

Potsdam Public Computer Center

<p>QuickBooks</p> <ul style="list-style-type: none"> • Participants demonstrate ability to run a financial report. • Participants report increased knowledge of tracking business income and expenses using QuickBooks. • Participants report satisfaction with class content/trainer. 		5	<ul style="list-style-type: none"> • Observation by trainer • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 3 or 60% per training • 4 or 80% per training • 4.5 or 90% per training 	
<p><u>Multimedia</u></p> <p>PCC offers the following training:</p> <p>EBooks/audiobooks workshop</p> <ul style="list-style-type: none"> • Participants download at least one eBook/audiobook • Participants gain knowledge of eBooks/audiobooks <p>Basic videoconferencing skills</p> <ul style="list-style-type: none"> • Participants report increased knowledge of videoconferencing • Participants demonstrate basic videoconferencing skills • Participants report satisfaction with session 	300	10 5	<ul style="list-style-type: none"> • Observation by trainer • Post-workshop survey • Post-workshop survey • Observation by trainer • Post-workshop survey 	<ul style="list-style-type: none"> • 8 or 80% per training • 8 or 80% per training • 3 or 60% per training • 4 or 80% per training • 4.5 or 90% per training 	

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<p>Job Interview Skills Workshop</p> <ul style="list-style-type: none"> • Participants demonstrate improvement in interview performance. • Participants report increased knowledge of common interview questions. • Participants report increased confidence in interviewing skills. • Participants report satisfaction with workshop content/trainer. 		5	<ul style="list-style-type: none"> • Checklist by trainer • Post-workshop survey • Post-workshop survey • Post-workshop survey 	<ul style="list-style-type: none"> • 3 or 60% per training • 4 or 80% per training • 4 or 80% per training • 4.5 or 90% per training 	
<p><u>College Prep</u></p> <p>PCC offers the following training:</p> <p>SAT Prep Workshop</p> <ul style="list-style-type: none"> • Participants improve practice SAT scores. • Participants report feeling more prepared to take the SAT. • Participants report satisfaction with workshop content/trainer. 	40	10	<ul style="list-style-type: none"> • Pre/post-class test • Post-class survey • Post-class survey 	<ul style="list-style-type: none"> • 8 or 80% per training • 8 or 80% per training • 9 or 90% per training 	

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General Outcome #3: PCC users are satisfied with services.					Evaluation Time Period: June 1-December 1, 2011
Custom Outcome:	Target Audience:	Target Audience Per Training:	Data Source:	Target Achievement Level:	Actual Achievement Level:
<u>Open Lab Access</u> <ul style="list-style-type: none"> • Users rate service at good or excellent. • Users report they would recommend services to a friend. • Users report they plan to use services again. <p>See also custom satisfaction outcomes for training under outcomes #1 and #2.</p>	4800	NA	<ul style="list-style-type: none"> • User survey • User survey • User survey <p>(356 surveys based on target audience of 4800)</p>	<ul style="list-style-type: none"> • 303 or 85% of responses • 303 or 85% of responses • 303 or 85% of responses 	

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General Outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation Time Period: June 1-December 1, 2011
Custom Outcome:	Target Audience:	Target Audience Per Training:	Data Source:	Target Achievement Level:	Actual Achievement Level:
<u>Partners</u> <ul style="list-style-type: none"> Partners state two or more services provided by the PCC. Partners report they have referred clients/members to the PCC. Partners report they have developed client/member activities that incorporate PCC services. 	10	NA	<ul style="list-style-type: none"> Interview with primary contact Interview with primary contact Interview with Primary contact 	<ul style="list-style-type: none"> 10 or 100% of partners 10 or 100% of partners 3 or 30% of partners 	

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Evaluation Time Period: June 1 – December 1, 2011

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.