

## OBE Interim Report #1 Narrative

### Interpretation of findings:

After conducting five lightly attended classes for “Beginning Beginners”, it became apparent that students came with little, but definitely varying, skill sets as it related to computers. This made it difficult to progress at the right pace for the slower learners while keeping the faster learners interested.

We decided to offer this service as a one-on-one service by request and reservation. In March of 2012, our Trainers provided 46 of these One-on-One sessions. We define these One-on-Ones as appointments made by patrons for in-depth coverage for a requested subject, rather than just several questions about a topic. By working at the correct speed for the specific patron, we have seen marked increase in their digital literacy and have received many testimonials and letters of thanks from those receiving the service.

### Progress regarding target audiences, course offerings, scheduling etc.

Also using interpretive strategies related to discussions with patrons who did not attend programs, we discovered that they believed they knew how to use computers. We also discovered that while they may have been able to check their email and Facebook and write short responses or posts, they really did not know how to use the computer as a complete tool for their personal use or the workplace. So we changed the names of the programs from things like “Workplace Essential Skills”, “Internet Search Techniques”, “Word”, “Excel”, and “Power Point” to:

- “Lunch and Learn”(an Excel Class for Work Force Development),
- “The Back Yard Series (Mapleing, Bee Keeping, Gardening, Attracting Birds)”(Internet Search Techniques Classes)
- “Pinterest” and “Zentangle” (Internet Search Technique and Multi-Media Classes)
- “Paranormal Police” and “Ceramic Tile DIY” (Video Conferencing Classes)

Each month we try to add exciting new titles for the programs which will attract a broader cross section and enable us to better accomplish our objectives. Patrons find out what they did not know what they did not know and have more fun learning. In March of 2012 alone, one hundred seventy three (173) patrons attended the 26 programs/classes offered.

### Best practices

Best practices continues to be the use of multiple part time Trainers of various ages, from different career paths, with a variety of areas of expertise (business consultant (MBA), childhood technology teacher (Double Masters), library staff member/ music teacher/ IT expert (BA and Multiple Certifications), retail manager and It expert Pres. Rockland PC Club), owner of craft business and teacher (Masters), and Forensic Autopsy Assistant (Degree and Heavy IT Background). This enables us to offer a broad range of programming using in-house Trainers as well as teach SUNY Orange classes.

## **Lessons learned and other information pertinent to your particular project**

It is difficult to identify a specific lesson learned, because even though we are the “trainers” we learn something new every day.

However, personally, as an Administrator of the program coming from the business world, I have learned that you can operate a public computer center using best practices from business. It helps break the paradigm of yesterday’s library and begins the metamorphosis from a book repository loved primarily by “book worms” to a beautiful “butterfly” combining all of the color and beauty of books with complete and very useful digital capability. In this form, the community will not only watch the library fly gracefully into the future, but follow it to new heights and adventures.

The best practices from business included:

- The method and decision making with respect to hiring and supervision of staff
- Staff training (broadening the range of skill sets)
- Staff attitude (greet with a smile, emit energy and enthusiasm)
- Customer service techniques (patron is right, but also best ways to say “but” and affect change)
- Defining the “Value Proposition” and “Target Markets” to address the grant objectives
- Using Innovative Marketing Techniques to reach Target Markets
- Collecting data, analyzing, and re-directing or re-focusing where necessary

<b>GENERAL OUTCOME #1</b> <b>Unit users gain digital literacy skills</b>		<b>PCC/E-Mobile</b>			<b>Evaluation Time Period</b> <b>Jun 1- Dec 31, 2011</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><u>BASIC INTERNET AND COMPUTER USE</u></b>		<b>177 (Total Grant Period)</b>			
PCC Offers the Following Training and Assistance		<b>66 (This Period)</b>			
<b>Introduction to Computers-Beginning Beginners Five Times (1 hour/ 2 days per week/for 4 weeks)</b>		15		14	14 or 93%
Participants demonstrate ability to use mouse/touchpad			Trainer Observation	14 or 100%	
Participants demonstrate ability to use keyboard			Trainer Observation	14 or 100%	
Participants demonstrate ability to access the Internet			Trainer Observation	14 or 100%	
Participants report increased knowledge of computers			Survey	14 or 100%	
Participants report satisfaction with course			Survey	14 or 100%	
<b>Note: After 5th class, concept changed. Beginners assigned to Trainers on a 1-on-1 basis for as long as they wished to keep coming. Approximately 20 were ((are being) served in this manner</b>					
<b>Digital Literacy for Child and Parent 6/30/11</b>		5		5	5 or 100%
Participants demonstrate ability to use mouse/touchpad			Trainer Observation	5 or 100%	
Participants demonstrate ability to use keyboard			Trainer Observation	5 or 100%	
Participants demonstrate ability to access the Internet			Trainer Observation	5 or 100%	
Participants report increased knowledge of computers			Survey	5 or 100%	
Participants report satisfaction with course			Survey	5 or 100%	
<b>Using Ancestry.com at the Library 7-25-11</b>		10		6	6 or 60%
Participants demonstrate an increased knowledge of a free ancestry.com			Trainer Observation	6 or 100%	
Participants report increased knowledge of searching for relatives			Survey	6 or 100%	
Participants report satisfaction with course			Survey	6 or 100%	
Participants indicated they would attend another program			Survey	6 or 100%	
<b>Digital Literacy for Child and Parent 7/28/11</b>		2		2	2 or 100%
Participants demonstrate ability to use mouse/touchpad			Trainer Observation	2 or 100%	
Participants demonstrate ability to use keyboard			Trainer Observation	2 or 100%	
Participants demonstrate ability to access the Internet			Trainer Observation	2 or 100%	
Participants report increased knowledge of computers			Survey	2 or 100%	
Participants report satisfaction with course			Survey	2 or 100%	
<b>Buying and Selling On Line -Trash to Cash 8-8-11</b>		5		2	2 or 40%
Participants showed an increased knowledge of e-Bay and Craig's List			Trainer Observation	2 or 100%	
Participants demonstrated an ability to post an item for sale			Trainer Observation	2 or 100%	
Participants reported satisfaction with the program			Trainer Observation	2 or 100%	

Participants indicated they would attend another program		Trainer Observation	2 or 100%	
<b>Digital Literacy Learning for Child and Parent 8/11/11</b>	2		2	2 or 100%
Participants demonstrate ability to use mouse/touchpad		Trainer Observation	2 or 100%	
Participants demonstrate ability to use keyboard		Trainer Observation	2 or 100%	
Participants demonstrate ability to access the Internet		Trainer Observation	2 or 100%	
Participants report increased knowledge of computers		Survey	2 or 100%	
Participants report satisfaction with course		Survey	2 or 100%	
<b>What's Inside the Box 8-19-11</b>	8		4	4 or 50%
Participants learned the do and do not's of opening a computer		Survey	4 or 100%	
Participants learned the inner workings of a computer		Survey	4 or 100%	
Participants demonstrated that they could put a computer back together		Trainer Observation	4 or 100%	
Participants reported satisfaction with material presented		Survey	4 or 100%	
Participants indicated they would attend another program		Survey	4 or 100%	
<b>Introduction to Windows 7 8-22-11</b>	5		3	3 or 60%
Participants better understood Windows 7		Survey	3 or 100%	
Participants better understood the new features of Windows 7		Survey	3 or 100%	
Participants reported satisfaction with material presented		Survey	3 or 100%	
Participants indicated they would attend another program		Survey	3 or 100%	
<b>Digital Literacy for Child and Parent 8/25/11</b>	5		5	5 or 100%
Participants demonstrate ability to use mouse/touchpad		Trainer Observation	5 or 100%	
Participants demonstrate ability to use keyboard		Trainer Observation	5 or 100%	
Participants demonstrate ability to access the Internet		Trainer Observation	5 or 100%	
Participants report increased knowledge of computers		Survey	5 or 100%	
Participants report satisfaction with course		Survey	5 or 100%	
<b>Using Ancestry.com at the Library 9-26-11</b>	10		13	13 or 130%
Participants demonstrate an increased knowledge of a free ancestry.com		Trainer Observation	13 or 130%	
Participants report increased knowledge of searching for relatives		Survey	13 or 130%	
Participants report satisfaction with course		Survey	13 or 130%	
Participants indicated they would attend another program		Survey	13 or 130%	
<b>Organize Your Life Electronically 10-3-11</b>	10		3	3 or 30%
Participants demonstrated an understanding of using the Internet to organize themselves		Trainer Observation	3 or 100%	
Participants demonstrated better understanding of linking digital devices		Trainer Observation	3 or 100%	
Participants demonstrated knowledge of synchronizing files		Trainer Observation	3 or 100%	
Participants demonstrated ability to access files from anywhere		Trainer Observation	3 or 100%	
Participants report satisfaction with course		Verbal Responses	3 or 100%	
Participants indicated they would attend another program		Registration Sheets	3 or 100%	

<b>The Best Free Software on the Internet</b>	<b>10-17-11</b>	10		5	5 or 50%
Participants demonstrated a better understanding of searching for software			Trainer Observation	5 or 100%	
Participants demonstrated a better understanding of the uses of free software			Trainer Observation	5 or 100%	
Participants demonstrated knowledge of downloading software			Trainer Observation	5 or 100%	
Participants report satisfaction with course			Verbal Responses	5 or 100%	
Participants indicated they would attend another program			Registration Sheets	5 or 100%	
<b>Computer 201</b>	<b>10-24-11</b>	10		14	14 or 140%
Participants report a better understanding of directories and folders			Survey	14 or 100%	
Participants report a better understanding of windows programs			Survey	14 or 100%	
Participants report a better understanding of downloading programs			Survey	14 or 100%	
Participants report satisfaction with course			Survey	14 or 100%	
Participants indicated they would attend another program			Survey	14 or 100%	
<b>Thanksgiving Handicrafts (1st of 2 Parts)</b>	<b>11-8-11</b>	10		2	2 or 20%
Participants report a better understanding of searching for craft sites			survey	2 or 100%	
Participants report a better understanding of saving pictures			survey	2 or 100%	
Participants report a better understanding filing and saving instructions			survey	2 or 100%	
Participants report satisfaction with course			survey	2 or 100%	
Participants indicated they would attend another program			survey	2 or 100%	
<b>Thanksgiving Handicrafts (2nd of 2 Parts)</b>	<b>11-15-11</b>	10		2	2 or 20%
Participants report a better understanding of retrieving files			Survey	2 or 100%	
Participants demonstrated an ability to apply saved information to create			Survey	2 or 100%	
Participants report satisfaction with course			Survey	2 or 100%	
Participants indicated they would attend another program			Survey	2 or 100%	
<b>Digital Literacy for Scouts</b>	<b>11-15-11</b>	10		9	9 or 90%
Participants demonstrate ability to use mouse/touchpad			Trainer Observation	9 or 100%	
Participants demonstrate ability to use keyboard			Trainer Observation	9 or 100%	
Participants demonstrate ability to access the Internet			Trainer Observation	9 or 100%	
Participants report increased knowledge of computers			Trainer Observation	9 or 100%	
Participants report satisfaction with course			Trainer Observation	9 or 100%	
<b>Couponing with Kate (8 Times)</b>	42	6	3 to 5 (3 average)	21	18 or 50%
Participants demonstrated an improved ability to search for coupons			Trainer Observation	21 or 100%	
Participants reported saving money with the coupons found			Verbal Comments	21 or 100%	
Participants reported an increased knowledge of couponing			Verbal Comments	21 or 100%	
Participants reported satisfaction with the program and ambiance			Verbal Comments	21 or 100%	
Participants indicated a desire to attend another program			Registration Sheets	21 or 100%	
<b>Digital Game Night with Kate (2 Times)</b>	12	6	2 (average)	4	4 or 33%
Participants demonstrated an improved ability to search for games			Trainer Observation	4 or 100%	

Participants reported increased pleasure playing games on line	Verbal Comments	4 or 100%	
Participants reported satisfaction with the program and ambiance	Verbal Comments	4 or 100%	
Participants indicated a desire to attend another program	Registration Sheets	4 or 100%	

<b>Christmas Handicrafts (1st of 2 Parts) 12- 13-11</b>	10	2	2 or 20%
Participants report a better understanding of searching for craft sites	Survey	2 or 100%	
Participants report a better understanding of saving pictures	Survey	2 or 100%	
Participants report a better understanding filing and saving instructions	Survey	2 or 100%	
Participants report satisfaction with course	Survey	2 or 100%	
Participants indicated they would attend another program	Survey	2 or 100%	

<b>What's In Your Freezer- Excel 12-13-11</b>	10	1	1 or 10%
Participants report a better understanding of Excel functions	Survey	1 or 100%	
Participants report a better understanding of making lists using Excel	Survey	1 or 100%	
Participants report a better understanding of sorting lists in Excel	Survey	1 or 100%	
Participants report satisfaction with course	Survey	1 or 100%	
Participants indicated they would attend another program	Survey	1 or 100%	

<b>Christmas Handicrafts (2nd of 2 Parts) 12-20-11</b>	10	1	1 or 10%
Participants report a better understanding of retrieving files	Survey	1 or 100%	
Participants demonstrated an ability to apply saved information to create	Survey	1 or 100%	
Participants report satisfaction with course	Survey	1 or 100%	
Participants indicated they would attend another program	Survey	1 or 100%	

**TOTAL FOR CATEGORY** **120**

**OFFICE SKILLS** **133 (Total Grant Period)**  
PCC Offers the Following Training and Assistance **50 (This Period)**

<b>Introduction to Excel 101 6/2/11</b>	6	5	5 or 83%
Participants exhibit a better understanding of Excel and its capabilities	Trainer Observation	5 or 100%	
Participants exhibit an ability to make multiple column lists	Trainer Observation	5 or 100%	
Participants exhibit an ability to sort columns maintaining related data	Trainer Observation	5 or 100%	
Participants report satisfaction with course	Survey	5 or 100%	
Participants report desire to take sequel course (201)	Survey	5 or 100%	

<b>Introduction to Excel 201 6/9/11</b>	5	5	5 or 100%
Participants exhibit a better understanding of Excel and its capabilities	Trainer Observation	5 or 100%	
Participants exhibit an ability to make multiple column lists	Trainer Observation	5 or 100%	
Participants exhibit an ability to sort columns maintaining related data	Trainer Observation	5 or 100%	
Participants report satisfaction with course	Survey	5 or 100%	
Participants report desire to take sequel course	Survey	5 or 100%	

<b>Introduction to Power Point</b>	<b>8-30-11</b>	8		4	4 or 50%
Participants gained familiarity with the basics of power point			Survey	4 or 100%	
Participants learned how to insert text and pictures in slides			Survey	4 or 100%	
Participants learned how to create animation in slides			Survey	4 or 100%	
Participants report satisfaction with course			Survey	4 or 100%	
Participants indicated they would attend another program			Survey	4 or 100%	

<b>Introduction to Power Point</b>	<b>9-20-11</b>	8		8	8 or 50%
Participants gained familiarity with the basics of power point			Survey	8 or 100%	
Participants learned how to insert text and pictures in slides			Survey	8 or 100%	
Participants learned how to create animation in slides			Survey	8 or 100%	
Participants report satisfaction with course			Survey	8 or 100%	
Participants indicated they would attend another program			Survey	8 or 100%	

**TOTAL FOR CATEGORY**

**22**

**MULTIMEDIA**

**133 (Total Grant Period)  
50 (This Period)**

PCC Offers the Following Training and Assistance

<b>Digital Photography 101 (For the Beginner) 6/27/11</b>		14		10	10 or 72%
Participants demonstrate an understanding of the relationship between digital photography & the computer			Trainer Observation	10 or 100%	
Participants report an understanding of organizing/storing digital photos			Survey	10 or 100%	
Participants report an understanding of how to resize digital photos			Survey	10 or 100%	
Participants report a better understanding of attaching photos to emails			Survey	10 or 100%	
Participants report satisfaction with course			Survey	10 or 100%	
Participants report desire to take sequel course (201)			Survey	9 or 90%	

<b>Photo Restoration 201 (Using Coral)</b>	<b>7/18/11</b>	9		7	7 or 100%
Participants exhibit an understanding of Photo Restoration			Trainer Observation	7 or 100%	
Participants provide old photos for professional restoration by trainer			Trainer Observation	7 or 100%	
Participants report better understanding of re-coloring and adjusting quality			Survey (5 Responded)	5 or 100%	
Participants report satisfaction with course			Survey (5 Responded)	5 or 100%	
Participants report desire to take additional photo related courses			Survey (5 Responded)	4 or 80%	

<b>Genealogical Workshop With Miniisink Valley Historical Society</b>	<b>8-23-11</b>	17		17	
Participants demonstrate an increased knowledge of a free ancestry.com			Trainer Observation	17 or 100%	
Participants report increased knowledge of searching for relatives			Trainer Observation	17 or 100%	
Participants report satisfaction with course			Trainer Observation	17 or 100%	
Participants indicated they would attend another program			Registration Sheets	17 or 100%	

<b>Training for YSI Pro</b>	<b>9-9-11</b>	1		1	1 or 100%
Participants demonstrated an improved knowledge of the water testing equip.			Trainer Observation	1 or 100%	

Participants report satisfaction with course		Trainer Observation	1 or 100%	
Participants indicated they would attend another program		Registration Sheets	1 or 100%	
<b>Training for YSI Pro</b>	<b>9-30-11</b>			
	2		2	2 or 100%
Participants demonstrated an improved knowledge of the water testing equip.		Trainer Observation	2 or 100%	
Participants report satisfaction with course		Trainer Observation	2 or 100%	
Participants indicated they would attend another program		Registration Sheets	2 or 100%	
<b>History of the Rural Cemetery &amp; Grave Symbolism</b>				
<b>Teleconference with Carthage</b>	<b>10-14-11</b>			
	18		14	14 or 78%
Participants listened attentively		Trainer Observation	14 or 100%	
Participants asked questions		Trainer Observation	14 or 100%	
Participants gained a better understanding of the rural cemetery movement		Survey	12 or 86%	
Participants gained a better understanding of early grave stone symbolism		Survey	12 or 86%	
Participants report satisfaction with course		Survey	12 or 86%	
Participants indicated they would attend another program		Survey	12 or 86%	
<b>The "How To" of Grave Stone Repair</b>	<b>10-11-11</b>			
<b>Teleconference with Carthage</b>				
	18		17	17 or 94%
Participants listened attentively		Trainer Observation	17 or 100%	
Participants asked questions		Trainer Observation	17 or 100%	
Participants gained a better understanding of grave stone repair		Survey	17 or 100%	
Participants report satisfaction with course		Survey	17 or 100%	
Participants indicated they would attend another program		Survey	17 or 100%	
<b>Virtual Cemetery Tour</b>	<b>10-18-11</b>			
<b>Teleconference with Carthage + Local Slide Show</b>				
	18		12	12 or 67%
Participants listened attentively		Trainer Observation	12 or 100%	
Participants asked questions		Trainer Observation	12 or 100%	
Participants gained a better understanding of cemetery movement and symbolism		Trainer Observation	12 or 100%	
Participants report satisfaction with course		Verbal Responses	12 or 100%	
Participants indicated they would attend another program		Registration Sheets	12 or 100%	
<b>The Exciting New World of iPads &amp; Tablets</b>	<b>11-21-11</b>			
	10		7	7 or 70%
Participants demonstrated an improved knowledge of their device		Trainer Observation	7 or 100%	
Participants demonstrated an improved knowledge of tools and apps		Trainer Observation	7 or 100%	
Participants demonstrated the ability to download books from the library		Trainer Observation	7 or 100%	
Participants report satisfaction with course		Verbal Responses	7 or 100%	
Participants indicated they would attend another program		Registration Sheets	7 or 100%	

**Photo Restoration (1st of 3 Part Series) 11-28-11**

Participants reported a better understanding of scanning & saving photos  
 Participants reported a better understanding of adjusting quality of photos  
 Participants reported a better understanding of restoring photos  
 Participants reported a better understanding of re-coloring photos  
 Participants report satisfaction with course  
 Participants indicated they would attend another program

10		10	10 or 100%
	Survey	10 or 100%	
	Survey	11 or 100%	
	Survey	12 or 100%	
	Survey	13 or 100%	
	Survey	14 or 100%	
	Survey	15 or 100%	

**Photo Restoration (2nd of 3 Part Series) 12-5-11**

Participants demonstrated ability to adjust quality of photos  
 Participants demonstrated ability to re-color photos  
 Participants report satisfaction with course  
 Participants indicated they would attend another program

10		5	5 or 50%
	Trainer Observation	5 or 100%	
	Trainer Observation	5 or 100%	
	Trainer Observation	5 or 100%	
	Trainer Observation	5 or 100%	

**Photo Restoration (3rd of 3 Part Series) 12-12-11**

Participants demonstrated ability to restore an old photo  
 Participants report satisfaction with course  
 Participants indicated they would attend another program

10		6	6 or 60
	Trainer Observation	6 or 100%	
	Trainer Observation	6 or 100%	
	Trainer Observation	6 or 100%	

**The New World of Smart Phones 12-6-11**

Participants reported a better understanding of many uses of phones  
 Participants reported a better understanding of searching for apps  
 Participants reported a better understanding of downloading apps  
 Participants report satisfaction with course  
 Participants indicated they would attend another program

10		3	3 or 30%
	Trainer Observation	3 or 100%	
	Trainer Observation	3 or 100%	
	Trainer Observation	3 or 100%	
	Verbal Reports	3 or 100%	
	Registration Sheets	3 or 100%	

**TOTAL FOR CATEGORY**

**77**

<b>GENERAL OUTCOME #2</b>		<b>PCC/E-Mobile</b>			<b>Evaluation Time Period</b>
<b>Unit users gain digital literacy skills</b>					<b>Jun 1- Dec 31, 2011</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>

**WORKFORCE DEVELOPMENT**

**286 (Total Grant Period)**

PCC Offers the Following Training and Assistance  
**Write a Professional Business Plan 6/06/11-7/19/11**  
**In Cooperation w/Small Business Development Ctr**

**107 (This Period)**

Participants exhibit the basic skills required to write a business plan  
 Participants exhibit an understanding of the business plan process  
 Participants complete a business plan for their business

8 Classes

8		8	8 or 100%
	Trainer Observation	4 or 50%	
	Trainer Observation	4 or 50%	
	Trainer Observation	4 or 50%	

Total Participation = 48

4 Participants who completed the course reported a better understanding of marketing their business in the digital world  
 4 Participants who completed the course reported satisfaction with course  
 4 Participants report desire to take additional courses

Survey 4 or 100%  
 Survey 4 or 100%  
 Survey 4 or 100%

**Workplace Essential Skills 9-22-11**  
**This the first day of 60 hour course for SUNY Orange**

20 Classes 10

Students exhibit an improved understanding of windows  
 Students exhibit improved word skills  
 Students exhibit improved excel skills  
 Students exhibit improved power point skills  
 Participants report satisfaction with the course

9  
 Trainer Observation 9 or 100%  
 Verbal Responses 9 or 100%

9 or 90%  
 Total Participation = 140

**RCLS Symphony Essential Skills 10-14-11**  
**This is the first of 9 sessions for library employees**

79

Students exhibit an improved understanding of Symphony  
 Students exhibit improved ability to use Symphony  
 Students exhibit improved ability to help others understand Symphony  
 Participants report satisfaction and thanks for the accommodations  
 Participants report satisfaction with the course

79  
 Trainer Observation 79 or 100%  
 Trainer Observation 79 or 100%  
 Trainer Observation 79 or 100%  
 Verbal Responses 79 or 100%  
 Verbal Responses 79 or 100%

79 or 100%  
 Total Participation = 79

**TOTAL FOR CATEGORY**

**267**

**ESL**  
 PCC Offers the Following Training and Assistance

**38 (Total Grant Period)**  
**14 (This Period)**

**TOTAL FOR CATEGORY**

**0**

**GED**  
 PCC Offers the Following Training and Assistance

**32 (Total Grant Period)**  
**12 (This Period)**

**GED Preparatory Class # 1 9-21-11**  
**This the first day of 100 hour course for SUNY Orange**

33 Classes 16

Students exhibit improved math skills  
 Students exhibit improved writing skills  
 Students exhibit improved reading comprehension skills  
 Students exhibit improved knowledge of science  
 Students exhibit improved knowledge of social studies  
 11 Participants who completed course reported satisfaction with material

15  
 Testing 12 or 80%  
 Testing 11 or 73%  
 Testing 11 or 73%  
 Testing 12 or 80%  
 Testing 12 or 80%  
 Verbal Responses 11 or 100%

15 or 94%  
 Total Participation=330

**GED Preparatory Class # 2 11-18-11**  
**This the first day of 100 hour course for SUNY Orange**

33 Classes 16

Students exhibit improved math skills  
 Students exhibit improved writing skills

13  
 Testing 11 or 85%  
 Testing 7 or 54%

13 or 81%  
 Total Participation=264

Students exhibit improved reading comprehension skills  
 Students exhibit improved knowledge of science  
 Students exhibit improved knowledge of social studies  
 7 Participants attending class as of 12/31/11 reported satisfaction

Testing 7 or 54%  
 Testing 7 or 54%  
 Testing 7 or 54%  
 Verbal Responses 7 or 100%

**TOTAL FOR CATEGORY**

**594**

**COLLEGE PREP**

**0 (Total Grant Period)**

PCC Offers the Following Training and Assistance

**0 (This Period)**

**TOTAL FOR CATEGORY**

**0**

**OTHER**

**0 (Total Grant Period)**

PCC Offers the Following Training and Assistance

**0 (This Period)**

**The A, B, C and D's of Medicare 10-29-11**

10

6

Participants were attentive  
 Participants asked probing questions  
 Participants reported an increased understanding of options  
 Participants reported satisfaction with the program  
 Participants reported an interest in attending other programs

Trainer Observation 6 or 100%  
 Trainer Observation 6 or 100% 6 or 60%  
 Verbal Responses 6 or 100%  
 Verbal Responses 6 or 100%  
 Registration Sheets 6 or 100%

**TOTAL FOR CATEGORY**

**6**

<b>GENERAL OUTCOME #3</b>					<b>PCC/E-Mobile</b>	<b>Evaluation Time Period</b>
<b>Unit users are satisfied with services</b>						<b>Jun 1- Dec 31, 2011</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>	

**OPEN LAB ACCESS**

**222 (Total Grant Period)**

PCC Offers the Following Training and Assistance

**83 (This Period)**

Total Satisfied Visitors for Open Lab  
 Total Satisfied Unique Individuals  
 Total Receiving Individual Assistance/Instruction and Satisfied  
 Total Reporting Satisfaction with Programs (From Above)

**4,384**  
**1,220**  
**1,547**  
**377**

**GENERAL OUTCOME #4**  
**aware of PCC/E-Mobile Unit services.**

**Community partners are**

**Evaluation Time Period**  
**Jun 1- Dec 31, 2011**

Custom Outcome	Target Audience	Target Audience per Training	Data source	Target Achievement Level	Actual Achievement Level
<b>Chat with Friends of the Library</b>	<b>7-07-11</b>	<b>11 (Total Grant Period)</b> <b>11 (This Period)</b>		6	
Participants exhibited an interest in the new PCC equipment		12	Trainer Observation	6 or 100%	
Participants exhibited a real interest in then impact of enhanced Broadband			Trainer Observation	6 or 100%	6 or 50%
Participants exhibited a real interest in how Teleconferencing works			Trainer Observation	6 or 100%	
Participants asked many questions about programming			Trainer Observation	6 or 100%	
Participants agreed to help publicize the PCC and its programs			Trainer Observation	6 or 100%	
Participants indicated an interest in attending programs			Registration Sheets	6 or 100%	
<b>Tri State Chamber of Commerce</b>	<b>Multiple</b>				
Partner identified Business Plan services			Multiple Referrals		
Partner identified Teleconferencing			Conversation		
Partner agreed to help promote PCC programs			Invited to Speak at Board Meetings		
<b>Department of Labor</b>	<b>Multiple</b>				
Partner acknowledged GED courses			Multiple Referrals		
Partner acknowledged one on one assistance available			Multiple Referrals		
<b>Port Jervis Council of Agencies Monthly Meetings</b>					
Partner has 26 agencies as members-many know of PCC services			Copies of emails		
Member agencies make referrals			Multiple Referrals		
Partners broadcast notice of programs to data base			Copies of emails		
<b>New York State Small Business Development Center</b>					
Partner states two or more services provided by the PCC			In Person		
Partner co-instructed Business Plan Course			In Person		
<b>Veterans Administration</b>	<b>Multiple</b>				
Partner also member of Council of Agencies=Aware of Digital Literacy Programs			Referrals		
Partners they have developed client/member activities that include the PCC			Referrals Only		
<b>Port Jervis Common Council</b>					
Partners state two or more services provided by the PCC			Invited to Give Reports at Meetings		
Individual elected officials have referred clients/members to PCC			Referrals		
Partners they have developed client/member activities that include the PCC			National Night Out w/Police		
<b>Minisink Valley Historical Society</b>	<b>Multiple</b>				
Partner Aware of Ancestry.com and Other Historical Programs			Jointly Promote Programs		

Partner aware of Power Point Courses and Attended  
Partners they have developed client/member activities that include the PCC

**Montague Historical Society** **Multiple**

Partner Aware of Ancestry.com and Other Historical Programs  
Partner aware of Power Point Courses and Attended  
Partners they have developed client/member activities that include the PCC

**SUNY Orange** **Multiple**

Partner Aware of Equipment Capabilities  
Partner Aware of Trainer Credentials and Abilities  
Partners they have developed client/member activities that include the PCC

**Cornell Cooperative Extension** **Multiple**

Partner Aware of Equipment Capabilities  
Partners they have developed client/member activities that include the PCC

**Rotary** **Multiple**

Partner Aware of Open Lab and Programs  
Partner Aware of Trainer Credentials and Abilities  
Partners they have developed client/member activities that include the PCC

**TOTAL FOR CATEGORY**

Director & Others Taught Power Point  
Jointly Held Several Programs

Jointly Promote Programs  
Director & Others Taught Power Point  
Jointly Held Several Programs

Multiple Meetings w/College  
Use Trainer to Teach Courses  
Three Courses Started Prior to Dec 31, 2011

Multiple Discussions  
Agreed to Teach Courses at PCC

Attend  
Referrals  
Co-Promote Programs