

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>All participants in Jefferson Express training indicate:</p> <p>“I learned something new as a result of this training.” and</p> <p>“I feel more confident using the applications discussed at the workshop I attended.”</p> <p>The trainings Jefferson Express offers include the following:</p> <p><u>Workforce Development</u></p> <p>1. Job Readiness Résumé Building</p> <p>2. Small Business What Does It Take To Start A Small Business?</p> <p><u>ESL</u> Jefferson Express offers the following training: <ul style="list-style-type: none"> ▪ Jefferson Express currently does not offer training in this area. </p> <p><u>College Prep</u> Jefferson Express offers the following training: <ul style="list-style-type: none"> ▪ Jefferson Express currently does not offer training in this area. </p> <p><u>GED</u> Jefferson Express offers the following training: <ul style="list-style-type: none"> ▪ Jefferson Express currently does not offer training in this area. </p> <p><u>Certified Training Programs</u> Jefferson Express offers the following training: <ul style="list-style-type: none"> ▪ Jefferson Express currently does not offer training in this area. </p> <p><u>E-Government Services</u> Jefferson Express offers the following training: <ul style="list-style-type: none"> ▪ Jefferson Express currently does not offer training in this area. </p>	<p>325</p> <p>25</p>	<p>5</p> <p>5</p>	<ul style="list-style-type: none"> • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 90% • 90% 	

Handout #3
BTOP Evaluate & Sustain Workshop 2011

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General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
All participants in Jefferson Express training indicate: <u>All Programs</u> “Overall evaluation of the program: Excellent, Good, Satisfactory, Unsatisfactory.” <u>Open Lab Access</u> “Overall evaluation of the program: Excellent, Good, Satisfactory, Unsatisfactory.” <u>See also satisfaction outcomes for training under outcomes #1 and #2.</u>	NA (See target audience above)	NA	Post-workshop survey	85% Excellent	
	25	5	Post-workshop survey	85% Excellent	
General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>Jefferson/Lewis Workplace / One Stop Small Business Development Center of Jefferson, Lewis and Oswego Counties</u> <u>Greater Watertown Chamber of Commerce</u> <u>Lewis County Chamber of Commerce</u> <u>Partners</u> <ul style="list-style-type: none"> ▪ Partners report they have referred clients/members to Jefferson Express ▪ Partners report satisfaction with the workshop content/trainer ▪ Partners report Jefferson Express has offered valuable services to their clients/members that they would have otherwise been unable to offer 	5	NA	Survey once/year	100%	
	Σ1560				

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.