

General outcome #1: PCC users gain digital literacy skills.					Evaluation time period: June 1, 2011 thru December 1, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><u>Office Skills</u></p> <p><i>PCC offers the following training:</i></p> <p>MS Word 2010 Basics</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes <p>MS Excel 2010 Basics</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes <p>MS Publisher 2010 Basics</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 	225	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><u>Basic Internet and Computer Skills</u></p> <p><i>PCC offers the following training:</i></p> <p>Computer Basics for Beginners</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes <p>Internet Security and PC Maintenance Basics</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others 	225	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"> Participants express interest in other classes <p>Web Page Design Basics</p> <ul style="list-style-type: none"> Participants properly complete 80% of tasks Participants report they will use these skills in the future Participants will recommend this class to others Participants express interest in other classes <p>Windows 7 Basics</p> <ul style="list-style-type: none"> Participants properly complete 80% of tasks Participants report they will use these skills in the future Participants will recommend this class to others Participants express interest in other classes <p>Multimedia</p> <p><i>PCC offers the following training:</i></p> <p>eBooks</p> <ul style="list-style-type: none"> Participants who bring their personal equipment properly complete 80% of tasks (note: about 25% of trainees bring equipment) Participants report they will use these skills in the future Participants will recommend this class to others Participants express interest in other classes 	225	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>General outcome #2: PCC 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><i>PCC offers the following training:</i></p> <p>Job Search Skills</p> <ul style="list-style-type: none"> Participants properly complete 80% of tasks Participants will recommend this class to others Participants report they learned valuable information about developing resumes Participants report they learned valuable information about developing cover letters Participants report they learned valuable information about navigating through the on-line job application process 	200	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>Learning Express (Job-related database elements)</p> <ul style="list-style-type: none"> • Participants successfully use each of the three resource types (courses, eBooks, tests) • Participants report they will use these resources in the future • Participants will recommend this class to others • Participants became more aware of the vast library resources 		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>College Prep</p> <p><i>PCC offers the following training:</i></p> <p>Learning Express (College Prep database elements)</p> <ul style="list-style-type: none"> • Participants successfully use each of the three resource types (courses, eBooks, tests) • Participants report they will use these resources in the future • Participants will recommend this class to others • Participants became more aware of the vast library resources 	11	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>GED (GED database elements)</p> <p><i>PCC offers the following training:</i></p> <p>Learning Express</p> <ul style="list-style-type: none"> • Participants successfully use each of the three resource types (courses, eBooks, tests) • Participants report they will use these resources in the future • Participants will recommend this class to others • Participants became more aware of the vast library resources 	117	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>	

General outcome #3: PCC users are satisfied with services.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><u>All Classes Combined</u></p> <ul style="list-style-type: none"> • Users rate instructor good or excellent • Users rate handouts good or excellent • Users rate equipment as good or excellent 	N/A (already individually counted)	N/A	*User Survey *User Survey *User Survey *With a target audience of 1003, we must receive a minimum of 278 responses (confidence interval of 5)	236 or 85% of responses 236 or 85% of responses 236 or 85% of responses	

General outcome #4: Community partners are aware of PCC services.					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 state two or more services provided by PCC. Partners report they have referred clients/members to the PCC Partners report they have developed client/member activities that incorporate PCC services. 	25	N/A	User Survey User Survey User Survey	23 or 92% 21 or 85% 6 or 25%	
Evaluation time period:					
<p>Please indicate your level of agreement/disagreement with the following statements:</p> <p>The PCC 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 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 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 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.