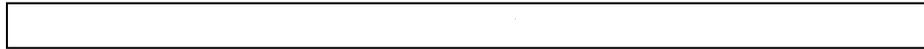


OUR TURN! CREATING A CUSTOM OBE PLAN

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period:
Custom outcome: Participants will learn/increase basic and advanced computer knowledge	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>Basic Computer knowledge and Use</u>					
PCC offers the following training:					
Introduction to Basic Computers Workshop					
<ul style="list-style-type: none"> • Participants report increased knowledge of navigating the computer. • Participants demonstrate basic computer skills. • Participants report satisfaction with workshop content and trainer. 	554	8	<ul style="list-style-type: none"> *Checklist by trainer *Post workshop survey *Post workshop survey 	<ul style="list-style-type: none"> *4.8 or 60%per training *6.4 or 80% per training *6.4 of 80% per training 	
Introduction to Basic Computers with Spanish Support					
<ul style="list-style-type: none"> • Participants report increased knowledge of navigating the computer. • Participants demonstrate basic computer skills. • Participants report satisfaction with workshop content and trainer. • Participants report that a possible language barrier does not impede class/ training success. 	336	6	<ul style="list-style-type: none"> * Checklist by trainer * Post workshop survey * Post workshop survey 	<ul style="list-style-type: none"> *3.6 or 60% per training *4.8 or 80% per training *4.8 or 80% per training 	
<u>Office Skills</u>					

PCC offers the following training:					
<p>Introduction to Microsoft Word Workshop</p> <ul style="list-style-type: none"> Participants demonstrate basic word processing and keyboarding skills. Participants report increased knowledge of word processing. Participants report satisfaction with workshop content and trainer. 	554	8	<ul style="list-style-type: none"> *Checklist by trainer *Post workshop survey *Post workshop survey 	<ul style="list-style-type: none"> *4.8 or 60% per training *4.8 of 60% per training *6.4 or 80% per training 	
<p>Introduction to Microsoft Word with Spanish Support Workshop</p> <ul style="list-style-type: none"> Participants demonstrate basic word processing and keyboarding skills. Participants report increased knowledge of word processing. Participants report satisfaction with workshop content and trainer. Participants report that a possible language barrier does not impede class/training success. 	336	6	<ul style="list-style-type: none"> * Checklist by trainer * Post workshop survey * Post workshop survey * Post workshop survey 	<ul style="list-style-type: none"> *3.6 or 60% per training *4.8 or 80% per training *4.8 or 80% per training *4.8 or 80% per training 	
<p>Introduction to Microsoft Excel Workshop</p> <ul style="list-style-type: none"> Participants demonstrate knowledge in basic spreadsheet use. Participants report increased knowledge of Excel programs. Participants report satisfaction with workshop content and trainer. 	645	8	<ul style="list-style-type: none"> * Checklist by trainer * Post workshop survey * Post workshop survey 	<ul style="list-style-type: none"> *4.8 or 60% per training *4.8 or 60% per training *4.8 or 60% per training 	
<p>Introduction to Power Point Workshop</p> <ul style="list-style-type: none"> Participants demonstrate basic word processing and keyboarding skills. Participants report new/increased knowledge of the ribbon functions in the Power Point Tabs. Participants report satisfaction with making and maintaining a hard copy of materials created (presentation, slide show etc.). Participants report satisfaction with workshop content and trainer. Participants report that a possible language barrier does not impede session success (when applicable). 	694	8	<ul style="list-style-type: none"> *Checklist by trainer *Checklist by trainer *Checklist by Trainer *Post workshop survey *Post workshop survey 	<ul style="list-style-type: none"> *6 or 75% per training *4.8 or 60% per training *4.8 or 60% per training *6.4 or 80% per training *4.8 or 60% per training 	



<p>One-on-One Computer help sessions (general topics)</p> <p>PCC offers the following training:</p> <ul style="list-style-type: none"> • Participants report new or improved skills while using computers (including use of the internet). • Participants gain experience in utilizing their own computer equipment while at the library (ex) laptops, e-readers and other accessories. • Participants report satisfaction with individualized session. • Participants report that a possible language barrier does not impede session success (if applicable). 	510	1	<p>*User survey</p> <p>*User survey</p> <p>*User survey</p> <p>*User survey</p>	<p>*.8 or 80% per training</p>	
<p>General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.</p>					<p>Evaluation time period:</p>

Handout #3
BTOP Evaluate & Sustain Workshop 2011

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Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Participants will gain computer literacy in exploring and applying for employment opportunities.</p> <p><u>Workforce Development</u></p> <p>PCC offers the following training:</p> <p>Job Searching Techniques Series (English and Spanish)</p> <ul style="list-style-type: none"> • Participants develop new/ updated resume. • Participants complete at least one on line application. • Participants report new/ improved on line job searching skills. • Participants report satisfaction with making and maintaining a hard copy of materials created (resume, cover letter, contact list). • Participants report satisfaction with series content/trainer. • Participants report that a possible language barrier does not impede session success (when applicable). • Participants report participation in series resulted in job interview. • Participants report participation in series resulted in job offer. 	391	8	<ul style="list-style-type: none"> *Observation by trainer *Observation by trainer *Post series interview *Post series interview *Post series interview *Post series interview *Post series survey (3 mo) *Post series survey (3 mo) 	<ul style="list-style-type: none"> *6 or 75% per training *4 or 50% per training *6 or 75% per training *6 or 75% per training *6 or 75% per training *2 or 25% per training *2.4 or 30% per training *1.6 or 20% per training 	
<p>General outcome #3: PCC/E-Mobile Unit users are satisfied with services.</p>					<p>Evaluation time period:</p>

Handout #3
BTOP Evaluate & Sustain Workshop 2011

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Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Participants will choose to come to the library and engage in computer use activities.</p> <p>Open lab access</p> <ul style="list-style-type: none"> • Users rate service at good or excellent • Users report that computer staff was helpful (if assistance was needed). • Users report they would use services again. • Users would recommend services to a friend and/or family member. 	5476	N/A	<p>*User survey *User survey</p> <p>*User survey *User survey</p>	<p>*359 or 85 % of response *359 or 85 % of responses</p> <p>*359 or 85 % of responses *359 or 85 % of responses</p>	
General outcome #4:					Evaluation time period:
Community partners are aware of PCC/E-Mobile Unit services.					
Custom outcome:	Target	Target	Data source:	Target	Actual

Handout #3
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Partners have current information about the PCC and services that are available to local businesses and the community.	audience:	audience per training:		achievement level:	achievement level:
<p>Partners</p> <ul style="list-style-type: none"> • Partners state two or more services that are available at the PCC. • Partners report they have referred participants/community members to the PCC. • Partners report they have developed participant/community activities that have incorporated PCC services. 	7	N/A	<ul style="list-style-type: none"> *Focus group/surveys *Focus group/surveys *Focus group/survey 	<ul style="list-style-type: none"> *7 or 100% of partners *7 or 100% of partners *7 or 100% 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.