

Classes Offered

1-on-1 Sessions, Computer Maintenance Workshop, Email 101, Facebook 101, Google Accounts, Internet 101, Introduction to Computers, Job Application Workshop, Job Readiness Training, Job Search Assistance, Microsoft Excel, Microsoft PowerPoint, Microsoft Publisher, Microsoft Word, Open Labs (with Instructor), Resume & Cover Letter Workshop, Typing & Data Entry, Windows 7.

Statistics

- 610 Classes
- 1,378 Total Participants
 - 384 Open Labs (with Instructor)
 - 192 1-on-1 Sessions
 - 301 Office Skills classes
 - 207 Basic Internet & Computer Skill classes
 - 294 Workforce Development classes
- 3,205 Training Hours
- 26 Job Placements
- 98% of participants found classes beneficial
- 98% of participants report interest in taking another class
- 80% of participants report an improved employment situation
- 8,461 Internet Room questions (Aug 11- Mar 12)
- 44% Increase in Internet Session use (2010-2011)

Class Feedback

"It makes a big difference getting knowledge & confidence, to get back out training, job searching" - Mark H.

"I walk out of every class feeling more and more confident in my computer skills. This is exactly what I need- I am continuing to take more classes as they become available" - Larry L.

"I consider the program to be very successful for me & I am grateful" - Helen M.

"Before I attended the program I did not know how to create a resume or even apply to a job. Now I have multiple professional resumes in to places I would enjoy." - Shawn M.

"Shannon's manner makes it so easy for someone with little knowledge of certain programs to feel at ease and successful. I always leave with so much knowledge. Thank you." - Joanne B.

"When I first came here I didn't know how to turn the computer on or off say nothing about the email, typing, data, word, etc. All the classes were so beneficial thank you. Jenny & Shannon are kind and patient for teaching. It's been great!" - Michelle H.



Success Stories

- Patron relocated to area last fall and attended job search assistance classes, Microsoft Office classes, and data entry practice trainings. Hired by a local medical billing company as a full time data entry specialist/billing clerk.
- Patron attended Microsoft Office classes, typing, and job search assistance classes. Hired full time by local attorney's office as a paralegal secretary.
- Patron was out of work after an injury and laid off from position. Attended resume workshop and Microsoft Office classes. Hired by new area retailer as a shipping and receiving clerk and overnight stocking.
- Patron started with no computer skills or experience and attended all trainings offered for three months. Hired in a full time position as a Senior Housekeeper in a nursing home where a computer will be utilized for inventory and staffing procedures.
- Patron attended job search assistance and email classes; received help updating resume, using computer to submit online applications, and corresponding with employers via email. Working on a per diem basis with local hospital to supplement retirement income.

PCC Timeline

- October 2010: Press Conference to announce opening of PCC
- October 2010: Additional computers in Internet Room & new lab computers become available to the public
- October 2010: Contract signed with Northeast Career Planning
- November 2010: PCC website goes live
- November 2010: Classes begin
- March 2011: Computer Assistant hired
- June 2011: Polycom HDX 6000 videoconferencing unit installed
- July 2011: JobNow by Brainfuse available to library card holders
- September 2011: Polycom testing
- December 2011: Dedicated broadband line installed for videoconferencing
- January 2012: Videoconferencing available to the public
- April 2012: \$50,000 New York State Department of Labor Grant awarded to Crandall Public Library to continue contracting with Northeast Career Planning to provide computer skills classes to the unemployed