OBE Final Report from Julia Boyer Reinstein Public Computer Center

The Julia Boyer Reinstein Public Computer Center began operation in February 2011. We began tracking OBE data beginning in June 1, 2011 and finished on November 30, 2012. The following observations refer to the data collected and the observations made during the program.

Digital Literacy:

Advances are continually made in the digital world. Many who have been content to do things the "old fashioned way" are now realizing they do not have the skills necessary to apply for a job, communicate with distant family members or get their coupons. Each day more and more adults discover that they would like to learn more about computers. They may find that they need this information to become employed once again.

Those people 40 years old and up seem to have been left out of the technology boom. These are the people that our classes address. Our most popular classes have been Microsoft Word & Excel and Computer & Internet Basics. We teach many who have never used a mouse how to do so. From there, we help them onto the Internet. That's when the digital world opens up for them.

Over the course of the grant we have offered 17 different computer and Internet classes, each two hours in length. This is a good length for adults. It allows us to introduce many new skills without overwhelming the student and it allows time to practice each technique. We have a trainer and a monitor in each class to assist students with class material. Facebook and Skype classes are a fun and efficient way to keep in touch with family and friends, no matter where they are in the world. Patrons are happy learn how easy this can be once they have basic computer and internet skills.

Downloading e-books to e-readers are skills that people are interested in learning – especially after discovering the cost of purchasing e-books! We did offer one formal class on this topic, however it was poorly attended. Our patrons prefer individual assistance with their e-readers. Most of our one-on-one sessions in the last six months have been on downloading e-books from the library.

There is a tremendous need for digital education. With more and more devices being incorporated into everyday life the more need there is to learn how these devices work. Many families and friends are spread out across the country and overseas. Learning how to communicate with computers is fast with email and fun with Skype and Facebook. These skills are both rewarding and liberating for our students.

Workforce Development:

45% of our students are looking for work. 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!*** series of classes which concentrate on the mechanics of looking for work. Classes include resume help, job search and interview practice, and how to fill in an online application. Patrons seem to feel that they do not need help or they just want someone to write their resume for them. Many are using more traditional sources for their job searching requirements such as the Department of Labor, Buffalo Employment and Training Center and ECC One Stop. They come to us to learn basic computer skills and Office programs.

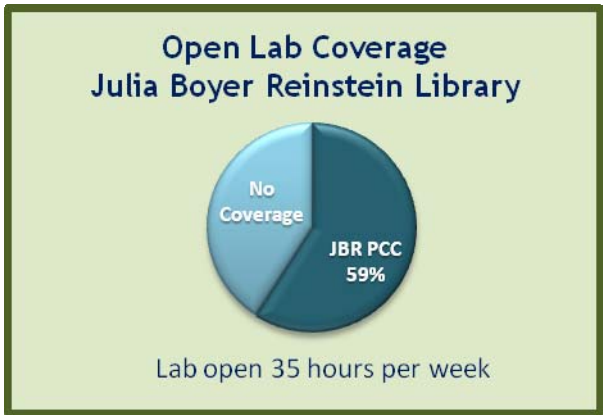
Much of the Workforce Development we did came under the grant heading: *Office Skills*. If we were to include the job seekers taking office classes with our workforce development statistics, we would have met our goal by 150%. As it stands now, we have achieved only 43% of our goal. Including the office classes taken by job seekers would more accurately reflect the assistance we have given to the job seekers in our community.

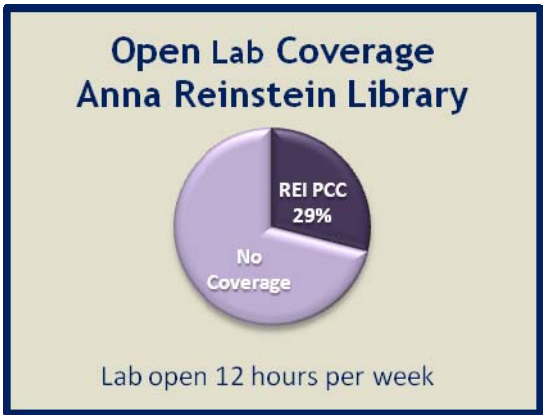
Our computer classes have filled in the gap for our partners, who concentrate on the mechanics of job searching but are not equipped to teach basic computer skills. In the Cheektowaga area there are many options for job help. Our computer classes offered the computer training to balance other services. This is the niche our Public Computer Center fills very well.

We advertise our classes at local employment organizations and have had many referrals from them. Those who have attended our workforce classes have found them helpful with a percentage reporting that they had job interviews and job offers due to help from our classes. We have had difficulty getting those successful students to write an endorsement for our program. Perhaps this is because we have very few that we have helped with the entire process. We often don't get word that a job has been secured. The patron merely stops coming into the library. Perhaps our information gathering techniques should have been more aggressive. It is gratifying to see a former student in the library and learn that they have found work.

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

We have maintained an average of 59% coverage of Open Lab (about 35 hours per week) at Julia Boyer Reinstein Library and have added 29% coverage (12 hours per week) to the Open Lab at the Reinstein Library. We estimate that we have helped 5% of those using computers while PCC staff was on duty resulting in over 2500 patrons helped. "Ask Me" signs are posted at all computer 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 time consuming computer questions.





The questions from both libraries are very different. At the Reinstein Library, patrons are mainly interested in how to print. There is little assistance requested for Office training or Job help. At the Julia Boyer Reinstein Library, most of our questions deal with job related topics.

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. The breakdown of one-on-one sessions in 2012 is: Computer- 56; Office- 29; Multi-Media- 51; Workforce- 11. 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 fostered word of mouth advertising. Since we began to offer a full range of classes every month between both libraries we saw a dramatic drop in requests for one-on-one assistance. Beginning in April, the requests for help and the impromptu sessions have steadily increased. We have seen a tremendous increase for help with e-readers. When the PCC was closing and able to offer fewer classes, even more wanted individual sessions. We put out a signup sheet and did 3-4 hour long sessions per day until the end of November 2012.

Course Offerings:

We offered a total of 45 different classes at the PCC. Some classes were combined; many were developed for our *Job Help!* program. Over the course of nearly two years our offering has changed quite a bit. We kept the most popular, Microsoft Word Basics and Intermediate, Excel Basics and Intermediate, Computer Basics, and Internet Basics and eliminated those that didn't work. By the end of our program we offered 30 different classes, all of value to our patrons.

Computer and Internet Courses:

> Computer Basics, Mouserobics* (later combined with Computer Basics) Internet Basics and Intermediate; Google it!, Email Basics and Intermediate (replaced with Gmail), Gmail*, File Management, Facebook, Twitter, Fickr (eliminated due to poor attendance), Google Maps, Wikipedia, eBay Basics, Family Ancestry and Free Computer Programs*

Office Skills Courses:

Excel Basics and Intermediate, Word Basics and Intermediate, PowerPoint, Publisher, Mail Merge, Access Basics*and Intermediate*

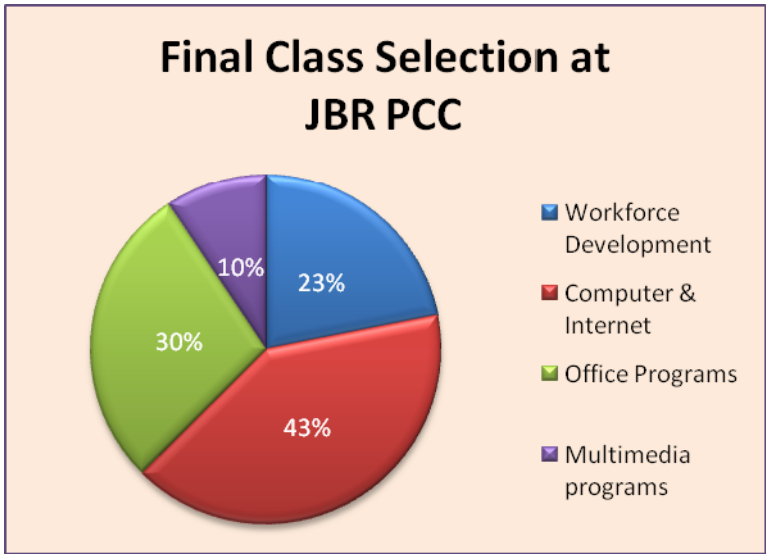
Multimedia Courses:

Blogging with WordPress Part 1* and Part 2*, Borrowing e-books, Skype*, You Tube, Video Conferencing*

Workforce Development Courses:

Resume Maker (Replaced when this software was discontinued)Resume Creation with Microsoft Word, Linked In, Job Club* (eliminated due to poor attendance), Job Interview Practice*, Electronic Job Applications*, Resume Tips and Open Lab*, Job Search Strategies*, Student Career Planning* which included 4 support classes: Teen Job Interview Practice*, Get that Job and Keep It!*, On to College* and Vocational Career Workshop*

* Classes developed by the Public Computer Center staff and contract trainers



At the Julia Boyer Reinstein Library and average of 2 classes were held in 2011 and 3-4 classes were held in 2012. The Reinstein Public Computer Center was open from January thru August 2011 and averaged 2 classes per week.

Many classes that were unpopular were discontinued. These included: Student Career program, College workshop, Vocational school workshop, Get that Job and Keep it! Job Club, Publisher, Flickr, and Mouserobics. Our Computer Basics class has gone back to including typing and mouse skills and has expanded to include purchasing tips. This eliminated the need for the Mouserobics class. Our Email

Basics and Intermediate classes have been replaced with one Gmail class. Both of these classes are well attended.

Some classes were considered more "fun" in nature such as YouTube and Wikipedia. These classes were offered infrequently. They had the advantage of brining something different each month and they reinforced computer skills and internet navigation.

We added new classes in 2012: Blogging with Wordpress 101 – Parts 1 & 2, eBay Basics, Free Computer Software, which show patrons free word processing, photoshop and antivirus applications, Access Intermediate, Borrowing eBooks from the Library, Family Ancestry, and Electronic Job Applications 101. The Blogging and Free Computer Software classes have had low attendance. The other new classes were well received.

Most of classes we created concentrated on Workforce Development. The Buffalo & Erie County Public Library does not address this topic and did not have any classes for us the use. We experimented with many different classes, each covering a different topic.

We began with two classes: Resume Maker and Linked In. 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 attended these classes but at the same low rate as the others. We developed a Student Career sequence in conjunction with Cheektowaga Central High School. This program was aimed at High School students; however, it was not well received. This program was discontinued. We discontinued the Job Club due to low attendance. Our Job Search Strategies class is poorly attended, however our 3 month post class interview show that this class was found to be very helpful.

Unfortunately our Workforce Development classes had lowest attendance with an average of 3 students per class. These classes were offered less frequently in 2012. It was hoped that attendance per class would improve if the classes were offered less often, but this did not happen.

We were hopeful that our new location would provide easier access to our classes for those looking for work. This was not the case. The Anna Reinstein Library is closer to the unemployed population of Cheektowaga and parts of Buffalo. It is also accessible via bus. We held 2 to 3 workforce development classes per month at this location. Class attendance is so low that we decided to cut back to two classes per month supplemented with one-on-one training on one day per week.

The Resume Maker class was replaced with a Resume Creation with Microsoft Word class in 2012. The B&ECPL has discontinued Resume Maker software. This class has not been as helpful to patrons as the Resume Maker class was in 2011 according to our 3 month post class interview.

Scheduling:

We have tried a number of different time slots and have found that afternoons from 2 – 4 pm works best. We also offer classes Wednesday mornings before the library opens from 10am – 12pm. This is our next most popular time. Reviewing the OBE data helps to pinpoint both popular and unpopular classes. Our classes have been steadily changing to meet the needs of our population.

Regularly scheduled classes have structured our PCC. Patrons can rely on classes being offered monthly and check our brochures for the ones they need. Other libraries in our system can only offer classes intermittently. Many people miss the announcement and the classes have a lower average attendance than ours do.

Our meeting room is very popular and it is not possible to hold a Saturday class every week. Beginning in January 2012 we offered classes Monday, Tuesday, Thursday, and Friday from 2-4 pm. We also offer Wednesday and Saturday morning classes. When we opened our new location we offered Saturday classes every week, alternating between locations. This plan also did not work well, however it is a time when those who work can attend classes.

We have had many requests for evening classes and began offering Thursday evening classes, 6 – 8 pm for several months. The sign up for this time slot was very strong, however attendance was very low. We did not offer evening classes beginning in January 2012. Summer class attendance in 2011 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. In 2012 we decided to offer more fun classes in the summer such as e-books, Family Ancestry, and YouTube along with some Office and computer classes. Attendance was still low. In 2013, I would consider not holding formal classes in the summer and instead offering one-on-one assistance to patrons as needed.

Instructional practices:

Each class we offer is two hours in length and can be taken independently. This is a good length for adults. It allows us to introduce many new skills without overwhelming the student and it allows time to practice each technique. Anything longer or with more information would be too much to process at one time. Some comments we received asked for more class time in order to practice new skills. Most found the class time appropriate. We encourage students to practice in the open lab and we could answer their questions there. Some took advantage of the offer.

Each class is presented by a trainer, either staff or contracted. Our staff is very versatile and able to teach a wide range of material. The contracted trainers have allowed the PCC to expand with material that our staff does not have expertise in. These included Job Interview Practice and Access Basics and Intermediate. A monitor is also in class to assist students when they fall behind. We've had many volunteers to help out as monitors. This works well when they are available. We have found that no volunteer lasts very long.

Our one-on-one training sessions work well for patrons that need information quickly and can't wait for a class. Others have questions or problems that would be distracting to answer in a classroom. We were surprised to find that patrons with e-readers preferred one-on-one training instead of a formal class. We did offer a regular class which was poorly attended. Understandably, they would prefer to begin using their readers immediately instead of waiting for a class. Most of our one-on-one sessions in the last six months have been on downloading e-books from the library.

Our training practices mirror those used for many years in the B&ECPL system. These are proven methods and they worked very well for the Public Computer Center.

Demographics:

Cheektowaga, Erie County, New York

Population: 87,500

Social Characteristics:

High School Graduate	86% (75,250)
Bachelors or higher	18.7%
White	88.6%
Black	8.3%
Hispanic	1.8%
18 and over	80.5%
65 and over	20.5%

Economic Characteristics:

Average Household income	$57,000
Families and individuals	
Below poverty level	15.3%
(below US average)	
In Labor Force	63% (39,309)

The statistics came from *American FactFinder 2005-2009*. 2010 statistics were not yet available.

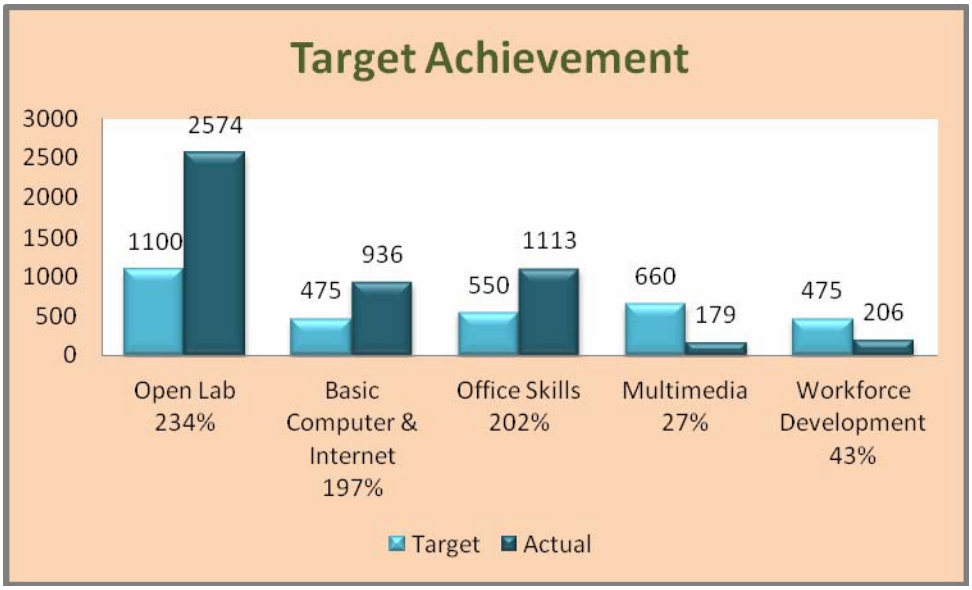
Cheektowaga is a large, educated community. Most families are white, English speaking, and earning a living wage. The number of individuals over 65 is 8% higher than the US average (12.6%). Those living below poverty level is high, over 13,000, but still below the US average.

We estimated the following targets:

Open Lab Access	1100
Mulitmedia	660
Office Skills	475
Basic Internet & Computer	475
Workforce Development	475
ESL	0
GED	0
College Prep	0
Certified Training	79

Based on these numbers we developed a program for adults, concentrating on computer and office skills. We did not feel there was a need for ESL, GED and only a small need for Certified Training Programs. All of our classes are intended for new computer users, which made them equally useful to seniors.

The following table indicated the % of the target the PCC managed:



These figures indicate that access to computers and assistance in the lab was very good. The need for Office Skills training was underestimated and our workforce development was overestimated. We felt in the beginning that most students would need help with their resumes and job searching techniques. As it turned out, the real need was for office and computer skills. Job seekers must first learn the skills before they can use the computer to look for jobs. In retrospect, our program would have been even better if we had incorporated certification in Microsoft Office software. Multimedia was difficult to estimated. We did not have programs in the first year to offer. This is reflected in the target percentage.

Reaching our Target Populations:

We determined the needs of our population based on the demographics research we gathered. Our program concentrated on individuals over 40 who needed help finding work and/or develop computer and internet skills. We also reached out to the senior population.

To reach our populations we announced our class schedule in our two local newspapers. We also advertised throughout the library, on our website and the main library website. A PCC bulletin board was placed next to the main entrance and contained all our flyers, information from other services, and career courses offered by local schools.

Many seniors frequent the library so we had a ready audience for our program. Most of our students in the beginning were seniors. We also worked with the Cheektowaga Senior Center. They posted our flyers on their bulletin boards for us even though they run their own computer lab and classes.

To reach the job seekers we went to the local Department of Labor, Buffalo Employment and Training Center, ECC One Stop, Supportive Services, who help individuals over 55 find work, and the Cheektowaga Chamber of Commerce. Each of these agencies posted our flyers and brochures. We were quite successful in reaching this population. 45% of our students were actively looking for work.

Partners:

Although we had no formal agreements, we managed to form two very strong relationships: one with the local Department of Labor and one with Supportive Services. All the other services supported us very well; however none matched the support we received from our partners. At the beginning of our program, we did not have much to offer them in the way of services. There are many places to receive computer training. Once our students went back to them and told them how much our program helped them, they began actively recommending our classes. Supportive Services handed every client one of our brochures and recommended our classes. The Department of Labor also made sure they had our latest class schedule for their clients.

There are two reasons that the DOL and Supportive Services recommended us so highly. Firstly, our classes have good content and are well taught. They covered a broad range of topics and were offered frequently. Secondly, we provided training that they could not do and that their clients needed to learn before these services could help them. Basic computer skills must be known before and online job applications can be filled out or resumes emailed or uploaded to an application.

The goal of all our partners is the same as ours: to help job seekers find work. Our program filled out our partners programs. Working together we were able to help many people in their quest for work.

Challenges:

1. The first challenge was at our startup. The library received the grant award in 2010. The Library Director purchased all the computers and had furniture built for the public desktop computers purchased for BTOP. The staff was not hired until January 2011 and did not begin work until February. The work of designing the program, promotion, partners, scheduling, etc. did not begin until the staff met for the first time on February 2nd. The other PCC's were already opened or near to opening and we felt behind schedule right from the start. I had an IT/Trainer, who got all of our equipment running and an experienced trainer. We also had classes. We decided to start teaching right away. Our first class was held on the February 19th and we had one student. During the next two months we scheduled and promoted and began introducing this program to our future partners.

Finding partners was difficult. We did not have much to offer other than increased computer access. As the quality of our classes became know, our partnerships were formed.

2. Poor attendance to Workforce Development program was another challenge. These were the programs that had to be developed and that took some time. When the classes were offered, attendance was very low. We broadened the scope of our material and tried many different things but the attendance was always low. This challenge was never resolved to my satisfaction.
3. Class room availability very limited. The library is very busy and the meeting room is popular with outside groups and also used for children's programming. The meeting room is the only space large enough to hold our classes. We could not run classes every Saturday as we had originally planned. We settled for one afternoon and one evening along with every other Saturday. The class time that turned out to be the most convenient for patrons was 2-4 pm. This was an in between time that was available nearly every day. This helped tremendously when we added more classes per week. We tried Thursday evenings as many patrons preferred evenings. Interestingly, the sign up for the evening classes was strong, but the attendance was low. The afternoon slot worked out very well for us and the library.

4. Overcoming poor student attitudes is nearly impossible. It was difficult to accept that not everyone can learn computer skills. There is a small percentage of patrons who have a very negative opinion of what they can learn. No matter how hard we tried, we couldn't help them overcome it and therefore could not help them learn.

5. Expanding our services to the Anna Reinstein Library was both difficult and exciting. Right from the beginning everyone I spoke with, including local politicians and partners, felt that the PCC should be centered at this library and not at JBR library. I agreed. When we discovered we had enough funding to purchase more class room computers we immediately put plans together for our second location. We did not add to our staff. We just stretched as far as we could. We had great hopes for this location. We had already established to program and many of our students at JBR were closer to the Anna Reinstein location. We opened on January 24, 2012. Unfortunately, the program did not take off. Attendance was high in the first month or so and then steadily dropped off until there was only one or two attending. We stopped the program at the end of August.

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.

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.

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. Many classes have been developed for our program including Blogging 101, Access Intermediate, Free Computer programs and Electronic Job Applications. Offering classes that meet the needs of our patrons was an immediate success. Each class can be taken independently. It is not necessary for students to block off a week at a time to take a class as they do in other job programs in the area. Once we knew what classes were most needed, we adjusted our schedule to offer these more often, in some cases every month.

One-on-one instruction is very helpful to individuals who need basic instruction or have specific questions that go beyond the classroom. One-on-one instruction can be used to fill in days where there are no classes scheduled.

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. Reviewing this data helps to pinpoint both popular and unpopular classes. Our classes have been steadily changing to meet the needs of our population.

The Public Computer Center has been a successful adventure. We have had a tremendous outpouring of thanks from our patrons. I am happy to report that, after applying for five grants, we have raised enough money to continue this program in 2013.

Submitted by:

Yvonne Maute
PCC Project Manager
December 19, 2012

Final OBE Data for Julia Boyer Reinstein Public Computer Center

June 2011 - December 2012

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					**Evaluation time period: Jun 2011 – Dec 2012**
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	**Actual achievement level:**
Basic Internet and Computer use	475				936 Total Trained
Goal Achievement					197%
Computer Basics		12			163 Total Trained
* Participants demonstrate ability to use the mouse			Checklist by trainer	60% per training	100%
* Participants report increased knowledge of using a computer			Post Workshop Survey	80% per training	81%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	97%
Mouserobics		12			9 Total Trained
* Participants demonstrate ability to use the mouse			Checklist by trainer	60% per training	100%
* Participants report increased knowledge of using a mouse			Post Workshop Survey	80% per training	80%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Internet Basics		12			147 Total Trained
* Participants demonstrate basic Internet searching skills			Checklist by trainer	60% per training	98%
* Participants report increased knowledge of searching the Internet			Post Workshop Survey	80% per training	88%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	99%
Internet Intermediate		12			59 Total Trained
* Participants demonstrate increased knowledge of Internet security			Checklist by trainer	80% per training	91%
* Participants report increased knowledge of Internet privacy			Post Workshop Survey	80% per training	91%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Google It!		12			84 Total Trained
* Participants demonstrate increased knowledge of Google features			Checklist by trainer	80% per training	98%
* Participants report increased awareness of website evaluation			Post Workshop Survey	80% per training	90%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Email Basics		12			42 Total Trained
* Participants set up an email account and demonstrate basic email skills			Checklist by trainer	60% per training	100%
* Participants report increased knowledge of using email			Post Workshop Survey	80% per training	100%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Email Intermediate		12			24 Total Trained
* Participants demonstrate ability to make and open attachments			Checklist by trainer	60% per training	100%
* Participants report increased knowledge of advanced email features			Post Workshop Survey	80% per training	88%

* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Gmail		12			87 Total Trained
* Participants demonstrate basic email skills and make and open attachments			Checklist by trainer	60% per training	95%
* Participants report increased knowledge of Gmail features			Post Workshop Survey	80% per training	94%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	95%
File Management		12			78 Total Trained
* Participants demonstrate ability to make a folder, store and retrieve information			Checklist by trainer	60% per training	95%
* Participants report increased knowledge of file management			Post Workshop Survey	80% per training	92%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	99%
Facebook		12			81 Total Trained
* Participants create an account and demonstrate basic networking skills			Checklist by trainer	40% per training	93%
* Participants report increased knowledge of privacy features			Post Workshop Survey	80% per training	92%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	96%
Twitter		12			12 Total Trained
* Participants create an account and demonstrate ability to use Twitter			Checklist by trainer	40% per training	82%
* Participants report increased knowledge of Twitter			Post Workshop Survey	80% per training	100%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Flickr		12			8 Total Trained
* Participants create an account and demonstrate ability to use Flickr			Checklist by trainer	40% per training	88%
* Participants report increased knowledge of Flickr			Post Workshop Survey	80% per training	71%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Google Maps		12			42 Total Trained
* Participants demonstrate ability to find maps and driving directions			Checklist by trainer	60% per training	95%
* Participants report increased knowledge of application			Post Workshop Survey	80% per training	86%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	92%
Wikipedia		12			17 Total Trained
* Participants demonstrate ability to search Wikipedia			Checklist by trainer	60% per training	100%
* Participants report increased knowledge of application			Post Workshop Survey	80% per training	100%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
eBay Basics		12			39 Total Trained
* Participants demonstrate ability to search eBay			Checklist by trainer	60% per training	100%
* Participants report increased knowledge of buying and selling on eBay			Post Workshop Survey	80% per training	100%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	96%
Family Ancestry		12			18 Total Trained
* Participants demonstrate ability to search Ancestry website			Checklist by trainer	60% per training	100%
* Participants report increased knowledge of application			Post Workshop Survey	80% per training	84%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%

Free Computer Programs		12			9 Total Trained
* Participants report increased knowledge of availability of free software			Post Workshop Survey	80% per training	100%
* Participants report increased knowledge of how to download programs			Post Workshop Survey	80% per training	100%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
One-on-One sessions		1			289 Total Trained
** These statistics have been added in by topic of session to the above statistics					
Office Skills	550				1113 Total Trained
Goal Achievement					202%
Excel Basics		12			236 Total Trained
* Participants will set up and enter information on a spreadsheet			Checklist by trainer	60% per training	97%
* Participants will be able to create and edit formulas			Checklist by trainer	60% per training	92%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	99%
Excel Intermediate		12			225 Total Trained
* Participants demonstrate ability to insert a chart			Checklist by trainer	60% per training	98%
* Participants report increased knowledge of formatting a spreadsheet			Post Workshop Survey	80% per training	98%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	98%
Word Basics		12			203 Total Trained
* Participants demonstrate basic word processing skills			Checklist by trainer	60% per training	91%
* Participants report increased knowledge of word processing			Post Workshop Survey	80% per training	89%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	97%
Word Intermediate		12			192 Total Trained
* Participants demonstrate ability to insert items into a document			Checklist by trainer	60% per training	96%
* Participants report increased knowledge of using word processing			Post Workshop Survey	80% per training	91%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	96%
PowerPoint Basics		12			93 Total Trained
* Participants demonstrate basic PowerPoint skills			Checklist by trainer	60% per training	98%
* Participants report increased knowledge of using PowerPoint			Post Workshop Survey	80% per training	97%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	99%
Publisher Basics		12			24 Total Trained
* Participants demonstrate basic Publisher skills			Checklist by trainer	60% per training	94%
* Participants report increased knowledge of Publisher program			Post Workshop Survey	80% per training	98%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Mail Merge		12			60 Total Trained
* Participants demonstrate basic mail merge skills			Checklist by trainer	60% per training	98%
* Participants report increased knowledge of merging from Excel to Word			Post Workshop Survey	80% per training	96%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	99%
Access Basics		12			60 Total Trained
* Participants demonstrate ability to make a table and insert information			Checklist by trainer	60% per training	98%
* Participants report increased knowledge Access			Post Workshop Survey	80% per training	95%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%

Access Intermediate		12			20 Total Trained
* Participants demonstrate ability to link tables and make a query			Checklist by trainer	60% per training	100%
* Participants report increased knowledge of making a query and reports			Post Workshop Survey	80% per training	98%
* Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Mulitmedia Goal Achievement	660				179 Total Trained 27%
Blogging with Wordpress Part 1		12			13 Total Trained
*Participants create an account and post first comment			Checklist by trainer	60% per training	100%
*Participants report increased knowledge of Wordpress features			Post Workshop Survey	80% per training	67%
*Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Blogging with Wordpress Part 2		12			8 Total Trained
*Participants insert media content into their blog			Checklist by trainer	60% per training	100%
*Participants report increased knowledge of promoting their blog			Post Workshop Survey	80% per training	100%
*Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Borrowing eBooks		12			7 Trained
*Participants demonstrate searching the eCatalog			Checklist by trainer		100%
*Participants demonstrate downloading content to their device			Checklist by trainer		100%
*Participants report satisfaction with the workshop			Post Workshop Survey		100%
Skype		12			67 Total Trained
*Participants create an account and make calls using Skype			Checklist by trainer	60% per training	100%
*Participants report increased knowledge of Skype			Post Workshop Survey	80% per training	93%
*Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	97%
YouTube		12			26 Total Trained
*Participants demonstrate ability to search YouTube			Checklist by trainer	60% per training	97%
*Participants report increased knowledge of YouTube			Post Workshop Survey	80% per training	100%
*Participants report satisfaction with the workshop			Post Workshop Survey	80% per training	100%
Video Conferencing : Access Intermediate		12			1 Total Trained
*Participants report satisfaction with workshop			Post Workshop Survey	80% per training	100%
One-on-One sessions on e-readers		1			57 Total Trained
*Participants reported increased knowledge of borrowing e-books			Post Workshop Survey	80% per training	100%
*Particpants reported satisfaction with the session			Post Workshop Survey	80% per training	100%
General outcome #2: PCC/E-Mobile Unit Users are better prepared for the workforce.					**Evaluation time period:** **Jun 2011 – Dec 2012**
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	**Actual achievement level:**
Workforce Development Goal Achievement	475				206 students 43%
Resume Maker		12			11 Total Trained

*Participants develop new/updated resume			Checklist by Trainer	75% per training	100%
*Participants report new/improved job search skills			Post workshop survey	80% per training	100%
*Participants report satisfaction with the workshop			Post workshop survey	80% per training	100%
*Participants report particiaption in workshop resulted in a job interview			Post workshop interview	25% per training	17%
*Participants report participation in workshop resulted in a job offer			Post workshop interview	10% per training	0%
Resume Creation with Microsoft Word		12			29 Total Trained
*Participants develop new/updated resume			Checklist by Trainer	75% per training	100%
*Participants report new/improved job search skills			Post workshop survey	80% per training	93%
*Participants report satisfaction with the workshop			Post workshop survey	80% per training	93%
*Participants report particiaption in workshop resulted in a job interview			Post workshop interview	25% per training	0%
*Participants report participation in workshop resulted in a job offer			Post workshop interview	10% per training	0%
Linked In		12			58 Total Trained
*Participants develop open/update a Linked In account			Checklist by Trainer	60% per training	91%
*Participants report increased knowledge of business networking			Post workshop survey	80% per training	92%
*Participants report satisfaction with the workshop			Post workshop survey	80% per training	99%
*Participants report particiaption in workshop resulted in a job interview			Post workshop interview	25% per training	0%
*Participants report participation in workshop resulted in a job offer			Post workshop interview	10% per training	7%
Job Club		No Limit	No Survey		18 Total Trained
Job Interview using Skype		1			1 Participant
*Participant was satisified with set-up and equipment			Survey	80% per training	100%
Job Interview Practice		12			31 Total Trained
*Participants report an increased knowledge of the interview process			Post workshop survey	80% per training	95%
*Participants report satisfaction with the workshop			Post workshop survey	80% per training	100%
*Participants report particiaption in workshop resulted in a job interview			Post workshop interview	25% per training	55%
*Participants report participation in workshop resulted in a job offer			Post workshop interview	10% per training	27%
Resume Tips and Open Lab		12			33 Total Trained
*Participants report increased knowledge of resume writing			Post workshop survey	80% per training	94%
*Participants report satisfaction with the workshop			Post workshop Survey	80% per training	100%
*Participants report particiaption in workshop resulted in a job interview			Post workshop interview	25% per training	27%
Job Search Strategies and Open Lab		12			18 Total Trained
*Participants report increased knowledge of job searching			Post workshop survey	80% per training	100%
*Participants report satisfaction with the workshop			Post workshop survey	80% per training	100%
*Participants report particiaption in workshop resulted in a job interview			Post workshop interview	25% per training	33%
*Participants report participation in workshop resulted in a job offer			Post workshop interview	10% per training	67%
Electronic Job Applications		12			18
*Participants report increased knowledge of applying for jobs electronically			Post workshop survey	80% per training	100%
*Participants report satisfaction with the workshop			Post workshop survey	80% per training	100%
*Participants report particiaption in workshop resulted in a job interview			Post workshop interview	25% per training	
Student Career Planning		25			18 Total Trained
*Participants report increased knowledge of post high school opportunities			Post workshop survey	80% per training	95%
*Participants report satisfaction with the workshop			Post workshop survey	80% per training	53%
General outcome #3:					**Evaluation time period:**

PCC/E-Mobile Unit Users are satisfied with services					**Jun 2011 – Dec 2012**
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	**Actual achievement level:**
Open lab access **See our customer satisfaction outcomes for training under #1 and #2**	1100	1	No surveys taken		1821 166%

General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					**Evaluation time period:** **un 2011 – Dec 2012**
Custom outcome:	Target audience:	Target audience per	Data source:	Target achievement level:	**Actual achievement level:**
Partners	4	NA			
*Partners state two or more services provided by the PCC.			Interview	100% of partners	100%
*Partners report they have referred clients/members to the PCC			Interview	100% of partners	100%
PCC services			Interview	20% of partners	25%

Evaluation time period: June 2011 - December 2012

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

The PCC / E-Mobile Unit was successful in achieving outcome #1 (users gain digital literacy skills)
☒ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree

The PCC / E-Mobile Unit was successful in achieving outcome #2 (users are better prepared for the workforce)
☒ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree

The PCC / E-Mobile Unit was successful in achieving outcome #3 (users are satisfied with services)
☒ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree

The PCC / E-Mobile Unit was successful in achieving outcome #4 (Partners are aware of services)
☒ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree

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

Please share any additional findings. Include a few specific quotes or accounts for 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 comptuer skills between jobs. I would hope that this program would be extended in the future. The staff is excellent at training. Patricia Jerzewski, 12/11, 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, 12/11, One-on-one

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

Thanks! Cutting and pasting has always intimidated me but not any more! Martine Vas, 1/12, Word Basics

Great class - very helpful. This is exactly what I needed and was looking for. Thank you!! Helen McDonald, 1/12, Mail Merge

Mike J., the instructor was extremely knowledgable. He is an asset for the class as its instructor. William Ferro, 2/12, Resume Tips and Open Lab

Very good class. I hope to sell on eBay and thanks for giving me the "tools" to reach my objectives. Sharon Stroka, 3/12, eBay

Very helpful! If there was a Box with 10, they would get it! Sandy Kelly, 4/12, Word Basics

Approach to Excel excellent! Knowledge and use of "shortcuts" extremely beneficial. Pat Grabinowski, 5/12, Excel Intermediate

This class gave me a better idea of the type of resume that I need. I need to learn how to send my resume electronically next. Pinpointing

Great, Great class. Great skills – getting me ready for my new "career". Michelle Matthews, 8/22/12, Excel Intermediate.

Please offer an advance course as many jobs require advanced knowledge of Microsoft Word. Ryan and Yvonne were extremely helpful and patient . Elizabeth Coddington, 8/27/12, Word Intermediate

Hoping that funding will come through to continue training classes – definitely worthwhile!
Kathryn Piatek, 10/29/12, PowerPoint.

This was an excellent, informative and valuable presentation! I have learned many new concepts! Thank you! Akacia Belmega, 10/18/12, File Management.

I am a senior citizen and I feel that the library should share the resources that can help us all. Without these classes I would not be able to deal with my computer. Alice Wierzowski, 10/17/12, Excel Intermediate.

My comment would be I don't know what I would do without these classes for the computers. I'm very, very thankful. I'm low income and I don't know hardly anything about computers. These classes are invaluable to me. Angel Landon, 10/4/12, Skype.

I finally understood "Mail Merge"!! ☺. Kathy Slawiak, 10/1/12, Mail Merge

I found this program on the B&ECPL website, and had to arrange to be interviewed via Skype the next day. Yvonne was extremely helpful; called me right back and arranged everything! Michael was also extremely helpful in facilitating the actual Skype session! The personal attention was above and beyond expectations!
Laurie Sydow, 11/1/12, Job Interview.