

BE:Lab CUSTOM OBE PLAN

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period: June 1, 2011 through December 31, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>Basic Internet & Computer Use</u>					
BE:Lab PCC offers the following training:					
<u><i>Basic Computer Class</i></u> <ul style="list-style-type: none"> Participants demonstrate use of basic computer skills. 	3,322	7	<ul style="list-style-type: none"> Checklist by trainer. 	<ul style="list-style-type: none"> 3.15 or 45% 	468 one-on-one 20 attendees 488 TOTAL • 488 or 100%
<u><i>Internet Safety Class</i></u> <ul style="list-style-type: none"> Participants report satisfaction of class content/trainer. Participants report increased knowledge of Internet Safety skills. Participants report use of Internet Safety skills. 	3,322	7	<ul style="list-style-type: none"> Post-session interview. Post-session interview. Post-session interview. 	<ul style="list-style-type: none"> 3.5 or 50% 3.5 or 50% 3.15 or 45% 	6 attendees (6/11-12/11) • 6 or 100% • 6 or 100% • 6 or 100% 2 evaluations (6/11-12/11)

<p><u><i>Introduction to Facebook</i></u></p> <ul style="list-style-type: none"> • Participants set up a Facebook account. • Participants report satisfaction of workshop content/trainer. • Participants report increased knowledge/ability to use Facebook. 	<p>3,322</p>	<p>7</p>	<ul style="list-style-type: none"> • Checklist by trainer. • Post-session interview. • Post-session interview. 		<p>16 attendees (6/11-12/11)</p> <ul style="list-style-type: none"> • 16 or 100% • 16 or 100% • 16 or 100%
<p>Office Skills</p>					
<p>BE:Lab PCC offers the following training:</p>					
<p><u><i>Introduction to Windows 7</i></u></p> <ul style="list-style-type: none"> • Participants demonstrate basic use of the new Windows 7 interface. • Participants report satisfaction of workshop content/trainer. • Participants report increased knowledge of Windows 7 interface. 	<p>780</p>	<p>7</p>	<ul style="list-style-type: none"> • Checklist by trainer. • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 4.2 or 60% • 4.13 or 59% • 4.13 or 59% 	<p>8 attendees (6/11-12/11)</p> <ul style="list-style-type: none"> • 8 or 100% • 4 or 50% • 4 or 50% <p>4 evaluations (6/11-12/11)</p>

<p><u>Microsoft Word 2010</u></p> <ul style="list-style-type: none"> • Participants demonstrate new/improved Microsoft Office Word 2010 application skills. • Participants report satisfaction of workshop content/trainer. • Participants report increased knowledge of Microsoft Word 2010. 	<p>780</p>	<p>7</p>	<ul style="list-style-type: none"> • Checklist by trainer. • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 5.4 or 72% • 4.9 or 70% • 4.9 or 70% 	<p>44 1-on-1 12 Attendees 56 TOTAL (6/11-12/11) • 56 or 100%</p> <p>• 5 or 9%</p> <p>• 5 or 9%</p> <p>5 evaluations (6/11-12/11)</p>
<p><u>Microsoft Excel</u></p> <ul style="list-style-type: none"> • Participants demonstrate new/improved Microsoft Excel 2010 application skills. • Participants report satisfaction of workshop content/trainer. • Participants report increased knowledge of Microsoft Excel 2010. 	<p>780</p>	<p>7</p>	<ul style="list-style-type: none"> • Checklist by trainer. • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 5.4 or 72% • 4.9 or 70% • 4.9 or 70% 	<p>7 1-On-1 19 attendees 26 TOTAL (6/11-12/11) • 26 or 100%</p> <p>• 8 or 30%</p> <p>• 8 or 30%</p> <p>8 evaluations (6/11-12/11)</p>

<p><u>Microsoft PowerPoint</u></p> <ul style="list-style-type: none"> • Participants demonstrate new/improved Microsoft PowerPoint 2010 application skills. • Participants report satisfaction of workshop content/trainer. • Participants report increased knowledge of Microsoft PowerPoint 2010. 	<p>780</p>	<p>7</p>	<ul style="list-style-type: none"> • Checklist by trainer. • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 5.4 or 72% • 4.9 or 70% • 4.9 or 70% 	<p>8 1-on-1 13 attendees 21 TOTAL (6/11-12/11) • 21 or 100%</p>
<p>Multimedia</p>					
<p>BE:Lab PCC offers the following trainings:</p>					
<p><u>Intro. To Skype</u></p> <ul style="list-style-type: none"> • Participants demonstrate ability to download Skype to computer. • Participants gain knowledge of Skype. • Participants report satisfaction with session/trainer. 	<p>573</p>	<p>7</p>	<ul style="list-style-type: none"> • Trainer observation. • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 4.9 or 70% • 5.4 or 72% • 5.4 or 72% 	<p>9 Attendees (6/11-12/11) • 9 or 100%</p> <p>• 2 or 22%</p> <p>• 2 or 22%</p> <p>2 evaluations (6/11-12/11)</p>

<p><u>One-on-One Photo Downloading, Organizing & Editing</u></p> <ul style="list-style-type: none"> • Participants download one photo at minimum. • Participants gain knowledge of downloading, organizing & editing their photos. • Participants report satisfaction with session. 	<p>573</p>	<p>1</p>	<ul style="list-style-type: none"> • Trainer observation. • Post-session interview. • Post-session interview. 	<ul style="list-style-type: none"> • .95 or 95% • .9 or 90% • .95 or 95% 	<p>23 1-On-1 27 attendees 50 TOTAL (6/11-12/11)</p> <ul style="list-style-type: none"> • 50 or 100% • 50 or 100% • 50 or 100% <p>3 evaluations (6/11-12/11)</p>
<p><u>E-reader Sessions</u></p> <ul style="list-style-type: none"> • Participants download one e-book at minimum to their personal e-reader device. • Participants gain knowledge of downloading e-books to their personal e-reader device. • Participants report satisfaction with session/trainer. 	<p>573</p>	<p>1</p>	<ul style="list-style-type: none"> • Post-session interview. • Post-session interview. • Post-session interview. 	<ul style="list-style-type: none"> • .95 or 95% • .9 or 90% • .95 or 95% 	<p>273 1-On-1 75 attendees 348 TOTAL (6/11-12/11)</p> <ul style="list-style-type: none"> • 346 or 99% • 348 or 100% • 348 or 100%

General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation time period: June 1, 2011 through December 31, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
Workforce Development					
BE:Lab PCC offers the following trainings:					
<p><u><i>Creating an Effective Resume</i></u></p> <ul style="list-style-type: none"> • Participants report increased knowledge of <i>Targeted Resume</i> format. • Participants develop new <i>Targeted Resume</i>. • Participants report/express satisfaction in workshop content/trainer. • Participants report participation in workshop resulted in job interview. • Participants report participation in workshop resulted in job offer. 	887	10	<ul style="list-style-type: none"> • Post-workshop survey. • Trainer observation. • Trainer observation & post-workshop survey. • Post-workshop interview via CSS Workforce NY. • Post-workshop interview. 	<ul style="list-style-type: none"> • 6 or 60% • 5 or 50% • 5.9 or 59% • 1.5 or 15% • 1 or 10% 	<p>89 1-on-1 Attendees 108 TOTAL (6/11-12/11) <ul style="list-style-type: none"> • 6 or 5% • 107 or 99% • 108 or 100% • 5 or 4% • 5 or 4 % 6 evaluations (6/11-12/11)</p>

<p><u>Mastering Job Applications & Interviews</u></p> <ul style="list-style-type: none"> • Participants report increased confidence in filling out job applications & interview preparation. • Participants report/express satisfaction in workshop content/trainer. 	<p>887</p>	<p>10</p>	<ul style="list-style-type: none"> • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 5 or 50% • 4.5 or 45% 	<p>5 Attendees (6/11-9/11) • 5 or 100%</p> <p>5 evaluations (6/11-9/11)</p>
<p><u>Buying/Selling Online</u></p> <ul style="list-style-type: none"> • Participants set up an online account in their venue of choice. • Participants report increased knowledge in buying and selling online. • Participants report/express satisfaction in workshop content/trainer. 	<p>887</p>	<p>7</p>	<ul style="list-style-type: none"> • Trainer Observation. • Post-session interview. • Post-session interview. 	<ul style="list-style-type: none"> • 4.9 or 70% • 5.4 or 72% • 5.4 or 72% 	<p>24 attendees (6/11-12/11)</p> <p>• 24 or 100%</p> <p>• 24 or 100%</p> <p>• 24 or 100%</p>
<p><u>Creating Business Opportunities: Developing Entrepreneurial Skills.</u></p> <ul style="list-style-type: none"> • Participants report increased confidence & knowledge in starting their own business. • Participants report satisfaction in workshop content/trainer. 	<p>887</p>	<p>7</p>	<ul style="list-style-type: none"> • Post-workshop survey. • Post-workshop survey. 	<ul style="list-style-type: none"> • 5.6 or 80% • 6.02 or 86% 	<p>24 attendees</p> <p>0 evaluations</p>

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					Evaluation time period: June 1, 2011 through December 31, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>BE:Lab Open Access</u> <ul style="list-style-type: none"> Participants utilize BE:Lab Open Access on more than one occasion. Participants are satisfied with services. 	1,368	N/A	<ul style="list-style-type: none"> BE:Lab Sign-in sheet. Trainer observation & post-workshop survey. 	100% 100%	30 Hornby 37 Campbell 43 Caton 107 Attendees
<u>Reference Desk Open Access</u> <ul style="list-style-type: none"> Participants utilize library PCC. Participants are satisfied with services. 	3,694	N/A	<ul style="list-style-type: none"> Reference desk one-on-one log Trainer observation. 	100% 100%	155-June 106-July 164-Aug 134-Sept 172-Oct 118-Nov 152-Dec 1001 Participants

General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation time period: June 1, 2011 through December 31, 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 (or participants) report they have (been) referred to the BE:Lab/PCC or workshops. Partner provides two workshops per month for 6 months. Partners state that they have posted BE:Lab workshop flyers in advertisement of services. 	22	N/A	<ul style="list-style-type: none"> Participant survey & Focus Group. Focus Group. Focus Group. 	<ul style="list-style-type: none"> 12.1 or 55% 1.1 or 5% 22 or 100% 	

Library/Institution: **Southeast Steuben County Library/BE:Lab**

Evaluation time period: June 1, 2011 through December 31, 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).

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.

Library/Institution: Southeast Steuben County Library/BE:Lab