

## OBE Interim Report #1 Narrative

A narrative report that includes:

### Interpretation of findings

While it was no surprise to find that participants found the classes helpful and were pleased with the instructors, we were very surprised to find that participants did not report an increase in skill level. I think this is due to how the survey is worded; despite learning new skills, many people still consider themselves to be in the same learning category. I am in the process of reworking the entire survey so that we will have a more accurate picture of our success.

### Progress regarding target audiences, course offerings, scheduling etc.

I am very pleased by how close we came to our total yearly target of 1,075. Our attendance was over our target in both the Open Lab/1-on-1 Sessions and in the Office Skills classes. The PCC trainers are responsive to patron feedback and try schedule classes accordingly. They rotate classes through the evenings and afternoons to meet the needs of our patrons. We still struggle with the attendance for workforce development classes, but are hopeful that the changes made in the curriculum will appeal to more people.

Observations regarding digital literacy, workforce development, access (including one-on-one and open lab practices) plus all other essential elements of your program.

### Best practices

We have a diverse clientele at Crandall Public Library and our patrons have a variety of computer needs from basic through advance. We have found that the 1-on-1 sessions are an excellent way to meet this variety of needs. We also try to keep our curriculum fresh and offer new classes as well. Being flexible with the scheduling of classes helps us to reach as many people as possible. The PCC trainers are receptive to suggestions about the types of classes offered as well as the best times to schedule them.

### Lessons learned

The most important lesson that we have learned so far is to be flexible. Our end goal is to give people the digital literacy skills that they need to be competitive in today's job market. By maintaining flexibility and keeping our goals in mind, we have been able to rework the curriculum & schedule to provide the most benefit to our patrons. The overall response indicates that there is a greater need for digital literacy classes than the workforce development in our community. Although there is a high unemployment rate, people require the foundation that the digital literacy classes provide before they can pursue their employment options.

### Other information pertinent to your particular project

There is some interest in our community for classes that are out of the scope of our contract with Northeast Career Planning (ex: eReaders, digital photography). I am exploring ways that we can offer these different types digital literacy classes.

**General outcome #1:** PCC/E-Mobile Unit users gain digital literacy skills.

We had a 16% response rate on digital literacy surveys

**Open Lab/ 1 on 1 Assistance**

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
46%	% increased skill	No

**Basic Internet & Computer Use**

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
63%	% increase in basic knowledge	No
100%	% report class/workshop beneficial	Yes

**Office Skills**

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
42%	% increase in knowledge	No
97%	% report class/workshop beneficial	Yes

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

We had an 11% response rate on workforce development surveys

**Job Readiness Training**

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
80%	% report improved employment situation	No
100%	% report class/workshop beneficial	Yes

**Resume Workshops**

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
100%	% Report class/workshop beneficial	Yes
43%	Increase in knowledge/skills	No

**Job Application/ Search Workshop**

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
67%	% Report an increase in knowledge/skills	No
100%	% Report class/workshop beneficial	Yes

**Typing/Data Entry**

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
50%	% Report an increase in skill level	No
90%	% Report class/workshop beneficial	Yes

**General outcome #3:** PCC/E-Mobile Unit users are satisfied with services.

We had a 16% response rate

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
98%	% Find workshop(s) beneficial	Yes
51%	%Report increase in skills/knowledge	No
98%	% Take another class	Yes

**General outcome #4:** Community partners are aware of PCC/E-Mobile Unit services.

Instructor Observation		
% achieved	Skill/Behavior	Goal met?
29%	% Refer clients to our services/classes	No

**Evaluation time period:** **6/1/11-12/1/11**

**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 survey instrument does not ask the questions in the correct way to reflect OBE outcomes. Surveys were also not treated as mandatory by myself and the trainers and consequently we had an extremely low response rate. In addition to creating a new class feedback form, I will make a point of collecting and monitoring surveys on a monthly basis to ensure a higher return rate and that the surveys accurately reflect the level of service that I feel we are providing.

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

- "I consider the program to be very successful for me & I am grateful"
- "Courses are very helpful & effective"
- "I became 100% more skilled in the use of a computer which will help my company"
- "The staff was extremely helpful and knowledgeable. Provided a friendly setting and a lot of help"
- "I am very appreciative of all the computer help"
- "This is exactly what I need- I am continuing to take more classes as they become available"
- "Program is great and teacher is very knowledgeable and patient"