

| CLASS TITLE AND OBJECTIVE | DATA SOURCE | TARGET ACHIEVEMENT LEVEL |
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| WORKFORCE DEVELOPMENT CLASSES | | |
| <p>Computer Basic - Participants demonstrate improved mouse skills Participants report increased knowledge of computers Participants report satisfaction with workshop content/trainer</p> | <p>Trainer observation Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>Email Basic - Participants set up email account & demonstrate basic email skills Participants report increased knowledge of using email Participants report satisfaction with workshop content/trainer</p> | <p>Trainer observation Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>Email Intermediate - Participants demonstrate more complex email skills Participants report increased knowledge of email Participants report satisfaction with workshop content/trainer</p> | <p>Trainer checklist Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>Email Advanced - Participants demonstrate advanced email skills Participants report increased knowledge of email Participants report satisfaction with workshop content/trainer</p> | <p>Trainer checklist Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>Excel Basic - Participants demonstrate basic Excel skills Participants report increased knowledge of Excel skills Participants report satisfaction with workshop content/trainer</p> | <p>Trainer checklist Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |

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| <p>File Management - Participants demonstrate basic file management skills Participants report increased knowledge of file management Participants report satisfaction with workshop content/trainer</p> | <p>Trainer checklist Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>Internet Basic for Job Seekers - Participants report new/improved job searching skills Participants will explore at least 2 online job sites Participants will demonstrate basic online job searching skills</p> | <p>Participant evaluation Trainer checklist Trainer checklist</p> | <p>4 or 67% Target for training – 6 5 or 83% Target for training – 6 5 or 83% Target for training - 6</p> |
| <p>Introduction to LinkedIn Job Networking Web Site – Participants report desire to use social networking to assist with job seeking/ability to find pertinent information Post workshop, participants report greater ability to use the web site Participants set up profile with service</p> | <p>Participant evaluation Participant evaluation Trainer observation</p> | <p>4 or 67% Target for training – 6 4 or 83% Target for training – 6 5 or 83% Target for training - 6</p> |
| <p>Introduction to Twitter: Job and Social Networking – Participants report desire to use social networking to assist with job seeking/ability to find pertinent information Post workshop, participants report greater ability to use the web site Participants set up profile with service</p> | <p>Participant evaluation Participant evaluation Trainer observation</p> | <p>4 or 67% Target for training – 6 4 or 83% Target for training – 6 5 or 83% Target for training - 6</p> |

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| <p>Word Basic -</p> <p>Participants demonstrate basic “Word” skills Participants report increased knowledge of Microsoft Word Participants report satisfaction with workshop content/trainer</p> | <p>Trainer checklist Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>Word Intermediate –</p> <p>Participants demonstrate new/improved “Word” skills Participants report increased knowledge of Microsoft Word Participants report satisfaction with workshop content/trainer</p> | <p>Trainer checklist Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>DIGITAL LITERACY CLASSES</p> | | |
| <p>Gaga for Google -</p> <p>Participants report class content will be used in work/home life Participants report increased ability to find pertinent information on the web Participants report satisfaction with content of workshop/trainer</p> | <p>Participant evaluation Participant evaluation Participant evaluation</p> | <p>4 or 67% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>Internet Basic (General Searching) -</p> <p>Participants report class content will be used in work/home life Participants report increased ability to find pertinent information on the web Participants report satisfaction with content of workshop/trainer</p> | <p>Participant evaluation Participant evaluation Participant evaluation</p> | <p>4 or 67% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |

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| <p>Introduction to Wikipedia - Participants report class content will be used in work/home life Participants report increased ability to find pertinent information on the site Participants report satisfaction with content of workshop/trainer</p> | <p>Participant evaluation Participant evaluation Participant evaluation</p> | <p>4 or 67% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>Computer Basic - Participants demonstrate improved mouse skills Participants report increased knowledge of computers Participants report satisfaction with workshop content/trainer</p> | <p>Trainer observation Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>File Management - Participants demonstrate basic file management skills Participants report increased knowledge of file management Participants report satisfaction with workshop content/trainer</p> | <p>Trainer checklist Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>Email Basic - Participants set up email account & demonstrate basic email skills Participants report increased knowledge of using email Participants report satisfaction with workshop content/trainer</p> | <p>Trainer observation Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |
| <p>Email Intermediate - Participants demonstrate more complex email skills Participants report increased knowledge of email Participants report satisfaction with workshop content/trainer</p> | <p>Trainer checklist Participant evaluation Participant evaluation</p> | <p>5 or 83% Target for training – 6 4 or 67% Target for training – 6 4 or 67% Target for training - 6</p> |

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| <p>OPEN ACCESS – LAB TIME</p> | | |
| <p>Participants utilize BTOP e-mobile service Participants report increased ability to find pertinent information on the web site</p> | <p>Trainer record Website analytics</p> | <p>4 or 100% Target for training – 4 4 or 100% Target for training - 4</p> |