

## **BTOP Reporting Information – January 2013**

### **Summarized results of your surveys. Instructor observations etc.**

#### **Outcome #1 – PCC users gain digital literacy skills**

The NRPL is pleased to report that we met or exceeded the achievement level of 80% in all categories. This information was obtained from trainer check sheets, post workshop surveys, trainer observations, and pre-/post workshop quizzes.

#### **Outcome #2 – PCC users are better prepared for the workforce**

The NRPL achieved a level of 80% or higher in all categories. This information was obtained by conducting post series surveys and interviews, and monthly reports from BTOP staff and Job Readiness Coach.

#### **Outcome #3 – PCC Users are satisfied with service**

Eighty-five percent of our patrons rated the PCC service as good or excellent. Eighty-seven percent will recommend the service to a friend; and 83% were satisfied with the internet sessions.

#### **Outcome #4 – Community partners are aware of PCC services**

A questionnaire/user survey was distributed to our forty partners and we learned that: 90% were able to state two or more services provided by the PCC; 50% reported that they have referred clients/members to the PCC; and, 40% reported that they have developed client/member activities that incorporate PCC services. About 50% of the community partners serve clients that can utilize our services.

#### **Observations regarding digital literacy and workforce development best practices**

Digital literacy can be achieved through a combination of the hands-on instruction and one-on-one support. Our clients learned to perform Internet site searches, set-up email accounts, computer logon and printing procedures. Clients also learned how to use computers to search for jobs. Classes in Microsoft Word, Excel and PowerPoint classes were offered to increase their computer skills and aid them when seeking employment.

Those clients who needed additional assistance were provided with one-on-one support and given the opportunity to practice during open labs. A Job Readiness coach, contracted through the Westchester Library System (WLS), provided one-on-one assistance. Job Readiness coaches met with patrons two times a week and helped them obtain job interviews and secure 44 jobs. "Resume and Cover Letter / Interview Skills" sessions were conducted. NRPL Librarians, who received training at the start of this project, also provided one-on-one job search assistance to unemployed or underemployed individuals.

The Job Now database is available to our patrons through our BTOP webpage. Patrons get live job coaching and resume assistance when the library is closed. Job Now is available at no cost to all NRPL cardholders. Nine hundred four patrons have benefitted from this service so far.

#### **General Observations**

##### **Access**

The NRPL is located in the center of City of New Rochelle. It is readily accessible via train (New Rochelle Station of the New Haven Line) and bus (7, 30, 42, 45, 60, 61 and 90 bus routes). It is also located near two major roadways (Route 95 and the Hutchison River Parkway) and there is ample meter parking.

Client were able to access the PCC consistently throughout the grant period. The PCC was open 61 hours per week, except during the summer, when the PCC was open 53 hours per week. On Saturday the PCC was open for 8 hours and on Sunday for 4 hours. Since inception of the program, the library has acquired 23 personal computers and 6 laptop computers (Windows 7 Operating system equipped with Microsoft Office 2010). Licenses for Kaspersky antivirus were renewed and over 30 computers updated with the new software. Other security updates and patches were also applied to existing PC's. We also purchased 3 I-Pads. All of which are made available for public use.

The NRPL Broadband speed is currently at 15mbps. This speed is an upgrade from the 10mbps speed at the beginning of the grant. The current speed is adequate to support simultaneous video conferencing and use of the PCC. (Broadband WiFi is available throughout the library.)

NRPL fulfilled the project goal of providing computer access and support services an extra two to three hours per week beyond normal library hours by making its facilities available to partnering organizations. These times included Wednesday evenings (the library closes at 6PM) and between 8PM and 9PM on Tuesdays. In addition, the library's theater, meeting room and computer lab were made available, free of charge, to the following partner organizations: Community Capital Resources, Women's Enterprise Development Center and the New Rochelle Chamber of Commerce.

#### Scheduling (including one-on-one and open labs)

We have found that a regular rotation of the most popular classes is a good idea. Monday, Wednesday, Friday and Saturday seemed to be the optimum days to offer classes to ensure optimum participation in class. We have found that 1.5 to 2 hours is an ideal length for group classes; one hour is ideal for one-on-one coaching. In class or "in library" time for practice is essential. We have found that many of our patrons do not own or have access to computers. Including the computers purchased with BTOP funds, the NRPL has a total of 93 public computers located throughout the library. Patrons are encouraged to utilize these additional computers after class to reinforce in-class learning.

Because so many clients did have access to a computer, open labs were a necessity for practicing computer skills and for the job search process. From July 2011 through December 2012, 10,772 patrons utilized the open labs, and 85% rated the service as good or excellent.

#### Course offerings

Through a needs assessment we determined the necessary course offerings. Our most popular/successful course offerings have been: "Fundamentals of Microsoft Office Word", "Excel", "PowerPoint", "Microsoft Publisher", "Internet Basics", "How to Set-up and Email Account", "How To Scan and Upload Documents" and "Mouse and Keyboarding Skills". This has remained constant over time. Other popular classes included: "Introduction to Social Networking", "How to design & Create Flyers", "How to Create Letterheads & Business Cards", "How to Design & Create Newsletters, and "Special topics in Microsoft Excel: Managing Information and Creating Charts in Microsoft Excel" and " Using Table & Mail Merge Features " in Microsoft Word. Multimedia classes included: "How to Download e- and Audio Books", and "How To Scan and Upload Photos". In addition, Quick Books Training for Business was offered in English and Spanish.

We also offered distance learning/online courses. GED Test Preparation sessions, which were held three hours each week, utilized online resources. One-on-one sessions, which were conducted by librarians and AmeriCorps workers and social workers, helped patrons with on-line learning tutorials and webinars.

### Instructional practices

The NRPL considered all ages and backgrounds of our community. Most written materials were created on a 6<sup>th</sup> to 8<sup>th</sup> grade level, and actual instruction was geared for that level. Courses were offered in both English and Spanish. We were able to find great instructors who were not only effective and also compassionate teachers, and constantly worked towards furthering the goals of the PCC. We then tailored our courses to the needs determined in the assessments, but also continually evaluated them to see what needed to be added, deleted, modified or enhanced.

We found that instruction followed by hands-on practice has produced the best results and greatest patron satisfaction. All classes were offered in library areas that contain computers so that patrons could immediately practice the lesson. AmeriCorps workers worked approximately 75 hours per week, assisting an average of 210 individuals with basic Internet sites searches, setting up email accounts, troubleshooting Microsoft Office applications and other software, PC reservation, computer logon and printing procedures. In addition, library staff and our IT director were available to assist patrons with questions and troubleshoot any problems they were having using the computer.

### Demographics

The racial/ethnic make-up of New Rochelle is as follows: 47.9% Caucasian, 27.8% Hispanic, 19.3% African American, and 4.2 % Asian. The median household income is \$65,549 and 11.7 % live below the federal poverty level (US Census State and County Facts). The December unemployment rate stands at 8.2% (NY State Department of Labor).

The NRPL also targeted the New Rochelle's senior population. We offered computer classes tailored for seniors that included how to operate a mouse and keyboard, internet knowledge and searches.

### Challenges/Successes in reaching target audiences.

Reaching our target audience with information about our services was initially a challenge. However, we have found that a multi-layered approach that involved word of mouth, mass-distribution of individual flyers and bi-monthly newsletters, referrals by partner organizations, and library signage has contributed to our high participation levels. Bi-monthly community wide mailings of 3,000 pieces were regularly sent out.

### Program essentials ( are any unique to NRPL?)

The NRPL has identified the following best practices:

- At the start of the program, perform a needs assessment by conducting as many surveys, focus groups and other discussions as possible. (We collaborated with existing partners and new partners to do this). We identified: services to be instituted, areas of instruction, best times/days to conduct services and instruction, and key ways to connect with target populations
- Identify a Community Relations Coordinator who is responsible for community outreach. Awareness and support from the community and local business was key to the success of the program. These relationships and partnerships also helped the program to better meet the needs of individuals and businesses in the community,

- Hire a full-time IT employee to oversee the purchase, installation and upkeep of all technology. Fully operational technology is critical to the PCC program. Having a staff person available to assist users and quickly resolve computer-related problems, such as inoperative hardware or software, was imperative.
- Involve and train the entire library staff about the BTOP program. In most cases a patron's first encounter at the library is with staff. Having staff members who understood the program helped to promote BTOP and also answer patron's questions about the training and support available to through the program. Librarians continued to utilize the training they received at the start of the project to assist patrons with e-forms and social services, when AmeriCorps workers were not available.
- Holding monthly meetings with the library director, key staff members and independent contractors involved in the project was essential to keeping all components on track and working in-sync.
- Create a mechanism to evaluate performance and success. The NRPL developed evaluation forms that were completed by patrons at the end of training sessions and one-on-one technical assistance sessions. This information enabled NRPL to determine the digital literacy of our patrons, their available access to computers at home and additional training offerings. NRPL utilized AmeriCorps workers to collect the evaluation forms from students.
- Use collaborations and partnerships to develop sustainable and cost-free programming.

### **Meeting the Needs of our Community Partners**

Throughout the grant period, the NRPL forged collaborations with existing partners and sought out additional organizations for partnerships and collaborations. There was an ongoing dialogue with our community partners and we continually evaluated what needs to be added, deleted, modified or enhanced and we "retooled" accordingly.

Some recent examples of meeting the need of our Community partners include:

- A new project was developed in conjunction with New Rochelle Council on the Arts (NRCA, the New Rochelle Art Association (NRAA), and NRPL, the library will provide training in response to the community artists' technology needs. A Digital Photography Workshop for Artists and How Artists Can Best Upload, Save, and Send Digital Images are being offered in March and April, 2013. This project came about after NRPL's community relations coordinator learned of the workshops one of the other PCC's (Western Sullivan) was providing for artists. The NRCA and NRAA have long-established relationships with NRPL, which allowed for a smooth and easy start-up of this new endeavor. Librarians were on board with expanding their instructing roles to tailor training to this niche group.
- The United Community Center of Westchester approached NRPL to support them in obtaining a New York State grant. Planning meetings have continued to develop a strategy for UCC of Westchester clients to utilize NRPL's computer instruction capabilities. NRPL's partnership with Communities For All Ages was instrumental in initiating the discussion, and UCC of Westchester will be one of our satellite locations for the FirstFind project.
- The NRPL has also begun a project with an existing partner, Family Services of Westchester, to conduct programs and outreach services with FSW's Veteran's services department. The first "Veteran-Civilian Dialogue" program will be held on April 5<sup>th</sup>, and the Veterans service department will be conducting monthly information sessions at NRPL. We see this as an excellent opportunity to engage local veterans-- particularly post-911 veterans and their families, with our workforce development and digital literacy services.
- Westchester Residential Opportunities, Inc. is now conducting monthly sessions in Foreclosure and Credit Counseling in the BTOP help Center. We anticipate that other agencies will utilize our established HELP Center to offer similar social services opportunities (such as the Veterans Services previously described).

### Challenges and Lessons Learned

Our major challenge was the fluctuating class size we experienced in different program offerings with the exception of Fundamentals of Microsoft Word, Excel and Power Point classes that showed steady attendance.

The NRPL's lessons learned are:

- Monthly meetings of staff involved in the project are critical. The months we did not meet resulted in confusion over staff roles and class schedules.
- Sustainability must be in the forefront of the grant project from its inception. The NRPL will be able to sustain much of the BTOP-PCC project because we built activities into our existing framework, throughout the library. For example, we will continue the expanded computer training class schedule, open lab sessions, one-on-one social services assistance, etc.
- Utilize all opportunities provided by outside agencies and trained volunteers. For the NRPL, these include: a monthly session by Westchester Residential Opportunities; weekly sessions by SCORE and by Senior benefits Information volunteers; bi-weekly session of GED preparation by volunteers and staff; and future veterans services sessions by Family Service of Westchester.
- Keep possible funders, including Board members, aware of the activities and successes will assist in continued funding.

<b>General outcome #1:</b> PCC/E-Mobile Unit users gain digital literacy skills.					<b>Evaluation time period: July 1 2011 –Dec 2012</b>		
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>		
<b>Basic Internet &amp; Computer Use</b> Computer Basics: Mouse and Keyboard Skills <ul style="list-style-type: none"> <li>• Participants operate mouse with accuracy and operates keyboard</li> <li>• Participants report increased knowledge of searching the Internet.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul> Internet for Beginners <ul style="list-style-type: none"> <li>• Participants demonstrate basic internet skills.</li> <li>• Participants report increased knowledge of search engines and Internet browsing by subject.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul>	600	20	Check sheet by trainer	17 85% per training	<b>232 total trained</b> 212 or 91% (+)		
			Post-workshop survey	17 or 85% per training	202 or 87% (+)		
			Post-workshop survey	18 or 90% per training	218 or 94% (+)		
				20	Check sheet by trainer	17 85% per training	<b>236 total trained</b> 196 or 83% (+)
					Post-workshop survey	18 or 90% per training	210 or 89% (+)
					Post-workshop survey	19 or 95% per training	222 or 94% (+)

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<b>Office Skills</b>	1000				
Fundamentals of Microsoft Word <ul style="list-style-type: none"> <li>• Participants demonstrate basic word processing skills.</li> <li>• Participants report increased knowledge of word processing.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul>		20	Check sheet by trainer Post-workshop survey Post-workshop survey	18 90% per training 18 or 90% per training 19 or 95% per training	<b>462 total trained</b> 425 or 92% (+) 430 or 93% (+) 440 or 95% (+)
Fundamentals of Microsoft Excel <ul style="list-style-type: none"> <li>• Participants demonstrate core skill in preparing spreadsheet; formatting; calculating; saving and opening workbooks.</li> <li>• Participants report increased knowledge of creating spreadsheets</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>		20	Check sheet by trainer Post-workshop survey Post-workshop survey	18 90% per training 18 or 90% per training 19 or 95% per training	<b>288 total trained</b> 255 or 89% (+) 258 or 90% (+) 280 or 97% (+)

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Microsoft PowerPoint 4- sessions <ul style="list-style-type: none"> <li>• Participants demonstrate basic presentation skills</li> <li>• Participants report increased knowledge of choosing and customizing templates</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>		20	Check sheet by trainer Post-workshop survey Post-workshop survey	17 85% per training 18 or 90% per training 19 or 95% per training	<b>232 total trained</b> 210 or 91% (+) 220 or 95% (+) 224 or 97% (+)
Microsoft Office Publisher <ul style="list-style-type: none"> <li>• Participants demonstrate basic desktop publishing skills; brochures, flyers, business cards</li> <li>• Participants report increased knowledge of creating brochures &amp; flyers</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>		10	Check sheet by trainer Post-workshop survey Post-workshop survey	8 80% per training 9 or 90% per training 9 or 95% per training	<b>196 total trained</b> 182 or 93% (+) 186 or 95% (+) 188 or 96% (+)

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Setting up an email account workshop <ul style="list-style-type: none"> <li>Participants set up email account and demonstrate basic email skills.</li> <li>Participants report increased knowledge of using email.</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>		20	Check sheet by trainer	18 90% per training	<b>153 total trained</b> 145 or 95% (+)
			Post-workshop survey	16 or 80% per training	125 or 82% (+)
			Post-workshop survey	18 or 90% per training	130 or 85% (+)
					<b>168 total trained</b>
Computers for Seniors Participants <ul style="list-style-type: none"> <li>Participants operate mouse with accuracy and operates keyboard</li> <li>Participants report increased knowledge of searching the Internet.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>		20	Check sheet by trainer	16 or 80% per training	148 or 88% (+)
			Post-workshop survey	16 or 80% per training	135 or 80% (+)
			Post-workshop survey	18 or 90% per training	150 or 89% (+)

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Introduction to Social Networking <ul style="list-style-type: none"> <li>Participants create a “profile”: set up an account to create a digital representation of themselves in LinkedIn &amp; Facebook.</li> <li>Participants report increased knowledge of using LinkedIn and Facebook.</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>		10	Check sheet by trainer	8 or 80% per training	<b>23 total trained</b> 20 or 87% (+)  19 or 83% (+)  21 or 91% (+)
			Post-workshop survey	8 or 80% per training	
			Post-workshop survey	9 or 90% per training	

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<p><b>ESL</b> <b>PCC offers the following training:</b> ( technology instructions in Spanish &amp;English, how to set up email account, mouse &amp; keyboard skills, internet searching, introduction to Microsoft Word in Spanish)</p> <p><b>Como abrir y usar una cuenta de correo electronic</b></p> <ul style="list-style-type: none"> <li>• Participants set up email account and demonstrate basic email skills.</li> <li>• Participants report increased knowledge of using email.</li> </ul> <p>Participants report satisfaction with workshop content/trainer.</p> <p><b>Uso del Mouse y del Teclado</b> Participants operate mouse and keyboard with accuracy. Participants report increased proficiency in using the mouse to navigate the web.</p> <p><b>Introduccion al uso de Microsoft Word</b></p> <ul style="list-style-type: none"> <li>• Participants demonstrate basic word processing skills (in Spanish)</li> <li>• Participants report increased knowledge of word processing.</li> </ul> <p>Participants report satisfaction with workshop content/trainer.</p>	400					
		20				<b>188 total trained</b>
				Check sheet by trainer	16 or 80% per training	165 or 88% (+)
				Post-workshop survey	17 or 85% per training	168 or 89% (+)
				Post-workshop survey	19 or 95% per training	172 or 91% (+)
						<b>192 total trained</b>
		20				
				Check sheet by trainer	18 or 90% per training	160 or 83% (+)
				Post-workshop survey	17 or 85% per training	166 or 86%
					<b>250 total trained</b>	
	20					
			Check sheet by trainer	17 or 85% per training	235 or 94% (+)	
			Post-workshop survey	18 or 90% per training	240 or 96% (+)	
			Post-workshop survey	16 or 80% per training	220 or 88% (+)	

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<p><b>ESL Practice Session</b></p> <ul style="list-style-type: none"> <li>Participants use databases to learn English and practice conversational skills.</li> <li>Users rate services as excellent.</li> <li>Users report they would recommend services to a friend.</li> </ul> <p><b>GED Assistance</b></p> <ul style="list-style-type: none"> <li>Participants gain knowledge in 5 GED test subjects.</li> </ul> <p><b>Multimedia</b></p> <p><b>How to Scan Documents &amp; Upload Photos</b></p> <ul style="list-style-type: none"> <li>Participants gain knowledge of scanning and photo editing</li> <li>Participants change resolution and size of photos</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>How to download EBooks &amp; Audio Books</b></p> <ul style="list-style-type: none"> <li>Participants download at least one ebook/audiobook.</li> <li>Participants gain knowledge of ebooks/audiobooks.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>		20	Observation by trainer	16 or 80% per training	<b>505 total trained</b> <b>440 or 87% (+)</b>	
				Observation by trainer	18 or 90% per training	<b>460 or 91% (+)</b>
				Post-series interview	18 or 90% per training	<b>452 or 90% (+)</b>
		200	20	Observation by trainer	16 or 80% per training	<b>288 total trained</b> <b>248 or 86% (+)</b>
		100	20	Observation by trainer	17 or 85% per training	<b>102 total trained</b> 90 or 88%
				Pre-/post-workshop quiz	17 or 85% per training	88 or 86%
				Post-workshop quiz	18 or 90% per training	90 or 88% (+)
			20	Observation by trainer.	16 or 80% per training	<b>87 total trained</b> 78 or 90% (+)
				Pre-/post-workshop quiz.	18 or 90% per training	80 or 92% (+)
				Post-workshop quiz	18 or 90% per training	82 or 94% (+)

<b>General outcome #2:</b> PCC/E-Mobile Unit users are better prepared for the workforce.					<b>Evaluation time period: July 1 2011 –Dec. 2012</b>	
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>	
<b>BTOP Help Center Job–Readiness Coaching Series</b> <ul style="list-style-type: none"> <li>Participants develop new/updated resume.</li> <li>Participants apply for at least two jobs online.</li> <li>Participants report new/improved online job searching skills.</li> <li>Participants report satisfaction with series content/job coach.</li> <li>Participants report participation in series resulted in successful job interview.</li> <li>Participants report participation in series has resulted in potential job offer.</li> </ul>	1000	70	Attendance records by job coach	60 or 86% per training	<b>986 total trained</b> 850 or 86% (+)	
			Observation by job coach	66 or 94% by job coach	880 or 89% (+)	
			Post series interview	60 or 86% by job coach	840 or 85% (+)	
			Post series interview	60 or 86% per training	820 or 83% (+)	
			User survey/job coach	56 or 80% per training	802 or 81% (+)	
			Post series survey	56 or 80% per training	800 or 81% (+)	
	<b>QuickBooks Training (English &amp; Spanish)</b> Participant setup company in QuickBooks and configure common accounts and settings. <ul style="list-style-type: none"> <li>Participants navigate the QuickBooks interface.</li> <li>Participants report participation in series helped them create invoices and prepared invoices for customers.</li> </ul>	10	10	Observation by job coach	9 or 90% per training	<b>18 total trained</b> 16 or 89% (+)
				Observation by job coach	8 or 80% per training	16 or 89% (+)
				Post-workshop quiz	8 or 90% per training	15 or 83% (+)

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<b>Social Services</b> <b>Applying for Social Services</b> <ul style="list-style-type: none"> <li>Participants, mostly vulnerable population with multiple barriers seeking and maintaining employment report being comfortable with utilizing social services in BTOP Help Center</li> <li>Participants demonstrate skills navigating government e-forms for- affordable housing, food stamps, child care, mental health, immigration service etc.</li> <li>Participants overcome personal barriers preventing employment.</li> <li>Participants report satisfaction with bilingual Social Worker.</li> <li>Participants apply for at least two social services on line</li> <li>Participants report participation in series resulted in attaining social services - affordable housing, food stamps, social security housing series resulted</li> </ul>	500	30	User survey: BTOP Staff Intake forms –attendance  Observation by Social Worker  Post series interview  Post series interview  Observation by Social Worker  Post series interview hop quiz	24 or 80% of responses  25 or 83% per training  24 or 80% per training  28 or 93% per training  26 or 86% per training  24 or 80% per training	<b>358 total trained</b>  302 or 84%  310 or 87% (+)  288 or 80% (+)  302 or 84% (+)  304 or 85% (+)  288 or 80% (+)

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<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<p><b>One- on- One Computer Help/E-forms. PC troubleshooting, email help</b></p> <ul style="list-style-type: none"> <li>• Participants download government e forms /gain familiarity with email</li> <li>• Participants report increased knowledge in searching the internet/ online job application</li> <li>• Users rate service as good and report satisfaction with computer assistants</li> </ul>	2000	200	<p>User Surveys; BTOP Staff Intake &amp; Evaluation Forms</p> <p>Monthly Reports by BTOP staff; Attendance Sheets;</p> <p>User Surveys</p>	<p>175 or 86% responses</p> <p>164 or 82% of responses</p> <p>168 or 84% of responses</p>	<p><b>9582 total assisted</b></p> <p>8200 or 86% (+)</p> <p>8400 or 88% (+)</p> <p>7880 or 82% (+)</p>

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<b>General outcome #3:</b> PCC/E-Mobile Unit users are satisfied with services.					<b>Evaluation time period: July 1 2011 –Dec. 2012</b>
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<b>Open Lab</b> <ul style="list-style-type: none"> <li>• Users rate service as good or excellent</li> <li>• Users report they will recommend service to a friend</li> <li>• Users report satisfaction with internet sessions</li> </ul>	2000	300	User survey  User survey  User survey	260 or 87% of responses  270 or 90% of responses  250 or 83% of responses	<b>10772 total users</b> 9200 or 85% (+)  9400 or 87% (+)  8900 or 83% (+)

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**BTOP –OBE – December 2012**

<b>General outcome #4:</b> Community partners are aware of PCC/E-Mobile Unit services.					<b>Evaluation time period: July 1 2011 –Dec. 2012</b>
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<b>Partners</b>	40	n/a			40 community partners
Partners state two or more services provided by the PCC.			Questionnaire	Questionnaire	36 organizations or 90% of partners
Partners report they have referred clients/members to the PCC.			Questionnaire	Questionnaire	20 organizations or 50% of partners
Partners report they have developed client/member activities that incorporate PCC services.			User Survey	User Survey	16 organizations or 40 % of partners
			Questionnaire	Questionnaire	

**PCC NAME: NEW ROCHELLE PUBLIC LIBRARY**  
**BTOP –OBE – December 2012**

**Evaluation time period:**

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

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

Strongly agree  Agree  Disagree  Strongly disagree

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

Strongly agree  Agree  Disagree  Strongly disagree

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

Strongly agree  Agree  Disagree  Strongly disagree

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

Strongly agree  Agree  Disagree  Strongly disagree

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

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