COMMUNITY COMPUTER & EMPLOYMENT RESOURCE CENTER
OUTCOMES BASED EVALUATION INTERIM REPORT
JUNE 1, 2011 THROUGH DECEMBER 31, 2011

Introduction and Summary:

The Community Computer and Employment Resource Center (CCERC) located in Plattsburgh Public Library (PPL) developed a series of outcomes and target achievement levels in May 2011, known as the Outcomes Based Evaluation Plan (OBE). The goal was to ensure that the CCERC reached the target population (unemployed and underemployed individuals, senior citizens, and individuals with disabilities) efficiently, while also helping people to increase their digital literacy, computer, and job readiness skills, in accordance with the Broadband Technology Opportunity Program (BTOP) grant requirements.

This report interprets the findings from raw data collected from June 1, 2011 through December 31, 2011.

This report will interpret and analyze findings according to the following four General Outcomes:

1. That CCERC users gain digital literacy skills,
2. That users are better prepared for the workforce,
3. That users are satisfied with services, and
4. That community partners are aware of CCERC services.

Additionally, we will present data showing our progress toward reaching our target audience in each category.

Generally, throughout the report, most actual achievement levels reflect the target achievement levels. In fact, there are only a few areas in the entire report where the actual achievement level differs more than 10% from the target achievement level and we believe there are two main reasons for this difference. After each workshop, clients are provided with a survey to complete that should ask whether or not they have experienced increased knowledge in the subject area. Inadvertently, when the surveys were created prior to the creation of the OBE Plan, the survey asks whether or not the customer feels more *confident* using the program than before they came in, not whether or not they have *increased knowledge* of the program. There is a slight difference between these two questions. It is possible for someone to have experienced an increased knowledge of a computer program and still lack the confidence to use it. Many employers would agree that it is better to have an employee who has confidence to use new software or try new methods than one who lacks confidence because the confident employee will, as a result of trying new things, experience an increased knowledge.

The lack of confidence exhibited on our surveys is indicative of our target population, most of whom lack self-esteem and confidence, which leads to problems with finding and obtaining employment. Our center seeks to not only to improve the digital literacy of the target population, but also to assist clients with increasing their confidence level when using new computer programs and software.

The other reason for the difference in many of our actual versus target achievement levels is the fact that a small percentage of people who use our center or attend workshops actually come in with a higher level of knowledge of the subject matter than the workshop covers. Most of our clients are in our target population and are therefore unemployed, underemployed, have lower literacy levels, have disabilities, or are senior citizens. As such, most of our clients need very basic or introductory level computer skills workshops, so we have tailored most of our workshops to meet this need and we usually don't cover some of the more specialized aspects of the software programs in the general workshops. Since our center is open to the public we do sometimes get clients attending workshops for which they are actually overqualified.

Lessons Learned/Best Practices:

For the purposes of reporting accurately for the final OBE report, we have added a question to our surveys about whether or not the client has experienced an increased knowledge of the subject matter in each workshop, in addition to gauging their confidence level with each program.

To remedy the situation of clients being overqualified for workshops, we always offer individual appointments to assist clients with specific needs, so that we can go into greater depth with a program based on customer need. We also try to gauge customers' baseline knowledge before signing them up for a workshop to make sure that no one's time is wasted and that people are gaining skills by attending our workshops. For 2012, we are also looking into bringing on experts in specific subject areas such as the Microsoft Office Suite to offer more specialized training in these areas.

For the remainder of this report, we will only discuss specifically the areas in which the actual achievement level differed more than 10% +/- from the target level.

General Outcome #1: CCERC users gain digital literacy skills.

For the purposes of this project, the CCERC defines digital literacy skills as the ability to use digital technology, communication tools, or networks to locate, evaluate, use and create information.

Clients generally reported gains in digital literacy skills. The workshop categories for this outcome section include the following:

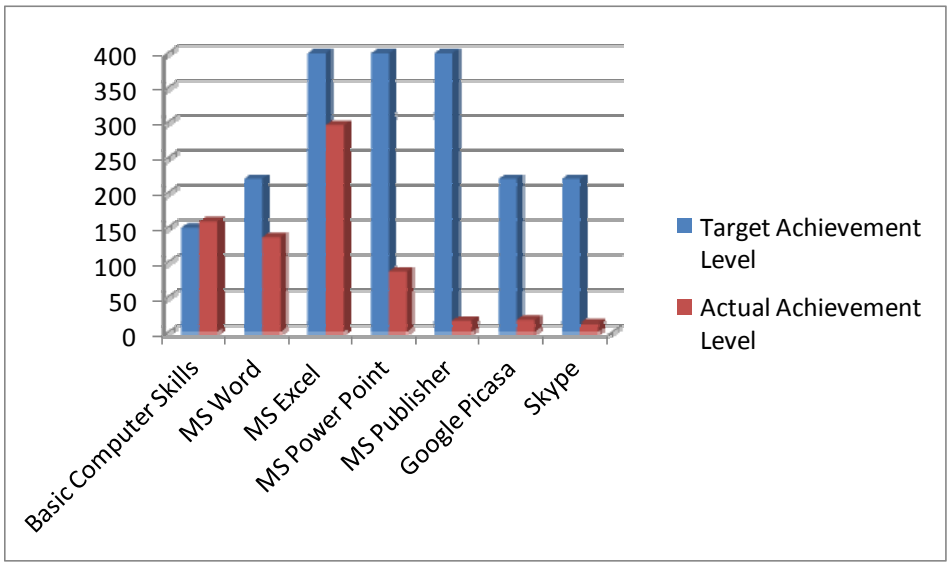
- Basic Computer Skills,
- Microsoft Word,
- Microsoft Excel,
- Microsoft PowerPoint,
- Microsoft Publisher,
- Google Picasa, and
- Skype.

In each workshop category we measured two basic things;

- Whether participants could demonstrate the skills we teach during the workshop, and
- Whether participants reported an increased knowledge in the subject matter.

In observing participants' demonstrated knowledge of the subject matter, we exceeded our target achievement levels by up to 20% in every workshop category. For example, in the Basic Computer Skills workshops and Microsoft Excel, PowerPoint, and Publisher, 100% of participants were able to demonstrate basic computer navigation or knowledge of program functions during the training course and we had predicted that 80% would be able to do so. In Microsoft Word, Google Picasa and Skype, we had targeted 90% to 95% of participants would be able to demonstrate knowledge of program functions and found that 100% actually demonstrated this knowledge.

The following chart shows the progress we are making toward our total target audience in each digital literacy workshop as of January 1, 2012.



At 63% of the grant cycle (as of January 1, 2012), we would expect to have reached about 63% of our target audience. As the chart shows, we have already surpassed our 2 year goal for Basic Computer Skills workshops, having achieved 106% of the target and we are at 74% of our goal for Microsoft Excel. Microsoft Word is at about 62%. The two least attended workshops in this section are Microsoft Publisher (4%) and Skype (5%). We will also be working to improve the numbers in PowerPoint (22%) and Google Picasa (7%).

Lessons Learned:

It is interesting to note that when we measured a client's demonstrated knowledge of the programs and topics, all of them were able to demonstrate that they understood the subject matter. However, when asked to report on their own knowledge of subject matter via surveys, it became evident that clients do not have the confidence in their knowledge to report that they experienced an increased knowledge of the programs. When we created the OBE Plan, we expected that all participants would experience an increased knowledge by attending our workshops because we figured that everyone would learn something. What we have found by analyzing the data is that whether or not clients do experience an increased knowledge of the subject matter, they lack the confidence to report this knowledge.

In retrospect, we believe that we actually may have set the targets a little high for Microsoft PowerPoint and Publisher. These are two of the more specialized Microsoft Office workshops and as such, there is little demand for them. We attribute this to the fact that most people who would need or want to use PowerPoint or Publisher already have jobs and already have some base knowledge about other Microsoft programs, which would make it easier for them to teach themselves how to use these two more specialized programs. In retrospect, it seems obvious that our target population would mostly need Word and Excel, but we simply thought there would be more interest for PowerPoint and Publisher than there actually is.

We also believe the targets were set rather high for Google Picasa and Skype. Again, we thought there would be more interest in these areas than there actually is.

Best Practices/Continuous Improvement:

We have learned that some of our survey questions need to be reconstructed to reflect the outcomes being reported in the OBE Report, for example, we need to ask whether clients experienced an increased knowledge of the subject matter in addition to asking them about their confidence level. We intend to adjust these questions to report more accurately for the final OBE Report.

Furthermore, we are working on transferring all of our surveys to Survey Monkey, an internet resource that collects data and allows us to compile and analyze it more efficiently, while also continuing to improve our clients' digital literacy and awareness of digital resources. We will also be able to help meet in-kind grant requirements with the subscription to Survey Monkey, which was purchased by the North Country Workforce Partnership, Inc., the organization that subcontracts with PPL to operate the CCERC.

We are currently working to develop workshops within Microsoft PowerPoint and Publisher that may appeal to a broader audience, such as "Creating Business Cards with Publisher" or "Creating Flyers in Publisher". We are also working to reach different clientele, such as college students, people looking to advance in their careers, and others who may be more interested or have more immediate use for these programs.

We have been counting Google Picasa and Skype in with our Basic Computer Skills workshops because we realized early on that very few people signed up and attended Basic Computer Skills workshops when they were labeled as such. So we started adding workshop topics each month that actually teach basic computer skills, using the vehicle of a more appealing topic or program. For example, during the Summer Reading Program at the PPL, we offered a workshop for parents about planning a vacation online. We were able to teach people the basics of using a computer and internet safety under the veil of an interesting and relevant topic; planning their vacation. In this way, we have been able to achieve 150% of our target for Basic Computer Skills at 63% of the grant cycle. We intend to use this same practice with other workshop topics that need improvement, like Publisher, as mentioned above.

General Outcome #2: CCERC users are better prepared for the workforce.

The CCERC offers several workshop topics designed to help users become better prepared for the workforce. These workshops are:

- Networking and References,
- Job Applications,
- Cover & Thank You Letters,
- Job Searching via the Internet,
- Interviewing Skills,
- Typing Skills, and
- Resume Writing.

Using quizzes and surveys administered after each workshop, we measure a participant's:

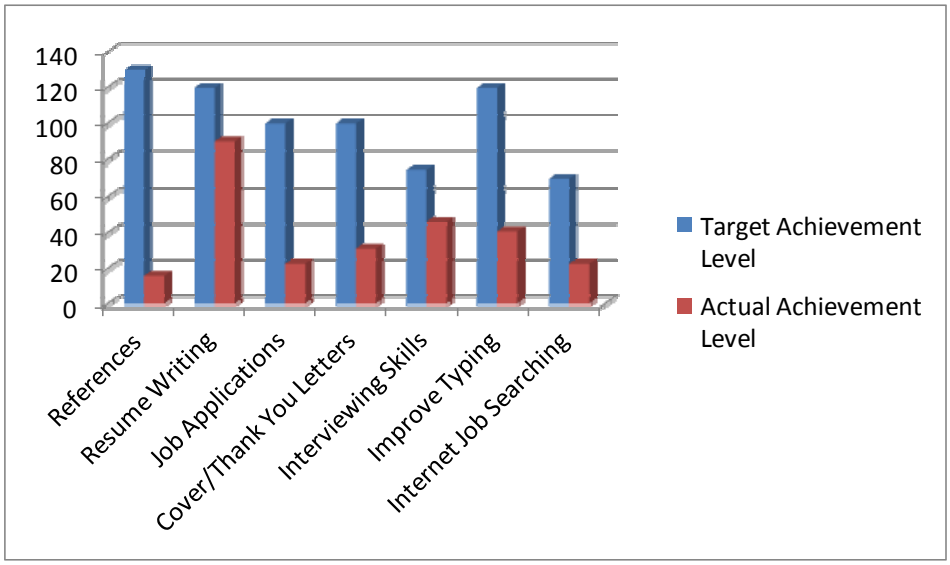
- Increased knowledge,
- Understanding of topics covered in each workshop, and
- Increased confidence in skills learned in each subject area.

Generally, the actual achievement levels either met or exceeded the anticipated target achievement levels. In most areas we exceeded our targets by 10-20%. We again targeted 100% of participants to report an increased knowledge of subject matter. Our results were that about 91-100% of participants actually reported an increased knowledge of subject matter.

We also established a goal that between 90 and 100% of participants would report an increased confidence with the subject matter in each topic area, resulting in about 88 to 100% of participants actually reporting increased confidence, which is again, within the acceptable range.

While we generally exceeded our target achievement levels in this category, there was one workshop, Cover and Thank You Letters, which resulted in a difference of 25% below our target achievement level. We targeted 100% of participants to understand that a thank you letter is an expected, professional follow-up to an interview. Based on results from our post-workshop quiz, only 75% of participants actually answered that question affirmatively.

The following chart shows the progress we are making toward our total target audience in each workforce development workshop as of January 1, 2012.



As the chart shows, at 63% of the grant cycle, we are making significant progress toward our Resume Writing outcome, having already reached 75% of our target audience. Interview Skills is a close second, with 61% of our target audience reached so far. We are making some progress toward our targets for Cover & Thank You Letters (31%), Typing Skills (34%), and Internet Job Searching (33%), but we need to work on attendance in the other workshops, particularly in the References (12%) and Job Applications (23%) workshops.

Lessons Learned:

We believe there are two possible reasons for the 25% gap below our target achievement level in the Cover & Thank You Letters workshop. First, we think that the question, as it is presented on the OBE Plan, is actually not entirely correct. While a thank you letter is a professional follow-up to an interview, it is not necessarily always expected. For example, if someone applies to a convenience store as a store clerk, the employer probably doesn't *expect* them to send a thank you letter after their interview, because the job isn't a professional position. A thank you letter would certainly be *appreciated*, but thank you letters are mostly *expected* after professional interviews. So there is some "gray area" around the answer to this question.

Second, on the post-workshop quiz, we ask clients an open-ended question about whether or not the thank you letter is expected after each interview. Based on the answers we received, we believe that some participants may not fully understand the question.

Best Practices:

To resolve the issue of customers not understanding the post-workshop quiz questions, we plan to review important workshop topics at the end of each workshop to make sure that participants are learning the most important things that we are teaching. We also plan to discuss the "gray area" surrounding the issue of whether or not a thank you letter is always expected after an interview.

When people are searching for a job, it is critical that they are able to recognize their own strengths and knowledge in order to prepare a solid resume, to interview well, and to ultimately land a desired position. We work with customers individually to help them practice and build confidence in talking about their skills. We also make referrals to programs like the National Work Readiness (NWR) Program, which teaches soft skills and helps people to build their confidence in talking about their achievements and skills. The NWR Program also has a strong focus on situational judgment, resume writing, and interviewing skills, to help people practice, gain confidence, and learn how to talk about their strengths and skills in a professional manner.

To deal with the low attendance in some of our important workforce development workshops, such as References, Cover and Thank You Letters, Job Applications and Internet Job Searching, we have begun teaming up with existing programs such as National Work Readiness, National Customer Service, and high school classes to offer these important workshops to more people. When we team up with existing programs that have similar missions, the scenario is win-win. We get to help other programs meet their outcomes, we reach more people and make more community partners, the community becomes more invested in our center, and we are also able to meet our own outcomes. The result of working with other agencies and having our community partners incorporate some of our services into their programs is a more sustainable program.

Since the CCERC is operated by the NCWP, a workforce development agency, we are familiar with helping people to find employment as a positive outcome. Additionally, the NCWP considers attending college or entering advanced training programs as positive outcomes. Therefore, we have found great success in teaming up with some of the local high schools to offer the important job search/workforce development workshops included in this section to continue bridging the gap between schools and the workforce.

In addition to the workshops listed in this section that we have offered to these schools, we have also offered workshops on searching for scholarships (how to find scholarships, what the difference is between scholarships and financial aid, and how to apply), and we plan to offer a workshop on financial aid and filling out the FAFSA in January 2012. While our program mostly focuses on adult learning and adult employment, we realize that many high school graduates will be entering the workforce sooner than later and it is critical that they have the job readiness to be active participants in the workforce.

General Outcome #3: CCERC users are satisfied with services.

At the CCERC, we have a friendly, knowledgeable, and helpful staff, so it came as no surprise when we met or exceeded most of our targets in the area of customer satisfaction. We set high standards for our center in May with target achievement levels of 90% or more in each area.

We measure customer satisfaction with our open lab access by asking customers:

- To rate our services,
- Whether or not they would refer a friend and
- Whether or not our staff was helpful and knowledgeable.

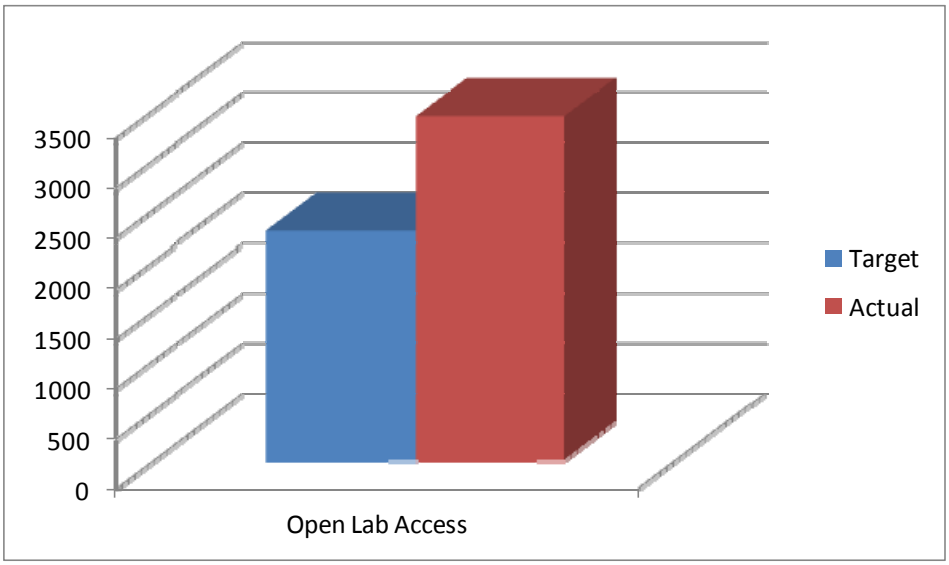
We measures customer satisfaction in our one-on-one appointments by adding one question to the above list;

- Whether or not their problem or question was addressed and resolved.

During open lab access, we met or exceeded all target achievement levels.

We set very high standards for our one-on-one appointments; we expected 100% of customers to report positively in all categories and we achieved that goal in the categories of users rating our services as good or excellent and users reporting a helpful, knowledgeable staff. In the other two categories; whether or not users referred a friend and whether or not their questions were addressed and resolved, our actual levels were 90% in each category. Although this deviation is not more than 10% below our target level, we still think it's important to work towards constant improvement in any area of customer satisfaction.

The following chart shows the progress we are making toward our total target audience as of January 1, 2012.



As the chart clearly portrays, at 63% of the grant cycle, we have achieved 150% of the target. We continue to serve anywhere from 290-450 clients per month with open lab access and in one-on-one appointments.

Lessons Learned:

Although the deviation from our target level did not exceed 10% in any category, we are constantly striving to improve, especially in areas of customer service. For one-on-one appointments, there are two areas in which to improve: increasing the number of users who report that they would recommend our services to a friend and increasing the number of users who report that their problem or question was addressed and resolved.

We receive verbal reports from customers that they are referring people to our center and we do often hear from new customers that they were referred by a friend, so we know that this is actually happening. It would seem that customers simply aren't checking the box on the form and reporting this.

We believe that part of the reason why we did not hit 100% in these two areas is because we haven't been consistently counting the surveys from one-on-one appointments separately as one-on-one appointments. We have had a lot of staff turnover on this project and we have found that some of the finer details have gotten lost in the mix when we have to train new staff, so we actually have a different staff now than when we originally developed the OBE Plan. We believe this may have been part of the problem in collecting data for this particular category.

The other part of the problem is how we have been structuring our one-on-one appointments. When we schedule a one-on-one appointment with someone, we usually work with them on a regularly covered workshop topic, such as resume writing or basic computer skills, for example. When the customer fills out a post-workshop survey, we have been having them fill out the survey for the specific topic they learned about. So if we schedule an individual resume writing session, the person fills out the resume writing survey and we count their data under our resume writing targets. So most of our one-on-one appointments have been inadvertently counted under the individual topic area on which we focused during their session.

Best Practices:

In the future, to resolve the issue of not receiving data for one-on-one appointments, we plan to also count the specific post-workshop survey as a one-on-one appointment so that we have more accurate data to report for the final OBE report. We know that a vast majority of our customers are satisfied, because we constantly have people thanking us for answering their questions and helping them solve their problems. However, we will be working on getting more surveys back so that we can show this more concretely in the future.

We work hard to make sure that we are meeting customers' needs. We ask for feedback from clients after each workshop and one-on-one appointment. We will now be accounting for that data in a more efficient way through Survey Monkey.

We develop many of our new workshops based on customers' suggestions. We send out a quarterly survey asking about what workshop topics our clients would like to see us offer and the following workshops have been created as a result of this feedback:

- Introduction to Social Media,
- Holiday Card Workshop with Publisher,
- Microsoft Access,
- Searching for Scholarships,
- Filling out the FAFSA,
- Presenting with Prezi (alternative to PowerPoint),
- Sharing Photos with Shutterfly, and
- Intro to Web Design with Weebly.

When we create workshops based on what our clients are asking for, the workshops get filled and we have greater success in meeting our outcomes. We plan to continue listening to our customers and making course corrections based on their needs.

General Outcome #4: Community Partners are aware of CCERC services.

Since the CCERC opened in October 2010, we have formed a number of community partnerships. Many of our partners are non-profit organizations or other organizations with similar missions of helping people to improve their skills and become more marketable as employees. We have formed partnerships with the following organizations for the exchange of referrals:

- Westaff,
- ETS,
- Spherion,
- OneWorkSource,
- Department of Social Services,
- CV-TEC,
- Plattsburgh Public Library,
- Literacy Volunteers of Clinton County,
- Office for the Aging,
- Senior Citizens Council,
- ACCES-VR,
- North Country Center for Independence,
- The IRS,
- and the AARP.

We have also formed partnerships with other organizations to run elements of our program and/or to supplement programs or classes that they offer.

We partner with CV-TEC to supplement the resume writing portion of their National Work Readiness Program and we are planning to collaborate with them on a National Customer Service Training in early 2012.

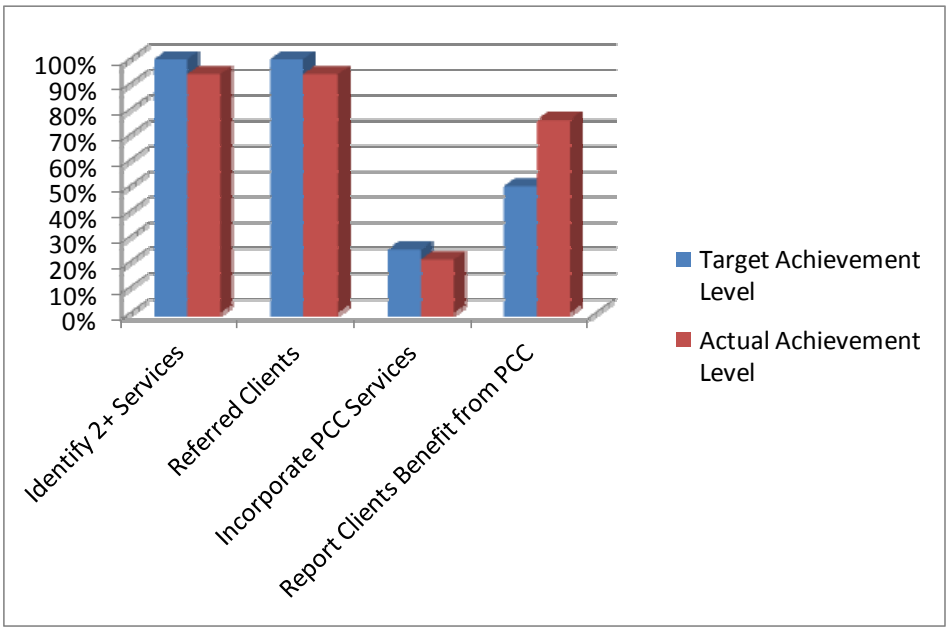
We have partnered with Plattsburgh Public Library to offer workshops on different library resources such as databases, audiobooks, and the best uses of a library card. We also offered special workshops for parents while their children attended the summer reading program.

We have partnered with three high schools, Seton Catholic, Plattsburgh, and Peru, and also with SUNY Plattsburgh to offer career exploration workshops and our special "Searching for Scholarships" workshops that cover how to find and apply for scholarships as well as the difference between scholarships and financial aid. We are planning another workshop on financial aid and filling out the FAFSA with these partners in January 2012.

We formed a partnership with the United Way, the IRS, and the AARP to work with their Earned Income Tax Credit (EITC) Coalition during the 2012 tax season. We plan to offer our services to help people file their own basic tax returns online at our center.

Furthermore, we have conducted outreach to a number of other organizations with whom we have not yet had the opportunity to grow a stronger partnership, but with whom we plan to stay in contact throughout 2012, in addition to continuing our outreach to at least two new organizations per month.

The following chart shows the progress we are making toward our target levels in General Outcome # 4:



Our results were incredibly positive in this section, as the chart clearly shows. We had a margin of no more than 6% between our target and actual achievement levels in any area. 94% of our partners are able to both identify two or more services we provide and report that they have referred customers to our center. We set the high standard of expecting 100% in both of these categories, however, a 6% difference still falls within an acceptable range.

Where we really excelled was in exceeding our target level for partners reporting that their clients benefitted from our services. We expected that 50% would be able to report this and in fact, 76% were able to, which is great feedback because it means that clients are actually reporting back to their service providers positively, and those service providers, in turn, are passing the information along to us. We were also within 4% of reaching our target of having 25% of our partners actually incorporate our services into their existing programs or activities, which is the ultimate endorsement of the CCERC.

Lessons Learned/Best Practices:

We learned that we must reach out to several organizations in order to create one solid partnership. We continue to reach out to at least two new organizations each month to work on creating partnerships and to help with sustainability of our project. If the community is invested in our center, hopefully we will have more success in keeping it open past the end of the BTOP grant.

Our greatest success with partners is having them incorporate our services into their existing programs or activities. Our partnerships with CV-TEC for the Work Readiness Program and the National Customer Service Training are perfect examples of this and we plan to harbor these relationships and continue them throughout 2012.

Our partnership with the IRS, and United Way's EITC Coalition is unique. We don't know of any other libraries that are participating in the EITC program for the 2012 tax season. Our staff is trained to assist clients with filing their own basic tax returns online and we have formed valuable partnerships in the community through this program. Helping our clients to learn more about tax law and filing their taxes is important because these are critical life skills that increase financial and digital literacy simultaneously.

Assessment and Conclusion:

The results of the interim OBE Report show that the CCERC is making steady progress towards meeting the outcomes set forth in the OBE Plan. Most of the target and actual achievement levels align with a small margin of difference. In areas where there is more than a 10% gap between our expectations and results, we have outlined our plans in this report to close these gaps by the time the final OBE Report is due. We will modify our surveys and our methods of teaching particular courses, as appropriate. We fully anticipate that the final report will show an even smaller margin between our targets and results.

Looking forward to 2012, we plan to employ the "best practices" outlined in this report based on some of the lessons we've learned this year. We plan to modify certain survey questions to better reflect what the OBE is measuring. We plan to improve the process for getting people to return surveys by using Survey Monkey, and we plan to continue building upon our successful community partnerships to focus on increasing the number of partners who incorporate our services into their existing activities. We believe that these efforts will manifest into increased numbers and better outcomes in the final OBE Report.

COMMUNITY COMPUTER AND EMPLOYMENT RESOURCE CENTER OBE PLAN

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:**
Custom outcome:	**Target audience:**	**Target audience per training:**	**Data source:**	**Target achievement level:**	**Actual achievement level:**
<u>Basic Internet and Computer Use</u> PCC offers the following training:					
Basic Computer Skills Workshop • Participants demonstrate basic computer navigation • Participants create an email account • Participants access and search the Web • Participants report satisfaction with class and a greater level of confidence in their own ability to navigate a computer	150	6	 Observation by trainer Checklist by trainer Observation by trainer Post workshop survey	 4.8 or 80% 5.4 or 90% 6 or 100% 5.7 or 95%	**73 total surveys** **159 participants to date** 100% 80% 100% 92%
<u>Office Skills</u> PCC offers the following training:					
Introduction to Microsoft Word • Participants demonstrate basic word processing and formatting skills • Participants report increased knowledge of Word •	220	6	 Observation by trainer Post workshop survey	 5.4 or 90% 6 or 100%	**75 total surveys** **136 participants to date** 100% 95%
Introduction to Microsoft Excel • Participants demonstrate knowledge of fundamentals • Participants report increased knowledge of Excel	400	6	 Observation by trainer Post workshop survey	 4.8 or 80% 6 or 100%	**183 total surveys** **296 participants to date** 100% 94%
Introduction to Microsoft Power Point • Participants demonstrate knowledge of fundamentals and basic formatting • Participants report increased knowledge of Power Point •	400	6	 Observation by trainer Post workshop survey	 4.8 or 80% 6 or 100%	**57 total surveys** **97 participants to date** 100% 95%
Introduction to Microsoft Publisher • Participants demonstrate knowledge of fundamental functions • Participants report increased knowledge of Publisher	400	6	 Observation by trainer Post workshop survey	 4.8 or 80% 6 or 100%	**11 total surveys** **16 participants to date** 100% 91%

<u>Multimedia</u> PCC offers the following training:					
Introduction to Google Picasa • Participants download photos from their own personal digital camera • Participants save photos to a folder on computer • Participants successfully file, label, and organize photos • Participants report increased knowledge of Picasa	220	6	Observation by trainer Observation by trainer Observation by trainer Post workshop survey	5.7 or 95% 5.4 or 90% 4.8 or 80% 6 or 100%	**15 total surveys** **17 participants to date** 100% 100% 100% 93%
Introduction to Skype • Participants successfully create an account • Participants are able to open Skype and create a video chat • Participants report increased knowledge of Skype	220	6	Observation by trainer Observation by trainer Post workshop survey	5.4 or 90% 5.4 or 90% 6 or 100%	**12 total surveys** **12 participants to date** 100% 100% 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:**
<u>Workforce Development</u>					
Networking and References	130	6			**3 total surveys** **16 participants to date**
• Participants report increased knowledge and confidence in their networking capability			Post workshop quiz	6 or 100%	100%
• Participants report an increased understanding of ways to contact and maintain references			Post workshop survey	5.4 or 90%	100%
Preparing and Completing Job Applications	100	6			**12 total surveys** **23 participants to date**
• Participants report a greater understanding of how to apply for jobs online			Post workshop survey	5.4 or 90%	92%
• Participants report an increased confidence in their ability to complete job applications			Post workshop survey	5.4 or 90%	100%
Cover & Thank You Letters	100	6			**9 total surveys** **31 participants to date**
• Participants understand the importance of well assembled Cover & Thank You Letters			Post workshop quiz	6 or 100%	100%
• Participants understand a Thank-You Letter is an expected, professional follow up to an interview			Post workshop quiz	6 or 100%	75%
• Participants can identify the major parts of a Cover & Thank You Letter			Post workshop quiz	4.8 or 80%	100%
• Participants report confidence creating their own Cover and Thank You Letters			Post workshop survey	5.7 or 95%	100%
Using the Internet for Job Searching	70	6			**11 total surveys** **12 participants to date**
• Participants report greater understanding of how to access job searching websites on the Internet			Observation by Trainer	5.4 or 90 %	100%
• Participants report an increased understanding of how to navigate job searching websites			Post workshop survey	6 or 100%	92%
• Participants report increased confidence in their ability to perform an online job search on their own			Post workshop survey	5.7 or 95%	92%
Interview Skills	75	6			**17 total surveys** **46 participants to date**
• Participants are able to identify proper dress and behavior for an interview			Post workshop quiz	5.4 or 90%	100%
• Participants are able to identify questions which would be appropriate and inappropriate to ask during an interview			Post workshop quiz	5.4 or 90%	100%
• Participants are able to identify 2 necessary components of a successful interview (eye contact, handshake, extra copies of cover letters and/or resumes in portfolio)			Post workshop quiz	5.7 or 95%	100%
• Participants report greater confidence in their interview skills			Post workshop survey	5.7 or 95%	88%
• Participant may elect to partake in a mock interview			Observation by trainer	3 or 50%	50%

Improve Your Typing • Participants are able to access the interactive typing website • Participants report confidence in their ability to increase typing capacity through use of this site **Resume Writing** • Participants are able to identify 3 of 5 major resume types • Participants are able to identify an appropriate resume type for them • Participants create a new, job specific resume • Participants report increased knowledge of resume writing	120 120	6 6	Observation by trainer Post workshop survey Post workshop quiz Post workshop quiz Observation by trainer Post workshop survey	6 or 100% 5.7 or 95% 5.4 or 90% 4.8 or 80% 4.8 or 80% 6 or 100%	**9 total surveys** **41 participants to date** 100% 89% **14 total surveys** **90 participants to date** 83% 83% 90% 100%

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					**Evaluation time period:**
Custom outcome:	**Target audience:**	**Target audience per training:**	**Data source:**	**Target achievement level:**	**Actual achievement level:**
<u>Open Lab Access</u>	2280	N/A			**3428 participants to date**
• Users rate services at good or excellent			• User Survey	.9 or 90%	95%
• Users report they would recommend services to a friend			• User Survey	.9 or 90%	90%
• Users report helpful, knowledgeable staff			• User Survey	.95 or 95%	95%
<u>One on One Appointments</u>	1140	1			
• Users rate services at good or excellent			• User Survey	1 or 100%	100%
• Users report they would recommend services to a friend			• User Survey	1 or 100%	90%
• Users report helpful, knowledgeable staff			• User Survey	1 or 100%	100%
• Users report problem/query was addressed and resolved			• User Survey	1 or 100%	90%
General outcome #4:					**Evaluation time**

Community partners are aware of PCC/E-Mobile Unit services.					**period:**
Custom outcome:	**Target audience:**	**Target audience per training:**	**Data source:**	**Target achievement level:**	**Actual achievement level:**
<u>Partners</u> • Partners are able to identify two or more services provided by the PCC • Partners report they have referred clients/members to the PCC • Partners report they have developed client/member activities that incorporate PCC services. • Partners report their clients benefitted from our services.	**8**	N/A	Quick survey Quick survey (Client feedback) Quick survey Quick survey	• 8 or 100%s • 8 or 100% • 2 or 25% • 4 or 50%	**17 total surveys** 94% 94% 21% 76%
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.