

General outcome #1: InternetXpress users gain digital literacy skills.					Evaluation time period: June1-December 1, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Basic Internet & Computer Skills</p> <p>InternetXpress offers the following training.</p> <p>Basics of Computers</p> <ul style="list-style-type: none"> Participants demonstrate basic computer skills. Participants report increased knowledge of computers. Participants report satisfaction with the workshop/trainer. <p>Understanding the Internet</p> <ul style="list-style-type: none"> Participants demonstrate basic internet search skills. Participants report increased knowledge of the internet. Participants report satisfaction with workshop/trainer. <p>Internet Security & Caring For Your Computer</p> <ul style="list-style-type: none"> Participants are able to download free virus protection. Participants report increase knowledge of virus/malware. Participants demonstrate basic computer maintenance skills. Participants report increased knowledge of computer maintenance. Participants report satisfaction with workshop/trainer. 	216				
<p>Office Skills</p> <p>InternetXpress offers the following training.</p> <p>Intro to Microsoft Word</p> <ul style="list-style-type: none"> Participants demonstrate basic word processing skills. Participants express increased knowledge of word processing Participants report satisfaction with workshop/trainer. <p>Intro to Microsoft Excel</p> <ul style="list-style-type: none"> Participants demonstrate basic spreadsheet skills. Participants express increased knowledge of spreadsheets. Participants report satisfaction with workshop /trainer. 	222				

General outcome #3: InternetXpress users are satisfied with services.					Evaluation time period: June1-December 1, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
Open Lab Access (Answering General Questions About Computers) <ul style="list-style-type: none"> • Users rate service as beneficial to them. • Users report that they would recommend services to others. • Users report that they plan to use the services again. 	50	3	<ul style="list-style-type: none"> • User survey. • User survey • User survey <p>*The number of survey responses must be at least 37 (based on a target audience of 50).</p>	<ul style="list-style-type: none"> • 32 or 75% of responses. • 32 or 75% of responses. • 32 or 75% of responses. 	

General outcome #4: Community partners are aware of InternetXpress services.					Evaluation time period:
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 have seen advertising for InternetXpress. Partners report that they referred clients/ members to InternetXpress. Partners report having developed client/ member activities that incorporate InternetXpress services. 	4	N/A	<ul style="list-style-type: none"> Follow-up survey. Follow-up survey Follow-up survey 	<ul style="list-style-type: none"> 4 or 100% of partners. 4 or 100% of partners. 1 or 25% of partners. 	

Evaluation time period:

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.