

## OBE Report June – December 2011 for Julia Boyer Reinstein Library

### Interpretation of statistics:

Overall, we have surpassed our goals for Trainer Observation, Increased Knowledge and Student Satisfaction with the Classes. Our courses provide hands-on training at both basic and intermediate levels. Based on survey results our students are learning new skills and are satisfied with the content and presentation of our material. I do not plan to make modifications to our classes in 2012.

Class attendance varies depending on the type of class. The maximum number of students per class is 12. Our Microsoft Office classes have the strongest attendance with an average of 10 per class. Our computer classes average 8 students per class. Our Workforce Development classes have the poorest attendance with an average of 4 students per class. Based on this feedback, the demand for office classes is strongest and our class schedule will reflect this in 2012. We will also offer our basic computer and Internet classes regularly. Surprisingly, the demand for our Workforce classes is substantially less. We will not abandon these classes as this is an important aspect of the grant. Instead, we will explore new avenues to announce our classes and see if we can stimulate more interest.

PCC staff is available in the Open Lab 64% of our open library hours. We do not solicit feedback in the lab, however, patrons are now comfortable asking PCC staff their questions. We will continue our coverage in the lab as best we can. We plan to run more frequent classes at two locations in beginning in January 2012. This will reduce the coverage at JBR Library to 44% and increase coverage at Reinstein Library to 31%. We plan to service more patrons overall in 2012.

### Progress:

#### Target Audiences:

Open Lab Access: 60% achieved

Office Skills: 68% achieved

Computer Skills: Trainer Observation: 60% achieved

Progress in the areas of Open Lab, Office Skills and Computer Skills are very high and we will continue the same practices that were so successful last year. We expect to surpass our target numbers in all three of these categories.

Workforce Development: 21% achieved

We have not been able to reach this target group with much success. We post our Workforce Development classes in the local employment offices. We have tried to find other, more generic places to post our classes including local stores such as Wegmans, Target and Walmart with no luck. We will reach out to all 37 libraries in our system next year and see if we can attract more library patrons in need of these classes. We can also reach out to community centers in neighboring towns and to other family service providers such as counseling centers and community colleges.

Multimedia: 0% achieved.

We did not offer classes in this category in 2011. We have purchased our Video Conferencing equipment and will offer use of this next year. Our numbers will improve, but it is doubtful that we will reach the target of 660 with this limited offering.

ESL:

Our Target is zero since this is such a small group in our area. We do not plan on offering classes next year.

GED, College Prep, Certified Training: No classes offered

Our target numbers are very low for these three areas, 9, 33 and 79 respectively. We plan to contact Buffalo Public Schools to see if we can arrange to have the PCC become a site for GED and College Prep classes. We will probably not pursue any Certified Training programs.

#### Course Offerings:

We offer a wide variety of classes for Microsoft Office products. These are the most popular classes we offer. We have consistently offered Word and Excel classes supplemented with PowerPoint classes. In October we began offering Mail Merge and Publisher. We developed an Access class and began offering this in October as well. Attendance is very strong for Access and reasonable for Mail Merge and Publisher. I would like to develop an intermediate class for Access. We originally felt that most entry level jobs would entail adding information to established databases. Based on feedback, patrons would like to learn how to do queries as well.

We offer computer basics, internet, email and file management training with a class average of 8. Many patrons looking for work are taking these classes in addition to the Microsoft Office classes. Seniors take computer, Internet and e-mail classes as well. These are our strongest classes in this category. We have experimented with our computer basics class which covers using the mouse and keyboard. We found that many patrons already know how to use the mouse and much of this class was not helpful. We decided to offer a separate class called Mouserobics directed at those few who needed this practice. We followed this class with internet instruction. These classes were held on the same day, one hour apart. Attendance was very low for the mouse practice classes, but strong for the internet classes. This idea did not work. Many other aspects of the computer basics course were not covered. We modified our original computer basics class to include purchasing tips. Attendance went up for this class. In 2012, we will offer this class and eliminate the Mouserobics class.

Our Facebook classes are popular and we will continue to offer this often in 2012. We developed a Skype class which is also popular and we will offer this regularly next year. Other classes are more novelty and will be offered sporadically next year. These include Flickr, YouTube, Wikipedia, Google Maps, and Twitter.

New classes being considered are: ebay, e-readers, Ancestry, How to Create a Blog; Access Intermediate. Ebay and Ancestry classes are being developed by B&ECPL Training Center and will be available for us to use. The Blog class is ready and will be offered in March. E-readers and Access Intermediate will have to be developed by the PCC and will depend on the availability of staff which will be limited when the Anna Reinstein location opens.

Our Workforce Development classes have the lowest attendance with an average of 4 students per class. These classes were offered less frequently due to low attendance. This practice did not help improve our service to this population, however I felt that it was better to offer more Office classes since this is what our patrons want. We began with two classes, Resume Maker\* and LinkedIn. We developed a variety of classes hoping to find one or two that would suit our patrons. These included Resume Tips and Open Lab, Job Search Strategies, and Job Interview Practice. People are attending these classes but at the same low rate as the others. We developed a Student Career sequence aimed at High School students; however, it was not well received. We will look at offering this class to GED students next year. We also began a Job Club in October. The attendance is very low and has ceased in December.

We are hopeful that our new location will provide easier access to our classes for those looking for work. The Anna Reinstein Library is closer to the unemployed population of Cheektowaga and parts of Buffalo. It is also accessible via bus. We plan to have 3 to 4 classes per month, mostly at the new location, and possibly move Job Club there as well. We are continually looking for new ways to promote these classes.

\* The Resume Maker class will be replaced with a Resume Creation with Microsoft Word class in 2012. The B&ECPL has discontinued Resume Maker software.

#### Scheduling:

We have tried a number of different time slots. Afternoons from 2 – 4 pm works best. We offer classes Wednesday mornings before the library opens from 10am – 12pm. This is our next most popular time. Saturday morning classes also work, but attendance depends on the class offered and the weather. Our meeting room is very popular and it is not possible to hold a Saturday class every week. When we open our new location our plan is to offer Saturday classes every week, alternating between locations. We will monitor attendance to see if this works. We have had many requests for evening classes and began offering Thursday evening classes, 6 – 8 pm in October. The sign up for this time slot was very strong, however attendance was very low. We will not offer evening classes beginning in January. Summer class attendance was very low. We offered fewer classes in July and August. The sign up for the classes was decent, but turnout was minimal. If the weather was fine, class attendance was even less. We will cut back our summer schedule in 2012 as well.

## **Observations:**

### Digital Literacy:

There is a tremendous need for this education. Many seniors are discovering the need to learn computer skills to keep in touch with family. Many people feel they are “computer illiterate”. We then find out that they know how to type, use the mouse and already have email accounts. Many seem to think there is much more to computers than there is and don’t give themselves credit for what they do know. We are helping many people in their 40’s and 50’s use computers to upload their resumes. Many in this age group have never needed computers and now need basic skills to apply for jobs. They benefit greatly from our classes.

### Workforce Development:

Most of our job seekers take our Office classes to either learn new skills, refresh their skills or to prepare for an employment exam. We have had a poor response to our **Job Help** classes. We encourage all those in the open lab who are working on resumes to take a class, but they seem to feel that they do not need the help. People may view the library as a “do-it-yourself” place and not a place for advice or assistance. Patrons may also be using more traditional sources for their job searching needs such as the Department of Labor, Buffalo Employment and Training Center and ECC Onestop. We do post our classes at these organizations and we have many referrals from them, but not for our Workforce classes. We will try to tap into other sources such as all 37 libraries and GED classes. We will explore all options to try to increase awareness of our programs. Those who have attended our classes have found them helpful with a percentage reporting that they had job interviews and job offers due to help from our classes. We are having difficulty getting those successful students to write an endorsement for our program.

### Access (including one-on-one and open lab practices):

We were able to staff the Open Lab 64% of JBR’s open hours. We have posted “Ask Me” signs at all stations so patrons know where and who to ask for help. Patrons now expect someone to be available to answer their questions. The PCC staff has freed the limited library staff from answering computer questions. Our goal is to maintain this high coverage next year. This will be more difficult when our new PCC opens because our staff will be stretched between both locations and we will be offering more classes.

One-on-one training is popular. It was offered to anyone who could not get into a class or if an appropriate class was not being offered in the near future. Topics seem divided between Microsoft Office software and computer basics. Many who are new to computers seem to benefit from one-on-one training. Although this type of training is beneficial, it takes staff away from the open lab and in return we only help one patron. This was a good practice in the beginning. It helped patrons and helped foster word of mouth advertising. Now that we have grown and are offering more classes these private sessions have been requested less and less. We do not plan on emphasizing this aspect of our PCC at our new location since our Open Lab hours there will be limited to two five hour sessions per week. Taking

staff away from the lab to help one patron will not serve this population well. Since we will be able to offer a full range of classes every month, it is hoped that the need for these private sessions will drop.

### **Best Practices:**

Timely press releases that announce our classes to the public bring awareness of our program to many people. This is supplemented by monthly brochures and flyers. These are distributed in the library and employment organizations and our senior center. This has helped us reach out to community members who can benefit from our services. Our attendance is high for most of our classes.

Offering classes that meet the needs of our patrons was an immediate success. Each class is two hours long and can be taken independently. It is not necessary for students to block off a week at a time to take a class. Once we knew what classes were most needed, we adjusted our schedule to offer these more often, in some cases every month.

We hold our classes at regular times every week. The public now looks for our classes and they know that if they miss a class, that it will be offered again in the near future.

Good record keeping is paramount. It took much effort to organize our feedback forms and create our data entry forms. These were adjusted and supplemented often. Now that we have discovered the most efficient way to track our data, reporting will be less time consuming next year.

### **Lessons Learned:**

Communication is the key. The community must be aware of the services offered in order to build the PCC. Regular announcements in places that are convenient for people are very important. We have our schedule posted in our two free local papers, one on a weekly basis. We also target job seekers. To do this we post our workshops at local employment agencies. We will continue to do this in 2012. We will also try to expand our reach and bring more awareness to our program.

Experienced teachers who are both knowledgeable and patient help patrons have a positive, productive learning experience. Satisfied students spread the word about our classes and help us build our program. We supplement our staff with freelance trainers who allow us to offer different classes and also serve as a backup for our staff. We will continue this practice in 2012.

A large variety of well planned courses is important. The classes we teach use hands on examples giving each student an opportunity to practice each lesson. The two hour timeframe allows us to cover a great deal of material without overwhelming the students. We have supplemented these classes with our own job related topics in order to meet the needs of our population. More classes are being developed for 2012. Possible topics will include: Ebay; e-readers; Blogging.

One-on-one instruction is very helpful to individuals who need basic instruction or have specific questions that go beyond the classroom. This type of instruction takes trainers away from the open lab where many patrons can be served. Classroom and open lab instruction broadens our ability to help patrons whereas one-on-one instruction lessens it. We will be able to offer more classes next year. Between our two locations patrons should not have to wait very long for the appropriate class. We will not emphasize one-on-one instruction next year.

Thorough record keeping makes reporting much more efficient. Now that we have collected data for 2011, next years' records will contain all the pertinent information in an easy format.

**Other information pertinent to our PCC:**

Our new location at the Anna M. Reinstein Library in Cheektowaga will open on January 24, 2012. This will bring our services closer to the unemployed segment of our population. We will be offering two or three classes per week with at least 3 classes concentrating on Workforce Development. This is a convenient location for many patrons. It is situated in a neighborhood and is accessible via bus route. We anticipate the new location will be as popular as the Julia Boyer Reinstein location.

Submitted by:  
Yvonne Maute  
PCC Project Manager

# OBE DATA FOR JULIA BOYER REINSTEIN PUBLIC COMPUTER CENTER

## June – December 2011

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					<b>Evaluation time period: Jun – Dec 2011</b>
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>Basic Internet and Computer use</u>	475				
<b>Computer Basics</b> <ul style="list-style-type: none"> <li>• Participants demonstrate ability to use the mouse</li> <li>• Participants report increased knowledge of using a computer</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	<i>Checklist by trainer</i> <i>Post workshop survey</i>  <i>Post workshop survey</i>	Checklist by trainer Post workshop survey  Post workshop survey	12 Total Trained 100% 82%  100%
<b>Mouserobics</b> <ul style="list-style-type: none"> <li>• Participants demonstrate ability to use the mouse</li> <li>• Participants report increased knowledge of using a mouse</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	<i>Checklist by trainer</i> <i>Post workshop survey</i> <i>Post workshop survey</i>	Checklist by trainer Post workshop survey Post workshop survey	9 Total Trained 100% 80% 100%
<b>Internet Basics</b> <ul style="list-style-type: none"> <li>• Participants demonstrate basic internet searching skills</li> <li>• Participants report increased knowledge of searching the internet</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	<i>Checklist by trainer</i> <i>Post workshop survey</i>  <i>Post workshop survey</i>	60% per training 80% per training  80% per training	18 Total Trained 100% 84%  100%
<b>Internet Intermediate</b> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of internet security</li> <li>• Participants report increased knowledge of internet privacy</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	<i>Post workshop survey</i> <i>Post workshop survey</i> <i>Post workshop survey</i>	80% per training 80% per training 80% per training	29 Total Trained 97% 93% 100%
<b>Google It!</b> <ul style="list-style-type: none"> <li>• Participants report increased knowledge of Google features</li> <li>• Participants report awareness of website evaluation</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	<i>Post workshop survey</i> <i>Post workshop survey</i> <i>Post workshop survey</i>	80% per training 80% per training 80% per training	31 Total Trained 97% 90% 100%
<b>Email Basics</b> <ul style="list-style-type: none"> <li>• Participants set up an email account and demonstrate basic email skills</li> <li>• Participants report increased knowledge of using email</li> <li>• Participants report satisfaction with the workshop</li> </ul>		12	<i>Checklist by trainer</i>  <i>Post workshop survey</i> <i>Post workshop survey</i>	60% per training  80% per training 80% per training	7 Total Trained 100%  100% 100%
<b>Email Intermediate</b> <ul style="list-style-type: none"> <li>• Participants demonstrated ability to make and open attachments</li> </ul>		12	<i>Checklist by trainer</i>  <i>Post workshop survey</i>	80% per training  80% per training	9 Total Trained 100%  88%

<ul style="list-style-type: none"> <li>Participants report increased knowledge of advanced email features</li> <li>Participants report satisfaction with the workshop</li> </ul>	12	<i>Post workshop survey</i>	<i>80% per training</i>	100%
Gmail		<i>Checklist by trainer</i>	<i>60% per training</i>	15 Total Trained 100%
<ul style="list-style-type: none"> <li>Participants set up an email account and demonstrate basic email skills and ability to make and open attachments</li> <li>Participants report increased knowledge of using email</li> <li>Participants report satisfaction with the workshop</li> </ul>		<i>Post workshop survey</i> <i>Post workshop survey</i>	<i>80% per training</i> <i>80% per training</i>	92% 100%
Excel Basics	12	<i>Checklist by trainer</i>	<i>60% per training</i>	67 Total Trained 99%
<ul style="list-style-type: none"> <li>Participants will set up and enter information on a spreadsheet</li> <li>Participants will be able to create and edit formulas</li> <li>Participants report satisfaction with the workshop content/trainer</li> </ul>		<i>Checklist by trainer</i> <i>Post-Workshop survey</i>	<i>60% per training</i> <i>80% per training</i>	96% 100%
Excel Intermediate	12	<i>Checklist by trainer</i>	<i>60% per training</i>	65 Total Trained 96%
<ul style="list-style-type: none"> <li>Participants report increased knowledge of formatting a spreadsheet</li> <li>Participants will be able to insert a chart</li> <li>Participants report satisfaction with the workshop content/instructor</li> </ul>		<i>Checklist by trainer</i> <i>Post-Workshop survey</i>	<i>60% per training</i> <i>80% per training</i>	95% 99%
Word Basics	12	<i>Checklist by trainer</i>	<i>60% per training</i>	60 Total Trained 99%
<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 the workshop content/instructor</li> </ul>		<i>Post-Workshop survey</i> <i>Post-Workshop survey</i>	<i>80% per training</i> <i>80% per training</i>	91% 99%
Word Intermediate	12	<i>Checklist by trainer</i>	<i>60% per training</i>	60 Total Trained 97%
<ul style="list-style-type: none"> <li>Participants demonstrate ability to insert items into a document</li> <li>Participants report increased knowledge of word processing</li> <li>Participants report satisfaction with the workshop content/instructor</li> </ul>		<i>Post-Workshop survey</i> <i>Post-Workshop survey</i>	<i>80% per training</i> <i>80% per training</i>	94% 100%
Powerpoint Basics	12	<i>Checklist by trainer</i>	<i>60% per training</i>	27 Total Trained 97%
<ul style="list-style-type: none"> <li>Participants demonstrate basic Powerpoint skills</li> <li>Participants report increased knowledge of Powerpoint program</li> <li>Participants report satisfaction with the workshop contents/instructor</li> </ul>		<i>Post-Workshop survey</i> <i>Post-Workshop survey</i>	<i>80% per training</i> <i>80% per training</i>	92% 100%
Publisher Basics	12	<i>Checklist by trainer</i>	<i>60% per training</i>	19 Total Trained 88%
<ul style="list-style-type: none"> <li>Participants demonstrate basic Publisher skills</li> <li>Participants report increased knowledge of Publisher program</li> <li>Participants report satisfaction with the workshop</li> </ul>		<i>Post-Workshop survey</i> <i>Post-Workshop survey</i>	<i>80% per training</i> <i>80% per training</i>	95% 100%
Mail Merge Basics	12	<i>Checklist by trainer</i>	<i>60% per training</i>	7 Total Trained 100%
<ul style="list-style-type: none"> <li>Participants demonstrate basic Mail Merge skills</li> </ul>		<i>Post-Workshop survey</i>	<i>80% per training</i>	100%

<ul style="list-style-type: none"> <li>Participants report increased knowledge of merging from Excel to Word</li> <li>Participants report satisfaction with the workshop contents/instructor</li> </ul>	12	<i>Post-Workshop survey</i>	<i>80% per training</i>	100%
<b>Access Basics</b> <ul style="list-style-type: none"> <li>Participants demonstrate basic Access skills</li> <li>Participants report increased knowledge of Access program</li> <li>Participants report satisfaction with the workshop contents/instructor</li> </ul>	12	<i>Checklist by trainer</i> <i>Post-Workshop survey</i> <i>Post-Workshop survey</i>	<i>60% per training</i> <i>80% per training</i> <i>80% per training</i>	<b>29 Total Trained</b> 100% 89% 100%
<b>File Management</b> <ul style="list-style-type: none"> <li>Participants demonstrate ability to create a folder, store and retrieve information</li> <li>Participants report increased knowledge of file management</li> <li>Participants report satisfaction with workshop</li> </ul>	12	<i>Checklist by trainer</i>	<i>60% per training</i>	<b>21 Total Trained</b> 95%
<ul style="list-style-type: none"> <li>Participants demonstrate ability to create a folder, store and retrieve information</li> <li>Participants report increased knowledge of file management</li> <li>Participants report satisfaction with workshop</li> </ul>	12	<i>Post workshop survey</i> <i>Post workshop survey</i>	<i>80% per training</i> <i>80% per training</i>	86% 100%
<b>Facebook</b> <ul style="list-style-type: none"> <li>Participants create an account and demonstrate basic networking skills</li> <li>Participants report increased knowledge of privacy features of Facebook</li> <li>Participants report satisfaction with workshop</li> </ul>	12	<i>Checklist by trainer</i>	<i>40% per training</i>	<b>24 Total Trained</b> 91%
<ul style="list-style-type: none"> <li>Participants create an account and demonstrate basic networking skills</li> <li>Participants report increased knowledge of privacy features of Facebook</li> <li>Participants report satisfaction with workshop</li> </ul>	12	<i>Post workshop survey</i> <i>Post workshop survey</i>	<i>80% per training</i> <i>80% per training</i>	87% 96%
<b>Twitter</b> <ul style="list-style-type: none"> <li>Participants create an account and demonstrate ability to use Twitter</li> <li>Participants report increased knowledge of Twitter</li> <li>Participants report satisfaction with the workshop</li> </ul>	12	<i>Checklist by trainer</i>	<i>40% per training</i>	<b>4 Total Trained</b> 100%
<ul style="list-style-type: none"> <li>Participants create an account and demonstrate ability to use Twitter</li> <li>Participants report increased knowledge of Twitter</li> <li>Participants report satisfaction with the workshop</li> </ul>	12	<i>Post workshop survey</i> <i>Post workshop survey</i>	<i>80% per training</i> <i>80% per training</i>	100% 100%
<b>Skype</b> <ul style="list-style-type: none"> <li>Participants report increased knowledge of Skype</li> <li>Participants report increased knowledge of Skype</li> <li>Participants report satisfaction with the workshop</li> </ul>	12	<i>Post workshop survey</i> <i>Post workshop survey</i> <i>Post workshop survey</i>	<i>80% per training</i> <i>80% per training</i> <i>80% per training</i>	<b>35 Total Trained</b> 100% 92% 98%
<b>Flickr</b> <ul style="list-style-type: none"> <li>Participants create an account and demonstrate basic skills</li> <li>Participants report increased knowledge of Flickr</li> <li>Participants report satisfaction with workshop</li> </ul>	12	<i>Checklist by trainer</i> <i>Post workshop survey</i> <i>Post workshop survey</i>	<i>40% per training</i> <i>80% per training</i> <i>80% per training</i>	<b>8 Total Trained</b> 88% 71% 100%
<b>You Tube</b> <ul style="list-style-type: none"> <li>Participants demonstrate ability to search You Tube</li> <li>Participants report increased awareness of application</li> <li>Participants report satisfaction with workshop</li> </ul>	12	<i>Checklist by trainer</i> <i>Post workshop survey</i> <i>Post workshop survey</i>	<i>60% per training</i> <i>80% per training</i> <i>80% per training</i>	<b>9 Total Trained</b> 89% 100% 100%
<b>Google Maps and Mashups</b> <ul style="list-style-type: none"> <li>Participants demonstrate ability to find maps and driving directions</li> <li>Participants report increased knowledge of application</li> <li>Participants report satisfaction with the workshop</li> </ul>	12	<i>Checklist by trainer</i>	<i>60% per training</i>	<b>13 Total Trained</b> 100%
<ul style="list-style-type: none"> <li>Participants demonstrate ability to find maps and driving directions</li> <li>Participants report increased knowledge of application</li> <li>Participants report satisfaction with the workshop</li> </ul>	12	<i>Post workshop survey</i> <i>Post workshop survey</i>	<i>80% per training</i> <i>80% per training</i>	100% 100%
<b>Wikipedia</b> <ul style="list-style-type: none"> <li>Participants demonstrate ability to search Wikipedia</li> </ul>		<i>Checklist by trainer</i> <i>Post workshop survey</i>	<i>60% per training</i> <i>80% per training</i>	100% 100%

<ul style="list-style-type: none"> <li>Participants report increased awareness of application</li> <li>Participants report satisfaction with workshop</li> </ul> <p>One-on-one computer help session</p> <ul style="list-style-type: none"> <li>Participants report improved computer skills</li> <li>Participants report satisfaction with session</li> </ul> <p><u>Multimedia</u></p>	660	1	<p><i>Post workshop survey</i></p> <p><i>Post session survey</i> <i>Post session survey</i></p>	<p><i>80% per training</i></p> <p><i>80% per session</i> <i>80% per session</i></p>	<p>100%</p> <p>90 Total Trained 99% 100%</p>
<p><b>General outcome #2:</b> PCC/E-Mobile Unit users are better prepared for the workforce.</p>					<p><b>Evaluation time period:</b> <b>Jun – Dec. 2011</b></p>
<p>Custom outcome:</p>	<p>Target audience:</p>	<p>Target audience per training:</p>	<p>Data source:</p>	<p>Target achievement level:</p>	<p><b>Actual achievement level:</b></p>
<p><u>Workforce Development</u></p> <p>Resume Maker</p> <ul style="list-style-type: none"> <li>Participants develop new/updated resume</li> <li>Participants report new/improved job searching skills</li> <li>Participants report satisfaction with workshop content/instructor</li> <li>Participants report participation in workshop resulted in a job interview</li> <li>Participants report participation in workshop resulted in a job offer</li> </ul> <p>LinkedIn</p> <ul style="list-style-type: none"> <li>Participants open/update a LinkedIn account</li> <li>Participants report an increased knowledge of business networking</li> <li>Participants report satisfaction with the workshop</li> <li>Participants report participation in workshop resulted in a job interview</li> <li>Participants report participation in workshop resulted in a job offer</li> </ul> <p>Job Interview Practice</p> <ul style="list-style-type: none"> <li>Participants report an increased of interview process</li> <li>Participants report satisfaction with the workshop</li> <li>Participants report participation in workshop resulted in a job interview</li> <li>Participants report participation in workshop resulted in a job offer</li> </ul>	475	<p>12</p> <p>12</p> <p>12</p>	<p>Checklist by trainer Post workshop survey Post workshop survey</p> <p>Post workshop interview (3 mo) Post workshop interview (3 mo)</p> <p>Checklist by trainer Post workshop survey</p> <p>Post workshop survey Post workshop interview (3 mo) Post workshop interview (3 mo)</p> <p>Checklist by trainer Post workshop survey Post workshop interview (3 mo) Post workshop interview (3 mo)</p>	<p>75% per training 80% per training 80% per training</p> <p>25% per training 10% per training</p> <p>60% per training 80% per training</p> <p>80% per training 25% per training 10% per training</p> <p>80% per training 80% per training 25% per training 10% per training</p>	<p>11 Total Trained 100% 100% 100%</p> <p>17% 0%</p> <p>18 Total Trained 90% 100% 0% 20%</p> <p>19 Total Trained 100% 100% (Has not been 3 months post class as of December)</p>
<p><b>General outcome #3:</b></p>					<p><b>Evaluation time</b></p>

PCC/E-Mobile Unit users are satisfied with services.					<b>period: Jun-Dec 2011</b>
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	<b>Actual achievement level:</b>
<b>Resume Tips and Open Lab</b> <ul style="list-style-type: none"> <li>Participants develop new/updated resume</li> <li>Participants report an increased of knowledge resume writing</li> <li>Participants report satisfaction with the workshop</li> <li>Participants report participation in workshop resulted in a job interview</li> <li>Participants report participation in workshop resulted in a job offer</li> </ul>		12	Checklist by trainer Post workshop survey Post workshop survey Post workshop interview (3 mo) Post workshop interview (3 mo)	75% per training 80% per training 80% per training 25% per training 10% per training	19 Total Trained 93% 94% 100% 20% 20%
		12	Post workshop survey Post workshop survey Post workshop interview (3 mo) Post workshop interview (3 mo)	80% per training 80% per training 25% per training 10% per training	6 Total Trained 100% 100% 33% 67%
		25	Post workshop survey Post workshop survey	75% per training 75% per training	18 Total Trained 95% 53%
<b>Job Search Tips and Open Lab</b> <ul style="list-style-type: none"> <li>Participants report an increased of knowledge job search strategies</li> <li>Participants report satisfaction with the workshop</li> <li>Participants report participation in workshop resulted in a job interview</li> <li>Participants report participation in workshop resulted in a job offer</li> </ul>					
<b>Student Career Planning</b> <ul style="list-style-type: none"> <li>Participants report an increased of knowledge post high school opportunities</li> <li>Participants report satisfaction with the workshop</li> </ul>					
<b>General outcome #4:</b> Community partners are aware of PCC/E-Mobile Unit services.					<b>Evaluation time period:</b>

					<b>Jun-Dec 2011</b>
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	<b>Actual achievement level:</b>
<u>Partners</u>  Partners state two or more services provided by the PCC Partners report they have referred clients/members to the PCC Partners report they have developed client/member activities that incorporate PCC services	4	NA	Interview Interview Interveiw	100% of partners 100% of partners 20% of partners	100% 100% 0%
<b>Evaluation time period:</b>					
<b>Please indicate your level of agreement/disagreement with the following statements:</b>  The PCC/E-Mobile Unit was successful in achieving outcome #1 (users gain digital literacy skills). X Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree  The PCC/E-Mobile Unit was successful in achieving outcome #2 (users are better prepared for the workforce). X Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree  The PCC/E-Mobile Unit was successful in achieving outcome #3 (users are satisfied with services). X Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree  The PCC/E-Mobile Unit was successful in achieving outcome #4 (partners are aware of services). X Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree					
If you indicated disagree or strongly disagree for any of the above outcomes, please explain. List any changes being made to the program and/or evaluation plan to ensure these outcomes are achieved.					

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

*I recently had a "One on One" Access computer brush up class with Ian at Julia Boyer Reinstein Library, before a job interview. The instruction with Ian was great. I got the job!* Kathy

*These courses have helped me greatly at work. I plan on taking more in the future.* Jessica Reno

*The library offers great opportunities to learn about computers.* Shirley Budzynski Word Intermediate

*A great opportunity to learn computer skills between jobs. I would hope that this program would be extended in the future. The staff is excellent at training.* Patricia Jerzewski 12/9/11, One-on-one

*Michael made this situation immediately relevant to my job needs. He made good suggestions and is an excellent teacher with lots of patience.* Paul Stuhlmiller 12/3/11, One-on-one

*Well worth the time, an informative class.* Bill Stewart 12/3/11, Wikipedia class