

<p><u>Internet Basics</u></p> <p>PCC offers the following training:</p> <p>Participants are able to identify equipment (modem, network, routers, etc.)for internet access</p> <p>Participants report increased knowledge about various ways to connect to the internet (ISPs)</p> <p>Participants demonstrate ability to use a browser to navigate the internet</p> <p>Participants identify secure connections and how to keep their information private</p> <p>Participants demonstrate basic internet searching skills</p> <p>Participants demonstrate basic email skills</p> <p>Participants report increased knowledge of using the internet</p> <p>Participants identify individual topics of interests to search for on the internet</p> <p>Participants report satisfaction with workshop content/trainer</p>	<p>560</p>	<p>10</p> <p>10</p> <p>10</p> <p>10</p> <p>10</p> <p>10</p> <p>10</p> <p>10</p> <p>10</p>	<p>Checklist by trainer</p> <p>Post workshop survey</p>	<p>5.5 or 55% per training</p> <p>9 or 90% per training</p> <p>7.5 or 75% per training</p> <p>9 or 90% per training</p> <p>7.5 or 75% per training</p> <p>5 or 50% per training</p> <p>9 or 90% per training</p> <p>9 or 90% per training</p> <p>9 or 90% per training</p>	
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General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation time period:
Custom outcome: Workforce Development	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>Get Ahead, Stay Ahead Job Skills Workshop Series</u> Participants identify skills and interest Participants define short- and long-term job goals Participants outline a personal job plan Participants recognize parts and purpose of a resume Participants explore local and online resources Participants understand the job search process: applying, interviewing, follow-up Participants become aware of the impact of words and impressions Participants improve one-to-one and group communication skills	To be determined Workshop is being redesigned due to low attendance and with recent input from partners	15	To be determined with redesign of workshop	To be determined with redesign of workshop	

<p>Participants gain experience through practice exercises</p> <p>Participants learn how reading and writing affect workplace success</p> <p>Participants assess their own skills and identify ways to improve them</p> <p>Participants practice skills in written workplace communications</p> <p>Participants revisit basic math skills expected for many jobs</p> <p>Participants evaluate their own math skills and learn how to improve them</p> <p><u>One-on-One Services</u></p> <p>Users leave with new/updated resume</p> <p>Users leave with new/updated cover letter</p> <p>Users practice test taking skills for jobs</p>					
			<p>PCC staff observation</p> <p>PCC staff observation</p> <p>PCC staff observation</p>		

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: Information/communication need met	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:

<p><u>One-on-One Services</u></p> <p>Users report getting information they need, such as time and location of safe driver courses</p> <p>Users report achieving desired outcomes, such as downloading and emailing a photo, obtaining a Safelink wireless telephone</p> <p>Users rate services helpful/very helpful</p> <p>Users report they would recommend services to a friend</p> <p>Users report they plan to use services again</p>	697	NA	<p>Staff observation</p> <p>Staff observation</p> <p>User survey*</p> <p>User survey*</p> <p>User survey*</p> <p>The number of survey responses will be at least 85 (based on target audience of 697).</p>	<p>64 or 75% of responses</p>	
<p>General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.</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>Partners demonstrate knowledge of PCC services and classes by discussing content of PCC/Literacy Volunteer workshop series and making suggestions for topics and schedule</p> <p>Partners incorporate attendance at PCC/Literacy Volunteers into requirements for receiving unemployment or public assistance payments or refer clients/members to PCC</p> <p>Partners include PCC in planning events</p>	8		<p>Library Director, PCC Director and Literacy Volunteers trainer & Director initiate conversations, listen, and dialog with partners</p> <p>Trainer receives a list of required attendees from partners</p> <p>PCC Director and staff speak and distribute flyers at meetings and events</p>	<p>8 or 100% of partners</p> <p>2 or 25% of partners</p> <p>4 or 50% of partners</p>	
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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.

