

YOUR TURN! CREATING A CUSTOM OBE PLAN -- Geneva Public Library

| General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills. | | | | | Evaluation time period: |
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| Custom outcome: | Target audience: | Target audience per training: | Data source: | Target achievement level (per training): | Actual achievement level: |
| <p>Basic Internet & Computer Use</p> <p>GPL PCC offers the following training:</p> <p>Computer Basics I and II workshops</p> <ul style="list-style-type: none"> • Participants demonstrate basic command of powering computer, using the keyboard, and navigating the Windows environment • Participants demonstrate basic Internet browser navigation skills • Participants report increased confidence in basic skills and Internet • Participants report satisfaction with course content/trainer <p>Mouse Practice Hours</p> <ul style="list-style-type: none"> • Participants demonstrate basic command of the components and functions of the mouse • Participants display healthy form when using mouse • Participants report satisfaction with course content/trainer <p>Creating An Email Account</p> <ul style="list-style-type: none"> • Participants demonstrate basic understanding of e-mail, common e-mail functions, and major providers • Participants create e-mail account using Gmail • Participants report satisfaction with course content/trainer | <p>735 + (662*.15)=834</p> <p>735</p> <p>735</p> <p>662</p> | <p>10</p> <p>5</p> <p>10</p> | <ul style="list-style-type: none"> • In class trainer verification/post-class survey • Trainer verification • Post-class survey/interviews • Post-class survey • Trainer verification/post-class follow ups • Trainer verification/post-class follow ups • Post-class survey • Trainer verification • Trainer verification/ class worksheet • Post-class survey | <p>80%</p> <p>80%</p> <p>90%</p> <p>80%</p> <p>80%</p> <p>80%</p> <p>80%</p> <p>80%</p> <p>60%</p> <p>80%</p> | |

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| <p><u>Office Skills</u></p> <p>PCC offers the following training:</p> <p>Introduction to Keyboarding</p> <ul style="list-style-type: none"> • Participants demonstrate command of basic command of keys locations and keyboard shortcuts • Participants demonstrate increased typing speed/comfort • Participants report satisfaction with course content/trainer <p>Introduction to Microsoft Excel</p> <ul style="list-style-type: none"> • Participants demonstrate basic command of Excel; including creating worksheets, cell formatting, and formulas • Participants report increased confidence in Excel and/or desire to learn more skills • Participants report satisfaction with course content/trainer <p>Introduction to Microsoft Word</p> <ul style="list-style-type: none"> • Participants demonstrate basic command of Word; including ribbons, text/paragraph formatting, and printing/saving • Participants report increased confidence in Word and/or desire to learn more skills • Participants report satisfaction with course content/trainer <p>Introduction to Microsoft PowerPoint</p> <ul style="list-style-type: none"> • Participants demonstrate basic command of PowerPoint; including ribbons, adding/editing slides, and adding multiple types of content • Participants report increased confidence in PowerPoint and desire to learn more skills | <p>1245*</p> <p>648</p> <p>501</p> <p>401</p> <p>267</p> | <p>6</p> <p>10</p> <p>10</p> <p>10</p> | <ul style="list-style-type: none"> • Checklist by trainer • Post-class survey/interview • Post-class survey • Trainer verification • Post-class survey/interview • Post-class survey • Checklist by trainer • Post-class survey/interview • Post-class survey | <p>80%</p> <p>60%</p> <p>80%</p> <p>80%</p> <p>90%</p> <p>80%</p> <p>80%</p> <p>80%</p> <p>80%</p> <p>80%</p> <p>90%</p> <p>80%</p> | |

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| <ul style="list-style-type: none"> Participants report satisfaction with course content/trainer <p>Intermediate and Advanced Microsoft Excel</p> <ul style="list-style-type: none"> Participants demonstrate advanced command of Excel; including sorting/filtering, creating charts, freezing cells Participants able to verbalize and collaborate on tasks using Excel Participants report satisfaction with course content/trainer <p>Intermediate Microsoft Word</p> <ul style="list-style-type: none"> Participants demonstrate advanced command of Word; including formatting text in columns, moving text between files, and mail merges Participants able to verbalize and collaborate on tasks using Word Participants report satisfaction with course content/trainer <p>One-On-One Computer Help Sessions</p> <ul style="list-style-type: none"> Participants report satisfaction with particular problem or new insights/skills with desired application or task Participants report satisfaction with session | <p>209</p> <p>201</p> <p>865</p> <p>*Figure pulled from reasonable expectation of carryover from all courses</p> | <p>10</p> <p>10</p> <p>1/hour</p> | <ul style="list-style-type: none"> Checklist by trainer Post-class survey/interview Post-class survey Trainer verification/certificate Post-class survey/interview Post-class survey Trainer verification/certificate Post-class survey/interview Post-class survey Post-class interview Post-class interview | <p>60%</p> <p>60%</p> <p>80%</p> <p>60%</p> <p>60%</p> <p>80%</p> <p>75%</p> <p>75%</p> | |
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Handout #3
BTOP Evaluate & Sustain Workshop 2011

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| <p>Multimedia</p> <p>GPL PCC offers the following training:</p> <p>Introduction to iTunes</p> <ul style="list-style-type: none"> • Participants demonstrate basic understanding of digital music and how to use iTunes to play/store/transfer it • Participants report satisfaction with course content/trainer <p>Photo Editing/Organization Using Facebook</p> <ul style="list-style-type: none"> • Participants demonstrate basic understanding of how to upload digital photos to their computer • Participants demonstrate basic understanding of how to arrange and share photos using Facebook • Participants report satisfaction with course content/trainer | <p>120+ (44*.5)=142</p> <p>44</p> <p>120</p> | <p>5</p> <p>4</p> | <ul style="list-style-type: none"> • Trainer checklist • Post-class survey • Trainer checklist • Trainer checklist • Post-class survey | <p>60%</p> <p>80%</p> <p>80%</p> <p>60%</p> <p>80%</p> | |
| <p>General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.</p> | | | | | <p>Evaluation time period:</p> |
| <p>Custom outcome:</p> | <p>Target audience:</p> | <p>Target audience per training:</p> | <p>Data source:</p> | <p>Target achievement level:</p> | <p>Actual achievement level:</p> |
| <p>Workforce Development</p> <p>GPL PCC offers the following training:</p> <p>Computer Basics at the Department of Labor</p> <ul style="list-style-type: none"> • Participants demonstrate basic command of computer skills: using the mouse and keyboard, opening programs • Participants report increased confidence using Microsoft Word to create/edit resume/cover letter and cut and paste text from file to online job application • Participants report desire to bolster those skills with further training • Participants report satisfaction with course content/trainer | <p>835= (735+(120-20))</p> <p>735</p> | <p>10</p> | <ul style="list-style-type: none"> • Trainer verification/certificate • Post-class survey/interview • Post-class interview/class signups • Post-class | <p>80%</p> <p>60%</p> <p>80%</p> <p>80%</p> | |

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| <p>One-on-one job help hours</p> <ul style="list-style-type: none"> • Participants achieve goal for session: including new/edited resume or cover letter, job search tips, or enhanced search or interview strategy • Participants report satisfaction with the session | 120 | 1/hour | <p>survey</p> <ul style="list-style-type: none"> • Post-class interview • Post-class interview | 75% 75% | |
| <p>General outcome #3: PCC/E-Mobile Unit users are satisfied with services.</p> | | | | | <p>Evaluation time period:</p> |

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| Custom outcome: | Target audience: | Target audience per training: | Data source: | Target achievement level: | Actual achievement level: |
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| <p>Open lab access</p> <ul style="list-style-type: none"> • Users report confidence in new equipment purchases and staff's ability to troubleshoot problems <p>See also custom satisfaction outcomes for training under outcomes #1 and #2.</p> | 13367 | n/a | <ul style="list-style-type: none"> • User survey* <p>*The number of survey responses must be at least 148 (based on target audience of 13367, 95% confidence level, 8% confidence interval)</p> | 118 or 80% | |
| <p>General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.</p> | | | | | 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 identify two or more services provided by the PCC. • Course participants report being referred from partner to course/ partners report referrals to us • Partners report confidence in PCC presentations and post presentation discussions as means to incorporate their knowledge and demands towards PCC goals | 12 | n/a | <ul style="list-style-type: none"> • Partner interviews • Post-class surveys • Partner interviews | <p>10 + partners 15% of students 10 + partners</p> | |

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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.

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| Please share any additional findings. Include a few specific quotes or accounts from users/partners that support outcomes. |
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