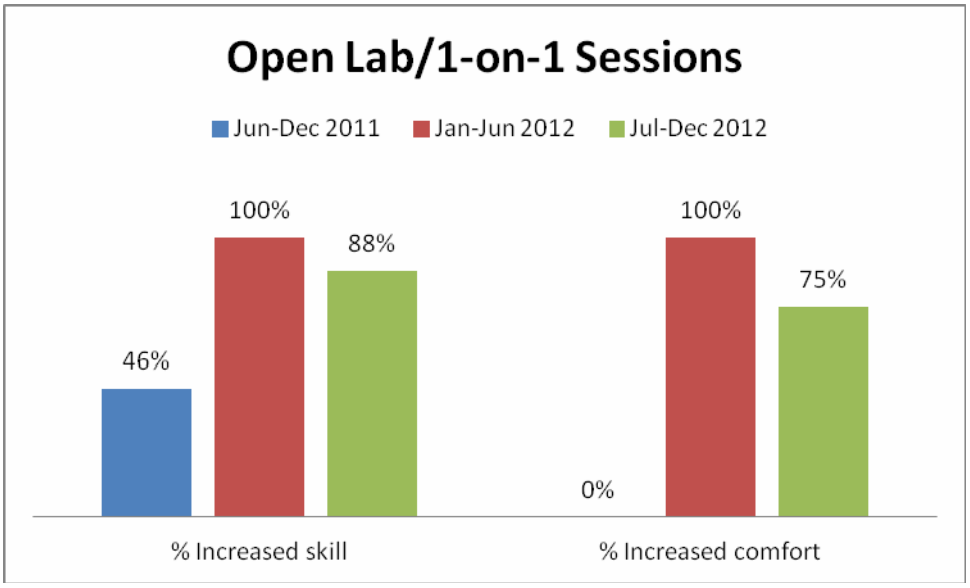
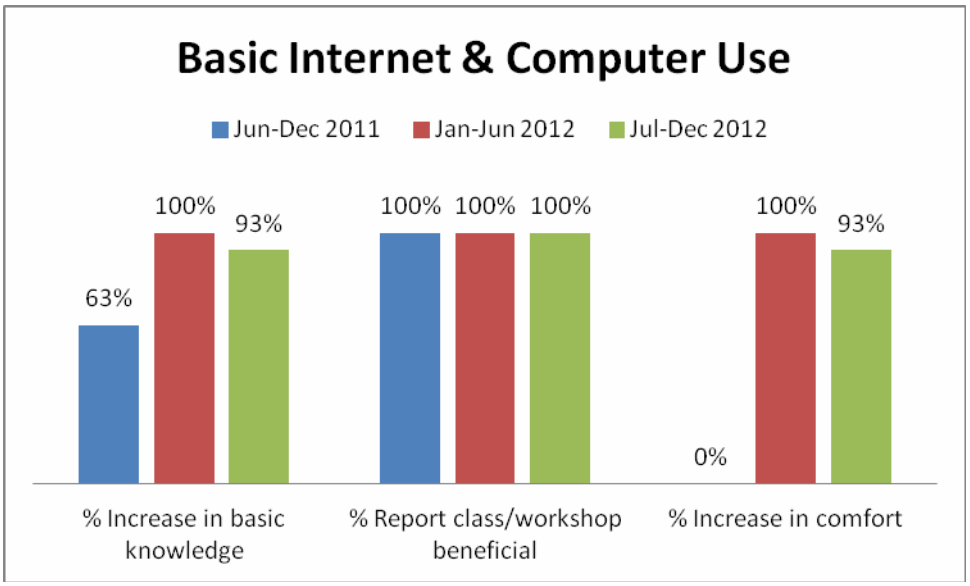
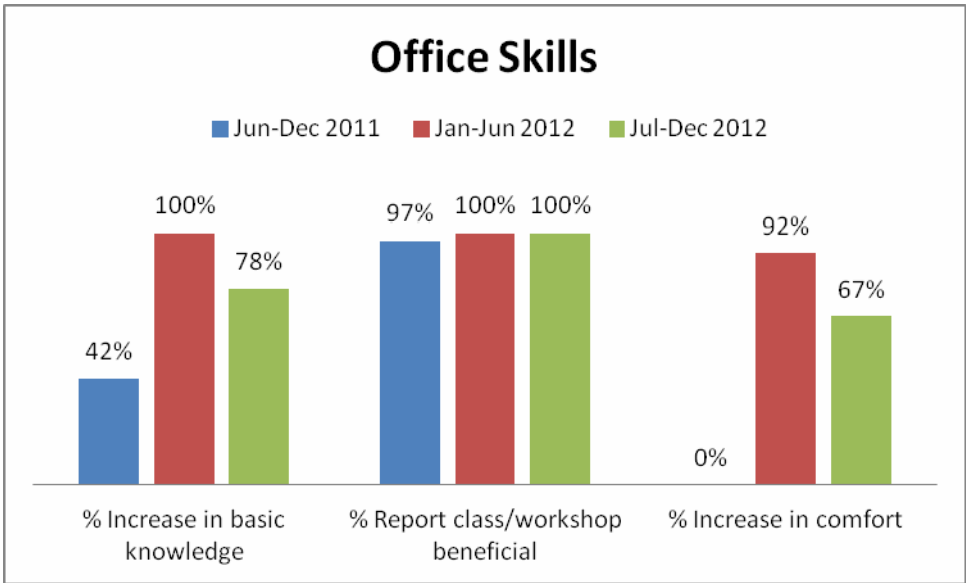
Crandall Public Library

OBE Final Report Narrative

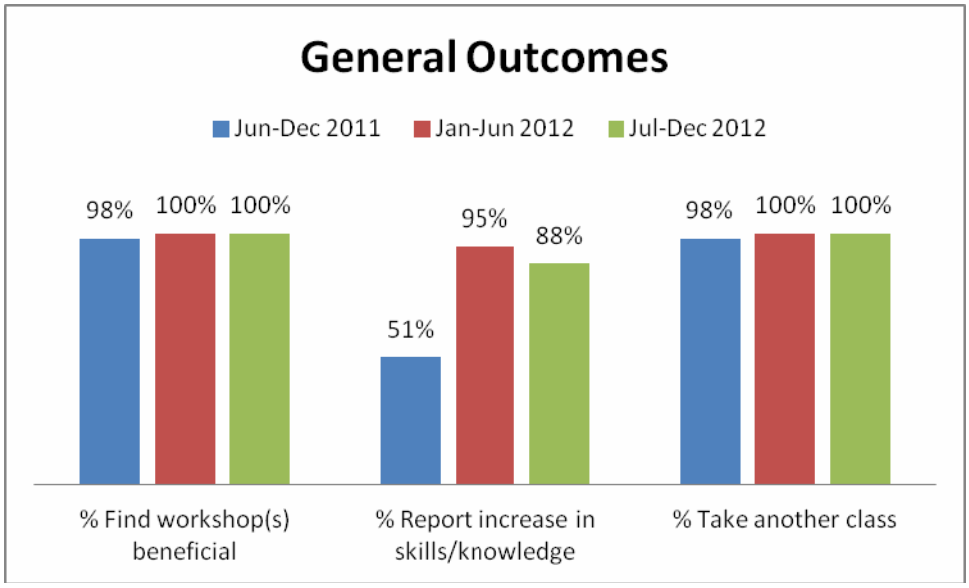
Our 1-on-1 Sessions continued to be our most popular class offerings. These sessions were constantly in high demand and typically booked a month in advance. In 2012, PCC instructors offered more 1-on-1 Sessions instead of beginner computer classes. They felt that the individualized attention helped people to learn more and become more comfortable with technology than in a group setting. Despite the positive response, we did see a decline in the number of participants reporting an increase in their skill and comfort level. It is important to note that no one reported a decrease in skills or comfort level.

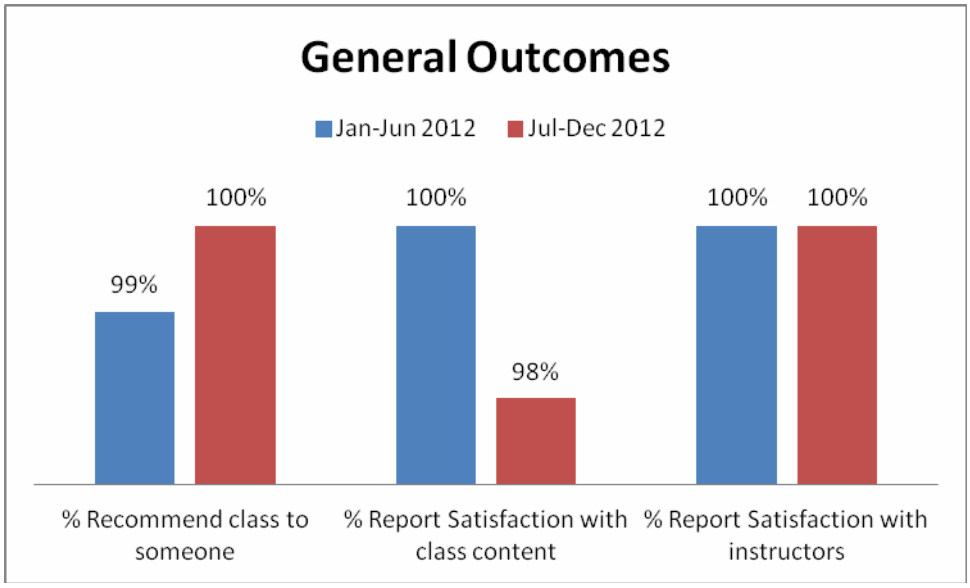




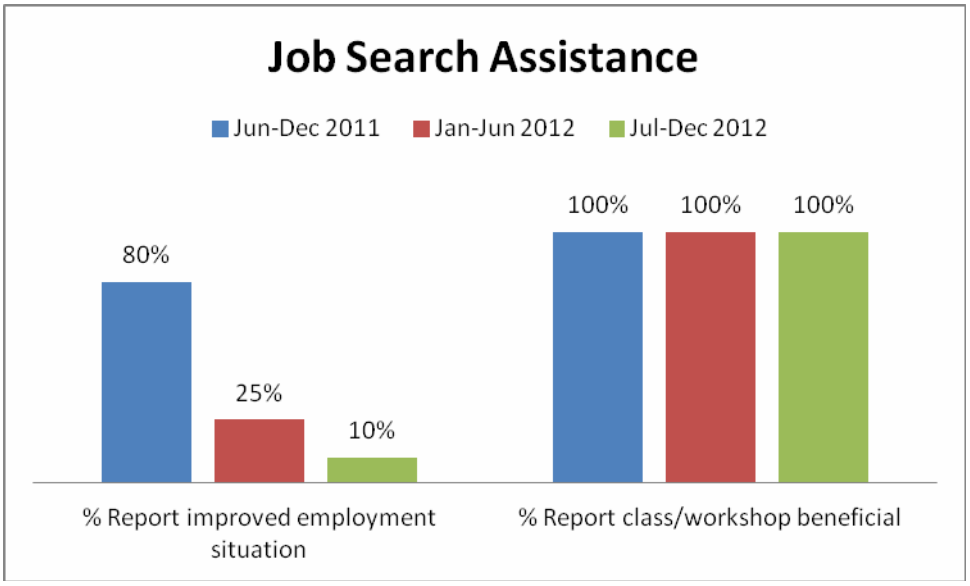


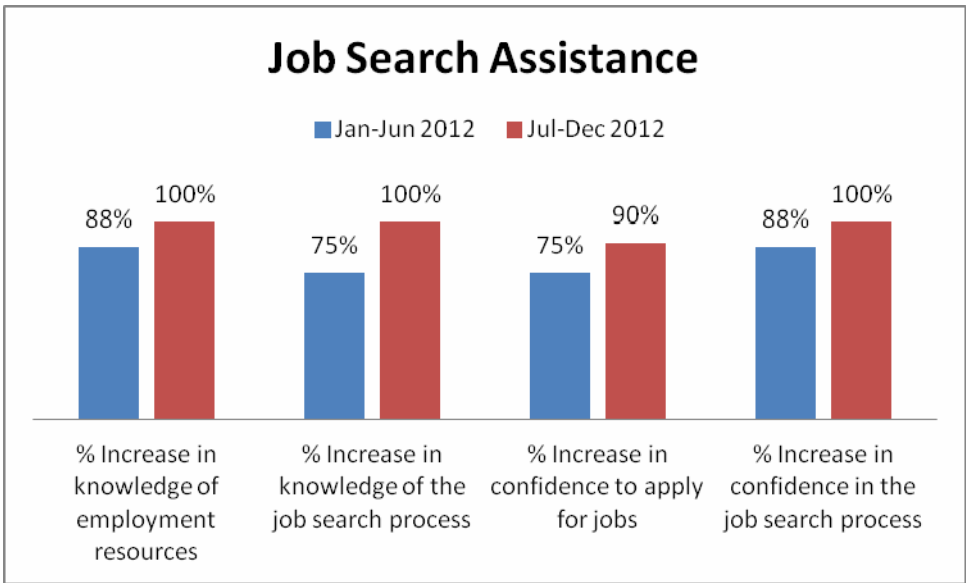
Throughout our entire class offerings, we maintained a high satisfaction rate. Patrons were very satisfied with the PCC instructors and the class content. The majority of patrons reported they would take another class as well as recommend the classes to someone else. Even participants who did not report an increase in skills or comfort level still reported that the classes were beneficial.





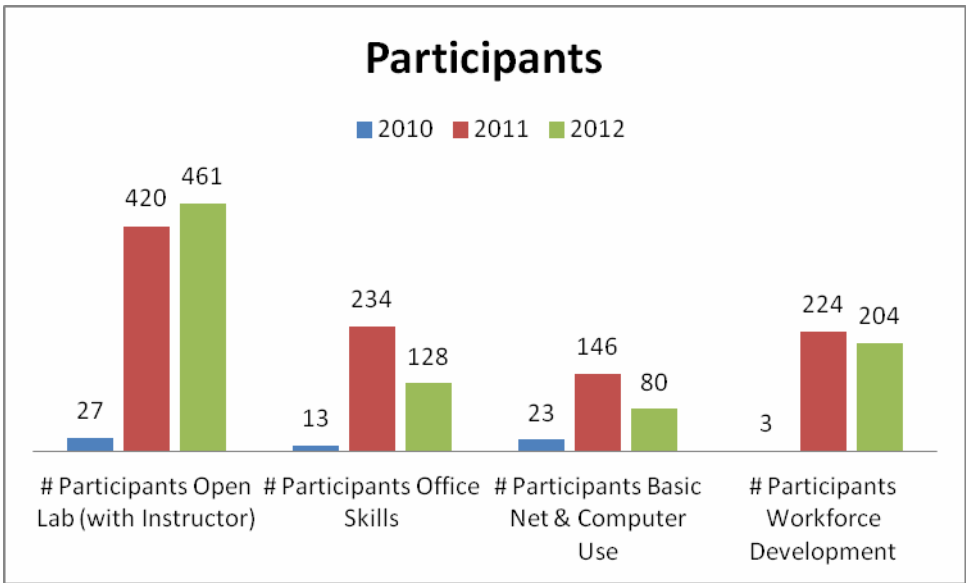
We achieved greater success with our workforce development classes when we restructured to "Job Search Assistance". Instead of offering 6 week sessions on a variety of job skills, the classes were unstructured and offered "point of need" job assistance to patrons. Participants received help with topics such as creating a resume and cover letter, interview preparation, and assistance with filling out job applications.

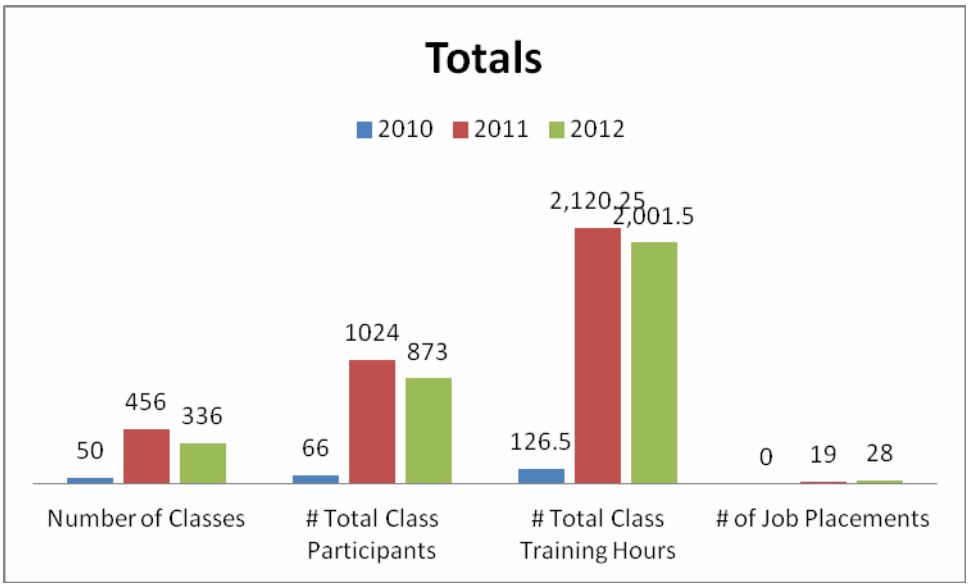




Classes were held in rotation to be as flexible as possible to meet patron demand. Our target population was 25% of the unemployed residents (1,075 based on 2009 unemployment statistics). We did not meet our yearly goal and we continually struggled to fill our workforce development classes. Although unemployment numbers are improving, there is still a perception that "there are no jobs available" in our area. It is possible that patrons did not take advantage of our workforce development classes simply because, for many, the job search seems futile. For those who did take our classes, we had an overwhelmingly positive response.

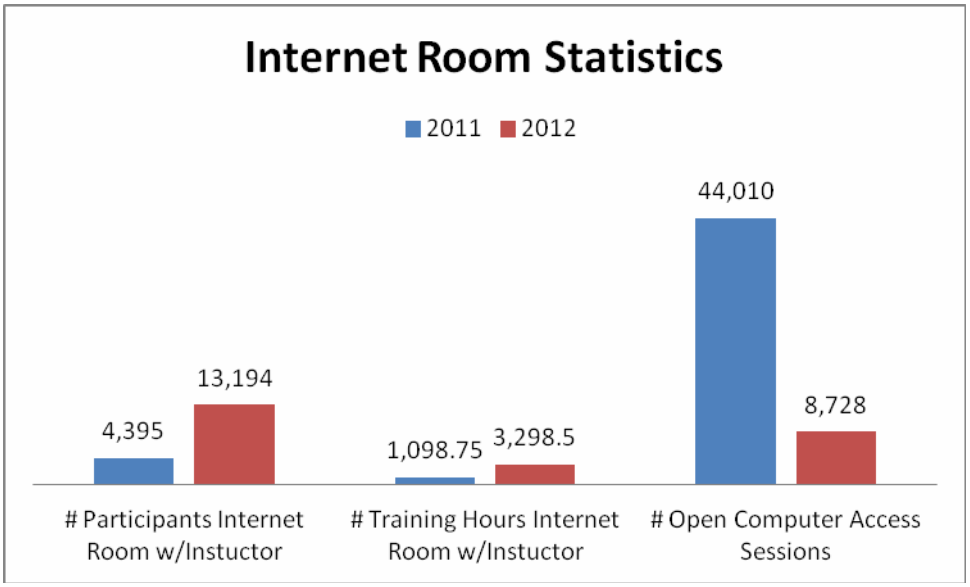
Because we scheduled more 1-on-1 Sessions, the class numbers for "Office Skills" and especially "Basic Internet & Computer Use" dropped off. 2012 numbers were also lower because we only provided a full schedule of classes until October. The 6- week contract addendum offered a limited amount of classes. Still, we offered a total of 842 classes with 1,458 class participants; provided 4,090.75 class training hours and had 47 job placements.





Establishing a PCC at Crandall Public Library allowed us not only offer computer and workforce development classes, but it allowed us to increase the number of Internet terminals available to the public. 4 desktop stations, including an ADA compliant station were added to the main Internet Room. After the purchase of new laptops for the PCC classes, the old laptops became available for patron use as well. We have a total of 25 desktop stations and 6 laptops for patrons to access high speed

broadband any time during the 69 hours a week that the library is open. In March 2011, we hired a computer assistant to work 19 hours a week in the Internet Room providing one-on-one help to patrons with a variety of technical needs. The computer assistant helped a total of 17,589 patrons! Due to such a high demand this position became a permanent part-time position in 2013. We tracked the increase in open computer session use; while 2011 saw a 54% increase in open computer sessions, the usage plateaued in 2012 and the increase declined.



Our biggest challenge is how to continue providing digital literacy classes to the public. We have received some grant funding to provide computer classes to the unemployed and our computer assistant will teach 1-on-1 Sessions, but we struggle to maintain providing the same level of service of the PCC. We have made many positive connections within the community. Through continuous advocacy, the local One Stops became aware of not only PCC services but of general library services as well. We will continue to look for ways to provide this important service.

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.

June 2011-December 2011
We had a 16% response rate on digital literacy surveys

Open Lab/ 1 on 1 Assistance

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
46%	% Increased skill	NO

Basic Internet & Computer Use

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
63%	% Increase in basic knowledge	NO
100%	% Report class/workshop beneficial	YES

Office Skills

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
42%	% Increase in knowledge	NO
97%	% Report class/workshop beneficial	YES

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.

January 2012- June 2012
We had a 17% response rate on digital literacy surveys

Open Lab/ 1 on 1 Assistance

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
100%	% Increased skill	YES
100%	% Increased comfort	YES

Basic Internet & Computer Use

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
100%	% Increase in basic knowledge	YES
100%	% Report class/workshop beneficial	YES
100%	% Increase in comfort	YES

Office Skills

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
100%	% Increase in basic knowledge	YES
100%	% Report class/workshop beneficial	YES
92%	% Increase in comfort	YES

General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.

June 2011-December 2011

We had an 11% response rate on workforce development surveys

Job Readiness Training

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
80%	% Report improved employment situation	NO
100%	% Report class/workshop beneficial	YES

Typing/Data Entry

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
50%	% Report an Increase in skill level	NO
90%	% Report class/workshop beneficial	YES

General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.

January 2012- June 2012

We had a 9% response rate of workforce development surveys

Job Search Assistance

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
25%	% Report improved employment situation	NO
100%	% Report class/workshop beneficial	YES
88%	% Increase in knowledge of employment resources	NO
75%	% Increase in knowledge of the job search process	NO
75%	% Increase in confidence to apply for jobs	NO
88%	% Increase in confidence in the job search process	NO

Typing/Data Entry

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
50%	% Report an Increase in skill level	NO
100%	% Report class/workshop beneficial	YES

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.

June 2011-December 2011
We had a 16% response rate

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
98%	% Find workshop(s) beneficial	YES
51%	%Report Increase in skills/knowledge	NO
98%	% Take another class	YES

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.

January 2012- June 2012
We had a 15% response rate

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
100%	% Find workshop(s) beneficial	YES
95%	% Report increase in skills/knowledge	YES
100%	% Take another class	YES
99%	% Recommend class to someone	YES
100%	% Report Satisfaction with class content	YES
100%	% Report Satisfaction with instructors	YES

General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.

June 2011-December 2011

Instructor Observation		
% achieved	Skill/Behavior	Goal met?
29%	% Refer clients to our services/classes	NO

General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.

January 2012- June 2012

Survey		
% achieved	Skill/Behavior	Goal met?
42%	% Refer clients to our services/classes	NO

Evaluation time period: **6/1/11-12/1/11**

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 **Disagree** Strongly Disagree

Evaluation time period: **1/1/12-6/30/12**

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 **Disagree** Strongly Disagree

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

Strongly Agree Disagree Strongly Disagree

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

Strongly 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.

The survey instrument does Not ask the questions in the correct way to reflect OBE outcomes. Surveys were also Not treated as mandatory by myself and the trainers and consequently we had an extremely low response rate. In addition to creating a new class feedback form, I will make a point of collecting and monitoring surveys on a monthly basis to ensure a higher return rate and that the surveys accurately reflect the level of service that I feel we are providing.

Please share any additional findings. Include a few specific quotes or accounts from users/partners that support outcomes.

"I consider the program to be very successful for me & I am grateful"

"Courses are very helpful & effective"

"I became 100% more skilled in the use of a computer which will help my company"

"The staff was extremely helpful and knowledgeable. Provided a friendly setting and a lot of help"

"I am very appreciative of all the computer help"

"This is exactly what I need- I am continuing to take more classes as they become available"

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.

A new survey instrument was developed in January 2012 which asked questions to reflect OBE outcomes. I feel that the outcomes for this time period give a more accurate reflection of the high quality services that we provide.

Please share any additional findings. Include a few specific quotes or accounts from users/partners that support outcomes.

"This is a great service!"

"It makes a big difference getting knowledge & confidence, to get back out training, job searching"

"I am very grateful to both Jenny & Shannon for all their help and for your overall program. Thank You!"

"I am having to train for a new type of job. Can no longer do the type of work I did for years so this is a step in the right direction. Thanks."

"When I first came here I didn't know how to turn the computer on or off say nothing about email, typing, data, word, etc. All the classes were so beneficial, thank you. Jenny & Shannon are kind & patient for teaching. It's been great!"

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.

July 2012-December 2012
We had a 11% response rate on digital literacy surveys

Open Lab/ 1 on 1 Assistance

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
88%	% Increased skill	NO
75%	% Increased comfort	NO

Basic Internet & Computer Use

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
93%	% Increase in basic knowledge	YES
100%	% Report class/workshop beneficial	YES
93%	% Increase in comfort	YES

Office Skills

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
78%	% Increase in basic knowledge	NO
100%	% Report class/workshop beneficial	YES
67%	% Increase in comfort	NO

General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.

July 2012-December 2012
We had a 11% response rate of workforce development surveys

Job Search Assistance

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
10%	% Report improved employment situation	NO
100%	% Report class/workshop beneficial	YES
100%	% Increase in knowledge of employment resources	YES
100%	% Increase in knowledge of the job search process	YES
90%	% Increase in confidence to apply for jobs	YES
100%	% Increase in confidence in the job search process	YES

Typing/Data Entry

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
100%	% Report an Increase in skill level	YES
100%	% Report class/workshop beneficial	YES

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.

July 2012-December 2012
We had a 11% response rate

Post workshop survey		
% achieved	Skill/Behavior	Goal met?
100%	% Find workshop(s) beneficial	YES
88%	% Report increase in skills/knowledge	NO
100%	% Take another class	YES
100%	% Recommend class to someone	YES
98%	% Report Satisfaction with class content	YES
100%	% Report Satisfaction with instructors	YES

General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.

July 2012-December 2012

Survey		
% achieved	Skill/Behavior	Goal met?
19%	% Refer clients to our services/classes	NO

Evaluation time period:	**7/1/12-12/31/12**

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.

Outcome #1: Although our numbers for patrons reporting an increase in skill and comfort went down, patrons reported either "same" or "better". No one reported a decrease in either area.
Outcome #4: Again numbers declined, although anecdotal evidence suggests that many local human service agencies referred patrons to our PCC services.

Please share any additional findings. Include a few specific quotes or accounts from users/partners that support outcomes.

"Keep these classes going- they are a wonderful resource for those who need them most"

"I am unemployed and an hour w/Jenny changed my whole outlook w/the addition of a new and important skill. Education is key to refining your skills."

"I am sharing my positive experience with everyone and suggesting that my friend take advantage of the program."

"This class is very helpful for people to learn how to look for work."

"I learned how to use the computer better and how to do a resume and cover letter."

"Just loved it and the instructors. Very friendly and great Q&A's throughout the classes."