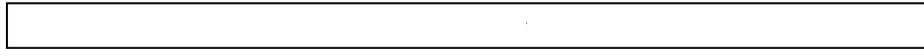
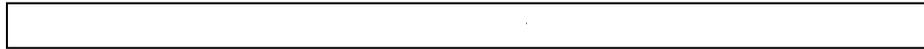


Complete all white sections of the form and submit to Mary Ann Stiefvater (mstiefva@mail.nysed.gov). The gray sections of the form are for reporting your evaluation findings.

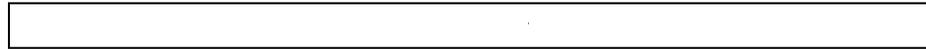
General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period: November 2010-September 2012
Custom outcome: Users achieve independence in using computers to enhance their quality of life.	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
Basic Internet and Computer Use					
PCC offers the following training					
Facebook 101	1125	10	Observation Post-workshop evaluation Post-workshop evaluation	6 or 60% per training 8 or 80% per training 8 or 80% per training	12 total trained 12 or 100% 12 or 100% 12 or 100%
File Types and What to do With Them	1125	10	Observation Post-workshop evaluation	6 or 60% per training 8 or 80% per training	22 total trained 20 Or 91% 20 Or 91%
Make a Photo Calendar!	1125	10	Observation Observation Post-workshop evaluation	6 or 60% per training 6 or 60% per training 8 or 80% per training	7 total trained 7 or 100% 7 Or 100% 7 Or 100%
Skype- Don't Phone	1125	10	Observation Post-workshop evaluation Post-workshop evaluation	8 or 80% per training 8 or 80% per training 8 or 80% per training	35 total trained 30 Or 86% 30 or 86% 30 or 86%



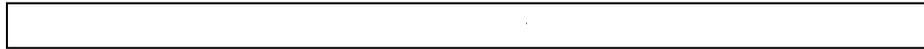
<p>Share Photos on Facebook</p> <ul style="list-style-type: none"> • Participants are able to successfully upload photos into Facebook • Participants can successfully create an online album in Facebook • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p>	<p>6 or 60 % per training</p> <p>6 or 60 % per training</p> <p>8 or 80 % per training</p>	<p>4 total trained 3 or 75%</p> <p>3 or 75 %</p> <p>3 or 75%</p>
<p>Track Gifts with Basic Excel 2007</p> <ul style="list-style-type: none"> • Participants learn the basic use of Excel and how it can be used • Participants learn how to navigate around in Excel • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>6 or 60% per training</p> <p>8 or 80% per training</p>	<p>3 total trained 3 or 100%</p> <p>3 or 100%</p> <p>3 or 100%</p>
<p>Windows 7</p> <ul style="list-style-type: none"> • Participants are able to navigate and perform basic functions within the Windows 7 environment • Participants have a better understanding of how to operate within the Windows 7 environment • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>55 total trained 41 or 74%</p> <p>39 Or 74%</p> <p>43 or 77%</p>
<p>Email Basics</p> <ul style="list-style-type: none"> • Participants are able to set up and email account and demonstrate basics skills • Participants feel comfortable navigating within an email service • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>22 total trained 19 or 86%</p> <p>18 or 82%</p> <p>19 or 86 %</p>
<p>Web Basics</p> <ul style="list-style-type: none"> • Participants are able to access the web independently using a browser • Participants gained a greater understanding of what the internet is and how it can be used in everyday life • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p> <p>8 Or 80%</p>	<p>15 total trained 12 or 80%</p> <p>12 or 80 %</p> <p>12 or 80%</p>
<p>Searching the Web</p> <ul style="list-style-type: none"> • Participants learned in-depth features of 4 major search engines • Participants can make an informed choice when choosing a search engine in the future • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 Or 80%</p> <p>8 Or 80%</p> <p>8 or 80%</p>	<p>23 total trained 23 or 100%</p> <p>23 or 100%</p> <p>23 or 100%</p>



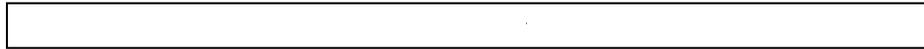
<p>Finding Healthcare Information on the Internet</p> <ul style="list-style-type: none"> • Participants are made aware of reliable healthcare information on the internet • Participants are able to search for healthcare information independently • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p>	<p>6 Or 60 % per training</p> <p>6 or 6o% per training</p> <p>8 Or 80% per training</p>	<p>3 total trained 3 or 100%</p> <p>3 or 100%</p> <p>3 or 100%</p>
<p>Privacy and Safety Online</p> <ul style="list-style-type: none"> • Participants gain a greater understanding of safety issues surrounding the internet – what is fact and what is fiction • Participants are able to choose appropriate anti-virus software • Patrons can choose appropriate privacy settings • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 Or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80\$ per training</p> <p>8 or 80% per training</p>	<p>10 total trained 9 or 90%</p> <p>9 or 90-%</p> <p>9 or 90%</p> <p>10 Or 100%</p>
<p>Buying and Selling on eBay</p> <ul style="list-style-type: none"> • Participants learn to navigate the eBay web site and can set up their own account • Participants report that they can believe they can successfully buy and sell on eBay • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>10 total trained 10 or 100%</p> <p>8 or 80%</p> <p>10 or 100%</p>
<p>Newspaper Databases</p> <ul style="list-style-type: none"> • Participants are familiarized with newspaper database offered through the county library system • Participants demonstrate ability to find information using newspaper databases • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>2 total trained 2 or 100%</p> <p>2 or 100%</p> <p>2 or 100%</p>
<p>Basic PC Troubleshooting</p> <ul style="list-style-type: none"> • Participants became familiar with a variety of topics related to troubleshooting basic PC problems • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>10 total trained 10 or 100%</p> <p>10 or 100%</p>
<p>Email Attachments</p> <ul style="list-style-type: none"> • Participants can successfully attach a variety of documents to an email from a number of different sources (desktop, thumb drive, folder etc..) • Participants felt they could do this successfully at home or work. • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 Or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>10 total trained 8 or 80%</p> <p>8 Or 80%</p> <p>8 or 80%</p>



<p>Twitter and Tweets</p> <ul style="list-style-type: none"> Participants successfully understood the variety of uses of Twitter Participants were able to successfully setup a Twitter account and Tweet Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>3 total trained 2 or 67%</p> <p>2 or 67%</p> <p>2 or 67%</p>
<p>Very Basic Word</p> <ul style="list-style-type: none"> Participants became familiar with the basic functions of word Participants were able to create a simple one page document and save it\ Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>14 total trained 12 or 86%</p> <p>12 or 86%</p> <p>12 or 86%</p>
<p>Making Posters with Word 2007</p> <ul style="list-style-type: none"> Participants were able to successfully find and attach graphics to Word document Participants created a simple poster using Word 2007 Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>7 total trained 6 or 86%</p> <p>6 or 86%</p> <p>6 or 86%</p>
<p>Shopping Online</p> <ul style="list-style-type: none"> Participants learned safety issues surrounding online shopping Participants were introduced to online shopping web sites Participants felt they could use this information successfully in the future Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p>	<p>4 total trained 4 or 100%</p> <p>4 or 100%</p> <p>4 or 100%</p> <p>4 or 100%</p>
<p>New Computer- Now What?</p> <ul style="list-style-type: none"> Participants had questions answered regarding computer issues they are experiencing at home with new PCs Participants feel comfortable using new information at home with their computers Participants report satisfaction with session/ trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 Or 80% per training</p> <p>8 Or 80% per training</p> <p>8 Or 80% per training</p>	<p>3 total trained 3 or 100%</p> <p>3 or 100%</p> <p>3 or 100%</p>
<p>Open Source Books and Music</p> <ul style="list-style-type: none"> Participants became familiar with mp3 and pdf formats Participants expressed confidence in being able to find open source materials and down load them successfully Participants report satisfaction with session/trainer 	1125	10	<p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 Or 80% per training</p> <p>8 Or 80% per training</p> <p>8 Or 80% per training</p>	<p>2 total trained 1 or 50%</p> <p>1 or 50%</p> <p>1 or 50%</p>



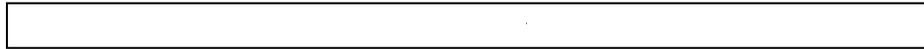
<p>The Awesome Library Catalog</p> <ul style="list-style-type: none"> Participants were able to complete sample searches during class to effectively search the catalog Participants felt confident that they could search the library's catalog to find the material they needed and could place items unavailable on hold Participants report satisfaction with workshop/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>2 total trained 2 or 100%</p> <p>2 or 100%</p>
<p>Finding What You Downloaded</p> <ul style="list-style-type: none"> Participants were shown the different locations that a file can be downloaded to and how to retrieve them once downloaded Participants familiarized themselves with different types of files Participants felt confident that they could retrieve downloaded information Participants report satisfaction with workshop/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p>	<p>8 total trained 7 or 88%</p> <p>7 or 88%</p> <p>7 or 88%</p> <p>7 or 88%</p>
<p>Organize Your Computer Files</p> <ul style="list-style-type: none"> Participants became familiar with organizing files in a Windows 7 environment Participants were confident that they could move and organize files on their own computers Participants report satisfaction with workshop/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80%</p> <p>8 or 80%</p> <p>8 or 80%</p>	<p>13 total trained 11 or 85%</p> <p>11 or 85%</p> <p>7 or 54%</p>
<p>Basic Graphics Editing</p> <ul style="list-style-type: none"> Participants became familiar with graphics editing software Participants are confident that they are able to do basic editing of graphics Participants report satisfaction with workshop/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80%</p> <p>8 or 80%</p> <p>8 or 80%</p>	<p>2 total trained 2 or 100%</p> <p>1 or 50%</p> <p>1 or 50%</p>
<p>Evaluating Web Information</p> <ul style="list-style-type: none"> Participants gained an understanding of why it is important to evaluate internet and became familiar with criteria used to do so Participants felt comfortable being able to use the criteria in the future to evaluate information they find on the internet Participants report satisfaction with workshop/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80%</p> <p>8 or 80%</p> <p>8 or 80%</p>	<p>7 total trained 7 or 100%</p> <p>6 or 86%</p> <p>6 or 86%</p>
<p>Pinterest</p> <ul style="list-style-type: none"> Participants gained an understanding of what Pinterest is and how it can be used. Participants set up their own Pinterest accounts. Participants report satisfaction with workshop/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80%</p> <p>8 or 80%</p> <p>8 or 80%</p>	<p>6 total trained 6 or 100%</p> <p>6 or 100%</p> <p>6 or 100%</p>



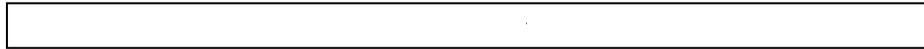
<p>DIY Home Repair Info on the Web</p> <ul style="list-style-type: none"> Participants will become familiar with online resources to assist them in home repairs Participants can effectively search for similar information themselves. Participants report satisfaction with workshop/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80%</p> <p>8 or 80%</p> <p>8 or 80%</p>	<p>4 total trained 4 or 100%</p> <p>4 or 100%</p> <p>4 or 100%</p>
<p>Using PDF Files</p> <ul style="list-style-type: none"> Participants gained a greater understanding of what PDF files are and when they are used. Participants learned how to download PDFs, fill out forms and save them using CutePDF. Participants report satisfaction with workshop/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80%</p> <p>8 or 80%</p> <p>8 or 80%</p>	<p>3 total trained 3 or 100%</p> <p>2 or 67%</p> <p>2 or 67%</p>
<p>Free Music Online</p> <ul style="list-style-type: none"> Participants became familiar with free music available online and through their library catalog. Participants learned how to effectively download music using Freegal or Archive.org. Participants report satisfaction with workshop/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80%</p> <p>8 or 80%</p> <p>8 or 80%</p>	<p>2 total trained 2 or 100%</p> <p>2 or 100%</p> <p>2 or 100%</p>
<p>One-on-One Computer Assistance</p> <ul style="list-style-type: none"> Participant demonstrates new/improved computer skills Participants report satisfaction with the individual session 	1125	1	<p>Observation</p> <p>Post-session interview</p>	<p>1 or 100% per training</p> <p>1 or 100 % per training</p>	<p>263 total trained 263 or 100%</p> <p>263 or 100%</p>
<p><u>Multimedia</u></p>					
<p>Ebooks!</p> <ul style="list-style-type: none"> Participants are familiarized with the different types of eBook readers available Participants learn how to download the collection on the library website Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>26 total trained 26 or 100%</p> <p>24 or 92%</p> <p>26 or 100%</p>
<p>Managing Digital Photos</p> <ul style="list-style-type: none"> Participants learned to save, move, rename and sort photos Participants felt that they could successfully work with their digital photos at home Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post –workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 Or80% per training</p> <p>8 or 80% per training</p>	<p>19total trained 14 or 74 %</p> <p>14 or 74%</p> <p>16 or 84%</p>



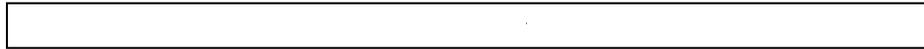
<p>Get Ebooks From the Library</p> <ul style="list-style-type: none"> Participants were able to successfully identify downloadable materials in the library's online catalog Participants were able to download a book during class Participants felt confident that they could download material from home Participants report satisfaction with workshop/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p>	<p>4 total trained</p> <p>4 or 100%</p> <p>4 or 100%</p> <p>3 or 75%</p> <p>4 or 100%</p>
<p>Editing Summer Photos</p> <ul style="list-style-type: none"> Participants learned basic editing techniques such as cropping photos using photo editing software Participants report satisfaction with workshop/trainer 	1125	10	<p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>3 total trained</p> <p>2 or 67%</p> <p>2 or 67%</p>
<p>Office Skills</p> <p>Facebook for Business</p> <ul style="list-style-type: none"> Participants gain a knowledge of how Facebook can be used to promote their business Participants learn the differences between a Fan Page and a Group Page Participants report satisfaction with workshop content/trainer 	200	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>2 total trained</p> <p>2 or 100%</p> <p>2 Or 100%</p> <p>2 Or 100%</p>
<p>MS Word Mail Merge</p> <ul style="list-style-type: none"> Participants were able to successful complete a mail merge exercise Participants report satisfaction with workshop/ trainer 	200	10	<p>Observation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>3 total trained</p> <p>2 or 67%</p> <p>2 or 67%</p>
<p>Microsoft Word 2007</p> <ul style="list-style-type: none"> Participants are able to use Microsoft Word 2007 to create basic documents Participants feel comfortable navigating through Word 2007 to create documents Participants report satisfaction with workshop content/trainer 	200	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 Or 80% per training</p>	<p>24 total trained</p> <p>24 or 100%</p> <p>23 or 96%</p> <p>23 or 96%</p>
<p>Microsoft Excel 2007</p> <ul style="list-style-type: none"> Participants are able to use Microsoft Excel 2007 to create basic documents Participants feel comfortable navigating through Excel 2007 to create documents Participants report satisfaction with workshop content/trainer 	200	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>47 total trained</p> <p>44 or 94%</p> <p>44 or 94%</p> <p>45 or 96%</p>



<p>Advanced Excel</p> <ul style="list-style-type: none"> Participants learned more advanced applications for Excel and techniques such as creating charts and graphs Participants report satisfaction with workshop content/trainer 	200	10	<p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>2 total trained 2 or 100%</p> <p>2 or 100%</p>
<p>QuickBooks 2011</p> <ul style="list-style-type: none"> Participants are comfortable navigating through QuickBooks 2011 in order to perform basic accounting functions Participants feel confident in their skills Participants report satisfaction with workshop content/trainer 	200	10	<p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80%</p>	<p>18 total trained 17 or 94%</p> <p>18 or 100%</p> <p>18 or 100%</p>
<p>Introduction to OpenOffice</p> <ul style="list-style-type: none"> Participants become familiar with OpenOffice and how it is similar to Microsoft and yet different as well. Participants are more aware of open source options for various applications such as Word, Excel and PowerPoint. Participants report satisfaction with workshop content/trainer 	200	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>7 total trained 7 or 100%</p> <p>7 or 100%</p> <p>7 or 100%</p>
<p>OpenOffice Writer: Part One</p> <ul style="list-style-type: none"> Participants are able to use OpenOffice Writer to create basic documents Participants feel comfortable navigating through Open Office Writer to create documents Participants report satisfaction with workshop content/trainer 	200	10	<p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 Or 80% per training</p> <p>8 Or 80% per training</p> <p>8 Or 80% per training</p>	<p>7 total trained 6 or 86%</p> <p>6 or 86%</p> <p>6 or 86%</p>
<p>Open Office Writer: Part Two</p> <ul style="list-style-type: none"> Participants are able to locate downloaded items within OpenOffice Participants feel comfortable navigating through the File Tree to locate downloaded images for use in a document. Participants report satisfaction with workshop content/trainer. 	200	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>2 total trained 2 or 100%</p> <p>2 or 100%</p> <p>2 or 100%</p>
<p>Introduction to OpenOffice Calc</p> <ul style="list-style-type: none"> Participants become familiar with OpenOffice Calc and how it is similar to and different from Microsoft Excel Participants feel confident that they can create a basic spreadsheet in OpenOffice Calc Participants report satisfaction with workshop content/trainer. 	200	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>5 total trained 5 or 100 %</p> <p>3 or 60%</p> <p>5 or 100%</p>



<p>Microsoft PowerPoint 2007</p> <ul style="list-style-type: none"> Participants are able to use Microsoft PowerPoint to create a basic slide show. Participants feel they can create a slideshow using PowerPoint 2007. Participants report satisfaction with workshop content/trainer 	200	10	Post-workshop evaluation Post-workshop evaluation Post-workshop evaluation	8 or 80% per training 8 or 80% per training 8 or 80% per training	10 total trained 10 or 100% 10 or 100% 10 or 100%
<p>PowerPoint 2007 for the Intermediate/Advanced User</p> <ul style="list-style-type: none"> Participants learned ways to enhance a basic slideshow using animation, sound, video etc... Participants learned of other sources for information regarding PowerPoint (print and online) Participants report satisfaction with workshop content/trainer 	200	10	Discussion/Observation Post-workshop evaluation Post-workshop evaluation	8 or 80% per training 8 or 80% per training 160 or 80% per training	1 total trained 1 or 100% 1 or 100% 1 or 100%
<p>Leadership Challenge</p> <ul style="list-style-type: none"> Participants learn and are able to apply “The Five Practices of Exemplary Leadership” to their own work situation Participants feel confident that in the future they will be able to apply the skills learned in this workshop to become more effective leaders in their organization. Participants report satisfaction with workshop content/trainer. 	200	200	Observation Post-workshop evaluation Post-workshop evaluation	160 or 80% 160 or 80% 160 or 80%	39 total trained 36 or 92% 36 or 92% 36 or 92%
<p>Three Things Your Business Plan Absolutely Must Have</p> <ul style="list-style-type: none"> Participants become familiar with the concept of a business plan and why it is critical to develop one. Participants learn the most important parts of any business plan. Participants feel comfortable using the knowledge in this class to help them in developing their own business plan. Participants report satisfaction with workshop content/trainer. 	200	10	Observation Post-workshop evaluation Post-workshop evaluation Post-workshop evaluation	8 or 80% 8 or 80% 8 or 80% 8 or 80%	5 total trained 5 or 100% 5 or 100% 5 or 100% 5 or 100%
<p>Eight Way to Make Customers Love a Local Business</p> <ul style="list-style-type: none"> Participants learn/review basic marketing principles Participants learn how to use social media such as Facebook to market a local business Participants report satisfaction with workshop content/trainer. 	200	10	Observation Post-workshop evaluation Post-workshop evaluation	8 or 80% 8 or 80% 8 or 80%	4 total trained 4 or 100% 4 or 100% 4 or 100%



Accounting for Small Business <ul style="list-style-type: none"> Participants learn the basics of an accounting system Participants are familiarized with state and federal tax forms Participants report satisfaction with workshop content/trainer. 	200	10	Post-workshop evaluation Post-workshop evaluation Post-workshop evaluation		2 total trained 1 or 50 % 2 Or 100% 1 or 50%
General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					Evaluation time period: November 2010 – June 2012
Custom outcome: Jobseekers have a good working resume that can be updated easily and skills to help them in future employment.	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
One-on-One resume writing session <ul style="list-style-type: none"> Participants develop a new/updated resume 	600	1	Observation	1.0 or 100%	170total trained 170 or 100%
Learning Express Library <ul style="list-style-type: none"> Participants became familiar with all features of Learning Express Library Participants felt that Learning Express Library could assist them in developing the skills they need to be prepared for future employment Participants report satisfaction with workshop content/trainer 	600	10	Observation Post-workshop evaluation Post-workshop evaluation	6 or 60% per training 8 or 80% per training 8 or 80% per training	2 total trained 2 or 100% 2 or 100% 2 or 100%
Microsoft Word 2007 <ul style="list-style-type: none"> Participants are able to use Microsoft Word 2007 to create basic documents Participants feel comfortable navigating through Word 2007 to create documents Participants report satisfaction with workshop content/trainer 	600	10	Observation Post-workshop evaluation Post-workshop evaluation	8 or 80% per training 8 or 80% per training 8 or 80% per training	20 total trained 19 or 95% 19 or 95% 19 or 95%
Microsoft Excel 2007 <ul style="list-style-type: none"> Participants are able to use Microsoft Excel 2007 to create basic documents Participants feel comfortable navigating through Excel 2007 to create documents Participants report satisfaction with workshop content/trainer 	600	10	Observation Post-workshop evaluation Post-workshop evaluation	8 or 80% per training 8 or 80% per training 8 or 80% per training	20 total trained 19 or 95% 19 or 95% 19 or 95%

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General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					Evaluation time period: November 2010-September 2012
Custom outcome: The PCC provides convenient and plentiful access to high speed internet and a wide variety of quality resources.	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:

<p>Open lab access Users rate services at good or excellent. Users report they would recommend services to a friend. Users report they plan to use services again.</p> <p>See also custom satisfaction outcomes for training under outcomes #1 and #2</p>	<p>2000</p>	<p>N/A</p>	<p>User survey* User survey* User survey*</p> <p>The number of survey responses must be at least 323 (based on target audience of 2000)</p>	<p>275 or 85% of responses 275 or 85% of responses 275 or 85% of responses</p>	<p>165 total responses 147 or 89% 147 or 89% 153 or 93 %</p>
<p>General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.</p>					<p>Evaluation time period: November 2010-September 2012</p>
<p>Custom outcome: The PCC will forge an on-going relationship with community partners to collaborate on projects and share services.</p>	<p>Target audience:</p>	<p>Target audience per</p>	<p>Data source:</p>	<p>Target achievement level:</p>	<p>Actual achievement level:</p>

		training:			
<p><u>Partners</u></p> <ul style="list-style-type: none">Partners report they have referred clients/members to the PCC. The tow partners are PEACE Inc. and the Greater Baldwinsville Chamber of Commerce.	2	N/A	Interview with partners	2 or 100% of partners	2 or 100%
Evaluation time period: November 2010 – June 2012					

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).

X 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 X Agree Disagree Strongly disagree

The PCC/E-Mobile Unit was successful in achieving outcome #3 (users are satisfied with services).

X Strongly agree Agree Disagree Strongly disagree

The PCC/E-Mobile Unit was successful in achieving outcome #4 (partners are aware of services).

X 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.

Participant in Email Basics class: "These classes are important to me to keep building on the previous class. The knowledge is cumulative.

Participant in QuickBooks 2011 class: Keep this up! I love the job-oriented classes.

