

<b>General outcome #1:</b> E-Mobile Unit users gain digital literacy skills.					<b>Evaluation time period:</b> June 1, 2011 thru December 1, 2011
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<p><b><u>Office Skills</u></b></p> <p><i>eMobile PCC offers the following training:</i></p> <p><b>MS Word 2010 Basics</b></p> <ul style="list-style-type: none"> <li>• Participants properly complete 80% of tasks</li> <li>• Participants report they will use these skills in the future</li> <li>• Participants will recommend this class to others</li> <li>• Participants express interest in other classes</li> </ul> <p><b>MS Excel 2010 Basics</b></p> <ul style="list-style-type: none"> <li>• Participants properly complete 80% of tasks</li> <li>• Participants report they will use these skills in the future</li> <li>• Participants will recommend this class to others</li> <li>• Participants express interest in other classes</li> </ul> <p><b>MS Publisher 2010 Basics</b></p> <ul style="list-style-type: none"> <li>• Participants properly complete 80% of tasks</li> <li>• Participants report they will use these skills in the future</li> <li>• Participants will recommend this class to others</li> <li>• Participants express interest in other classes</li> </ul>	1070	6	-Instructor Checklist -User Survey -User Survey -User Survey	3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training 4.8 or 80% per training	
		6	-Instructor Checklist -User Survey -User Survey -User Survey	3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training 4.8 or 80% per training	
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		6	-Instructor Checklist -User Survey -User Survey -User Survey	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><b><u>Basic Internet and Computer Skills</u></b></p> <p><i>eMobile PCC offers the following training:</i></p> <p><b>Computer Basics for Beginners</b></p> <ul style="list-style-type: none"> <li>• Participants properly complete 80% of tasks</li> <li>• Participants report they will use these skills in the future</li> <li>• Participants will recommend this class to others</li> <li>• Participants express interest in other classes</li> </ul> <p><b>Internet Security and PC Maintenance Basics</b></p> <ul style="list-style-type: none"> <li>• Participants properly complete 80% of tasks</li> <li>• Participants report they will use these skills in the future</li> <li>• Participants will recommend this class to others</li> </ul>	534	7.3	-Instructor Checklist -User Survey -User Survey -User Survey	4.4 or 60% per training 5.8 or 80% per training 5.8 or 80% per training 5.8 or 80% per training	
		5	-Instructor Checklist -User Survey -User Survey	3 or 60% per training 4 or 80% per training 4 or 80% per training	

<ul style="list-style-type: none"> <li>Participants express interest in other classes</li> </ul> <p><b>Web Page Design Basics</b></p> <ul style="list-style-type: none"> <li>Participants properly complete 80% of tasks</li> <li>Participants report they will use these skills in the future</li> <li>Participants will recommend this class to others</li> <li>Participants express interest in other classes</li> </ul> <p><b>Windows 7 Basics</b></p> <ul style="list-style-type: none"> <li>Participants properly complete 80% of tasks</li> <li>Participants report they will use these skills in the future</li> <li>Participants will recommend this class to others</li> <li>Participants express interest in other classes</li> </ul> <p><b>Multimedia</b></p> <p><i>eMobile PCC offers the following training:</i></p> <p><b>eBooks Demonstration</b></p> <ul style="list-style-type: none"> <li>Participants who bring their personal equipment properly complete 80% of tasks (note: about 25% of trainees bring equipment)</li> <li>Participants report they will use these skills in the future</li> <li>Participants will recommend this class to others</li> <li>Participants express interest in other classes</li> </ul>	534	5  5  6.5	-User Survey  -Instructor Checklist -User Survey -User Survey -User Survey  -Instructor Checklist -User Survey -User Survey -User Survey  -Instructor Checklist -User Survey -User Survey -User Survey	4 or 80% per training  3 or 60% per training 4 or 80% per training 4 or 80% per training 4 or 80% per training  3 or 60% per training 4 or 80% per training 4 or 80% per training 4 or 80% per training  60% of assessed per training 5.2 or 80% per training 5.2 or 80% per training 5.2 or 80% per training	
<p><b>General outcome #2:</b> E-Mobile Unit users are better prepared for the workforce.</p>					<p><b>Evaluation time period:</b></p>
<p><b>Custom outcome:</b></p>	<p><b>Target audience:</b></p>	<p><b>Target audience per training:</b></p>	<p><b>Data source:</b></p>	<p><b>Target achievement level:</b></p>	<p><b>Actual achievement level:</b></p>
<p><b>Workforce Development</b></p> <p><i>eMobile PCC offers the following training:</i></p> <p><b>Job Search Skills</b></p> <ul style="list-style-type: none"> <li>Participants properly complete 80% of tasks</li> <li>Participants will recommend this class to others</li> <li>Participants report they learned valuable information about developing resumes</li> <li>Participants report they learned valuable information about developing cover letters</li> <li>Participants report they learned valuable information about navigating through the on-line job application process</li> </ul>	800	5	-Instructor Checklist -User Survey -User Survey  -User Survey  -User Survey	3 or 60% per training 4 or 80% per training 4 or 80% per training  4 or 80% per training  4 or 80% per training	

<p><b>Learning Express (Job-related database elements)</b></p> <ul style="list-style-type: none"> <li>• Participants successfully use each of the three resource types (courses, eBooks, tests)</li> <li>• Participants report they will use these resources in the future</li> <li>• Participants will recommend this class to others</li> <li>• Participants became more aware of the vast library resources</li> </ul>		5	<p>-Instructor Checklist</p> <p>-User Survey</p> <p>-User Survey</p> <p>-User Survey</p>	<p>4 or 80% per training</p> <p>3 or 60% per training</p> <p>4 or 80% per training</p> <p>3 or 60% per training</p>	
<p><b>College Prep</b></p> <p><i>eMobile PCC offers the following training:</i></p> <p><b>Learning Express (College Prep database elements)</b></p> <ul style="list-style-type: none"> <li>• Participants successfully use each of the three resource types (courses, eBooks, tests)</li> <li>• Participants report they will use these resources in the future</li> <li>• Participants will recommend this class to others</li> <li>• Participants became more aware of the vast library resources</li> </ul>	70	5	<p>-Instructor Checklist</p> <p>-User Survey</p> <p>-User Survey</p> <p>-User Survey</p>	<p>4 or 80% per training</p> <p>3 or 60% per training</p> <p>4 or 80% per training</p> <p>3 or 60% per training</p>	
<p><b>GED (GED database elements)</b></p> <p><i>eMobile PCC offers the following training:</i></p> <p><b>Learning Express</b></p> <ul style="list-style-type: none"> <li>• Participants successfully use each of the three resource types (courses, eBooks, tests)</li> <li>• Participants report they will use these resources in the future</li> <li>• Participants will recommend this class to others</li> <li>• Participants became more aware of the vast library resources</li> </ul>	221	5	<p>-Instructor Checklist</p> <p>-User Survey</p> <p>-User Survey</p> <p>-User Survey</p>	<p>4 or 80% per training</p> <p>3 or 60% per training</p> <p>4 or 80% per training</p> <p>3 or 60% per training</p>	

<p><b>General outcome #3:</b> E-Mobile Unit users are satisfied with services.</p>					<p><b>Evaluation time period:</b></p>
<p><b>Custom outcome:</b></p>	<p><b>Target audience:</b></p>	<p><b>Target audience per training:</b></p>	<p><b>Data source:</b></p>	<p><b>Target achievement level:</b></p>	<p><b>Actual achievement level:</b></p>
<p><b><u>All Classes Combined</u></b></p> <ul style="list-style-type: none"> <li>• Users rate instructor good or excellent</li> <li>• Users rate handouts good or excellent</li> <li>• Users rate equipment as good or excellent</li> </ul>	<p>N/A (already individually counted)</p>	<p>N/A</p>	<p>*User Survey *User Survey *User Survey</p> <p>*With a target audience of 3229, we must receive a minimum of 343 responses (confidence interval of 5)</p>	<p>292 or 85% of responses 292 or 85% of responses 292 or 85% of responses</p>	

<b>General outcome #4:</b> Community partners are aware of E-Mobile Unit services.					<b>Evaluation time period:</b>
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<p><b>Partners</b></p> <ul style="list-style-type: none"> <li>Partners state two or more services provided by eMobile PCC.</li> <li>Partners report they have referred clients/members to the eMobile PCC</li> <li>Partners report they have developed client/member activities that incorporate eMobile PCC services.</li> </ul>	25	N/A	User Survey User Survey User Survey	23 or 92% 21 or 85% 6 or 25%	
<b>Evaluation time period:</b>					
<p><b>Please indicate your level of agreement/disagreement with the following statements:</b></p> <p>The PCC/E-Mobile Unit was successful in achieving outcome #1 (users gain digital literacy skills).  <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree</p> <p>The PCC/E-Mobile Unit was successful in achieving outcome #2 (users are better prepared for the workforce).  <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree</p> <p>The PCC/E-Mobile Unit was successful in achieving outcome #3 (users are satisfied with services).  <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree</p>					

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.**