



# OBE Narrative

Western Sullivan Public Library  
Public Computer Center

## FINAL October 2012 Report - Interpretation of Findings

- Progress regarding target audiences, course offerings, scheduling etc.
  - The WSPL PCC currently has 36 classes developed with approximately 25 offered on a regular rotating basis.
  - Target audience achievements exceeded targets in most categories. Basic Internet and Computer Use and Office Skills targets were probably set too higher for the small area we serve. See results below.

Outcome	Target Audience	Audience Actual	% of Target	Findings
Basic Internet & Computer Use	760	648	85%	Given the small area we serve, limitations of serving three branches, and the limited interest in basic computer use for workforce development, this target was probably set too high.
Office Skills	432	348	81%	Given the small area we serve, limitations of serving three branches, and the limited interest in basic computer use for workforce development, this target was probably set too high.
Multimedia	256	275	107%	Target achieved
GED	8	23	287%	Target achieved
Workforce Development	50	135	270%	Target achieved
Open Lab Access	2,436	5,699	234%	Target achieved
Partners	5	6	120%	Target achieved

- Observations regarding digital literacy, workforce development, access (including one-on-one and open lab practices) plus all other essential elements of your program.
  - Digital literacy has been the driving force behind most of the demand. Patrons continue to ask for more topics and have provided exceptional feedback on the programs we offer.
  - Workforce Development has been the weakest demand. We offer our Job Search class every 2 months and most of the time it is cancelled due to lack of registration. In the year and a half or so that the course was offered, we only had 10 attendees in total. We did not expand the course schedule for Workforce Development due to this limited demand. We had stronger demand during our open hours of assistance and focused our attention here



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to provide as much support as possible. We have expanded our hours of support several times and now provide 16 hours a week in addition to our regular course schedule.

- Best practices
  - Include hands on activities/exercises
  - Set boundaries for service offering
  - Provide consistent content to assist patrons as they move between courses
  - Maintain a consistent schedule
  - Be patient
  - Be willing to adjust programs to patrons/library needs
  
- Lessons learned
  - Find real world solutions to teach as opposed to just computer topics. People don't understand the benefits without real situations to experience it through first hand sometimes.
    - We have added courses to the curriculum and provided one-on-one assistance to address this and will continue to do so.
    - Examples: Create specific email blasts, letterhead, invoices, etc. for small businesses, created digitizing media workshop and digitizing station, added "Managing Photos" class and purchased equipment, developed eReader course, purchased equipment to support both the digitizing stations and the library's oral histories project, developed "Choosing a Computer" reference sheet and eReader reference sheet, met with Investment Club to demonstrate benefits of online investment tools and web meeting service.
    - Developed business focused courses: Office tools for business, Search Engine Optimization, Marketing Your Business on Facebook, , created Outlook and Access courses for local businesses using specific documents of theirs as exercises.
  - Exercises and activities are key
  - Offer a variety of courses and services to appeal to the widest audience
  - Expand hours of operation to meet the needs of widest audience
  - Patience is a virtue
  - Stay on top of record keeping to make it easier to manage at month, quarter, and year end
  - Adjust, adjust, adjust
  
- Other information pertinent to your particular project
  - Provided in the Federal and other reports

WSPL Public Computer Center OBE Plan October 2012 Final OBE Results															Notes
	Target Audience	Total Hours Offered	# Participants	Trainer Observation			Participants Report								
				# Achieved	% Achieved - Improved Skills	Criteria Met?	# Respondents	Satisfaction	Criteria Met?	Recommend	Criteria Met?	Improved Knowledge	# Improved Knowledge Participants	Criteria Met?	
<b>General outcome #1:</b> PCC users gain digital literacy skills.															
<b>Basic Internet &amp; Computer Use Courses</b>	<b>760</b>	<b>248</b>	<b>648</b>			<b>60%</b>			<b>80%</b>		<b>80%</b>			<b>80%</b>	
Anatomy of the Computer: Getting Started		72	212	200	94.3%	yes	234	98.7%	yes	98.3%	yes	95.8%	143	yes	Improved Knowledge includes participants from June 2011 forward.
Exploring Features and Functionality		34	89	83	93.3%	yes	61	100.0%	yes	100.0%	yes	100.0%	24	yes	
Surfing the Web		34	80	75	93.8%	yes	57	98.2%	yes	98.2%	yes	96.9%	32	yes	
You've Got Mail		34	82	78	95.1%	yes	60	98.3%	yes	100.0%	yes	100.0%	34	yes	
Facebook		20	37	37	100.0%	yes	24	100.0%	yes	100.0%	yes	100.0%	24	yes	
Using Library Databases		12	32	32	100.0%	yes	25	100.0%	yes	100.0%	yes	100.0%	25	yes	
Improving Google Search		14	31	31	100.0%	yes	27	100.0%	yes	100.0%	yes	92.6%	27	yes	
File Management		16	53	52	98.1%	yes	31	96.8%	yes	96.8%	yes	90.3%	31	yes	
Promoting Your Business with FB		6	21	21	100.0%	yes	10	100.0%	yes	100.0%	yes	100.0%	10	yes	
Google SEO for Business		6	11	11	100.0%	yes	7	100.0%	yes	100.0%	yes	100.0%	7	yes	
<b>Office Skills Courses</b>	<b>432</b>	<b>122</b>	<b>348</b>			<b>60%</b>			<b>80%</b>		<b>80%</b>			<b>80%</b>	
Intro to Microsoft Word		30	61	59	96.7%	yes	52	98.1%	yes	100.0%	yes	97.4%	38	yes	
Intro to Microsoft Excel		24	57	56	98.2%	yes	41	100.0%	yes	100.0%	yes	92.7%	41	yes	
Practicing Word		20	34	34	100.0%	yes	34	97.1%	yes	100.0%	yes	94.1%	34	yes	
Practicing Excel		20	35	35	100.0%	yes	27	92.6%	yes	100.0%	yes	100.0%	27	yes	
Creating Flyers with Word		14	39	39	100.0%	yes	33	97.0%	yes	100.0%	yes	100.0%	33	yes	
Intro to Word for Business		8	25	25	100.0%	yes	20	100.0%	yes	100.0%	yes	95.0%	20	yes	
Practicing Word for Business		6	22	22	100.0%	yes	18	100.0%	yes	100.0%	yes	94.4%	18	yes	
Intro to Excel for Business		8	32	32	100.0%	yes	15	100.0%	yes	100.0%	yes	100.0%	15	yes	
Practicing Excel for Business		6	22	22	100.0%	yes	15	100.0%	yes	100.0%	yes	100.0%	15	yes	
Outlook for Business		4	15	15	100.0%	yes	15	100.0%	yes	100.0%	yes	93.3%	15	yes	
Access Database Basics		2	3	3	100.0%	yes	3	100.0%	yes	100.0%	yes	100.0%	3	yes	
Access Database Intermediate		2	3	3	100.0%	yes	3	100.0%	yes	100.0%	yes	100.0%	3	yes	
<b>Multimedia Courses</b>	<b>256</b>	<b>120</b>	<b>275</b>			<b>60%</b>			<b>80%</b>		<b>80%</b>			<b>80%</b>	
Intro to Multimedia		22	43	42	97.7%	yes	31	96.8%	yes	96.8%	yes	100.0%	31	yes	
Intro to GiMP		18	35	35	100.0%	yes	34	100.0%	yes	100.0%	yes	97.1%	34	yes	
Intro to eBooks		22	56	56	100.0%	yes	24	100.0%	yes	100.0%	yes	95.8%	24	yes	
Intermediate GiMP		12	20	20	100.0%	yes	17	100.0%	yes	100.0%	yes	100.0%	17	yes	
Practicing GiMP		10	15	15	100.0%	yes	16	100.0%	yes	100.0%	yes	93.8%	16	yes	
Managing Photos		30	91	71	78.0%	yes	72	98.6%	yes	100.0%	yes	98.6%	72	yes	
Digitizing Media Workshop		6	15	15	100.0%	yes	13	100.0%	yes	100.0%	yes	100.0%	13	yes	
<b>General outcome #2:</b> PCC users are better prepared for the workforce.															
<b>GED</b>	<b>8</b>	<b>542</b>	<b>23</b>			<b>33%</b>			<b>33%</b>		<b>50%</b>			<b>80%</b>	GED question asks "Did this session help prepare you for the GED exam? GED participants counted as unique individuals.
GED Prep ** One individual reported passing the GED exam!		542	23	23	100.0%	yes	19	100.0%	yes	100.0%	yes	100.0%	19	yes	
<b>Workforce Development</b>	<b>50</b>	<b>1106</b>	<b>135</b>			<b>75%</b>			<b>80%</b>		<b>80%</b>				
Job Search Class		14	9	9	100.0%	yes	8	100.0%	yes	100.0%	yes	100.0%	5	yes	
Workforce Assistance		1092	126												
<b>Workforce Development Post Session Survey</b>						<b>Criteria</b>	<b>Result</b>								
Participants report finding one potential job/business opportunity since visiting the PCC						40%	42%								
Participants report getting one job/business offer since visiting the PCC						20%	23%								
** One individual reported finding a job due to her increased skills from visiting the PCC.															
<b>General outcome #3:</b> PCC users are satisfied with services.															
<b>Open Lab Access</b>				<b>Target Audience</b>	<b># Participants</b>	<b>Criteria</b>	<b>Result</b>								
Participants rate services as good or excellent				2,436	2,857	85%	100%								
Participants report they would recommend services to others						85%	98%								
Participants report they would use services again						85%	100%								
<b>General outcome #4:</b> Community partners are aware of PCC services.															
<b>Partners</b>				<b>Target Audience</b>	<b># Participants</b>	<b>Criteria</b>	<b>Result</b>								
Partners are able to state one or more services provided by the PCC				5	9, with 6 most active	90%	100%								
Partners report referring clients/members to the PCC						80%	100%								
Partners report developing client/member activities that incorporate PCC services						80%	67%								

WSPL Public Computer Center OBE Plan  
October 2012 Final OBE Results

OBE Questions from NY State Questionnaire

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.

PCC Stories available at <http://forms.wsplonline.org/whichtsurvey.php>

Specific quotes:

Fantastic! I have learned so much about my computer's abilities that I never knew before!

What I respect most is although the trainer is very knowledgeable, she is approachable and never makes me feel inadequate or uncomfortable asking for assistance.

I am active in real estate sales and while I may not have found a "job" or "job offers" per se, I have certainly created many prospective business opportunities with the help of the PCC.

Their assistance with details that arise from administering my own website, help with the creation of flyers is simply invaluable. It is so essential to have services such as PCC in a rural location such as Callicoon.

As treasurer of a 501.c3 organization the classes in Excel and Word were especially helpful. Volunteering is work that strengthens a community.

I grew up and have ties to Sullivan Co. I live one hr away. I drove up for a Microsoft Word class last year. It was excellent and I would attend more if I lived closer. I have recommended to a few people.

Helped me set up my wifi

It helped me navigate the internet and helped me with my e-mailing. I still need to learn filing system creating folders, etc. and should attend your next class on this once again.

Having this service available has been an enormous help with my computer use in general. Knowing that help is available if I get in over my head, has made me explore more computer options.

Very helpful. It made using the computer much easier.

I was laid off from my position as a CAD Technician in January 2011 & was unable to find another job in my field. The courses I took at PCC helped me to improve my skills in administration and I accepted a job as Church Secretary in January 2012.

I work a part-time job that occasionally requires me to do research and collect data. I was able to become much more familiar with the Word program through your instructional classes, and this helped me considerably. Thank you

I am not very skilled using the computer. Instructor was very knowledgeable and helpful.

Although I am now retired I found the courses offered at the PCC to be very interesting, informative and enlarged my knowledge of several computer programs. I was familiar with some and totally unfamiliar with others. After reviewing many of

the basic courses I learned how to apply my knowledge to a variety of other applications after taking the more advanced courses. One lesson in particular taught me how to create a data base in Excel and then in turn use it to print labels for a rather large mailing. It was awesome. Although I did not use the knowledge I obtained from the classes to seek employment, I feel the learning experience helped me to understand the computer and the programs much better and how they could be useful to me in my everyday life. i.e. managing the many photos that I take with my digital camera, managing a computer filing system of personal documents, learning some of the advanced steps in Microsoft Word to enhance printed documents, etc. Everyone I have spoken with has felt that the PCC program has opened their minds to so many ways the computer can make their lives easier and actually fun. I think it has been an excellent program with excellent instructors and hope it will continue.

I have really enjoyed using the PCC services. The classes were always well organized and relevant to any pc user. I have recommended these classes over and over. I am hoping to take others, several I signed up for and could not attend. The instructors are so knowledgeable and make the classes interesting. Thanks for providing our community with such a wonderful team!

They are always pleasant and helpful and ready to tackle any questions whether simple or complex. I have found their willingness and expertise a great benefit to our rural area.

The staff is very knowledgeable taking time to tailor lessons to learning needs.

I have learned a great deal to make better use of my computer since using the PCC but need to learn more in order to transfer my skills to a money making enterprise. I hope that this program will continue. They are very knowledgeable and personable. They always make you feel welcome.

The PCC has allowed me to correct technical problems with my internet use and to find better ways to set up some files. I also learned how to download e-books to my Kindle. I think the service is a terrific asset to the library and plan to continue to use their support and possibly take more classes.

I had training that helped me with my current job. I also took training on Facebook which helped me (a new user).

Everytime that I needed help I got it. My computer always worked better when I left the PCC. Thank you for your service to our community.

They teach basic computer by not assuming you know all the basics and simply explain computer concepts and abbreviations in a non-judgemental and well organized manner.

I am retired but your classes have helped me use my computer and keep my music, photos, and correspondence organized. It also helped me with my art work.

I used their help in doing activities with our local Historical Society. They helped me using spreadsheet in doing books for the local Ambulance Corps.

The classes just helped bring me up to speed on how to use the newest computer technology. I do not even have the internet at home but use the computer at the Public radio station where I have been a volunteer for 10 years, so e-mail techniques were of high importance, as was looking inside the computer, how they function and a great many other practical aspects that so many younger folks now take for granted were extremely valuable to me. I hope that you can continue to offer a few basics each year as I know I certainly was not alone in desperately needing these skills to continue to function and understand how to navigate the computer systems I am so increasingly required to use.

Your instructors are very helpful and generous with their time and go out of their way to assist.

My friend e-mailed me a message the other day when I asked her for help and then e-mailed her back that I was able to do it by myself. She wrote that she was very impressed how much I have learned how to do computer work for both my blog and personal use. There was always a smile when I came into the room to work at PCC. It made me feel comfortable to be there to learn.

Has helped to familiarize me with Windows 7 and various other features that we just got on our work computers, where there is never the luxury of time to practice/experiment.