="list-style-type: none"> • User survey. • User survey • User survey 	<ul style="list-style-type: none"> • 32 or 75% of responses. • 32 or 75% of responses. • 32 or 75% of responses. 	<p>113 Total Traine</p> <ul style="list-style-type: none"> • 92 or 81% (+) • 110 or 97% (+) • 102 or 90% (+)
<p>General outcome #4: Community partners are aware of InternetXpress services.</p>					<p>Evaluation t period: June Dec. 31, 2011</p>

Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Partners</p> <ul style="list-style-type: none"> Partners have seen advertising for InternetXpress. Partners report that they referred clients/ members to InternetXpress. Partners report having developed client/ member activities that incorporate InternetXpress services. 	4	N/A	<ul style="list-style-type: none"> Follow-up survey. Follow-up survey Follow-up survey 	<ul style="list-style-type: none"> 4 or 100% of partners. 4 or 100% of partners. 1 or 25% of partners. 	<p>6 Partnerships</p> <ul style="list-style-type: none"> 6 or 100% (+) 6 or 100% (+) 6 or 100% (+)

Evaluation time period:

Please indicate your level of agreement/disagreement with the following statements:

The PCC/E-Mobile Unit was successful in achieving outcome #1 (users gain digital literacy skills).

Strongly agree Agree Disagree Strongly disagree

The PCC/E-Mobile Unit was successful in achieving outcome #2 (users are better prepared for the workforce).

Strongly agree Agree Disagree Strongly disagree

The PCC/E-Mobile Unit was successful in achieving outcome #3 (users are satisfied with services).

Strongly agree Agree Disagree Strongly disagree

The PCC/E-Mobile Unit was successful in achieving outcome #4 (partners are aware of services).

Strongly agree Agree Disagree Strongly disagree

If you indicated disagree or strongly disagree for any of the above outcomes, please explain. List any changes being made to the program and/or evaluation plan to ensure these outcomes are achieved.

The results above are very positive and support our own observations of the outcomes, however we did not have enough surveys in some cases to be absolutely confident in the results. We will be working over the next evaluation period to improve our survey return rate. The program director is in the process of making changes to the curriculum offered. Our number of trainees has been more in the Workforce Development area than expected, and less in the Digital Literacy Area than expected. We hope to increase the numbers of trainees in Basic Internet and Computer Skills and Basic Office Skills, and we plan to add some Multimedia classes.

Please share any additional findings. Include a few specific quotes or accounts from users/partners that support outcomes.

"I was very pleased at the teacher's ability to make the information easy to understand"

"Make it a little longer - classes are a wonderful resource for me"

"[The instructor] was very helpful and willing to help me with all my questions."

"EVERYTHING WAS EXCELLENT. WE RECEIVED A HANDOUT EXPLAINING IN DETAIL SO WE DID NOT HAVE TO TAKE TOO MANY NOTES. THANK YOU VERY MUCH!!!"

"Thanks again for the very informative and useful computer course yesterday at the Ausable Forks Library. Your presentation was very easy to follow, and I definitely picked up a lot of good tips (and I'm happy that I finally learned how to copy and paste an article into email)! I think this is a great program for this area...it makes computer learning easy and accessible."

"Thank you so much for helping me with my resume!!"

"Just wanted to let you know that you have been a great help to us in this economically deprived area. Your computer classes have always been very informative and thorough. You have been very enthusiastic, knowledgeable and always ready to help us when in need."

"I have patiently waited many years for these free computer classes to come along."

"Words cannot express my thank you to you. After all the years I had my laptop you showed me more in 1/2 hour and I think I like computer now. Your patient with me was remarkable and you made me feel not stupid. I can't wait till the first Wednesday of next month to meet again."