

NORTH COUNTRY LIBRARY SYSTEM

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>Multimedia</p> <p>PCC offers the following training:</p> <p>Social Networking</p> <ul style="list-style-type: none"> • Participants report increased knowledge of networking sites and uses • Participants participate in some form of Social Networking in the class • Participants report satisfaction with workshop content/trainer <p>OverDrive Ebooks/audiobooks workshop</p> <ul style="list-style-type: none"> • Participants report increased knowledge of eBooks/audiobooks • Participants report increased knowledge of compatible devices • Participants report increased knowledge of OverDrive service/website, how to navigate and download titles from • Participants report satisfaction with workshop content/trainer <p>One on One eBooks Help Session</p> <ul style="list-style-type: none"> • Participants report improved eBooks application skills • Participants report satisfaction with session <p>Tech Tamers</p> <ul style="list-style-type: none"> • Participants report increased knowledge of teleconferencing • Participants report increased knowledge of mobile devices • Participants report increased knowledge of Thin Client Computing • Participants report satisfaction with workshop content/trainer 	700	10	<p>>Post-confidence survey</p> <p>>Checklist by trainer</p> <p>>Post - participant survey</p> <p>>Post - confidence survey</p> <p>>Post - confidence survey</p> <p>>Post - confidence survey</p> <p>>Post - participant survey</p> <p>>Post-session interview</p> <p>>Post-session interview</p> <p>>Post - confidence survey</p> <p>>Post - confidence survey</p> <p>>Post - confidence survey</p> <p>>Post - participant survey</p>	<p>>6 or 60% per training</p> <p>>6 or 60% per training</p> <p>>8 or 80% per training</p> <p>>6 or 60% per training</p> <p>>6 or 60% per training</p> <p>>6 or 60% per training</p> <p>>8 or 80% per training</p> <p>>6 or 60% per training</p> <p>>6 or 60% per training</p> <p>>6 or 60% per training</p> <p>>8 or 80% per training</p>	

<p><u>Basic Internet & Computer Use</u></p> <p>PCC offers the following training</p> <p>Windows 7 and You</p> <ul style="list-style-type: none"> • Participants report increased knowledge of using and navigating the newest operating system from Microsoft • Participants navigate and use Windows 7 in class during instruction • Participants report satisfaction with workshop content/trainer <p>Basic Email Skills</p> <ul style="list-style-type: none"> • Participants set up email account and demonstrate basic email skills • Participants report increased knowledge of using email • Participants report satisfaction with workshop content/trainer <p>Computers for Beginners</p> <ul style="list-style-type: none"> • Participants demonstrate basic computer skills. • Participants report increased knowledge of computer basics. • Participants report satisfaction with workshop content/trainer. 	<p>310</p>	<p>6</p>	<p>>Post - confidence survey</p> <p>>Observation by trainer</p> <p>>Post - participant survey</p> <p>>Checklist by trainer</p> <p>>Post-confidence survey</p> <p>>Post-participant survey</p> <p>>Checklist by trainer</p> <p>>Post- confidence survey</p> <p>>Post-participant survey</p>	<p>>3.6 or 60% per training</p> <p>>3.6 or 60% per training</p> <p>>4.8 or 80% per training</p> <p>>3.6 or 60% per training</p> <p>>3.6 or 60% per training</p> <p>>4.8 or 80% per training</p> <p>>3.6 or 60% per training</p> <p>>3.6 or 60% per training</p> <p>>4.8 or 80% per training</p>	
<p><u>Office Skills</u></p> <p>PCC Offers the following training:</p> <p>Basic Word Processing workshop</p> <ul style="list-style-type: none"> • Participants demonstrate basic word processing skills • Participants report increased knowledge of word processing • Participants report satisfaction with workshop/trainer <p>Basic Excel Processing workshop</p> <ul style="list-style-type: none"> • Participants demonstrate basic excel/numbers processing skills • Participants report increased knowledge of excel for processing • Participants report satisfaction with workshop/trainer 	<p>325</p>	<p>6</p>	<p>>Checklist by trainer</p> <p>>Post-workshop survey</p> <p>>Post-participant survey</p> <p>>Checklist by trainer</p> <p>>Post-confidence survey</p> <p>>Post-participant survey</p>	<p>>3.6 or 60% per training</p> <p>>3.6 or 60% per training</p> <p>>4.8 or 80% per training</p> <p>>3.6 or 60% per training</p> <p>>3.6 or 60% per training</p> <p>>4.8 or 80% per training</p>	
<p>General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.</p>					<p>Evaluation time period:</p>

Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Workforce Development</p> <p>PCC offers the following training</p> <p>Entrepreneur Series: Marketing Your Small Business through the Internet</p> <ul style="list-style-type: none"> Participants report increased knowledge of how the Internet can be used to promote their business. Participants demonstrate understanding of website creation Participants report increased knowledge and acquire skills using/navigating/gain familiarity with social networking sites. Participants report satisfaction with content/trainer <p>E-government Services</p> <p>Affordable Healthcare: What are my options?</p> <ul style="list-style-type: none"> Participants report increased knowledge of healthcare options, availability and eligibility Participants report knowledge with how to acquire what services they need Participants report satisfaction with content/trainer 	1050	8	<p>>Post - confidence survey</p> <p>>Observation by trainer</p> <p>>Post - confidence survey/ Observation</p> <p>>Post - participant survey</p>	<p>>4.8 or 60% per training</p> <p>>4.8 or 60% per training</p> <p>>4.8 or 60% per training</p> <p>>6.4 or 80% per training</p> <p>>4.8 or 60% per training</p> <p>>4.8 or 60% per training</p> <p>>6.4 or 80% per training</p>	
<p>General outcome #3: PCC/E-Mobile Unit users are satisfied with services.</p>					<p>Evaluation time period:</p>
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:

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:

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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.

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

