

YOUR TURN! CREATING A CUSTOM OBE PLAN

Please use this form to create a custom OBE plan for your PCC or E-Mobile Unit. Complete all white sections of the form and submit to Mary Ann Stiefvater (mstiefva@mail.nysed.gov) by Friday, May 27, 2011. 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: July 1 – December 31, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
Basic Internet & Computer Use					
PC Basics Workshop <ul style="list-style-type: none"> Participants demonstrate understanding of computer basics Participants report increased knowledge of using computers Participants report satisfaction with workshop content/trainer 		8	<ul style="list-style-type: none"> Checklist by trainer Post-workshop survey Post-workshop survey 	<ul style="list-style-type: none"> 6 or 75% per training 6.4 or 80% per training 6.4 or 80% per training 	40 total trained 8 or 100% (+) 8 or 100% (+) 8 or 100% (+)
Internet 101 Workshop <ul style="list-style-type: none"> Participants demonstrate understanding of basic website navigation Participants report increased knowledge of how to search the Internet Participants report satisfaction with workshop content/trainer 		8	<ul style="list-style-type: none"> Checklist by trainer Post-workshop survey Post-workshop survey 	<ul style="list-style-type: none"> 6 or 75% per training 6.4 or 80% per training 6.4 or 80% per training 	33 total trained 7.76 or 97% (+) 7.76 or 97% (+) 7.76 or 97% (+)
Internet 102 Workshop <ul style="list-style-type: none"> Participants demonstrate understanding of how to use various sites on the Internet & methods of searching to gain information Participants report increased knowledge of how to search the Internet to gain information Participants report satisfaction with workshop content/trainer 		8	<ul style="list-style-type: none"> Checklist by trainer Post-workshop survey Post-workshop survey 	<ul style="list-style-type: none"> 6 or 75% per training 6.4 or 80% per training 6.4 or 80% per training 	32 total trained 7.44 or 93% (+) 7.76 or 97% (+) 7.44 or 93% (+)
Office Skills					
Microsoft Word Basics (101) <ul style="list-style-type: none"> Participants demonstrate understanding of document basics Participants report increased knowledge of word processing Participants report satisfaction with workshop content/trainer 		8	<ul style="list-style-type: none"> Checklist by trainer Post-workshop survey Post-workshop survey 	<ul style="list-style-type: none"> 6 or 75% per training 6.4 or 80% per training 6.4 or 80% per training 	36 total trained 8 or 100% (+) 7.76 or 97% (+) 7.76 or 97% (+)
Microsoft Word Basics Plus (102) <ul style="list-style-type: none"> Participants demonstrate understanding of tabs and tables Participants report increased knowledge of word processing Participants report satisfaction with workshop content/trainer 		8	<ul style="list-style-type: none"> Checklist by trainer Post-workshop survey Post-workshop survey 	<ul style="list-style-type: none"> 6 or 75% per training 6.4 or 80% per training 6.4 or 80% per training 	32 total trained 7.76 or 97% (+) 7.76 or 97% (+) 7.76 or 97% (+)

<p>Microsoft Excel Basics (101)</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of spreadsheet basics • Participants report increased knowledge of spreadsheets • Participants report satisfaction with workshop content/trainer <p>Microsoft Excel Basics Plus (102)</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of calculations & formulas • Participants report increased knowledge of spreadsheets • Participants report satisfaction with workshop content/trainer <p>Microsoft Powerpoint Basics (101)</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of presentation basics • Participants report increased knowledge of presentations • Participants report satisfaction with workshop content/trainer <p>Microsoft Powerpoint Basics Plus (102)</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of graphic techniques & timing • Participants report increased knowledge of presentations • Participants report satisfaction with workshop content/trainer <p>Microsoft Outlook</p> <ul style="list-style-type: none"> • Participants demonstrate understanding of email management • Participants report increased knowledge of email management • Participants report satisfaction with workshop content/trainer 	<p>8</p> <p>8</p> <p>8</p> <p>8</p> <p>8</p>	<p>8</p> <p>8</p> <p>8</p> <p>8</p> <p>8</p>	<ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey <ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey <ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey <ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey <ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training <ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training <ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training <ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training <ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training 	<p>50 total trained 8 or 100% (+) 7.84 or 98% (+) 8 or 100% (+)</p> <p>19 total trained 8 or 100% (+) 8 or 100% (+) 8 or 100% (+)</p> <p>30 total trained 8 or 100% (+) 8 or 100% (+) 8 or 100% (+)</p> <p>17 total trained 8 or 100% (+) 7.52 or 94% 8 or 100% (+)</p> <p>5 total trained 8 or 100% (+) 8 or 100% (+) 8 or 100% (+)</p>
<p>Multimedia</p> <p>Basic Photo Editing Workshop</p> <ul style="list-style-type: none"> • Participants edit at least one photo • Participants report increased knowledge of photo editing • Participants report satisfaction with workshop content/trainer <p>Ebooks/Audiobooks Workshop</p> <ul style="list-style-type: none"> • Participants download at least one ebook/audiobook • Participants report increased knowledge of ebooks/audiobooks • Participants report satisfaction with workshop content/trainer <p>Introduction to iTunes Workshop</p> <ul style="list-style-type: none"> • Participants download at least one free song, application and podcast • Participants gain basic knowledge of iTunes product offerings • Participants report satisfaction with workshop/trainer 	<p>4</p> <p>8</p> <p>8</p>	<p>4</p> <p>8</p> <p>8</p>	<ul style="list-style-type: none"> • Observation by trainer • Post-workshop survey • Post-workshop survey <ul style="list-style-type: none"> • Observation by trainer • Post-workshop survey • Post-workshop survey <ul style="list-style-type: none"> • Observation by trainer • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 3 or 75% per training • 3.2 or 80% per training • 3.2 or 80% per training <ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training <ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 6.4 or 80% per training 	<p>23 total trained 8 or 100% (+) 8 or 100% (+) 8 or 100% (+)</p> <p>16 total trained 6.48 or 81% (+) 8 or 100% (+) 8 or 100% (+)</p> <p>14 total trained 8 or 100% (+) 8 or 100% (+) 8 or 100% (+)</p>

General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation time period: July 1 – December 31, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><u>Workforce Development</u></p> <p><i>Performing Successful Job Searches Workshop</i></p> <ul style="list-style-type: none"> • Participants gain new/improved online job searching skills • Participants report satisfaction with workshop content/trainer • Participants report participation in workshop resulted in a job interview <p><i>Effective Resumes & Acing the Interview Workshop</i></p> <ul style="list-style-type: none"> • Participants gain skills to create a more effective resume • Participants gain skills to be more successful during an interview • Participants report satisfaction with workshop content/trainer • Participants report participation in workshop resulted in a job offer 		8	<ul style="list-style-type: none"> • Post-workshop interview • Post-workshop survey • Post-workshop survey (3 mos) 	<ul style="list-style-type: none"> • 6 or 75% per training • 6.4 or 80% per training • 2.4 or 30% per training 	<p>18 total trained 8 or 100% (+) 8 or 100% (+) 2.64 or 33% (+)</p> <p>12 total trained 8 or 100% (+) 8 or 100% (+) 8 or 100% (+) 1.44 or 18% (-)</p>

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					Evaluation time period: June 1 – December 1, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
Open Computer Lab <ul style="list-style-type: none"> • Users report their technology-related issue was resolved by the trainer • Users rate services at good or excellent • Users report they would recommend lab services to a friend • Users report they plan to use services again. 		8	<ul style="list-style-type: none"> • User survey • User survey • User survey • User survey 	<ul style="list-style-type: none"> • 6.8 or 85% per training 	694 surveys completed 7.76 or 97% (+) 7.92 or 99% (+) 7.84 or 98% (+) 7.92 or 99% (+) (84% yes; 15.9% maybe)

General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation time period: June 1 – December 1, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Partners</p> <ul style="list-style-type: none"> Partners state 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 incorporated PCC services 	8	NA	<ul style="list-style-type: none"> Focus group Focus group Focus group 	<ul style="list-style-type: none"> 8 or 100% of partners 8 or 100% of partners 2 or 25% of partners 	See narrative

Evaluation time period: June 1 – December 1, 2011

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).

X Strongly agree Agree Disagree Strongly disagree

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

X Strongly agree Agree Disagree Strongly disagree

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

X Strongly agree Agree Disagree Strongly disagree

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

X 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.

- The PCC used online surveys created via Survey Monkey to track attendee statistics and comments. To track who obtained a job interview and who received job offer because of our services, we offered the chance to win a Barnes & Noble gift card as an incentive for completing the PCC's follow-up survey. This incentive proved to be successful in getting people to fill out the survey.
- Although PCC staff knew anecdotally how much people liked and valued the services the PPC offers, the objective data gathered from the user surveys provides concrete proof of the success of our workshops and computer labs. The participants are highly satisfied with the quality of instruction, and they are demonstrating an understanding of the basic concepts each workshop is trying to impart. We exceeded our OBE goals in all but two areas: enabling people to receive a job offer because of our services, and meeting our partnership goals.
 - Only two individuals reported receiving a job offer because of the services the PCC provided (of the 11 individuals who completed the survey). However, all 11 individuals reported that their knowledge of resume writing & interviewing techniques were enhanced because of the PCC's services, and that they were satisfied with the content of the workshop. Here is a quote from one of the participants: "I was very satisfied with the competence of the instructors, the real world experience and tips that they shared. I appreciate that the library system made these classes available, free of charge to the public. They are very much needed and appreciated and I hope the Poughkeepsie Library system is able to continue offering the classes to the public."

- We continue to pursue relationships with outside organizations, and have been very successful in attaining a good working relationship with seven local organizations: BOCES, the Dutchess County Regional Chamber of Commerce, the Dutchess OneStop, The Family Partnership Center, Dutchess Reentry, Taconic Resources, and The Center for Change. These organizations have recommended our services to their clients/patrons via distributing the PCC's publicity to their clients, printing PCC information on their website, and/or word-of-mouth. However, to date the PCC does not have any formal partnerships in place.
- People are using the PCC and its classes as much for personal growth (76%) as they are to gain employment (44%) and advance their career (31%). Attendance figures for the classes show people are much more interested in attending classes that can give them the skills to help them become more employable, rather than taking a class on how to find and apply for a job.
- 99% of users are satisfied with the services the PCC provides. This statistic reflects the PCC staff's knowledge of technology topics and the manner in which they instruct users in accessing technology. Many of the comments made by attendees are regarding the friendly nature and the patience of PCC staff members when working with the public.
- Quotes regarding the services the PCC provides (gathered from Survey Monkey surveys) :
 - *Impressed with how up-to-date the information and materials were! Nice workshop.—Job Searching on the Web*
 - *I believe this class will help me with my career search splendidly!!!!—Job Searching on the Web*
 - *The computer lab instructors are very helpful and knowledgeable in resolving any problems pertaining to learning about the computer and its services.—Computer Lab*
 - *I do not have computer or internet, so this service is essential for my job search and internet education—Computer Lab*
 - *excellent lessons on more stuff than i can remember...teacher had great attitude...when some teachers would have given up on my questions and computer problems—Computer Lab*
 - *I have a disability and am impressed of the quality of services the staff provided. Thank you—Computer Lab*
 - *I think that is a wonderful resource for those of us who can't afford to take these classes elsewhere. Debbie makes every subject seem so doable.—Creating a Newsletter in Word*
 - *The instructors were very knowledgeable with the material. They took the time to explain the material and encouraged us to ask questions. When questions were asked the instructors made sure that the student fully understood the material before proceeding. This is critical class in this current economy of high unemployment. The library is conveniently located so it is easy to get to this location to enhance my skills while I look for employment.—PowerPoint 102*
 - *Krishna was great, she spent extra time helping me get going on the nook. Thanks Give her a new sign on her door : Queen of e-books!—eBooks & Audiobooks*
 - *Mail Merge is going to be very important for my small business. Teacher explained everything very well.—Mail Merge in Word & Excel*

Library/Institution: Poughkeepsie Public Library District

Handout #3
BTOP Evaluate & Sustain Workshop 2011