

YOUR TURN! CREATING A CUSTOM OBE PLAN

Please use this form to create a custom OBE plan for your PCC or E-Mobile Unit. Complete all white sections of the form and submit to Mary Ann Stiefvater (mstiefva@mail.nysed.gov) by Friday, May 27, 2011. The gray sections of the form are for reporting your evaluation findings. You will complete and submit these sections at a later date.

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Workshops offered will meet needed information and computer literacy skill requirements of the community. By the end of the 2 year grant, 75% of patrons who attended PCC programming will report an increase in computer skills</p> <p><u>Basic Internet and Computer Use</u> PCC offers the following workshops</p> <p>Beginning, Intermediate, Advanced Internet</p> <ul style="list-style-type: none"> • Patrons demonstrate skill at basic internet navigation • Patrons demonstrate skill at internet searching • Patrons report understanding of internet safety • Patrons report satisfaction with material and trainer <p>Understanding Your Computer</p> <ul style="list-style-type: none"> • Patrons demonstrate skill using computer 	3500	10	<p>Instructor Observation</p> <p>Instructor Observation</p> <p>Workshop evaluation form</p> <p>Workshop evaluation form</p> <p>Instructor Observation</p>	75% of attending patrons will report and demonstrate an increase in computer skills	

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General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Workshops offered will meet career service needs such as job searching and resume and cover letter writing. By the end of the 2 year grant, 75% of career programming participants will report a return to employment or a beneficial change in employment</p> <p><u>Career-Oriented Workshops</u> PCC offers the following workshops</p> <p>Resume Lab</p> <ul style="list-style-type: none"> • Patrons will develop a complete and correctly formatted resume • Patrons will express comfort in making additions and changes to their resume as needed • Patrons report a return to employment or a beneficial change in employment 	1134	10	Instructor observation Workshop evaluation form Online Feedback form	75% of career workshop participants report they have experienced a return to employment or beneficial change in employment	

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<p>Job Searching on the Internet</p> <ul style="list-style-type: none"> • Patrons demonstrate skill navigating online job resources • Patrons are comfortable utilizing online job resources • Patrons are comfortable with the process of applying for work online 		10	<p>Instructor observation</p> <p>Workshop evaluation form</p> <p>Workshop evaluation form</p>		
General outcome #3:					Evaluation time

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PCC/E-Mobile Unit users are satisfied with services.					period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Patrons rate classes and instructors as 'Good' or 'Excellent'</p> <p>Patrons sign up for multiple workshops after their initial visit</p> <p>Patrons utilize PCC during walk in hours</p>	3500	10 10 1	<p>Class registration spreadsheet - can be used to track whether or not patrons are returning for other workshops or walk in hours. If patrons return, it is an indication that they are satisfied with the services they received in their initial visit.</p> <p>Workshop evaluations and online Feedback form- will reflect patron thoughts on programming and PCC services.</p> <p>Walk-in/Open Lab log- will reflect recurring patronage</p>	100% of patrons return for further programming after their initial registration.	
General outcome #4:					Evaluation time

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Community partners are aware of PCC/E-Mobile Unit services.					period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Community Partners Report having referred individuals to the PCC</p> <p>Community Partners can state services offered by the PCC</p> <p>75% of registrations will note a referral by a community partner</p>	8	1 1 1	<p>Email survey- sent to PCC partners quarterly</p> <p>Email survey- sent to PCC partners quarterly</p> <p>Referral Log- will be used to track patron referrals from other community entities</p> <p>Registration form- will include a field asking patrons to share how they heard about the PCC and offered services</p>	<p>75% of Community Partner responses reflect referrals and awareness of PCC services</p> <p>75% of patron responses will reflect referrals by community partners</p>	

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Handout #3
BTOP Evaluate & Sustain Workshop 2011

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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.
