

Mid-York Library System eMobile OBE Narrative Report for 06/2011-12/2012

Interpretation of findings

Our eMobile program was a great success, meeting total targets and receiving positive reviews from partners, member libraries, and, of course, students.

Progress regarding target audiences, course offerings, scheduling etc.

Target Audience Progress

Training Type	Target Audience for full 22-month program	Target Audience adjusted for 13-month OBE reporting period	Actual audience evaluated for OBE	Percent of 13-month adjusted target audience
Office Skills	1070	632	579	91.6%
Basic Internet and Computer Skills	534	316	1269	401.6%
Multimedia	534	316	400	126.6%
Workforce Development	800	473	510	107.8%
College Prep	70	43	29	67.4%
GED	221	131	29	22.1%
Total	3229	1908	2816	147.6%

- **Actual audience evaluated for OBE:** These numbers represent only the portion of our audience that was evaluated based on OBE criteria. Many situations, such as job fairs and community events, do not lend themselves to OBE evaluation. Therefore, the numbers here are smaller than our total numbers
- **Office Skills:** projected interest was higher than actual. With additions of several new classes and advertising, we improved our achievement well beyond our trend indicated at the last report period
- **Basic Internet and Computer Skills:** As discussed later under *Digital Literacy*, the need for basic skills in our area far exceeded our projections as demonstrated by our 401.6% achievement
- **Multimedia:** After adding new classes, we have now exceeded our targets.
- **Workforce Development:** We added several new programs, including classes through the Municipal Housing Authority and BOCES, and have now exceeded projections
- **College Prep and GED:** While the numbers for *GED* and *College Prep* instruction appear low, it is important to know that we are primarily training the trainers (including the BOCES units that teach college prep and GED to their students) in the area. Also, we did a great deal of training the trainer in the Spring of 2011, before OBE reporting began. These trainers then return to larger groups of students with knowledge of our resources,

such as *JobNow* and *LearningExpress Library*. We have no mechanism in place to capture all of the incidences where they use the product for this purpose, but the trainers who we trained inform us that they use they products with their students. So, while our statistics indicate that we did not meet our OBE projections, we are confident that the projected audience number was far exceeded

Our eMobile worked to capacity throughout the program, as shown by our very high *Total Actual Audience* numbers. A larger proportion of classes than expected have been in the *Basic Computer Internet and Computer Skills* area.

Course Offerings

We added two new courses. Excel Advanced was requested by Human Technologies Corporation, one of our community partners. With continually increasing usage of tablet devices, we also added an iPad course due to popular demand.

Observations regarding digital literacy, workforce development, access (including one-on-one and open lab practices) plus all other essential elements of your program.

Digital Literacy

As our attendance data for *Basic Internet and Computer Skills* has consistently shown, basic digital literacy is still a chronically underestimated need. We found several vulnerable populations desperately in need of basic skills instruction, including:

- **Displaced Workers:** We saw many job seekers who were laid off from a stable, thirty-year career that did not require them to use computers, or required knowledge of only of applications specific to a machine or operation. These people often lack the basic skills necessary to apply to jobs online and/or qualify for even entry-level jobs that require significant computer use
- **English as a Second Languages:** Our area is heavily populated with refugees and immigrants. Many never had access to a computer in their home country, while others know how to use a computer but, are struggling with the language barrier
- **The Elderly:** Many seniors are increasingly required to use a computer for part-time jobs, volunteer work. Many also need computer skills to stay connected with their families and the world as non-computer-based modes of communication go out of favor

Workforce Development

eMobile services had a strong focus in workforce development for the final three months of our grant. We taught a once-weekly class on cover letters at our local BOCES Utica Access site, as well as weekly job search labs at two Municipal Housing Authority locations. Both of these programs were highly rewarding, but presented interesting challenges; we found that students who are mandated to attend a program typically begin less enthusiastically than students who volunteer to attend. However, once the students saw that the information presented was of value to them, their interest increased. We also held another successful collaboration with the second *Hiring Our Heroes Job Fair* for veterans.

Access

Our largest issue with access continued to be those who were geographically isolated or lacked transportation to class locations. We were unable to create significant recorded training sessions during this grant but we plan to use our BTOP-created curriculum to help create online and DVD training as part of a future Adult Literacy grant.

Best practices

General Outcome #1: E-Mobile Unit users gain digital literacy skills

January 2012 Practices:

- Offer classes for a variety of skill levels
- Incorporate hands-on practice into classes
- Be flexible with curriculum to accommodate students of varying skill levels

July 2012 Additions:

- As much as possible, guide students towards understanding *why* they are doing what they are doing, rather than simply following a trainer's instructions by rote

December 2012 Additions:

- If possible, offer training in multiple formats: classes, one-on-one, open lab, and handouts for students to work with on their own
- Make sure that "Basic" classes are truly basic. Many instructors assume that students have at least some familiarity with a computer, while in reality students sometimes come to introductory classes not knowing how to turn the machine on

General Outcome #2: E-Mobile Unit users are better prepared for the workforce

January 2012 Practices:

- Reach out to job seekers at community locations and in partnership with community organizations as well as member libraries
- As well as providing training for job seekers, partner with local businesses and organizations to provide training, allowing their employees to improve their skills

July 2012 Additions:

- Be very flexible with planned curriculum. Be willing to assist students with whatever might be most helpful with their job search, even if it deviates from the material that was planned. Meet the student where they are in regards to skills and computer use

General Outcome # 3: E-mobile Unit users are satisfied with services

January 2012 Practices:

- Provide students with detailed handouts, allowing them to practice skills at home
- If students do not have the necessary skill level to complete a class, refer them to a more basic class whenever possible

July 2012 Additions:

- Practice patience. Our students are often used to others being frustrated with their lack of computer skills. Students regularly tell us that our patience is a much appreciated characteristic that distinguishes us from other organizations

December 2012 Additions:

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- Students sometimes come to a class with all of their computer classes, whether they are related to the class topic or not. Stay on topic during class, but try to leave time at the end for other questions
- If a student asks a question and you do not know the answer, be honest. Students can learn valuable searching skills while you work together to find the answer

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

January 2012 Practices:

- Create marketing materials for potential partners detailing services, including brochures and class lists
- Visit local Rotary clubs and chambers of commerce to provide information about services

July 2012 Additions:

- Become involved with organizations that bring together multiple organizations and/or businesses. We have had great success networking with potential partners through our participation in the Herkimer and Oneida County Literacy Coalition

December 2012 Additions:

- We found that creating partnerships in the community was a process that gained momentum as we went on. Partners who were satisfied with our services spread the word to other organizations who then contacted us

Note: one more year of grant funding would very likely have enabled us to transition many of the services to a sustainable program through partnerships.

Lessons learned

PivotTables for Data Analysis

In retrospect, designing our Excel data gathering to take advantage of PivotTables, rather than a regular Excel table, would have been beneficial. PivotTables are easy to use and make significantly improve data assessment and display. This would have improved our ability analyze collected data and potentially improve course correction actions.

Demographic Data

In addition to what was required for OBE, we gathered some optional demographic data on our surveys. In addition to age and job status, a particularly useful piece of data was a question asking patrons to rate their familiarity with computers before the class began. Rather than using a scale, we described specific skills such as “able to use a keyboard and mouse” to facilitate response consistency and improve assessment.

Other information pertinent to your particular project

Data Calculation Information

If a question was left blank on a survey, it was considered at non-response. For example, if five people filled out a survey, but one person left the questions “Rate the Handouts” blank, that particular question would be considered to have four responses rather than five.

Accounts from users and partners

1. "BTOP was a fantastic program and an example of the benefit of sharing resources. The trainers were wonderful and we received many positive comments on their courses. This is a shared service that will be greatly missed."

Sherrill-Kenwood Free Library

2. "eMobile Public Computing was a wonderful resource for Jervis saving us hundreds of hours of staff time while allowing us to meet the minimum standards for digital literacy. This came at a time when we had a full time librarian position vacant, so it allowed us to continue to save that money while maintaining services."

*Jervis Library
Rome, NY*

3. "BTOP was an amazing help to the libraries particularly when so much in the way of digital literacy has come into play so quickly. Being able to have hands on experience for both staff and patrons was extremely important and helpful. I don't think we could have launched our e-content with such great reception without the help of BTOP. The program is exactly what libraries need to stay current with the needs of our patrons."

Oneida Public Library

4. "'BTOP has been one of the most useful and important programs Mid-York has ever presented. The program was well planned, staffed with great people and supported with excellent equipment and facilities. We held several classes at our library. They were well-attended and highly successful. This program was a real winner."

New Woodstock Free Library

Note: **red** denotes 1/2012 modifications from original plan; **blue** denotes further 7/2012 modifications, **green** denotes further 12/2012 modifications)

General Outcome #1: E-Mobile Unit users gain digital literacy skills.	Evaluation time period: June 1, 2011 thru June 30, 2012
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Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement levels	Actual achievement level
Office Skills	1070				
<i>eMobile PCC offers the following training:</i>					
MS Word 2010 Basics <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 		6	-Instructor Checklist -User Survey -User Survey -User Survey	3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training 4.8 or 80% per training	93.0% per training 97.1% per training 100.0% per training 100.0% per training
MS Word 2010 Intermediate (new addition) <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 		6	-Instructor Checklist -User Survey -User Survey -User Survey	3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training 4.8 or 80% per training	100.0% per training 100.0% per training 100.0% per training 100.0% per training
MS Excel 2010 Basics <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 		6	-Instructor Checklist -User Survey -User Survey -User Survey	3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training 4.8 or 80% per training	95.1% per training 96.6% per training 100.0% per training 99.3% per training

<p>MS Excel 2010 Intermediate (new addition)</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 	6		-Instructor Checklist -User Survey -User Survey -User Survey	3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training 4.8 or 80% per training	96.7% per training 95.8% per training 100.0% per training 100.0% per training
<p>MS Excel Advanced (new addition)</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 	6		-Instructor Checklist -User Survey -User Survey -User Survey	3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training 4.8 or 80% per training	100.0% per training No Data ³ No Data ³ No Data ³
<p>MS Publisher 2010 Basics</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 	6		-Instructor Checklist -User Survey -User Survey -User Survey	3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training 4.8 or 80% per training	96.1% per training 100.0% per training 100.0% per training 97.7% per training
<p>MS Powerpoint 2010 Basics (new addition)</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 	6		Instructor Checklist -User Survey -User Survey -User Survey	3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training 4.8 or 80% per training	100.0% per training 100.0% per training 100.0% per training 100.0% per training
<p>MS Powerpoint 2010 Intermediate (new addition)</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 	6		Instructor Checklist -User Survey -User Survey -User Survey	3.6 or 60% per training 4.8 or 80% per training 4.8 or 80% per training 4.8 or 80% per training	94.4% per training 100.0% per training 100.0% per training 100.0% per training
<p>Social Networking Basics</p>	6				

<ul style="list-style-type: none"> • Participants properly complete 80% of tasks¹ • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 			Instructor Checklist	3.6 or 60% per training	96.3% per training
			-User Survey	4.8 or 80% per training	97.9% per training
			-User Survey	4.8 or 80% per training	100.0% per training
			-User Survey	4.8 or 80% per training	100.0% per training
Google Apps (new addition)		6			
<ul style="list-style-type: none"> • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 			-User Survey	4.8 or 80% per training	100.0% per training
			-User Survey	4.8 or 80% per training	100.0% per training
			-User Survey	4.8 or 80% per training	100.0% per training
Basic Internet and Computer Skills					
<i>eMobile PCC offers the following training:</i>	534				
Introduction to Computers		7.3			
<ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 			-Instructor Checklist	4.4 or 60% per training	99.1% per training
			-User Survey	5.8 or 80% per training	100.0% per training
			-User Survey	5.8 or 80% per training	100.0% per training
			-User Survey	5.8 or 80% per training	99.8% per training
Internet Security and PC Maintenance Basics		5			
<ul style="list-style-type: none"> • Participants properly complete 80% of tasks² • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 			Instructor Checklist	3 or 60% per training	
			-User Survey	4 or 80% per training	100.0% per training
			-User Survey	4 or 80% per training	100.0% per training
			-User Survey	4 or 80% per training	100.0% per training
Web Page Building Basics		5			
<ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 			-Instructor Checklist	3 or 60% per training	97.1% per training
			-User Survey	4 or 80% per training	100.0% per training
			-User Survey	4 or 80% per training	98.1% per training
			-User Survey	4 or 80% per training	100.0% per training

<p>Windows 7 Basics</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks² • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 		5	<ul style="list-style-type: none"> -Instructor Checklist -User Survey -User Survey -User Survey 	<ul style="list-style-type: none"> 3 or 60% per training 4 or 80% per training 4 or 80% per training 4 or 80% per training 	<ul style="list-style-type: none"> 100.0% per training 100.0% per training 100.0% per training
<p>Basic Internet and Web Browsing (new addition)</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 		5	<ul style="list-style-type: none"> -Instructor Checklist -User Survey -User Survey -User Survey 	<ul style="list-style-type: none"> 3 or 60% per training 4 or 80% per training 4 or 80% per training 4 or 80% per training 	<ul style="list-style-type: none"> 100.0% per training 100.0% per training 100.0% per training 100.0% per training
<p>Beyond Computer Basics (new addition)</p> <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 		5	<ul style="list-style-type: none"> -Instructor Checklist -User Survey -User Survey -User Survey 	<ul style="list-style-type: none"> 3 or 60% per training 4 or 80% per training 4 or 80% per training 4 or 80% per training 	<ul style="list-style-type: none"> 100.0% per training 100.0% per training 100.0% per training 100.0% per training
<p>Internet Searching (new addition)</p> <ul style="list-style-type: none"> • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 		5	<ul style="list-style-type: none"> -User Survey -User Survey -User Survey 	<ul style="list-style-type: none"> 4 or 80% per training 4 or 80% per training 4 or 80% per training 	<ul style="list-style-type: none"> 93.8% per training 93.8% per training 100.0% per training
<p>Open Source Software (new addition)</p> <ul style="list-style-type: none"> • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 		5	<ul style="list-style-type: none"> -User Survey -User Survey -User Survey 	<ul style="list-style-type: none"> 4 or 80% per training 4 or 80% per training 4 or 80% per training 	<ul style="list-style-type: none"> 100.0% per training 100.0% per training 100.0% per training
<p>Multimedia</p> <p><i>eMobile PCC offers the following training:</i></p>		534			
<p>eBooks Demonstration</p>		6.5			

<p>← Participants who bring their personal equipment properly complete 80% of tasks (note: about 25% of trainees bring equipment)²</p> <ul style="list-style-type: none"> Participants report they will use these skills in the future Participants will recommend this class to others Participants express interest in other classes 		-Instructor Checklist	60% of assessed per training	
		-User Survey	5.2 or 80% per training	96.5% per training
		-User Survey	5.2 or 80% per training	99.1% per training
		-User Survey	5.2 or 80% per training	98.3% per training
Smartphones (new addition)	6.5			
		-User Survey	5.2 or 80% per training	100.0% per training
		-User Survey	5.2 or 80% per training	100.0% per training
		-User Survey	5.2 or 80% per training	100.0% per training
Digital Photos (new addition)	6.5			
		-User Survey	5.2 or 80% per training	100.0% per training
		-User Survey	5.2 or 80% per training	100.0% per training
		-User Survey	5.2 or 80% per training	100.0% per training
Skype (new addition)	6.5			
		-User Survey	5.2 or 80% per training	100.0% per training
		-User Survey	5.2 or 80% per training	100.0% per training
		-User Survey	5.2 or 80% per training	100.0% per training
iPad (new addition)	6.5			
		-User Survey	5.2 or 80% per training	No Data ³
		-User Survey	5.2 or 80% per training	No Data ³
		-User Survey	5.2 or 80% per training	No Data ³
Photoshop Basics (new addition)	5			
		-Instructor Checklist	3 or 60% per training	95.7% per training
		-User Survey	4 or 80% per training	93.9% per training
		-User Survey	4 or 80% per training	98.5.0% per training
		-User Survey	4 or 80% per training	100.0% per training

General Outcome #2:					Evaluation time period: June 1, 2011 thru June 30, 2012
E-Mobile Unit users are better prepared for the workforce.					
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>Workforce Development</u>	800				
<i>eMobile PCC offers the following training:</i>					
Job Search Skills <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they learned information valuable to their job search⁴ • Participants will recommend this class to others • Participants express interest in other classes⁴ 		5	-Instructor Checklist -User Survey -User Survey -User Survey	3 or 60% per training 4 or 80% per training 4 or 80% per training 4 or 80% per training	92.1% per training 99.1% per training 97.9% per training 96.2% per training
Learning Express and JobNow (Job-related database elements) <ul style="list-style-type: none"> • Participants successfully use elements of each resource⁵ • Participants report they will use these resources in the future • Participants will recommend this class to others • Participants express interest in other classes⁵ 		5	-Instructor Checklist -User Survey -User Survey -User Survey	3 or 60% per training 4 or 80% per training 4 or 80% per training 4 or 80% per training	89.7% per training 100.0% per training 100.0% per training 100.0% per training
Basic Internet and Web Browsing (for Jay-K Lumber)⁶ <ul style="list-style-type: none"> • Participants properly complete 80% of tasks • Participants report they will use these skills in the future • Participants will recommend this class to others • Participants express interest in other classes 		5	-Instructor Checklist -User Survey -User Survey -User Survey	3 or 60% per training 4 or 80% per training 4 or 80% per training 4 or 80% per training	Not Offered
Internet Searching (for Jay-K Lumber)⁶		5			

<ul style="list-style-type: none"> Participants report they will use these skills in the future Participants will recommend this class to others Participants express interest in other classes 			<ul style="list-style-type: none"> -User Survey -User Survey -User Survey 	<ul style="list-style-type: none"> 4 or 80% per training 4 or 80% per training 4 or 80% per training 	Not offered
College Prep					
<i>eMobile PCC offers the following training:</i>					
Learning Express and JobNow(College Prep database elements) <ul style="list-style-type: none"> Participants successfully use elements of each resource⁵ Participants report they will use these resources in the future Participants will recommend this class to others Participants express interest in other classes⁵ 	70	5	<ul style="list-style-type: none"> -Instructor Checklist -User Survey -User Survey -User Survey 	<ul style="list-style-type: none"> 3 or 60% per training 4 or 80% per training 4 or 80% per training 4 or 80% per training 	<ul style="list-style-type: none"> 89.7% per training 100.0% per training 100.0% per training 100.0% per training
GED					
<i>eMobile PCC offers the following training:</i>					
Learning Express and JobNow (GED database elements) <ul style="list-style-type: none"> Participants successfully use elements of each resource⁵ Participants report they will use these resources in the future Participants will recommend this class to others Participants express interest in other classes⁵ 	221	5	<ul style="list-style-type: none"> -Instructor Checklist -User Survey -User Survey -User Survey 	<ul style="list-style-type: none"> 3 or 60% per training 4 or 80% per training 4 or 80% per training 4 or 80% per training 	<ul style="list-style-type: none"> 89.7% per training 100.0% per training 100.0% per training 100.0% per training
General outcome #3:					Evaluation time period: June 1, 2011 thru June 30, 2012
E-Mobile Unit users are satisfied with services.					
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
All Classes Combined	N/A (already individually counted)	N/A			

<ul style="list-style-type: none"> • Users rate class good or excellent⁷ • Users rate instructor good or excellent • Users rate handouts good or excellent⁷ • Users rate equipment as good or excellent⁷ 			*User Survey *User Survey *User Survey *User Survey *With a target audience of 3229, we must receive a minimum of 343 responses (confidence interval of 5)	292 or 85% of responses 292 or 85% of responses 292 or 85% of responses 292 or 85% of responses	97.7% of responses 99.7% of responses 99.1% of responses 99.0% of responses
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General Outcome #4: Community partners are aware of E-Mobile Unit services.	Evaluation time period: June 1, 2011 thru June 30, 2012
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Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
Partners <ul style="list-style-type: none"> • Partners identify two or more services provided by eMobile PCC. • Partners report they have referred clients/members to the eMobile PCC • Partners report they have developed client/member activities that incorporate eMobile PCC services. 	25	N/A	User Survey User Survey User Survey	23 or 92% 21 or 85% 6 or 25%	95.1% of responses 86.5% of responses 80.8% of responses

Evaluation time period:

Please indicate your level of agreement/disagreement with the following statements:

The **E-Mobile** Unit was successful in achieving outcome #1 (users gain digital literacy skills).

Strongly agree Agree Disagree Strongly disagree

The **E-Mobile** Unit was successful in achieving outcome #2 (users are better prepared for the workforce).

Strongly agree Agree Disagree Strongly disagree

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

Strongly agree Agree Disagree Strongly disagree

The **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.

1. Because the class was considered to be primarily a lecture, we ceased using an instructor checklist. Instructor checklist data was collected from the period 1/1/2012-6/30/2012.

2. Because these classes are primarily lecture and discussion classes, the outcome checklist was removed.

3. These were new classes, each of which was only offered once. From within that small sample size, no students chose to fill out evaluation forms.

4. These outcomes were altered to accommodate a class in which the content varies greatly depending on what is of most benefit to the students.

5. These outcomes were altered to better reflect the class.

6. These were special classes offered at our facility tailored to that organization's specific needs.

7. Class rating was evaluated for the period of 7/1/2012-9/30/2012. Handout and equipment ratings were evaluated for the period of 6/1/2011-6/30/2012

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

Please see attached narrative report.