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HAVERSTRAW KING'S DAUGHTERS PUBLIC LIBRARY

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period:
Custom outcome: Improve Computer Literacy in the Community and Increase Library Patronage	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Basic Computer and Internet Use</p> <p>Introduction to Computers Bilingual, 10 week program total of 30 hours , Jan-May</p> <ol style="list-style-type: none"> Participants will be able to identify and adjust hardware Participants will demonstrate mouse function knowledge Participants will demonstrate basic keyboarding skills Participants will demonstrate ability to manage files and folders Participants will demonstrate basic Microsoft Word skills Participants will demonstrate basic Windows knowledge Participants will create e-mail accounts and demonstrate ability to use e-mail, create contacts and groups, attach and detach files. Participants will demonstrate ability to browse internet, create favorites, download files <p>E-mail Workshop / Bilingual Head Start Parent Groups 3 sessions , each 1.5 hours</p> <ol style="list-style-type: none"> Participants will create e-mail accounts Participants will demonstrate ability to use e-mail, Participants will demonstrate ability create contacts Participants will demonstrate ability to create groups, attach and detach files. <p>E-mail and Internet Workshop / Bilingual Neary Elementary School Parent Group 1 sessions , each 2 hours</p> <ol style="list-style-type: none"> Participants without e-mail will : 	96	Jan 16 May 16 May 10	Pre-instruction skill survey Post-instruction skill survey Instructor observation Instructor observation and confirmation of demonstrated ability Instructor observation and confirmation of demonstrated ability	50% per training Jan-May Actual 9 May – July May-Aug 50% per training Actual 7	

Handout #3

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General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation time period:
Custom outcome: Provide Instruction and Workshops to prepare patrons to enter or re-enter the workforce and improve skills that will improve income producing ability, develop and promote career goals, assimilation and improved quality of life.	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
ESL Bilingual Basic 1A 22 session. 3 hours twice weekly (66 hour course) This course is designed to teach the most beginning level of English Language Learners. <ol style="list-style-type: none"> 1. Participants will: <ol style="list-style-type: none"> a. Improve by a minimum of 24 points on the Basic Plus Test and be prepared to advance to the second level of Basic English 1 b. Demonstrate improved writing skills c. Demonstrate ability to use English to perform basic survival skills and daily tasks. d. Learn, use and identify basic grammatical forms 2. Instructors will: <ol style="list-style-type: none"> a. Identify students with reading/writing literacy issues and encourage them to attend Open Lab time for personal attention b. Identify students with the above literacy issues who can not attend lab during open access hours for matching with Literacy Volunteer or other English Tutor 	120	Jan 20 May 20	Basic Plus Skills Pre and Post Tests Writing Samples Teacher Observation	50% Jan-May Actual: 12 May-July Actual:	

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<p>Bilingual Basic 1B 22 session. 3 hours twice weekly (66 hour course) This course is designed to teach the next level of early beginning level of English Language Learners.</p> <ol style="list-style-type: none"> 1. Participants will: <ol style="list-style-type: none"> a. Improve by a minimum of 24 points on the Basic Plus Test and be prepared to advance to the second level of Basic English 1 b. Demonstrate improved writing skills a. Demonstrate ability to use English to perform daily tasks with improved communication skills. b. Learn, use and identify basic grammatical forms. <p>American Civics – Dance in America History of Modern Dance Music in the US In Collaboration with the Haverstraw Arts Alliance and the Haverstraw Center 3 Sessions: 2 classroom session, 1 dance, open to the community</p> <p>Participants will learn:</p> <ol style="list-style-type: none"> a. about the history of dance music and dance in US <p>Healthcare and Talking with your Doctor ESL and Community Resource Workshop in collaboration with Hudson River Health Care and Say Ah</p> <ol style="list-style-type: none"> 1. Participants will learn about Health Care Resources in the Community for all, including uninsured and under-insured. 2. Participants will review and complete pocket cards (Translated into 4 languages) with helpful hints for talking with your doctor and a medication list/ log) 3. Participants will learn vocabulary for parts of the body, internal organs, describing pain, etc. 4. Participants will learn about Patient Rights under the law. <p>Workforce Development</p> <p>Business Plan Writing and Using Business Networking Tools Multi-Session program in collaboration with SCORE, SBA and NRB</p> <ol style="list-style-type: none"> 1. Participants will learn to: <ol style="list-style-type: none"> a. Develop a Business Plan b. Prepare Financial Documents Related to managing a business c. Create a Linked-In Account, manage content and utilize for self- promotion and other business development activities 		<p>May 20</p> <p>20</p> <p>12</p> <p>15</p>	<p>Basic Plus Skills Pre and Post Tests</p> <p>Writing Samples</p> <p>Teacher Observation</p> <p>Participant Program Evaluation Forms</p> <p>Participant Program Evaluation Forms</p> <p>Participant Program Evaluation Forms</p> <p>Pre and Post Program Survey</p>	<p>May-July actual</p> <p>To be offered Summer 2011</p> <p>To be offered July 2011 Note: Cancelled previously due to low attendance</p> <p>To be offered Fall/Winter 2011/2012</p>	
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Handout #3

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<p>American Civics – Citizenship Exam Preparation USCIS 12 week Curriculum to be delivered by Literacy Volunteers of Westchester/Rockland.</p> <ol style="list-style-type: none"> 1. Participants must be currently eligible for citizenship and will be: <ol style="list-style-type: none"> a. prepared for the exam and naturalization process upon completion of this course. 		20	Not yet determined	To be offered Winter 2011/2012	
<p>General outcome #3: PCC/E-Mobile Unit users are satisfied with services.</p>					<p>Evaluation time period:</p>
<p>Custom outcome: Patrons will enjoy individualized attention of computer instructors, ESL instructors and career advisors to meet personal goals.</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>Open Lab Access</p> <ol style="list-style-type: none"> 1. Participant will receive 1:1 assistance with (but not limited to): <ol style="list-style-type: none"> a. English language tutoring b. Basic Computer Instruction c. Intermediate-Advanced Instruction, Microsoft Office Products d. Self-directed keyboarding e. Computer based self-directed English f. Resume and Cover Letter Writing g. Job search / Job Boards h. Internet navigation and related skills i. E-mail 2. Participants will have access to computers for leisure 	432	1	<p>Patron accomplishes specific task</p> <p>Patron finds employment</p> <p>Patron survey / Staff Observation Survey (204)</p>	50%	

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Handout #3
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General outcome #4:					Evaluation time

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Handout #3
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Community partners are aware of PCC/E-Mobile Unit services.					period:
Custom outcome: Community Partners will support programs, collaborate on workshops, refer patrons, collaborate on outreach efforts	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<ol style="list-style-type: none"> 1. Haverstraw School District 2. Haverstraw Collaborative 3. Saint Peter's Church 4. Catholic Community Services 5. Hudson Valley Health Care 6. Say Ah 7. Rockland BOCES 8. SCORE 9. SBA 10. Head Start 11. Department of Social Services 12. North Rockland Business Association 13. Haverstraw Arts Alliance 14. Haverstraw Center 15. Arms Acres 16. Konsil Neg Lakay 17. Hasco 18. Church of Laterday Saints 19. Literacy Volunteers of Westchester/Rockland 20. 	20	NA	<p>Community Partners will provide volunteers</p> <p>Community Partners will refer students</p> <p>Community partners will collaborate on programs</p> <p>Community partners will disseminate information</p> <p>Community partners will collaborate on outreach efforts</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.

Handout #3

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