

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Basic Internet and Computer Use</p> <p>PCC offers the following training:</p> <p>Keyboarding Basics</p> <ul style="list-style-type: none"> Participants will explore the keyboard to gain familiarity with it. Participants will gain familiarity with using the home row Participants report satisfaction with workshop content/trainer <p>Computer Basics</p> <ul style="list-style-type: none"> Participants report being more comfortable with basic computer terminology Participants will be able to correctly turn a computer on and off Participants will be able to use a mouse Participants report satisfaction with workshop content/trainer <p>Windows 7</p> <ul style="list-style-type: none"> Participants will be able to use the Start Button Participants report being comfortable with sizing and moving windows Participants report understanding drivers & folders. Participants report satisfaction with workshop content/trainer <p>Internet Basics</p> <ul style="list-style-type: none"> Participants will be comfortable with basic internet terms Participants will be comfortable navigating to a website Participants will be comfortable with exploring a website Participants will be comfortable with using a search box Participants will be comfortable using a site map Participants report satisfaction with workshop content/trainer <p>Internet Basics II</p> <ul style="list-style-type: none"> Participants will be able to search the internet using Google or Yahoo 	505	<p>5</p> <p>5</p> <p>7</p> <p>5</p> <p>5</p>	<p>Observation by trainer</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Observation by trainer</p> <p>Post-workshop survey</p>	<p>4 or 80% per training</p> <p>4 or 80% per training</p> <p>4.25 or 85% per training</p> <p>4 or 80% per training</p> <p>4 or 80% per training</p> <p>3.75 or 75% per training</p> <p>4.25 or 85% per training</p> <p>5.95 or 85% per training</p> <p>5.6 or 80% per training</p> <p>5.25 or 75% per training</p> <p>5.95 or 85% per training</p> <p>4.25 or 85% per training</p> <p>4.25 or 85% per training</p> <p>4 or 80% per training</p> <p>4 or 80% per training</p> <p>3.75 or 75% per training</p> <p>4.25 or 85% per training</p> <p>4.25 or 85% per training</p>	<p>534 people</p> <p>5 people 67%</p> <p>67% 100%</p> <p>7 people 67% 92%</p> <p>92% 93%</p> <p>8 people 100% 75%</p> <p>75% 95%</p> <p>7 people 91% 82% 82% 80% 75% 100%</p> <p>11 people 71%</p>

<ul style="list-style-type: none"> Participants will be able to find driving directions Participants will be able to find local news or weather forecasts Participants report satisfaction with workshop content/trainer <p>Internet Searching Tips</p> <ul style="list-style-type: none"> Participants will be able to narrow or broaden search terms using Google Participants will be able to use Google Advanced search Participants will be able to search Google images, video, maps, news and books Participants will be able to bookmark favorite sites Participants report satisfaction with workshop content/trainer <p>Google Web Pages 1</p> <ul style="list-style-type: none"> Participants are able to locate Google Sites Participants will be able to sign in to Google Sites Participants will be able to choose a template Participants will be comfortable adding content to the page Participants report satisfaction with workshop content/trainer <p>Google Web Pages 2</p> <ul style="list-style-type: none"> Participants will be comfortable with changing the layout of the page Participants will be able to insert a table Participants will be comfortable formatting their site Participants report satisfaction with workshop content/trainer <p>Digital Cameras</p> <ul style="list-style-type: none"> Participants will be able to download pictures from their cameras Participants will be able to save pictures to their computer Participants will be able to upload pictures from their computer to e-mail or websites Participants report satisfaction with workshop content/trainer <p>Store and Share Pictures Online</p> <ul style="list-style-type: none"> Participants report being comfortable with using the Flickr web site Participants will be able to upload their photos online Participants will be able to share photos via the internet Participants report satisfaction with workshop content/trainer 	5	5	Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey	4 or 80% per training 4 or 80% per training 4.25 or 85% per training 4.25 or 85% per training 4 or 80% per training 4 or 80% per training 4.25 or 85% per training 4.25 or 85% per training	86% 100% 93% 7 people 67% 50% 50% 60% 100%
	7	7	Observation by trainer Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey	6.3 or 90% per training 6.3 or 90% per training 5.95 or 85% per training 5.6 or 80% per training 5.95 or 85% per training	5 people 100% 100% 100% 100% 100%
	7	7	Post workshop survey Post workshop survey Post workshop survey Post workshop survey	5.6 or 80% per training 5.25 or 75% per training 5.25 or 75% per training 5.95 or 85% per training	3 people 100% 50% 50% 100%
	7	7	Post workshop survey Post workshop survey Post workshop survey Post workshop survey	6.65 or 95% per training 6.65 or 95% per training 5.6 or 80% per training 5.95 or 85% per training	9 people 60% 100% 100% 100%
	7	7	Post workshop survey Post workshop survey Post workshop survey Post workshop survey	6.3 or 90% per training 6.3 or 90% per training 5.95 or 85% per training 5.95 or 85% per training	6 people 75% 100% 100% 100%

<p>Twitter for Beginners</p> <ul style="list-style-type: none"> • Participants will be able to create an account • Participants will understand basic Twitter lingo • Participants will be able to create and send a tweet • Participants report satisfaction with workshop content/trainer <p>Skype</p> <ul style="list-style-type: none"> • Participants will be able to install Skype on their computer • Participants will be able to create a Skype account. • Participants will be able to use Skype to make a call • Participants report satisfaction with workshop content/trainer <p>One-on-One Computer and Internet Basics Help Session</p> <ul style="list-style-type: none"> • Participants report new/improved computer or internet basic skill • Participants report satisfaction with session 	<p>7</p> <p>7</p> <p>1</p>	<p>7</p> <p>7</p> <p>1</p>	<p>Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey</p> <p>Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey</p> <p>Post-session survey Post-session survey</p>	<p>6.65 or 95% per training 5.95 or 85% per training 6.3 or 90% per training 5.95 or 85% per training</p> <p>6.3 or 90% per training 6.3 or 90% per training 5.95 or 85% per training 5.95 or 85% per training</p> <p>.85 or 85% per training .85 or 85% per training</p>	<p>6 people 100% 100% 100% 100%</p> <p>7 people 100% 100% 100% 100%</p> <p>1 person 80% 100%</p>
<p>Office Skills</p> <p>PCC offers the following training:</p> <p>Microsoft Word 2010 1A</p> <ul style="list-style-type: none"> • Participants feel comfortable creating a document • Participants will be comfortable with saving a document • Participants will be comfortable editing a document • Participants report satisfaction with workshop content/trainer <p>Microsoft Word 2010 1B</p> <ul style="list-style-type: none"> • Participants will be comfortable cutting, copying, & pasting text • Participants will be comfortable to using the spell & grammar checkers • Participants will be comfortable using the thesaurus • Participants will be comfortable proofreading their document • Participants report satisfaction with workshop content/trainer <p>Microsoft Word 2010 1C</p> <ul style="list-style-type: none"> • Participants will be comfortable setting tabs. • Participants will be comfortable adding page numbers to a document. • Participants will be comfortable changing the margins on a document. • Participants will be comfortable importing a graphic into 	<p>673</p>	<p>10</p> <p>10</p> <p>10</p>	<p>Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey</p> <p>Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey</p> <p>Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey</p>	<p>8.5 or 85% per training 8.5 or 85% per training 7.5 or 75% per training 8.5 or 85% per training</p> <p>8.5 or 85% per training 8 or 80% per training 7.5 or 75% per training 8.5 or 85% per training</p> <p>8 or 80% per training 8.5 or 85% per training 8 or 80% per training 7.5 or 75% per training</p>	<p>324 people</p> <p>9 people 75% 88% 75% 100%</p> <p>10 people 100% 100% 86% 86% 100%</p> <p>10 people 86% 100% 63% 25%</p>

<p>their document and editing it.</p> <ul style="list-style-type: none"> Participants report satisfaction with workshop content/trainer. 			Post-workshop survey	8.5 or 85% per training	100%
<p>Microsoft Word 2010 1D</p> <ul style="list-style-type: none"> Participants will be comfortable changing alignment and case of text Participants will be comfortable finding and replacing text. Participants report satisfaction with workshop content/trainer. 	10		Post-workshop survey	7.5 or 75% per training	4 people 100%
			Post-workshop survey	8 or 80% per training	100%
			Post-workshop survey	8.5 or 85% per training	83%
<p>Microsoft Word Mail Merge</p> <ul style="list-style-type: none"> Participants will be able to make multiple copies of a letter with different addresses Participants will be able to change greetings and personal information within a letter. Participants report satisfaction with workshop content/trainer 	8		Post-workshop survey	6.4 or 80% per training	5 people 100%
			Post-workshop survey	6 or 75% per training	100%
			Post-workshop survey	6.8 or 85% per training	100%
<p>Microsoft Word Publishing I – Flyers</p> <ul style="list-style-type: none"> Participants will be able to change background colors. Participants will be able to insert page borders. Participants will be able to enhance images. Participants report satisfaction with workshop content/trainer 	8		Post-workshop survey	7.2 or 90% per training	10 people 100%
			Post-workshop survey	6.8 or 85% per training	89%
			Post-workshop survey	6 or 75% per training	89%
			Post-workshop survey	6.8 or 85% per training	96%
<p>Microsoft Word Publishing II – Newsletters</p> <ul style="list-style-type: none"> Participants will be able to work with columns. Participants will be able to work with templates. Participants report satisfaction with workshop content/trainer 	8		Post-workshop survey	6.8 or 85% per training	11 people 100%
			Post-workshop survey	6.8 or 85% per training	75%
			Post-workshop survey	6.8 or 85% per training	100%
<p>Microsoft Word Publishing III – Brochures</p> <ul style="list-style-type: none"> Participants will be able to set up page borders. Participants will be able to insert text boxes. Participants will be able to use shapes. Participants report satisfaction with workshop content/trainer 	8		Post-workshop survey	6.4 or 80% per training	9 people 83%
			Post-workshop survey	6.4 or 80% per training	83%
			Post-workshop survey	6 or 75% per training	83%
			Post-workshop survey	6.8 or 85% per training	100%
<p>Microsoft Excel 2010 1A</p> <ul style="list-style-type: none"> Participants will be comfortable selecting and editing cells. Participants will be able to use the autosum feature. Participants will be comfortable formatting numeric entries. Participants will be able to save a workbook file. Participants report satisfaction with workshop content/trainer. 	10		Observation by trainer	8.5 or 85% per training	12 people 92%
			Post-workshop survey	8 or 80% per training	90%
			Post-workshop survey	8 or 80% per training	100%
			Observation by trainer	8.5 or 85% per training	92%
			Post-workshop survey	8.5 or 85% per training	100%
<p>Microsoft Excel 2010 1B</p> <ul style="list-style-type: none"> Participants will feel comfortable modifying a worksheet. Participants will feel comfortable filling a range of cells. Participants will feel comfortable creating, modifying, and 	10		Post-workshop survey	8.5 or 85% per training	8 people 100%
			Post-workshop survey	8 or 80% per training	100%
			Post-workshop survey	7.5 or 75% per training	100%

<p>enhancing charts.</p> <ul style="list-style-type: none"> Participants report satisfaction with workshop content/trainer. 		10	Post-workshop survey	8.5 or 85% per training	100%
<p>Microsoft PowerPoint 2010 1A</p> <ul style="list-style-type: none"> Participants will be able to add slides to their presentation Participants will be able to add text to their presentation Participants will be able to change the background color of slides. Participants report satisfaction with workshop content/trainer. 		10	Post-workshop survey Post-workshop survey Post-workshop survey	8.5 or 85% per training 8.5 or 85% per training 8.5 or 85% per training	8 people 92% 92% 100%
<p>Microsoft PowerPoint 2010 1B</p> <ul style="list-style-type: none"> Participants will be able to modify text in their presentation Participants will be able to add pictures to slides Participants will be able to change the theme of the PowerPoint presentation Participants report satisfaction with workshop content/trainer. 		10	Post-workshop survey Post-workshop survey Post-workshop survey	8.5 or 85% per training 8 or 80% per training 8 or 80% per training	9 people 94% 100% 100%
<p>Microsoft PowerPoint 2010 1C</p> <ul style="list-style-type: none"> Participants will learn how to change transitions Participants will be able to add simple animation Participants report satisfaction with workshop content/trainer 		10	Post-workshop survey Post-workshop survey Post-workshop survey	8 or 80% per training 7.5 or 75% per training 8.5 or 85% per training	10 people 100% 88% 100%
<p>Microsoft PowerPoint 2010 1D</p> <ul style="list-style-type: none"> Participants will develop a PowerPoint presentation about their work experience and skills Participants report satisfaction with workshop content/trainer 		10	Post-workshop survey Post-workshop survey	8 or 80% per training 8.5 or 85% per training	7 people 91% 100%
<p>Microsoft Publisher 2010</p> <ul style="list-style-type: none"> Participants will be able to use templates. Participants will be able to insert clip art. Participants will be able to modify text. Participants report satisfaction with workshop content/trainer 		5	Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey	4.5 or 90% per training 4.25 or 85% per training 4.5 or 90% per training 4.75 or 95% per training	3 people 100% 100% 100% 100%
<p>Anywhere, Anytime Computer Skills Courses</p> <ul style="list-style-type: none"> Participants will be able to locate the LearningExpress Library database from the library's website Participants will be able to log in to the database and select the appropriate Office courses Participants will be able to use the course video controls and bookmarks. Participants report satisfaction with workshop content/trainer. 		10	Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey	9.5 or 95% per training 9 or 90% per training 8.5 or 85% per training 8.5 or 85% per training	6 people 95% 100% 85% 98%
<p>One-on-One Microsoft Office Help Session</p> <ul style="list-style-type: none"> Participants report new/improved Microsoft Office skill 		1	Post-session survey	.85 or 85% per training	1 person 100%

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<ul style="list-style-type: none"> Participants report satisfaction with session 			Post-session survey	.85 or 85% per training	100%
General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
Workforce Development PCC offers the following training:	151				88 people
Using the Web to Land a Job <ul style="list-style-type: none"> Participants report confidence in performing a job search online. Participants report awareness of networking opportunities online. Participants report satisfaction with workshop content/trainer. 		8	Post-workshop survey Post-workshop survey Post-workshop survey	6.4 or 80% per training 6 or 75% per training 6.8 or 85% per training	2 people 100% 100% 100%
Job and Career Accelerator <ul style="list-style-type: none"> Participants are able to locate and log into Job & Career Accelerator database. Participants are able to create & edit a profile Participants are able to complete the occupation matcher questionnaire. Participants are able to locate occupations that fit their interests. Participants report satisfaction with workshop content/trainer. 		8	Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey	6.8 or 85% per training 6.8 or 85% per training 6 or 75% per training 6.8 or 85% per training	6 people 93% 93% 86% 100%
Powerful Speaking with PowerPoint <ul style="list-style-type: none"> Participants are able to develop a powerful verbal opening for a presentation Participants are able to organize a presentation around central points Participants are able to deliver central points using story Participants are able to design a strong finish to the presentation Participants report satisfaction with workshop content/trainer 		8	Post-workshop survey & observation by trainer Post-workshop survey Post-workshop survey & observation by trainer Post-workshop survey & observation by trainer Post-workshop survey	6.4 or 80% per training 6.8 or 85% per training 6.8 or 85% per training 6.4 or 80% per training 6.8 or 85% per training	9 people 100% 100% 100% 100%

<p>PowerPoint for Employment</p> <ul style="list-style-type: none"> Participants are able to identify factors to consider depending on the audience Participants are able to identifying a goal/purpose Participants are able to organize a presentation to reach audience and achieve goal. Participants report satisfaction with workshop content/trainer. <p>Using LinkedIn</p> <ul style="list-style-type: none"> Participants are able to create an account. Participants are able to set up a profile. Participants are able to search for connections Participants report satisfaction with workshop content/trainer. <p>Your Professional Image</p> <ul style="list-style-type: none"> Participants are able to maintain their online image Participants are aware of and able to use proper voicemail etiquette Participants report being comfortable with networking professionally Participants report satisfaction with workshop content/trainer. <p>Public Speaking Basics</p> <ul style="list-style-type: none"> Participants are able to use techniques to overcome anxiety. Participants report knowing the correct way to organize a speech. Participants are report being aware of body language and its impact on presentation. Participants report satisfaction with workshop content/trainer. <p>Acting for Professionals</p> <ul style="list-style-type: none"> Participants will understand the physical aspects/techniques of acting as it applies to work. Participants will understand the emotional aspects/techniques of acting as it applies to work. Participants will understand the intellectual aspects/techniques of acting as it applies to work. Participants report satisfaction with workshop content/trainer. <p>Marketing Yourself</p> <ul style="list-style-type: none"> Participants will know when to market themselves Participants will know the importance of assessing oneself and deciding on areas that need improvement 	8	8	<p>Post-workshop survey</p> <p>Post-workshop survey & observation by trainer</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>6.8 or 85% per training</p> <p>7.2 or 90% per training</p> <p>5.2 or 65% per training</p> <p>6.8 or 85% per training</p>	<p>1 person 0%</p> <p>100%</p> <p>100%</p> <p>100%</p>	
		8	8	<p>Post-workshop survey & observation by trainer</p> <p>Post-workshop survey & observation by trainer</p> <p>Post-workshop survey & observation by trainer</p> <p>Post-workshop survey</p>	<p>7.6 or 95% per training</p> <p>7.6 or 95% per training</p> <p>7.2 or 90% per training</p> <p>6.8 or 85% per training</p>	<p>5 people 100%</p> <p>100%</p> <p>100%</p> <p>100%</p>
		5	5	<p>Post workshop survey</p> <p>Post workshop survey</p> <p>Post workshop survey</p> <p>Post workshop survey</p>	<p>4 or 80% per training</p> <p>4.25 or 85% per training</p> <p>3.75 or 75% per training</p> <p>4.25 or 85% per training</p>	<p>3 people 100%</p> <p>100%</p> <p>100%</p> <p>100%</p>
		5	5	<p>Post workshop survey</p> <p>Post workshop survey</p> <p>Post workshop survey</p> <p>Post workshop survey</p>	<p>4 or 80% per training</p> <p>4 or 80% per training</p> <p>4.25 or 85% per training</p> <p>4.25 or 85% per training</p>	<p>1 person 100%</p> <p>100%</p> <p>100%</p> <p>100%</p>
		5	5	<p>Post workshop survey</p> <p>Post workshop survey</p> <p>Post workshop survey</p> <p>Post workshop survey</p>	<p>4.25 or 85% per training</p>	<p>2 people 100%</p> <p>100%</p> <p>100%</p> <p>100%</p>
		5	5	<p>Post workshop survey</p> <p>Post workshop survey</p>	<p>4.25 or 85% per training</p> <p>4.25 or 85% per training</p>	<p>4 people 100%</p> <p>100%</p>

General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><u>Partners</u></p> <p>Partners are able to state two or more services offered by the PCC. Partners report they have referred clients/members to the PCC Partners report they have developed client/member activities that incorporate PCC services.</p>	20	NA	<p>Partner Survey</p> <p>Partner Survey</p> <p>Partner Survey</p>	<p>20 or 100% of responses</p> <p>10 or 50% of responses</p> <p>5 or 25% of responses</p>	<p>67% (87% were able to list one or more)</p> <p>73%</p> <p>10%</p>
Evaluation time period: June 1, 2011 – December 31, 2011					