

PORT JERVIS OBE PLAN

<p>Buying and Selling on craigslist.com (one time)</p> <ul style="list-style-type: none"> • Participants demonstrate an increased knowledge of craigslist • Participants report an increased knowledge of buying/selling on craigslist • Participants report an increased knowledge of craigslist “do’s and don’ts” • Participants report satisfaction with course <p>Early Learning for Child (Scout) and Parent (six times)</p> <ul style="list-style-type: none"> • Participants demonstrate ability to use mouse/touchpad • Participants demonstrate ability to use keyboard • Participants demonstrate ability to access the Internet • Participants report increased knowledge of computers • Participants report satisfaction with course <p>Using Ancestry.com at the Library (one time)</p> <ul style="list-style-type: none"> • Participants demonstrate an increased knowledge of a free ancestry.com • Participants report increased knowledge of searching for relatives • Participants report satisfaction with course 		<p>20</p> <p>6</p> <p>16</p>	<p>Trainer Observation Post-Course Survey Post-Course Survey Post-Course Survey</p> <p>Trainer Observation Trainer Observation Trainer Observation Post-Course Survey Post-Course Survey</p> <p>Trainer Observation Post-Course Survey Post-Course Survey</p>	<p>16 or 75% per training 16 or 100% per training 16 or 100% per training 16 or 100% per training</p> <p>4 or 80% per training 4 or 100% per training 4 or 100% per training 4 or 100% per training 4 or 100% per training</p> <p>16 or 100% per training 16 or 100% per training 16 or 100% per training</p>	
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<p><u>OFFICE SKILLS</u> PCC Offers the Following Training and Assistance</p> <p>Introduction to Excel 101 (two times)</p> <ul style="list-style-type: none"> • Participants exhibit a better understanding of Excel and its capabilities • Participants exhibit an ability to make multiple column lists • Participants exhibit an ability to sort columns maintaining related data • Participants report satisfaction with course • Participants report desire to take sequel course <p>Introduction to Windows 7 (one time)</p> <ul style="list-style-type: none"> • Participants report a better understanding of the new Windows 7 • Participants report a better understanding of the new features of Windows 7 • Participants report satisfaction with course <p>Windows 7 Voice recognition (one time)</p> <ul style="list-style-type: none"> • Participants report a better understanding of Windows 7 voice recognition • Participants report a better understanding of using voice recognition to reply to emails • Participants report a better understanding of using voice recognition to type a letter or create a document • Participants report satisfaction with course <p>Introduction to Power Point (one times)</p> <ul style="list-style-type: none"> • Participants demonstrate a better understanding of using Power Point • Participants report an understanding of inserting text and pictures • Participants report a better understanding of using Animation and Sound • Participants report an understanding of making a slide show • Participants report satisfaction with course 	<p>133 (Total Grant Period) 50 (This Period)</p>	<p>12</p> <p>20</p> <p>20</p> <p>10</p>	<p>Trainer Observation Trainer Observation Trainer Observation Post-Course Survey Post-Course Survey</p> <p>Post-Course Survey Post-Course Survey Post-Course Survey</p> <p>Post-Course Survey Post-Course Survey</p> <p>Post-Course Survey Post-Course Survey</p> <p>Trainer Observation Post-Course Survey Post-Course Survey Post-Course Survey</p>	<p>9 or 75% per training 9 or 100% per training 9 or 100% per training 9 or 100% per training 9 or 100% per training</p> <p>16 or 75% per training 16 or 100% per training 16 or 100% per training</p> <p>14 or 75% per training 14 or 100% per training</p> <p>14 or 100% per training 14 or 100% per training</p> <p>10 or 100% per training 10 or 100% per training 10 or 100% per training 10 or 100% per training</p>	
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<p>MULTIMEDIA PCC Offers the Following Training and Assistance</p> <p>Digital Photography 101 (For the Beginner) (one time)</p> <ul style="list-style-type: none"> • Participants demonstrate an understanding of the relationship between digital photography & the computer • Participants report an understanding of how to resize digital photos • Participants report an understanding of organizing and storing digital photos • Participants report a better understanding of attaching photos to emails • Participants report satisfaction with course <p>Digital Photography 201 (one time)</p> <ul style="list-style-type: none"> • Participants demonstrate a better understanding of organizing and storing digital photos • Participants demonstrate a better understanding re-sizing and adjusting digital photos • Participants report a better understanding of using digital photos to prepare slide shows, in word documents and emails • Participants report satisfaction with course <p>Photo Restoration (Using Coral Paint Shop Pro X2 Ultimate) (one time)</p> <ul style="list-style-type: none"> • Participants exhibit an understanding of Photo Restoration • Participants provide old photos for professional restoration by trainer • Participants report a better understanding of re-coloring and adjusting quality using Photo Shop • Participants report satisfaction with course <p>Overdrive (Downloading Ebooks/Audiobooks) (one time)</p> <ul style="list-style-type: none"> • Participants demonstrate a better understanding of overdrives • Participants demonstrate a better understanding downloading to various devices • Participants report a better understanding of rules and regulations • Participants report satisfaction with course <p>Kate's Scrabble Scramble (ten times)</p> <ul style="list-style-type: none"> • Participants exhibit the ability to participate in online educational games • Participants exhibit an improved level of digital interaction with other patrons • Participants report an improvement in vocabulary • Participants report a desire to participate multiple times • Participants report satisfaction with the concept 	<p>133 (Total Grant Period) 50 (This Period)</p>	<p>16</p> <p>16</p> <p>16</p> <p>5</p> <p>10</p>	<p>Trainer Observation</p> <p>Post-Course Survey Post-Course Survey</p> <p>Post-Course Survey Post-Course Survey</p> <p>Trainer Observation</p> <p>Trainer Observation</p> <p>Post-Course Survey</p> <p>Post-Course Survey</p> <p>Trainer Observation Trainer Observation Post-Course Survey Post-Course Survey</p> <p>Presenter Inspection Presenter Inspection Post-Course Survey Post-Course Survey</p> <p>Trainer Observation Trainer Observation</p> <p>Post-Course Survey Post-Course Survey Post-Course Survey</p>	<p>14 or 87.5% per training</p> <p>14 or 100% per training 14 or 100% per training</p> <p>14 or 100% per training 14 or 100% per training</p> <p>14 or 87.5% per training</p> <p>14 or 100% per training 14 or 100% per training</p> <p>14 or 100% per training 14 or 100% per training</p> <p>14 or 87.5% per training 14 or 100% per training 14 or 100% per training 14 or 100% per training</p> <p>5 or 100% per training 5 or 100% per training 5 or 100% per training 5 or 100% per training</p> <p>8 or 80% per training 8 or 100% per training</p> <p>8 or 100% per training 8 or 100% per training 8 or 100% per training</p>	
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GENERAL OUTCOME # 2 PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation time period: June 1 – December 1, 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p><u>WORKFORCE DEVELOPMENT</u> PCC Offers the Following Training and Assistance</p> <p>Introduction to the Internet 101 (one time)</p> <ul style="list-style-type: none"> Participants report an increased awareness of Internet Terms Participants report an increased knowledge of "Searching" Participants report an <u>increased knowledge of Valuable Sites to Use for Resume Creation and Job Searches</u> Participants report satisfaction with course <p>How to Organize Your Life Electronically (one time)</p> <ul style="list-style-type: none"> Participants demonstrate an increased knowledge of using the computer to organize their life (family, social and business) Participants report increased knowledge of schedule synchronization Participants report satisfaction with course <p>Introduction to Excel 201 (one time)</p> <ul style="list-style-type: none"> Participants exhibit a better understanding formatting of cells Participants exhibit an ability to make charts and graphs Participant reports a better understanding of the advantage of Excel Participants report satisfaction with course <p>Introduction to Power Point (one times)</p> <ul style="list-style-type: none"> Participants demonstrate a better understanding of creating a Power Point Presentation Participants demonstrate a better understanding of using Animation and Sound Participants report an understanding of the use of Power Point for Business Presentations Participants report satisfaction with the course <p>One-on-One (Assisting Patrons W/Resume Writing)</p> <ul style="list-style-type: none"> Participants report a better understanding of creating a resume Participants complete a resume with trainer assistance Participants report satisfaction with the assistance provided 	286 (Total Grant Period) 107 (This Period)	16 20 16 10 15	<p>Post-Course Survey Post-Course Survey Post-Course Survey</p> <p>Post-Course Survey</p> <p>Trainer Observation Post-Course Survey Post-Course Survey</p> <p>Trainer Observation Trainer Observation Post-Course Survey Post-Course Survey</p> <p>Trainer Observation Trainer Observation Post-Course Survey Post-Course Survey</p> <p>Trainer Observation Trainer Observation Post-Event Survey</p>	<p>12 or 75% per training 12 or 100% per training 12 or 100% per training</p> <p>12 or 100% per training</p> <p>16 or 75% per training 16 or 100% per training 16 or 100% per training</p> <p>12 or 75% per training 12 or 100% per training 12 or 100% per training 12 or 100% per training</p> <p>10 or 100% per training 10 or 100% per training 10 or 100% per training 10 or 100% per training</p> <p>15 or 100% per training 15 or 100% per training 15 or 100% per training</p>	

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<p>One-on-One (Assisting Patrons With Online/Trainer Networking Job Searches)</p> <ul style="list-style-type: none"> • Participants report a better understanding of job searching online and through networking • Participants complete an online application or applies in person • Participants report satisfaction with the trainers efforts <p>Write a Professional Business Plan (one time)</p> <ul style="list-style-type: none"> • Participants exhibit the basic skills required to write a business plan • Participants exhibit an understanding of the business plan process • Participants complete a business plan for their business • Participants report a better understanding of marketing their business in the digital world • Participants report satisfaction with course <p><u>ESL</u> PCC Offers the Following Training and Assistance</p> <p>One-on-One (Assisting ESL Patrons With Online/Trainer Networking Job Searches)</p> <ul style="list-style-type: none"> • Participants report a better understanding of job searching online and through networking • Participants complete an online application or applies in person • Participants report satisfaction with the trainers efforts <p><u>GED</u> PCC Offers the Following Training and Assistance</p> <p>One-on-One (Assisting Patrons With GED Studies)</p> <ul style="list-style-type: none"> • Participants reports progress with their studies • Participant obtains GED • Participants report satisfaction with the trainers efforts <p><u>COLLEGE PREP</u> PCC Offers the Following Training and Assistance</p> <p>One-on-One (Proctoring Exams, SAT Prep, College Application, etc.)</p> <ul style="list-style-type: none"> • Participants complete exam or application • Participant improves SAT score (if applicable) • Participants report satisfaction with the trainers efforts 	<p>30</p> <p>8</p> <p>4</p> <p>4</p> <p>6</p> <p>38 (Total Grant Period) 14 (This Period)</p> <p>32 (Total Grant Period) 12 (This Period)</p> <p>0 (Total Grant Period) 0 (This Period)</p>	<p>30</p> <p>8</p> <p>4</p> <p>4</p> <p>6</p>	<p>Trainer Observation</p> <p>Trainer Observation Post-Event Survey</p> <p>Trainer Observation Trainer Observation Trainer Observation Post-Course Survey</p> <p>Post-Course Survey</p> <p>Trainer Observation</p> <p>Trainer Observation Post-Event Survey</p> <p>Trainer Observation Trainer Observation Post-Event Survey</p> <p>Trainer Observation Trainer Observation Post-Event Survey</p>	<p>30 or 100% per training</p> <p>30 or 100% per training 30 or 100% per training</p> <p>6 or 80% per training 6 or 100% per training 6 or 100% per training 6 or 100% per training</p> <p>6 or 100% per training</p> <p>4 or 100% per training</p> <p>4 or 100% per training 4 or 100% per training</p> <p>4 or 100% per training 4 or 100% per training 4 or 100% per training</p> <p>6 or 100% per training 6 or 100% per training 6 or 100% per training</p>	<p>Evaluation time period: June 1-December 1, 2011</p>
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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:
<p><u>PARTNERS</u></p> <p>Friends of the Library</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report they have referred clients/members to PCC Partners they have developed client/member activities that include the PCC <p>Tri State Chamber of Commerce</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report they have referred clients/members to PCC Partners they have developed client/member activities that include the PCC <p>Department of Labor</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report they have referred clients/members to PCC Partners they have developed client/member activities that include the PCC <p>Port Jervis Council of Agencies</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report they have referred clients/members to PCC Partners they have developed client/member activities that include the PCC <p>Port Jervis Seniors Club</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report they have referred clients/members to PCC Partners they have developed client/member activities that include the PCC <p>Pike County Chamber of Commerce</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report they have referred clients/members to PCC Partners they have developed client/member activities that include the PCC 	<p>11 (Total Grant Period) 11 (This Period)</p>	<p>NA</p>	<p>Written Partner Feedback Written Partner Feedback Written Partner Feedback</p>	<p>11 or 100% of partners</p>	

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<p>New York State Small Business Development Center</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report they have referred clients/members to PCC Partners they have developed client/member activities that include the PCC <p>Veterans Administration</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report they have referred clients/members to PCC Partners they have developed client/member activities that include the PCC <p>Port Jervis Common Council</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report they have referred clients/members to PCC Partners they have developed client/member activities that include the PCC <p>Tri State Area Art Alliance</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report they have referred clients/members to PCC Partners they have developed client/member activities that include the PCC <p>Head Start and/or Discovery</p> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC Partners report they have referred clients/members to PCC Partners they have developed client/member activities that include the PCC 			<p>Written Partner Feedback Written Partner Feedback Written Partner Feedback</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.