

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

Interpretation of findings

The success of our Satellite PCCs (sPCC) continued, which helped the PCC grant meet or exceeded expectations, performing on par with eMobile grant.

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	225	133	147	110.5%
Basic Internet and Computer Skills	225	133	181	136.1%
Multimedia	225	133	98	73.7%
Workforce Development	200	118	183	155.1%
College Prep	11	7	18	257.1%
GED	117	69	18	26.1%
Total	803	475	645	135.8%

- **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 open PCC usage and on-line meetings held in the PCC did not lend themselves to OBE evaluation. Therefore, the numbers here are smaller than our total numbers
- **Multimedia:** The actual number of patrons who learned about multimedia through this grant far exceeds those represented here, which reflect only specific classes given. Questions regarding multimedia technology such as smartphones, e-readers and tablets were the most common posed during open PCC usage, which was not counted as classes
- **Office Skills, Basic Internet and Computer Skills; College Prep; and Workforce Development:** All exceeded projections
- **GED:** While the numbers for GED instruction appear low, it is important to know that we primarily trained-the-trainers (including the BOCES units that teach GED to their students) in the area. Also, we did a great deal of train-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 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

We found that job seekers tend to prefer one-on-one to classroom instruction; our sPCCs gave us a great opportunity to reach job seekers.

Access

Our largest issue with access continued to be those who were geographically isolated or lacked transportation to come to classes. While we were unable to create significant pre-recorded training during the course of the grant, we plan to use our BTOP curriculum to help create online and DVD training as part of a future Adult Literacy grant.

Best practices

General Outcome #1: PCC 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: PCC users are better prepared for the workforce

January 2012 Practices:

- Reach out to job seekers at community events and in partnership with community organizations
- Partner with local businesses and organizations to provide training, allowing their employees to improve their digital literacy 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: PCC users are satisfied with services

January 2012 Practices:

- Provide students with handouts designed to be reused at home to practice skills learned in class
- If students do not meet the prerequisite skill level, refer them to classes we offer that will build those prerequisite skills

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
- A regimented classroom environment is not always the best place to learn for everyone. We have found that our on demand, one on one instruction at the sPCCs has been very popular

December 2012 Additions:

- 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 PCC services

January 2012 Practices:

- Continue relationship with partner and routinely discuss other offerings and give them marketing materials
- Routinely visit local Rotary clubs and chambers of commerce to remind them of BTOP service offerings

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

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. "The Btop training program gave us the information to help our customers and provided direct training to our customers in an efficient, friendly, expert manner. We will miss it!

Cazenovia Public Library, July-September sPCC location

2. “BTOP proved to be a wonderful asset to the Old Forge Library and the patrons of our community. They provided valuable computer skills on a one-to-one basis as well as in group sessions. Members of the team not only exhibited technical expertise but proved to be cordial and very personable in all of their interactions with our community. “

Old Forge Library, July-September sPCC location

Note: red denotes modifications/additions made at reporting period 1/2012; blue denotes modifications/additions made at reporting period 7/2012, orange denotes final 12/2012 modifications)

General Outcome #1: PCC users gain digital literacy skills.					Evaluation time period: June 1, 2011 thru June 30, 2012
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement levels	Actual achievement level
Office Skills <i>PCC offers the following training:</i>	225				
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	95.8% per training 100.0% 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	Not offered
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	95.5% per training 100.0% per training 100.0% per training 100.0% per training
MS Excel 2010 Intermediate (new addition)		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 		-Instructor Checklist	3.6 or 60% 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
		-User Survey	4.8 or 80% per training	100.0% per training
MS Excel 2010 Advanced (new addition)	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 		-Instructor Checklist	3.6 or 60% per training	Not offered
		-User Survey	4.8 or 80% per training	
		-User Survey	4.8 or 80% per training	
		-User Survey	4.8 or 80% per training	
MS Publisher 2010 Basics	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 		-Instructor Checklist	3.6 or 60% 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	95.8% per training
		-User Survey	4.8 or 80% per training	94.4% per training
MS Powerpoint 2010 Basics (new addition)	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 		Instructor Checklist	3.6 or 60% per training	95.0% 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
		-User Survey	4.8 or 80% per training	100.0% per training
MS Powerpoint 2010 Intermediate (new addition)	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 		Instructor Checklist	3.6 or 60% per training	Not offered
		-User Survey	4.8 or 80% per training	
		-User Survey	4.8 or 80% per training	
		-User Survey	4.8 or 80% per training	
Social Networking Basics	6			
<ul style="list-style-type: none"> Participants properly complete 80% of tasks¹ 		Instructor Checklist	3.6 or 60% per training	100.0% per training

<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	93.8% 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		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	Not offered
			-User Survey	4.8 or 80% per training	
			-User Survey	4.8 or 80% per training	
Basic Internet and Computer Skills					
<i>PCC offers the following training:</i>	225				
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	97.2% 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	100.0% per training
Internet Security and PC Maintenance Basics		5			
Participants properly complete 80% of tasks²			Instructor Checklist	3 or 60% per training	
<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 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	100.0% per training
			-User Survey	4 or 80% per training	94.4% per training
			-User Survey	4 or 80% per training	100.0% per training
			-User Survey	4 or 80% per training	100.0% per training
Windows 7 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 			<ul style="list-style-type: none"> -Instructor Checklist 3 or 60% per training -User Survey 4 or 80% per training -User Survey 4 or 80% per training -User Survey 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 3 or 60% per training -User Survey 4 or 80% per training -User Survey 4 or 80% per training -User Survey 4 or 80% per training 	<ul style="list-style-type: none"> 85.7% 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 3 or 60% per training -User Survey 4 or 80% per training -User Survey 4 or 80% per training -User Survey 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 4 or 80% per training -User Survey 4 or 80% per training -User Survey 4 or 80% per training 	<ul style="list-style-type: none"> Not offered
<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 4 or 80% per training -User Survey 4 or 80% per training -User Survey 4 or 80% per training 	<ul style="list-style-type: none"> Not offered
Multimedia	225			
<i>PCC offers the following training:</i>				
eBooks Demonstration		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 		<p>Instructor Checklist 60% of assessed per training</p> <p>-User Survey 5.2 or 80% per training 100.0% per training</p> <p>-User Survey 5.2 or 80% per training 100.0% per training</p> <p>-User Survey 5.2 or 80% per training 100.0% per training</p>	
<p>Smartphones (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 	6.5	<p>-User Survey 5.2 or 80% per training Not offered</p> <p>-User Survey 5.2 or 80% per training</p> <p>-User Survey 5.2 or 80% per training</p>	
<p>Digital Photos (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 	6.5	<p>-User Survey 5.2 or 80% per training 100.0% per training</p> <p>-User Survey 5.2 or 80% per training 100.0% per training</p> <p>-User Survey 5.2 or 80% per training 100.0% per training</p>	
<p>Skype (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 	6.5	<p>-User Survey 5.2 or 80% per training 100.0% per training</p> <p>-User Survey 5.2 or 80% per training 100.0% per training</p> <p>-User Survey 5.2 or 80% per training 100.0% per training</p>	
<p>iPad (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 	6.5	<p>-User Survey 5.2 or 80% per training No data</p> <p>-User Survey 5.2 or 80% per training No data</p> <p>-User Survey 5.2 or 80% per training No data</p>	
<p>Photoshop 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	<p>-Instructor Checklist 3 or 60% per training 100.0% per training</p> <p>-User Survey 4 or 80% per training 96.8% per training</p> <p>-User Survey 4 or 80% per training 100.0% per training</p> <p>-User Survey 4 or 80% per training 94.1% per training</p>	

General Outcome #2: PCC users are better prepared for the workforce.					Evaluation time period: June 1, 2011 thru June 30, 2012
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>Workforce Development</u>	200				
<i>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 search³ • Participants will recommend this class to others • Participants express interest in other classes³ 		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	97.0% per training 89.7% per training 92.9% per training 88.4% per training
Learning Express and JobNow (Job-related database elements) <ul style="list-style-type: none"> • Participants successfully use elements of each resource⁴ • Participants report they will use these resources in the future • 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	100.0% per training 100.0% per training 100.0% per training 100.0% per training
Basic Internet and Web Browsing (for Jay-K Lumber)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 		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	100.0% per training 100.0% per training 100.0% per training 100.0% per training
Internet Searching (for Jay-K Lumber)⁵		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 	<ul style="list-style-type: none"> 100.0% per training 92.1% per training 94.0% per training
College Prep	11				
<i>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 resource⁴ Participants report they will use these resources in the future Participants will recommend this class to others Participants express interest in other classes⁴ 		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
GED	117				
<i>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 resource⁴ Participants report they will use these resources in the future Participants will recommend this class to others Participants express interest in other classes⁴ 		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
General Outcome #3:					Evaluation time
<i>PCC users are satisfied with services.</i>					period: June 1, 2011
					thru June 30, 2012
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 excellent⁶ • Users rate instructor good or excellent • Users rate handouts good or excellent • Users rate equipment as good or excellent 			*User Survey *User Survey *User Survey *User Survey *With a target audience of 1003 we must receive a minimum of 278 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	100.0% of responses 99.3% of responses 96.6% of responses 100.0% of reponses
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General Outcome #4: Community partners are aware of PCC 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%	98.2% of responses 97.7% of responses 87.8% of responses

Evaluation time period:

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

The PCC was successful in achieving outcome #1 (users gain digital literacy skills).

Strongly agree Agree Disagree Strongly disagree

The **PCC** was successful in achieving outcome #2 (users are better prepared for the workforce).

Strongly agree Agree Disagree Strongly disagree

The **PCC** was successful in achieving outcome #3 (users are satisfied with services).

Strongly agree Agree Disagree Strongly disagree

The **PCC** 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 this 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 outcomes were altered to accommodate a class in which the content varies greatly depending on what is of most benefit to the students.

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

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

6. 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.