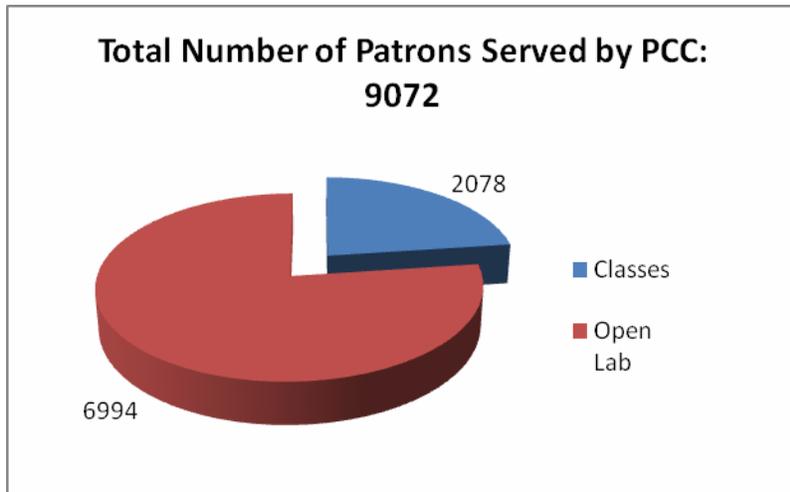


Moore Memorial Library Public Computer Center

OBE FINAL

The Totals Are In!

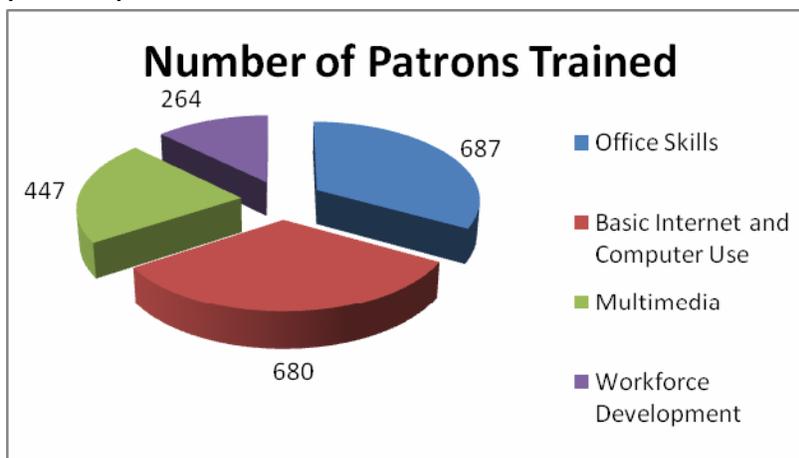
Over the course of the grant period, Moore Memorial Library Public Computer Center served a total of 9072 patrons. Of these, 2078 patrons received training in a scheduled class, or in a one-on-one instructional session lasting at least three quarters of an hour. (Service area population 5729.) (Chart #1)



The break down for categories of training by “general outcome” are as follows:

- Office Skills: 687 patrons were trained (OBE estimate of Target Audience: 250)
- Basic Internet and Computer Use: 680 patrons trained (OBE estimate of Target Audience: 385)
- Multimedia: 447 patrons trained (OBE estimate of Target Audience: 400)
- Workforce Development: 264 patrons were trained (OBE estimate of Target Audience: 235)

(Chart #2)

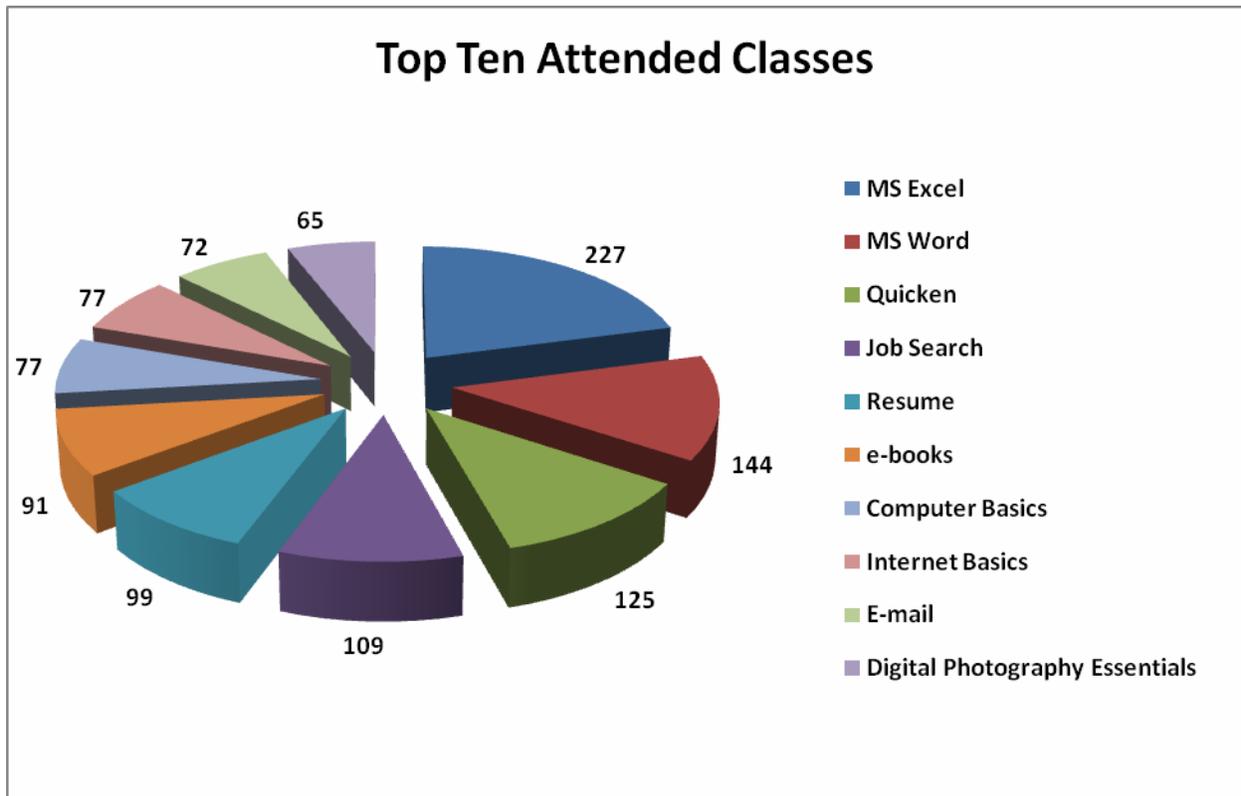


The Top Ten

It is clear from the data that over the course of the grant, patrons were most interested in training to acquire practical skills (i.e. Office Skills) related to employability. This is reflected in the top 3 most attended classes: MS Excel, MS Word and Quicken. Job search and resume assistance, in 4th and 5th place, are an added indication that the purport of the grant--to address unemployment and the distressed economy -- was an accurate assessment of need and that MMPCC thus made a significant contribution to filling said need.

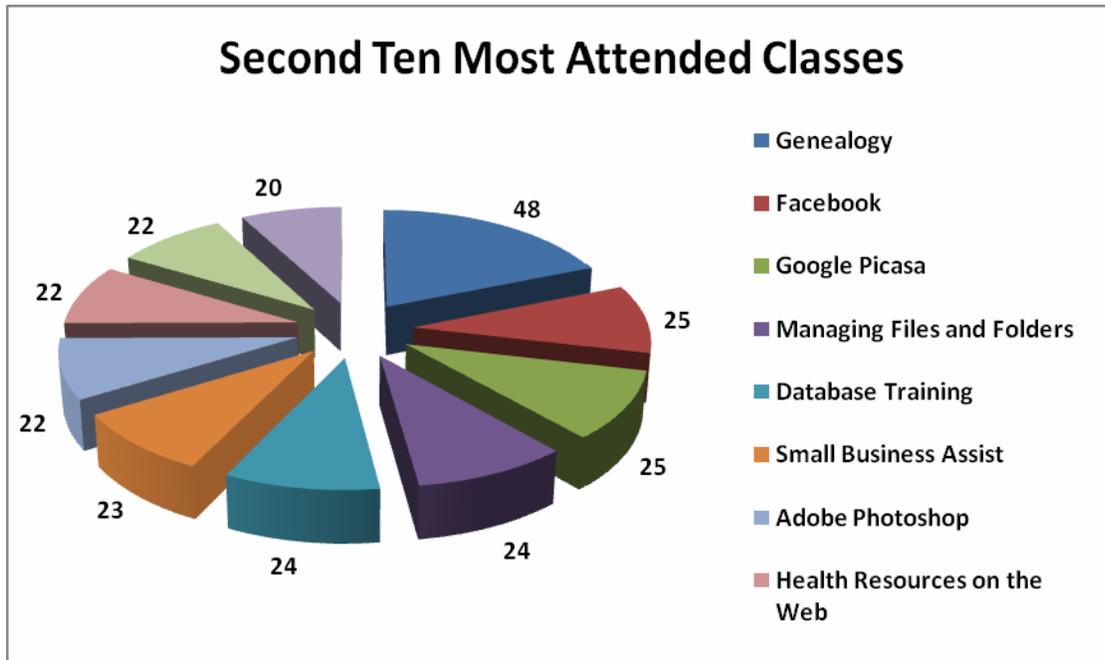
Given an estimated service population of 5729, 496 patrons (trained in technological skills directly translatable to employment) and 208 patrons (assisted with job search and resume generation) translates to 12% of the service population benefitting professionally from the PCC--staff, instruction, equipment and facility.

(Chart #3)



But this picture is not complete without the understanding that most every job today—from clerk to sales merchandizer, to waitress/waiter, requires familiarity and moreso, some degree of skill, utilizing technological devices and programs. Many other classes, although less well-attended (e.g. Managing Files and Folders, Database Training, Google Search) offered patrons training which benefitted them and/or contributed to the overall economic recovery via more highly skilled employees.

(Chart #4)



What drove the numbers?

We had such success with the four-part Quicken Course offered in Oct/Nov. of 2011 that we spent two months developing courses in MS Excel and MS Word.

In February 2012 we offered 2 different evening sections of a 7 week course in Excel. (Initial advertisement of this course for Tuesday evenings generated enough response to establish a second, Thursday night section.)

In August of 2012 we re-offered the Quicken class—again to as many patrons as we had software available (each participant received a ‘free’ copy of the Quicken program upon completion of the 4 week course).

In May 2012 we reoffered the MS Excel course and debuted the MS Word course.

While making it clear that these courses did *not* confer MS Excel or MS Word Certification, we did advertise that they would “cover most aspects” of Excel and Word measured by those exams. Thus, this offering could serve as a free preparatory course for those desiring to obtain such certification, as well as for those desiring to learn Excel or Word to enhance their skill-set or job performance. Several patrons enrolled in the Excel course in order to be able to utilize spreadsheets for tasks like personal finances and club accounting duties. Several attended the Word course to facilitate their duties as club or organization secretary.

Moore Memorial Library Public Computer Center

FREE EXCEL COURSE

7 classes covering basic to advanced.
Tuesday nights starting February 21st 6:00 – 7:30pm.



Master Microsoft Excel !!!

Get a leg up in your workplace.
Gain a competitive advantage when seeking employment.

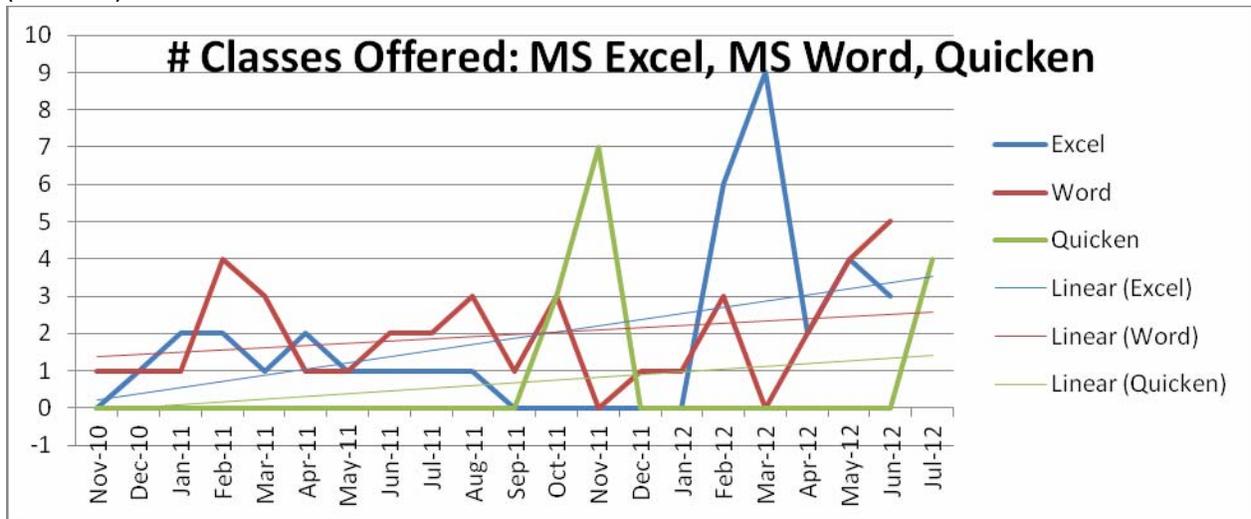


Call 607-656-9349 or come in
to inquire or register.

(Thursday session is already filled – don't delay.
Prerequisites: basic Word processing skills, working knowledge of
computers and Windows.)

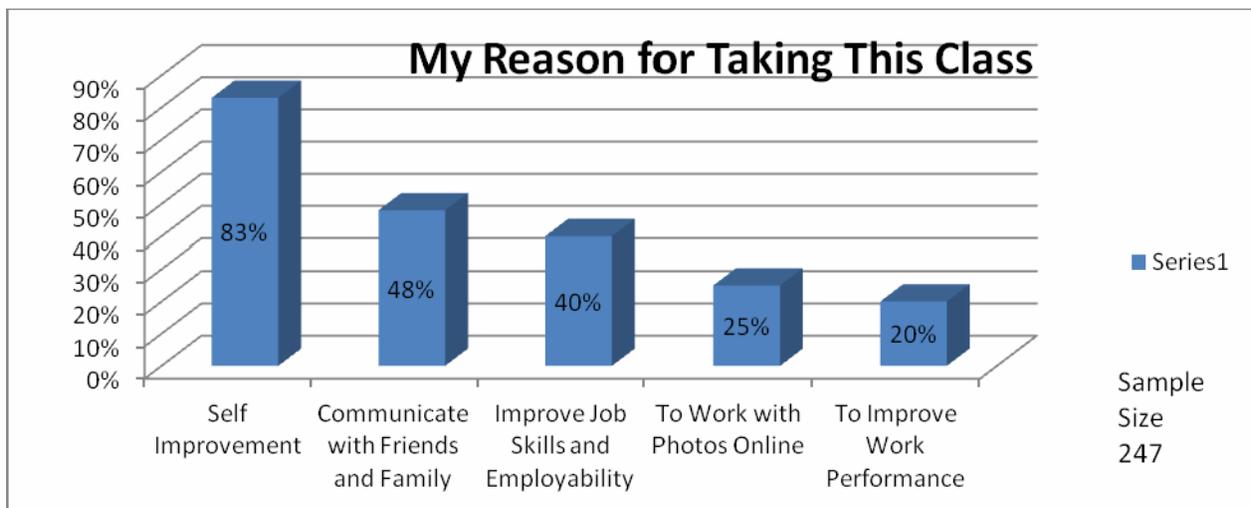
Interested in acquiring Microsoft Certification in Excel?
This course will cover most aspects of Excel measured by that exam.
[The PCC has no official connection with Microsoft testing or scheduling.]

(Chart #5)



The continued rise in Excel and Word popularity links to an observation revealed in survey data: in our second year, patrons stated reason for taking a class, “To improve job skills and employability” more than doubled—rising from 18.6 to 40%. Patrons stated reason, “To improve work performance” also more than doubled—lifting from 8.7 to 20%.

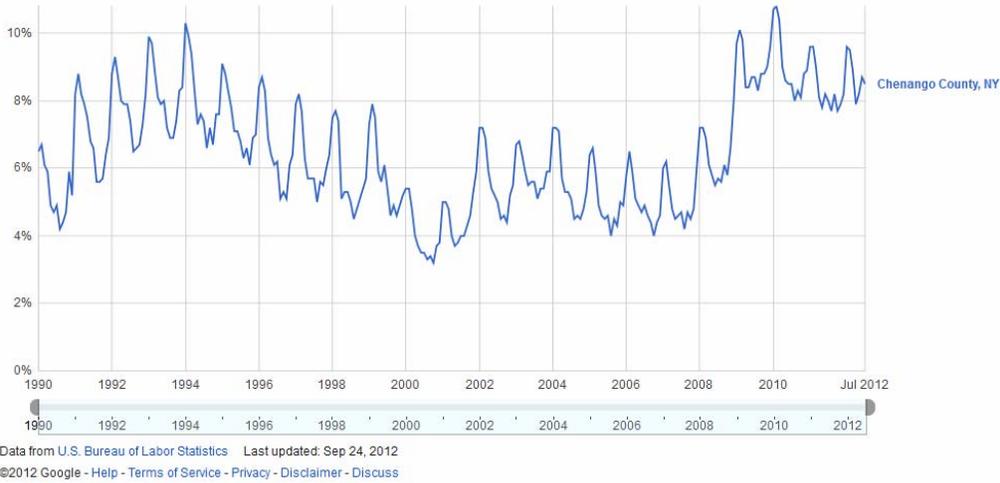
(Chart #6)



Reasons given by patrons for taking classes at the PCC did not change greatly over the course of the grant, even as some of the percentages increased.

Every reason given for attending trainings can be related to a perceived need to stay socially and economically relevant.

Our numbers, and the popularity of our Office Skills classes might certainly be linked to the Unemployment Rate in Chenango County which stood at 5.7% in July of 2008 and stands today (as of, July 2012) at 8.5%.

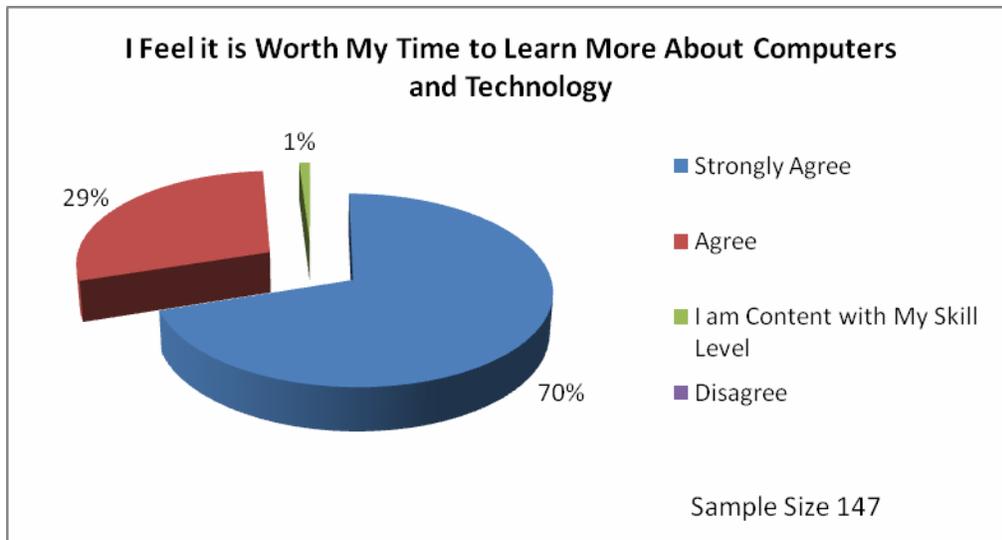


Success of the Moore Memorial Library PCC

Public recognition of the necessity for skill-sets that reflect today’s business and economic environment have driven the success of the PCC initiative.

This is reflected in survey data: 99% of patrons agree that it is ‘worth their time to learn more about computers and technology’, with 70% strongly agreeing with this precept.

(Chart #7)



It is worth noting that at the end of the first year of the grant initiative, only 38% of patrons ‘strongly agreed’ with this statement while 60% ‘agreed’. The strength with which patrons are adopting and valuing technological skill is rapid, and another testament to the importance of initiatives such as BTOP.

Survey numbers like this tell us that views regarding the importance of technology are changing.

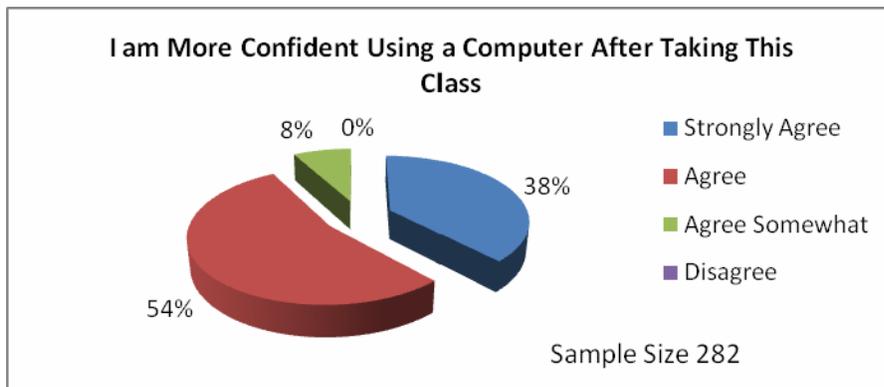
When 38% “strongly agree” jumps to 70% “strongly agree”, we can feel that

the mission of the grant is being fulfilled and our services recognized as a value to the community.

Patron satisfaction with services provided at Moore Memorial PCC is also supported by survey data. At the end of the grant program, 92% of patrons agreed that they ‘felt more confident using a computer’ after taking a class. (Again, this speaks to the need for public education and initiatives such as BTOP, as well as to the effective programming and staff at MMPCC.)

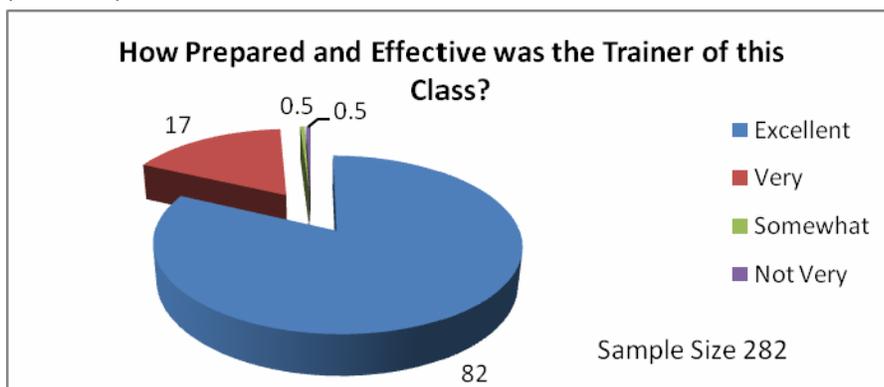
(It is interesting that at the end of year one, while the percentage of patrons who agreed with this statement was 89%, those who strongly agreed was 27%, compared to the 38% who strongly agreed at the end of year two.)

(Chart #8)



Patron satisfaction with trainers at MMPCC also deserves mention—99% of patrons stated that their trainer was excellent or very well prepared and effective.

(Chart #9)



Summation of factors leading to a successful program:

- acknowledgement, even if occasionally begrudging, in the general population that technological skills are requisite to apply for jobs and to advance in careers, to fully participate in society, to partake and benefit from government services,
- multi-class courses and in-depth instruction supported MMPCC tapping into a wider percentage of the target population looking for work or advancement,
- word-of-mouth advertising in a small town is crucial; as positive word of MMPCC trainings and services spread, more people looking for work/advancement or computer education were reached,
- patron realization that with increased computer skills comes increased confidence—both personally and professionally.

Best Practices

In the first month of the grant program MMPCC established a *Google Website* for staff – a place where we could collaborate, share and store materials, and keep track of program data and information. Here, we maintained a downloadable Excel spreadsheet where data of all interactions with patrons—quick assists, one-on-one sessions, open lab, classes and workshops—were recorded. This spreadsheet has enabled us to quickly tabulate monthly, quarterly and yearly data.

From the first months of the program we have utilized the free services of *SurveyMonkey* to collect and track survey data. A short-cut to the survey was placed on the desktop of each laptop in the PCC.

We have attempted to use technology for as many functions of the initiative as possible—including advertising in online papers like the *PennySaver* and on community websites, such as *WSKG* and *WBNG*.

Additionally, for the last four months of the program, we have maintained an *Excel spreadsheet* tracking patron demographics and computer use trends. Entries for each patron include the general purpose of their visit, their approximate age, arrival and departure time. This spreadsheet will serve to inform the development of new classes and course offerings, and facilitate the scheduling of hours of operation for the center when the grant period ends and coverage changes.

8/7/2012	Tue	Printing	26-40	4:00 PM	4:05 PM
8/7/2012	Tue	Email	Over 40	4:20 PM	4:45 PM
8/7/2012	Tue	Facebook & Gaming & Videos & Music	26-40	4:21 PM	6:20 PM
8/8/2012	Wed	Facebook & Gaming & Videos & Music	Over 40	11:35 AM	12:05 PM
8/8/2012	Wed	Training/Classes	Over 40	11:10 AM	12:15 PM
8/8/2012	Wed	Job Related	26-40	1:14 PM	2:15 PM
8/8/2012	Wed	EReader & Downloading Ebooks	Over 40	5:30 PM	6:00 PM
8/8/2012	Wed	Training/Classes	Over 40	6:00 PM	8:00 PM

While maintaining one half-time staff position, the PCC has also established a group of volunteers who will monitor the computer lab in the absence of paid staff. Along with the regular library staff, these volunteers are being trained on PCC equipment—laptops, scanners, copiers and e-reader devices. Training materials have been developed and will be available for reference.

MVP of Instructional Practices

PowerPoint presentations of class material turned into workbooks and handed out to patrons never fails to impress; patrons are vocal with their appreciation for having these handbooks to take home for referral. Handing them out at the beginning of a class allows the patron a place to jot down notes and record relevant data from the class (e.g. account and password information).

Examples from the workbook, Managing Files and Folders:

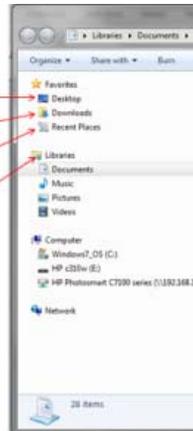
Accessing your files

Desktop – Show files, folders & shortcuts that are on your desktop.

Downloads – Show files you have downloaded to your computer.

Recent Places – Show files that you have recently accessed.

Libraries:
Documents
Music
Pictures
Videos

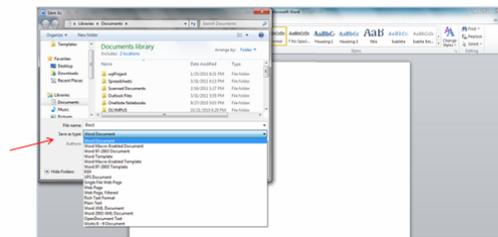


Public Computer Center, Moore Memorial Library, Greene, NY

3

Changing the Save As Type

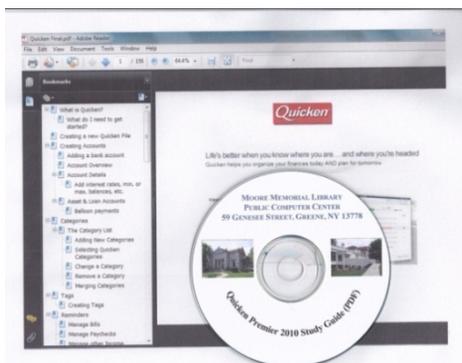
You may want to change the format of the file you are saving. For example, you may have a file that, by default, is saved as a *.docx file in Microsoft Word 2010 and you want to save it in Microsoft Word 2003 format so that a person who uses Microsoft Word 2003 can read it. While in the *Save As* window, click on the drop down box next to *Save as type*. Choose the format you want to save the file in. Click on *Save*.



Public Computer Center, Moore Memorial Library, Greene, NY

14

Upon the development of multiple-class courses, we switched from printing workbooks to uploading materials onto cd's. Not only is this more cost effective, but the material can be indexed for easy access to any particular step or process, and the patron gets a lesson in uploading and filing!



Scheduling and demographics

From the first months of operation we identified seniors as a particular demographic not only in need of, but genuinely desirous of, computer use instruction. (Seniors, in fact, were our largest demographic in the first months of operation, and some of our best advertising.) As early as January of 2011 we began offering Seniors (Only) Classes. Each month we offered the basics classes – computer, internet and e-mail—as well as several other classes (e.g. Do More with Google and Personalize Your Computer) as seniors only.

Our reasoning was twofold and based on feedback from seniors themselves: 1. being, generally, behind the curve technologically, seniors were more comfortable in a learning environment with peers, and 2. the rudimentary instruction requirements of seniors meant they could not easily keep pace with younger learners. For example, while patrons in their thirties or forties might need help creating a new folder or understanding the difference between a browser and a website, they were, generally, familiar with how to use a mouse and how to turn a device on—no assumptions could be made when working with seniors.

More Memorial Library PCC:
 Visit us on Facebook:
 FREE Computer Instruction
 15 Laptops & FREE WiFi

Public Computer Center June Class Schedule

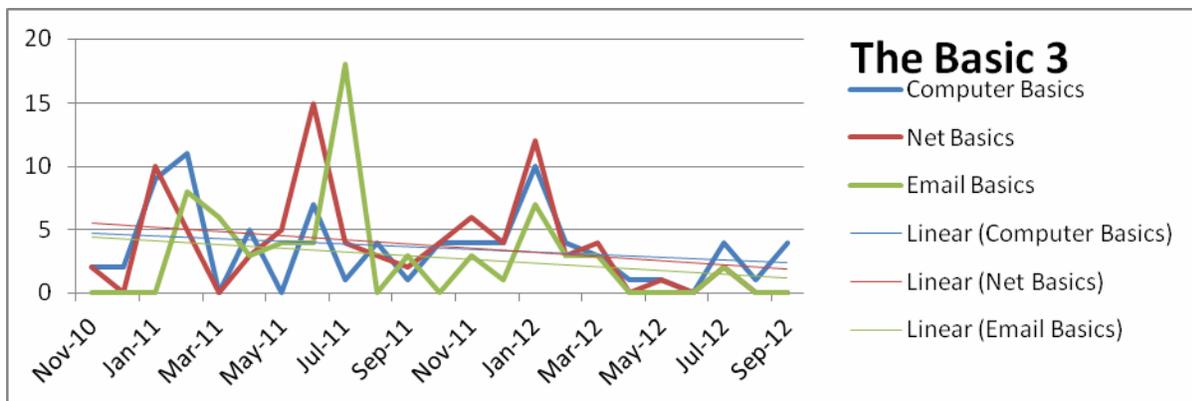
Sun	Mon	Tue	Wed	Thu	Fri	Sat
Computer Basics 10:00am-12:00pm	Computer Basics 10:00am-12:00pm	Computer Basics 10:00am-12:00pm	Computer Basics for Seniors 1:00-2:30pm Twitter 6:00-7:30pm	PowerPoint 6:00-7:30pm	Resume Assist 10:00am-12:00pm Email 1:30-3:00pm	Create Your Own Google Website 1:00-3:00pm
Internet Cover Letter 2:00-4:00pm Facebook 5:00-6:30pm	Microsoft Word Basics 5:30-7:00pm	Internet Basics 5:00-6:30pm	Microsoft Excel 5:30-7:00pm	Resume Assist 10:00am-12:00pm Internet Basics for Seniors 1:30-3:00pm		
IFCC closed 10:00am-12:00pm 4CLS Workshop 1:30-4:00pm	Microsoft Word Advanced 5:00-6:30pm	Google for Seniors 2:00-3:30pm Computer Basics 5:30-7:00pm	Google Docs 6:00-7:30pm	Resume & Cover Letter Assistance 10:00am-12:00pm		
Google for Seniors 11:00am-12:30pm Internet Basics 5:00-6:30pm	Manage Files & Folders 1:30-3:00pm Open Office Writer 5:00-6:30pm	Small/SlipType 2:00-3:30pm eBay 6:30-7:00pm	Open Office Spreadsheet 2:00-3:30pm Download Google 6:00-7:30pm	Resume Assist 10:00am-12:00pm Download/Upload 1:00-2:00pm		
Word for Seniors 11:00am-12:30pm Google News 6:00-6:30pm	Google Docs 6:00-7:30pm	Manage Files & Folders 2:00-3:30pm Download/Upload 6:00-7:30pm	Google Calendar 6:00-7:30			More Memorial Library Public Computer Center 59 Cassessa Street Greene, NY 13778 607-666-3349

As seen in the calendar above, the Seniors Classes were displayed each month in red.

The “Basics” classes- computer, internet and email-- *favorites with the senior demographic and our top three classes through December 2011*, have seen attendance gradually decline despite consistently offering these classes on average twice per month. Given the size of our target audience (est. 5729), it is likely that we ‘harvested the low-hanging fruit’ (226 patrons) --those desirous, able and likely to come to the library for assistance. Many of these patrons have returned to the center to take more advanced courses (e.g. MS Word, Genealogy, Photo-editing, etc...).

Trend-lines in Chart #11 show the gradual decline in the number of patrons seeking basic computer instruction.

(Chart 10)

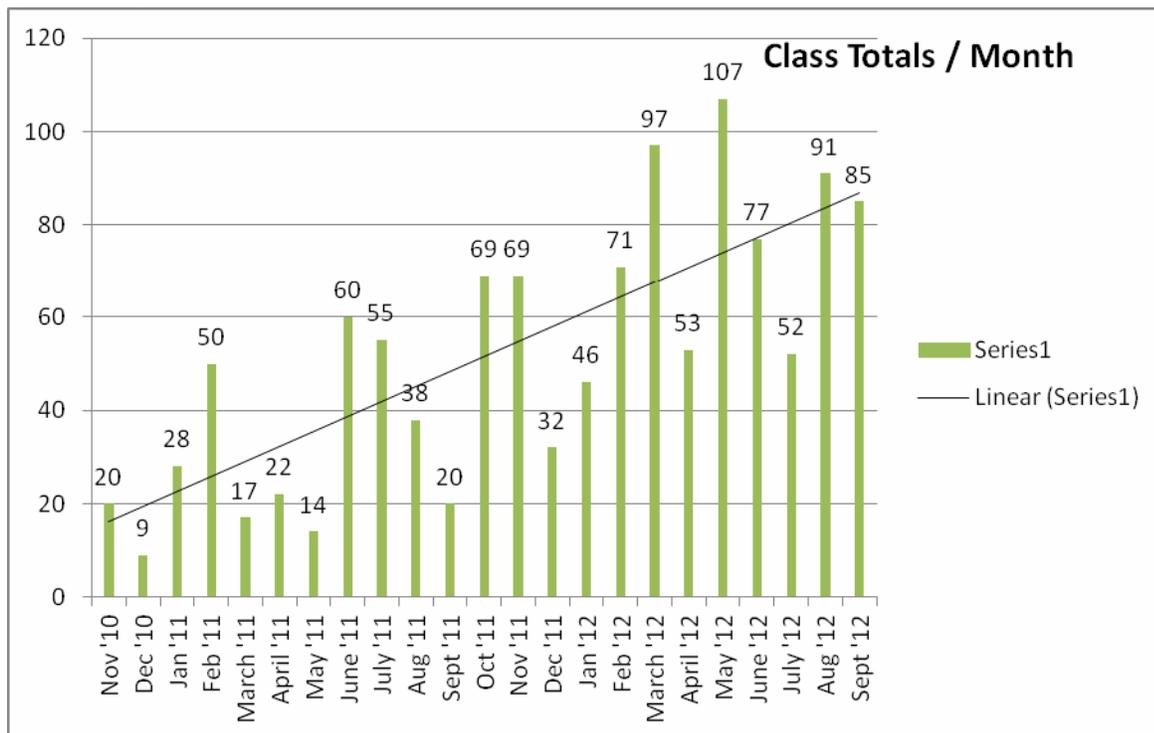


Also in Chart #11, note the post-holiday surges in January of each year. Anticipating that e-book readers and PC’s would be popular holiday gifts, we stepped up offerings on the “basics”, on e-book training, and on ‘Personalizing your PC’ classes in January and February of these years.

Training on e-books ranked 6th in the list of most popular classes over the course of the initiative. This is an indication that society is adopting digital devices for more of the functions of daily life, as well as validation for the PCC initiative utilizing the public library system to bring training to the public.

Chart #12 shows the monthly rise and fall of patron participation in classes over the course of the grant program at Moore Memorial Public Computer Center, as well as a **steady increase in patronage** (Linear Series 1) !

(Chart #11)



Even as attendance at the Basic 3 classes saw a gradual decline, overall patronage of PCC classes continues to rise. This obvious trend, along with the knowledge that many of our ‘beginners’ return to take more advanced courses, encourage us to believe that the PCC has been instrumental in raising overall digital literacy in Chenango County.

And, as shown on page one (totals trained), MMPCC exceeded all OBE estimates devised for target audience based on the size of our service area. Actual numbers trained in “Office Skills” classes (687) was 2.7 times the estimate of 250, and actual numbers trained in “Basic Internet and Computer Use” (680) was 1.7 times the estimate of 385. Estimates for “Multimedia (400) and for Workforce (235) target audiences also exceeded initial estimates of 447 and 264, if not by such extreme margins. Clearly, the MMPCC program was successful in achieving it’s goals.

Workforce

By February of 2011, MMPCC had established Fridays mornings as ‘Walk-in for Job Search and Resume Assistance’. We maintained this schedule for the entirety of the grant period.

Our most successful workforce partnership was with CDO Workforce in Norwich.

Working with **Gary Waffle**, Manager of the Chenango County Employment Office, CDO Workforce, One-Stop Career Center, 1 O’Hara Dr. in Norwich, the PCC put together a 5 week/5 class computer skills course presented at the CDO Workforce Center.

We gave this course three times: in November/December of 2011, January/February of 2012, and March/April of 2012. A total of 56 people attended the trainings.

Charlie Masciola from *CDO Workforce Oneonta* contacted us after hearing from Gary Waffle about our services. While Oneonta was deemed too far for us to travel, we did forward our PowerPoint and class materials to them.

One other example of the spread of instruction generated by the MMPCC program started with the NYSED website. **Mary Anne Waltz**, Project Manager and Trainer for the NY Digital Literacy and Training Program contacted us after downloading some of our materials from the BTOP website (<http://www.nysl.nysed.gov/libdev/nybbexpress/curriculum/index.html>). She contacted us and we were happy to share other materials that she was interested in.

Starting in August of 2011, very patron coming to the PCC for job search and/or resume assistance was introduced to the resources available at JobNow; a link to JobNow is on the library website and on the PCC ‘Tips and Tools’ page (where we also provide links for small businesses and job search).

JobNow Stats:

August 2011 – August 2012

Total visits : 1607

Unique Visits: 176

The Library PCC webpage will be maintained after the conclusion of the grant period.



Public Computer Center
www.greenerylibrary.org
656-9349

Computer Training

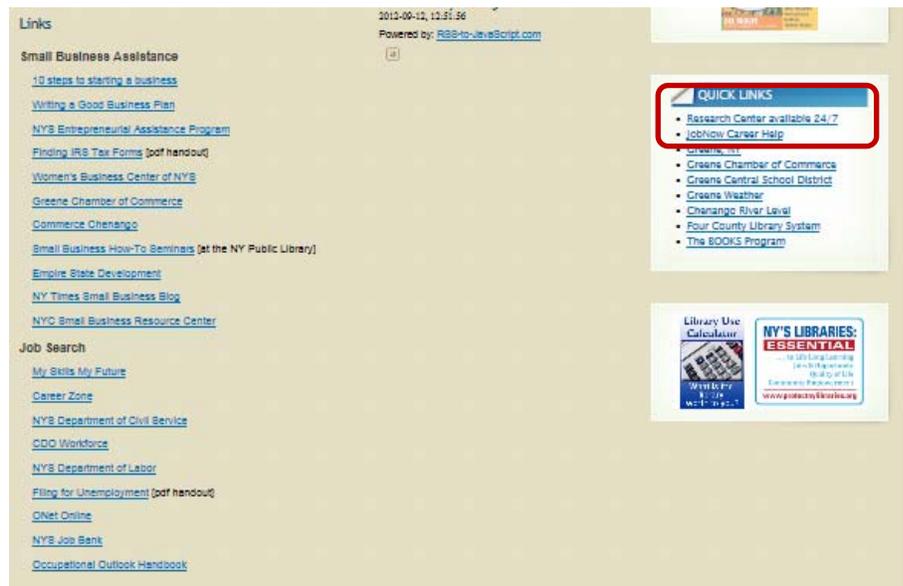
5 Monday Sessions:

- November 21— Computer and Internet Basics
- November 28 — Email, Uploading & Attachments
- December 5 — Microsoft Word and Resumes
- December 12 — Web searching for Employment and online applications
- December 19 — Files, Folders, Devices & Review

Classes will be held at CDO Workforce
1 O’Hara Drive, Norwich NY.

A free service to the community.
Presented by: CDO Workforce, and
Moore Memorial Library Public Computer Center.

Call 334-2201 to inquire or register.



Links

2012-09-10, 12:51:56
Powered by: RSS-to-JavaScript.com

Small Business Assistance

- [10 steps to starting a business](#)
- [Writing a Good Business Plan](#)
- [NYS Entrepreneurial Assistance Program](#)
- [Finding IRS Tax Forms \(pdf handout\)](#)
- [Women’s Business Center of NYE](#)
- [Greene Chamber of Commerce](#)
- [Commerce Chenango](#)
- [Small Business How-To Seminars \(at the NY Public Library\)](#)
- [Empire State Development](#)
- [NY Times Small Business Blog](#)
- [NYC Small Business Resource Center](#)

Job Search

- [My Skills My Future](#)
- [Career Zone](#)
- [NYS Department of Civil Service](#)
- [CDO Workforce](#)
- [NYS Department of Labor](#)
- [Filing for Unemployment \(pdf handout\)](#)
- [QNet Online](#)
- [NYS Job Bank](#)
- [Occupational Outlook Handbook](#)

QUICK LINKS

- Research Center available 24/7
- JobNow Career Help
- Greene.com
- Greene Chamber of Commerce
- Greene Central School District
- Greene Weather
- Chenango River Level
- Four County Library System
- The BOOKS Program

Library Use Calculators

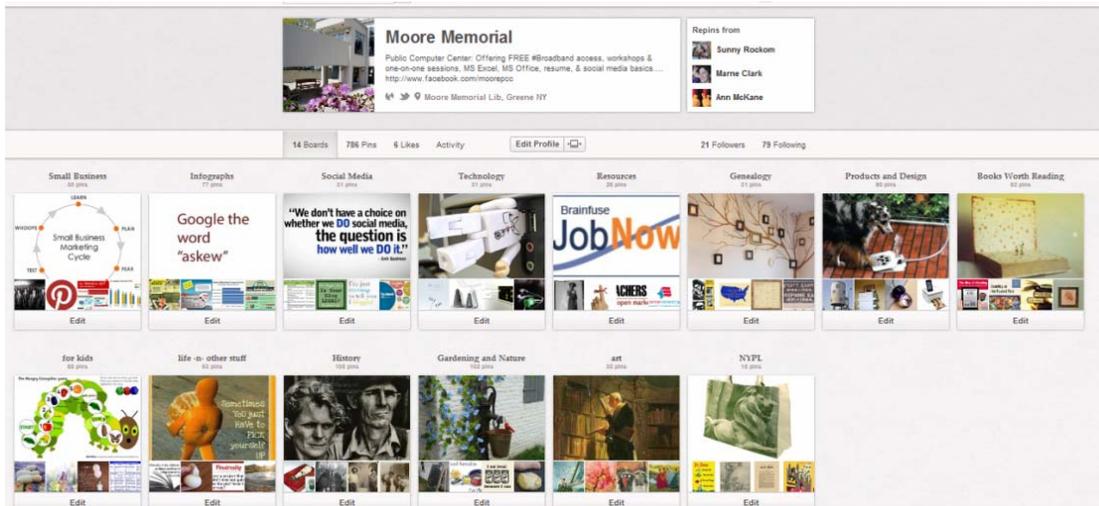
NY'S LIBRARIES: ESSENTIAL

Want to try it? Call 656-9349
www.greenerylibrary.org

Social Media Sites

Moore Memorial PCC maintained regularly updated social media sites; Twitter, Facebook, Tumblr and Pinterest. These sites will also be maintained after the grant concludes.

Pinterest: <http://pinterest.com/moorepcc/>



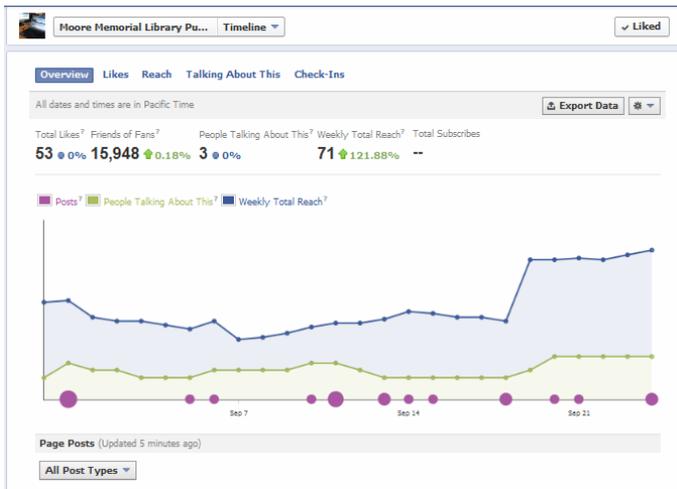
Tumblr: <http://moorepcc.tumblr.com/>



Twitter: <https://twitter.com/>



Facebook: <https://www.facebook.com/moorepcc>



Moore Memorial Library Public Computer Center shared a link.
about an hour ago

<http://www.theatlantic.com/technology/archive/2012/09/google-takes-street-view-into-the-oceans/262849/>
Wow!

Google Takes Street View Into the Oceans
www.theatlantic.com
Roads? Where we're going, we don't need roads

Like · Comment · Share
8 people saw this post

Moore Memorial Library Public Computer Center shared a link.
2 hours ago

<http://thehill.com/blogs/hillcon-valley/technology/258589-ftc-rented-computers-spied-on-customers>
Oh, dear...

FTC: Rented computers spied on customers - The Hill's Hillcon Valley
thehill.com
The Federal Trade Commission reached a settlement on Tuesday with seven computer rental companies over charges that the companies used software to spy on their customers. The FTC said

Like · Comment · Share

Likes See All

- Binghamton University Center for Civic Engagement Education
- Eat Smart NY - Chenango County Non-Profit Organization
- pressconnects.com / Press & Sun-Bulletin 1 friend also likes this.
- Teen NY Product/Service
- The Kids' Room Children's Clothing Store

Please use this form to create a custom OBE plan for your PCC or E-Mobile Unit. Complete all white sections of the form and submit to Mary Ann Stiefvater (mstiefva@mail.nysed.gov). The gray sections of the form are for reporting your evaluation findings. You will complete and submit these sections at a later date.

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period: November 2010 – Sept 2012	
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:	
<p><u>Basic Internet & Computer Use</u> PCC offers the following training:</p> <p>✚ Introduction to Computers Class Patron demonstrates basic understanding and skill <i>navigating a PC</i> Patron reports increased skill & confidence Patron reports satisfaction with training</p>	385	6	<p>✚ Trainer Obs. Chklst</p> <p>✚ Post class survey</p>	<p>4.8 or 60% /training 4.8 or 60% /training 4.8 or 60% /training</p>	77 Total Trained	
<p>✚ Internet Basics Class Patron demonstrates basic understanding and skill <i>navigating on-line</i> Patron reports increased skill & confidence Patron reports satisfaction with training</p>		6	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>4.8 or 60% /training 4.8 or 60% /training 4.8 or 60% /training</p>		77 Total Trained
<p>✚ Email Basics Class Patron demonstrates basic understanding and skill; <i>establishes email account</i> Patron reports increased skill & confidence Patron reports satisfaction with training</p>		6	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>4.8 or 60% /training 4.8 or 60% /training 4.8 or 60% /training</p>		72 Total Trained
<p>✚ XP Users Patron demonstrates basic understanding and skill Patron reports increased skill & confidence Patron reports satisfaction with training</p>		1	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>.8 or 80% per training .8 or 80% per training .8 or 80% per training</p>		8 Total Trained

<p>✚ Personalize Your Desktop/PC</p> <p>Patrons demonstrate basic understanding and skill <i>individualizing PC settings</i></p> <p>Patron reports increased skill & confidence Patron reports satisfaction with training</p>		2	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>1 or 50% per training 1 or 50% per training 1 or 50% per training</p> <p>4.8 or 60% /training 4.8 or 60% /training</p>	4 Total Trained
<p>✚ Do More with Google Class</p> <p>Patron demonstrates basic understanding and skill Patron reports increased skill & confidence Patron reports satisfaction with training</p>		6	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>4.8 or 60% /training 4.8 or 60% /training</p>	22 Total Trained
<p>✚ Facebook</p> <p>Patron demonstrates basic understanding and skill: <i>opens Facebook Account</i> Patron reports increased skill & confidence Patron reports satisfaction with training</p>		4	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>3 or 75% per training 3 or 75% per training 3 or 75% per training</p>	25 Total Trained
<p>✚ Twitter</p> <p>Patron demonstrates basic understanding and skill: <i>opens Twitter account</i> Patron reports increased skill & confidence Patron reports satisfaction with training</p>		2	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>1 or 50% per training 1 or 50% per training 1 or 50% per training</p>	6 Total Trained
<p>✚ Tumblr/online Blogging</p> <p>Patron demonstrates basic understanding and skill; <i>opens Tumblr account</i> Patron reports increased skill & confidence Patron reports satisfaction with training</p>		2	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>1 or 50% per training 1 or 50% per training 1 or 50% per training</p>	4 Total Trained
<p>✚ Selling online/eBay</p> <p>Patron demonstrates basic understanding and skill: <i>opens pay-pal and eBay account</i> Patron reports increased skill & confidence Patron reports satisfaction with training</p>		4	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>3 or 75% per training 3 or 75% per training 3 or 75% per training</p>	5 Total Trained
<p>✚ Buying and Selling on Craigslist</p> <p>Patron demonstrates basic understanding and skill: <i>establishes account</i> Patron reports increased skill & confidence Patron reports satisfaction with training</p>		2	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>1 or 50% per training 1 or 50% per training 1 or 50% per training</p>	11 Total Trained

<p>✚ Genealogy Patron demonstrates basic understanding and skill Patron reports increased skill & confidence Patron reports satisfaction with training</p>		4	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>3 or 75% per training 3 or 75% per training 3 or 75% per training</p>	48 Total Trained	
<p>✚ Personal Ancestral Files (PAF) Patron demonstrates basic understanding and skill: <i>Establish a PAF account & input data</i> Patron reports increased skill & confidence Patron reports satisfaction with training</p>		8	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>6 or 75% per training 6 or 75% per training 6 or 75% per training</p>		17 Total Trained
<p>✚ Health Resources on the Web Patron reports satisfaction with training</p>		5	<p>✚ Trainer Obs.</p>	<p>4 or 80% per training</p>		22 Total Trained
<p>✚ Pinterest Patron demonstrates basic understanding and skill: <i>opens Pinterest account</i> Patron reports increased skill & confidence Patron reports satisfaction with training</p>		2	<p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>1 or 50% per training 1 or 50% per training 1 or 50% per training</p>		4 Total Trained
<p>✚ Internet Safety Patron demonstrates basic understanding and skill Patron reports increased skill & confidence Patron reports satisfaction with training</p>		4	<p>✚ Trainer Obs. Chklst</p>	<p>3 or 75% per training 3 or 75% per training 3 or 75% per training</p>		2 Total Trained
		1	<p>✚ Survey</p>			
<p>✚ One on one session Patron demonstrates basic understanding and skill Patron reports increased skill Patron reports satisfaction with training</p>			<p>✚ Trainer Obs.</p>	<p>.8 or 80% per training .8 or 80% per training .8 or 80% per training</p>		276 Total Trained

Office Skills PCC offers the following training:	250		5				
<ul style="list-style-type: none"> ✚ Intro. to Microsoft Word Patron demonstrates basic understanding and skill Patron reports increased skill Patron reports satisfaction with training 				<ul style="list-style-type: none"> ✚ Trainer Observ. ✚ Survey 	4 or 80 % per training 4 or 80% per training 4 or 80 % per training	54 Total Trained	
<ul style="list-style-type: none"> ✚ Advanced Microsoft Word Patron demonstrates advanced understanding and skill Patron reports increased skill Patron reports satisfaction with training 			4	<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst ✚ Survey 	3 or 75% per training 3 or 75% per training 3 or 75% per training	17 Total Trained	
<ul style="list-style-type: none"> ✚ MS WORD COURSE – 6 week Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training 			10	<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst ✚ Assignments 	8 or 80 % per training 8 or 80% per training 8 or 80% per training	73 Total Trained	
<ul style="list-style-type: none"> ✚ MS Excel Basics Patron demonstrates basic understanding and skill Patron reports increased skill Patron reports satisfaction with training 			3	<ul style="list-style-type: none"> ✚ Completion ✚ Trainer Observ. ✚ Survey 	2.25 or 75%/training 2.25 or 75%/training 2.25 or 75%/training	45 Total Trained	
<ul style="list-style-type: none"> ✚ MS EXCEL COURSE – 7 week Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training 			10	<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst 	8 or 80 % per training 8 or 80% per training 8 or 80% per training	182 Total Trained	
<ul style="list-style-type: none"> ✚ MS PowerPoint Patron demonstrates basic understanding and skill Patron reports increased skill Patron reports satisfaction with training 			2	<ul style="list-style-type: none"> ✚ Assignments Completion ✚ Trainer Observ. 	1.5 or 75 % /training 1.5 or 75 % /training 1.5 or 75 % /training	16 Total Trained	

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<p>✚ Managing Files and Folders Patron demonstrates basic understanding and increased skill navigating and organizing files Patron reports increased skill Patron reports satisfaction with training</p>		4	<p>✚ Survey</p>	<p>3.4 or 85% /training 3.4 or 85% /training 3.4 or 85% /training</p>	24 Total Trained	
<p>✚ Open Office/ Documents/Spreadsheet Patron demonstrates basic understanding and skill Patron reports increased skill Patron reports satisfaction with training</p>		5	<p>✚ Trainer Obs. Chklist ✚ Survey</p>	<p>4 or 80 % per training 4 or 80 % per training 4 or 80 % per training</p>		13 Total Trained
<p>✚ Publisher Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		4	<p>✚ Trainer Obs. Chklist ✚ Survey</p>	<p>3 or 75% per training 3 or 75% per training 3 or 75% per training</p>		
<p>✚ Google Docs Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training</p>		4	<p>✚ Trainer Obs. Chklist ✚ Survey</p>	<p>3 or 75% per training 3 or 75% per training 3 or 75% per training</p>		2 Total Trained
<p>✚ Quicken: Premier 2010 Series of 4 classes <i>Patron demonstrates basic understanding and skill using Quicken</i> Patron reports increased skill Patron reports satisfaction with training</p>		5	<p>✚ Trainer Obs. Chklist ✚ Survey</p>	<p>4 or 80 % per training 4 or 80 % per training 4 or 80 % per training</p>		
<p>✚ Mail Merge Patron demonstrates basic understanding and skill <i>in ability to set up and use mail merge</i> Patrons report increased skill Patron reports satisfaction with training</p>		3	<p>✚ Trainer Obs. Chklist ✚ Survey</p>	<p>2.25 or 75% /training 2.25 or 75% /training 2.25 or 75% /training</p>		12 Total Trained
<p>✚ Create a Google Business Site Patron demonstrates basic understanding and skill <i>in ability to set up web site</i> Patrons report increased skill Patron reports satisfaction with training</p>		2	<p>✚ Trainer Obs. Chklist ✚ Survey</p>	<p>1.5 or 75 % /training 1.5 or 75 % /training 1.5 or 75 % /training</p>		

			<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst 		3 Total Trained
<ul style="list-style-type: none"> ✚ Facebook for Business Patron demonstrates basic understanding and skill <i>in ability to set up and manage FB business page</i> Patrons report increased skill Patron reports satisfaction with training 		2	<ul style="list-style-type: none"> ✚ Survey 	1.5 or 75 % /training 1.5 or 75 % /training 1.5 or 75 % /training	
<ul style="list-style-type: none"> ✚ Create a Newsletter With MS Word Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training 		4	<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst ✚ Survey 	3.4 or 85% /training 3.4 or 85% /training 3.4 or 85% /training	
<ul style="list-style-type: none"> ✚ One on one sessions Patron demonstrates basic understanding and increased skill Patron reports increased skill Patron reports satisfaction with training 	400	1	<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst 	.8 or 80 % /training .8 or 80 % /training .8 or 80 % /training	
<p><u>Multimedia</u> PCC offers the following training:</p> <ul style="list-style-type: none"> ✚ E/books/audiobooks /Nooks/Kindles iPads/Android Tablets Patron demonstrates basic understanding and increased skill <i>uploading books to device</i> Patron reports increased skill Patron reports satisfaction with training 		1	<ul style="list-style-type: none"> ✚ Survey ✚ Trainer Obs. Chklst 	.8 or 80 % of training .8 or 80 % of training .8 or 80 % of training	
<ul style="list-style-type: none"> ✚ iPads/Android Tablets Apps Patron demonstrates basic understanding and increased skill <i>uploading apps to device</i> Patron reports increased skill Patron reports satisfaction with training 		5	<ul style="list-style-type: none"> ✚ Trainer Obs. Chklst 	4 or 80 % per training 4 or 80 % per training 4 or 80 % per training	
					4 Total Trained

<p>✚ Google Picasa/photo editing, sharing Patron demonstrates basic understanding and skill <i>organizing, saving, editing and sharing photos</i> Patron reports increased skill Patron reports satisfaction with training</p>		4	<p>✚ Trainer Obs. Chklst</p>	<p>3.4 or 85% /training 3.4 or 85% /training 3.4 or 85% /training</p>	25 Total Trained	
<p>✚ Managing Digital Photos Patron demonstrates basic understanding and skill <i>organizing, saving and manipulating photos</i> Patron reports increased skill Patron reports satisfaction with training</p>		4	<p>✚ Trainer Obs. Chklst</p> <p>✚ Post class survey</p>	<p>3.4 or 85% /training 3.4 or 85% /training 3.4 or 85% /training</p>		10 Total Trained
<p>✚ Downloading and Uploading Patron demonstrates basic understanding and skill <i>uploading and downloading documents, files and programs</i> Patron reports increased skill Patron reports satisfaction with training</p>		2	<p>✚ Trainer Obs. Chklst</p>	<p>1.5 or 75 % /training 1.5 or 75 % /training 1.5 or 75 % /training</p>		4 Total Trained
<p>✚ Create your own YouTube Channel Patron demonstrates basic understanding and <i>generates a YouTube account</i> Patron reports increased skill Patron reports satisfaction with training</p>		2	<p>✚ Post class survey</p> <p>✚ Trainer Obs. Chklst</p>	<p>1.5 or 75 % /training 1.5 or 75 % /training 1.5 or 75 % /training</p>		3 Total Trained
<p>✚ Skype Patron demonstrates basic understanding and <i>generates a Skype account</i> Patron reports increased skill Patron reports satisfaction with training</p>		2	<p>✚ Survey</p> <p>✚ Trainer Obs. Chklst</p>	<p>1.5 or 75 % /training 1.5 or 75 % /training 1.5 or 75 % /training</p>		10 Total Trained
<p>✚ Family Tree Digital Photography Essential Patron demonstrates basic understanding and <i>increased skill using digital camera equipment</i> Patron reports increased skill Patron reports satisfaction with training</p>		8	<p>✚ Survey</p> <p>✚ Trainer Obs. Chklst</p>	<p>6 or 75% per training 6 or 75% per training 6 or 75% per training</p>		65 Total Trained

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<p>✚ Adobe Photoshop Elements Course – 6 week Patron demonstrates basic understanding and skill <i>in navigating, storing and manipulating photos</i> Patron reports increased skill Patron reports satisfaction with training</p>		10	<p>✚ Survey</p> <p>✚ Trainer Obs. Chklst</p> <p>✚ Survey</p>	<p>8 or 80 % per training 8 or 80% per training 8 or 80% per training</p>	22 Total Trained	
<p>✚ Windows Live Movie Maker Patron demonstrates basic understanding and skill <i>generates a video from pictures</i> Patron reports increased skill Patron reports satisfaction with training</p>		2	<p>✚ Trainer Obs. Chklst</p>	<p>1.5 or 75 % /training 1.5 or 75 % /training 1.5 or 75 % /training</p>		15 Total Trained
<p>✚ Rotary Presentation: Twitter and RSS Feeds for organizations</p> <p>✚ Webinar//Presentation/Erie Canal Patrons report satisfaction with presentation</p> <p>✚ Morningstar/ Investment webinar Patrons report satisfaction with presentation</p> <p>✚ The Ghost Detective Patrons report satisfaction with presentation</p>		10 6 6 10	<p>✚ Assignments Completion</p> <p>✚ Trainer Observ.</p> <p>✚ Survey</p> <p>TrainerObserv.</p>	<p>8 or 80 %</p> <p>4.8 or 60%</p> <p>4.8 or 60%</p> <p>8 or 80 %</p>		
<p>✚ Video-conferencing Opportunities <i>Patrons demonstrate understanding of equipment and use</i> Patrons report satisfaction with service</p>		10	TrainerObserv.	<p>.8 or 80% per training .8 or 80% per training .8 or 80% per training</p>	20 Total Trained	
<p>✚ One on one session <i>Patron demonstrates basic understanding and increased skill</i> Patron reports increased skill</p>		1	TrainerObserv. TrainerObserv.	<p>.8 or 80% per training .8 or 80% per training .8 or 80% per training</p>		15 Total Trained

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Patron reports satisfaction with training			 Trainer Obs. Chklst  Survey Trainer Observ.		
General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation time period: November 2010 – September 2012
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>Workforce Development</u> PCC offers the following training:	235				
 Resume Assistance Patron demonstrates basic understanding and skill-generates or up-dates resume Patron reports increased skill Patron reports satisfaction with training One-on-One		5	 Trainer Obs.	4 or 80 % per training 4 or 80 % per training 4 or 80 % per training .8 or 80% /training .8 or 80% /training .8 or 80% /training	35 Total Trained
 Jobs Assistance Patron demonstrates basic understanding and skill with online searching or online application Patron reports increased skill Patron reports satisfaction with training One-on-One		1	 Trainer Obs.	.8 or 80% /training .8 or 80% /training .8 or 80% /training	64 Total Trained
 Jobs Assistance Patron demonstrates basic understanding and skill with online searching or online application Patron reports increased skill Patron reports satisfaction with training One-on-One		5	 Trainer Obs.	4 or 80 % per training 4 or 80 % per training 4 or 80 % per training .8 or 80% /training .8 or 80% /training .8 or 80% /training	25 Total Trained
 Small Business Assistance Patron demonstrates basic understanding and increased skill using internet to further business		1	 Trainer Obs.	.8 or 80% /training .8 or 80% /training .8 or 80% /training	83 Total Trained
 Small Business Assistance Patron demonstrates basic understanding and increased skill using internet to further business		1	 Trainer Obs.	.8 or 80% /training .8 or 80% /training .8 or 80% /training	23 Total Trained

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goals					
<ul style="list-style-type: none"> ✚ Database Training /Librarians 		10	<ul style="list-style-type: none"> ✚ Trainer Obs. 	8 or 80% /training 8 or 80% /training 8 or 80% /training	24 Total Trained
<ul style="list-style-type: none"> ✚ Online Marketing for Small Farms Presentation at Cooperative Extension 		10	<ul style="list-style-type: none"> ✚ Trainer Obs. 	8 or 80% /training 8 or 80% /training 8 or 80% /training	
General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					Evaluation time period: November 2010 – Sept. 2012
<u>Open Lab access</u>	5729	N/A	<ul style="list-style-type: none"> ✚ Sign-in sheets ✚ User surveys (based on 459 survey responses, confidence level of 95% and confidence interval of 3.16)	395 or 85% of responses 395 or 85% of responses 395 or 85% of responses	6994 Total Patrons

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General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation time period: November 2010 – Sept. 2012
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><u>Partners</u></p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report referring clients to the PCC Partners report having developed activities incorporating PCC services <p><u>Literacy Volunteers</u></p> <p><u>CDO Norwich//Chenango County Employment Office//One-Stop Career Center</u></p> <p><u>RSVP//Opportunities for Chenango</u></p> <p><u>Cornell Co-operative Extension of Chenango County</u></p>	5	N/A	Conversations Referrals Email Advertising	4 or 80 % of partners 4 or 80 % of partners 4 or 80 % of partners	4 or 80% (+) 4 or 80% (+) 3 or 60% (-)

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Evaluation time period: November 2010 – September 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 from users/partners that support outcomes.

FR: Literacy Volunteers

Sandra:

It was so awesome to see the computer classes...It seemed to me that the participants were engaged and getting something out of the class...and...the PowerPoint looked amazing.

Thank you for bringing the program to Norwich and for thinking of partering with Literacy Volunteers. My hope is that in the future I can engage more of my program participants with a similar training..

Kelly Sines
Program Director
Literacy Volunteers of Chenango County
Opportunities for Chenango, Inc.
44 West Main Street
Norwich, NY 13815
(607) 334-7114 ext. 279
ksines@ofcinc.org

This email from a patron thanks a trainer for help with college applications and for working with her (autistic) nephew.

From: "Deborah [REDACTED]" <[REDACTED]@gmail.com>
Sent 9/25/2011 8:29:52 PM
To: "Pamela Sousa" <gr.pam@4cls.org>
Subject:

Hi Pam,

This is Deborah [REDACTED]. I wanted to thank you for all your help this summer. Thanks also for working with my nephew, Christian. He liked you a lot. It was really nice of you. You are a really good teacher and very patient.

I am in Kansas now doing my Russian program. I have three classes, plus I'm teaching a second-year Russian course. Studying takes all my time and I feel pretty overwhelmed, but I am doing well in my classes. I think I will become more efficient as time goes by and maybe I'll get to have a little fun once in awhile.

I hope you are doing well and I'll probably see you this Christmas!

Deborah

**I came to the PCC for help with my resume, and I got it. Three weeks later I'm employed! Thank you very much to the library and PCC staff.
Cindy P.
6-14-11**

Note: the job Cindy procured required email account set-up, resume and cover letter generation, resume, cover letter and acceptance letter emailed.

**"YOUR JULY SCHEDULE HAS SO MUCH TO OFFER, I'M JUST AMAZED! YOU HAVE ACTUALLY OPENED UP A WHOLE NEW WORLD FOR ME WITH THIS GOOGLE CLASS. HOW WONDERFUL TO HAVE THIS EXTREMELY INFORMATIVE WORK BOOK, SO I CAN TAKE IT HOME FOR FUTURE REFERENCE. I'M THRILLED!! THANK YOU!!"
CAROL J. 6-30-11**

**"I have appreciated the public computer center in Greene, NY to the utmost! I started with the courses for seniors that were offered, figuring that I wouldn't feel so inhibited, since I previously had no computer training. The instructors are excellent and the hand-outs refresh you on any little item you may have forgotten since the course was taught. Unfortunately, I am a "snowbird", so I haven't been able to make full use of the wonderful classes offered.
6-02-12 Grace M.**

“These papers—the class handouts—are really helpful! When I get home it’s just wonderful to be able to use them to remind myself what you said. It’s amazing—you just click and you can get anywhere!”
6-11-12 Irma (Senior)