PATRICK HEATH PUBLIC LIBRARY COMMUNITY OUTREACH PLAN

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Introduction
Boerne, Texas, is at the junction of Interstate 10/US 87 and Texas Highway 46. It is 30 miles northwest of San Antonio in the foothills of the Texas Hill Country. The Texas Hill Country, in Central Texas, is defined by rolling hills with limestone outcroppings. The region is a tourist and retirement destination due to the many small communities that are reminiscent of an earlier time.

The city was settled by German immigrants in 1849, and named after Ludwig Boerne, a German author and publicist, who died more than a decade earlier. These German origins are reflected in the current use of German words by local civic groups and businesses and in the pronunciation of the city's name, as "Bernie". Nearly 30% of the current population is estimated to have German heritage.

Boerne was selected as the county seat when Kendall County was established in 1862. In the early years the town was a health resort, and the local economy was fueled by tourism and farming. Principle crops were cotton and grain; the region also produced wool and timber. During the Great Depression the city's population dropped 44% and was slow to recover until the 1950's when workers started to commute to new jobs in San Antonio. According to the 2010 census the population of Boerne has grown to 10,500 people.

Historical, Current, and Future Roles of the Library
The library has historically filled these roles: lifelong learning; free and equal access to information; community meeting place; educational and recreational materials; information assistance; local history and genealogy; adult learning; current topics, and preschool door to learning. The library continues to fill these historic roles and has more recently added: cultural awareness, gateway to information, and technology center. Future roles are basic literacy; career and workforce development, and a heritage center.

Existing Programs
The library offers a wide variety of programming, including: poetry readings; ballet classes for youngsters; dance and exercise; arts and drama presentation; classes for English as a Second Language and computer basics; summer reading, and story times. Book discussion groups are offered for adult readers of mystery, nonfiction and literary fiction, and for 4th and 5th grade children.

Identified Needs
Identified needs for the area are additional affordable housing and a place for children to spend time after school.

Patron surveys indicate a desire for additional library hours, more adult basic education classes, and more convenient access for mobility impaired individuals.

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Identified Assets
Boerne is fortunate to have economic stability, a wide range of services and careful management of growth. The City of Boerne has a thriving historic downtown lined with unique shops and small businesses. The city is home to a wide variety of retail establishments and services. Six city parks, a new library, and an active senior citizens center are also assets.

Library assets include state-of-the art technology for operations and for public use. Library computers and Wi-Fi are offered to library users. The library's community room and nearby outdoor areas are used for programming. Additional assets are the library's collections of books, magazines and audiovisual media, databases, and downloadable e-books and audiobooks.

Thank You Statement
The Patrick Heath Public Library is grateful to the City of Boerne and the Boerne City Council for their continuing support of our mission. The library also would like to take the opportunity to thank the Friends of the Boerne Public Library, whose members work tirelessly to raise money to support the library's goals, and of course, the volunteers who so generously give of their time to shelve, process materials, and assist with programs. We owe a debt of gratitude to the Boerne Public Library Foundation, which helped raise a large sum of money that went toward the completion of our new library; the group also has helped fund many large capital projects since we opened our doors. The Patrick Heath Public Library Advisory Board deserves a hat tip for always guiding us toward providing the best services possible. As the Patrick Heath Public Library embarks on this exciting adventure of offering unique community outreach, we'd like to express our gratitude to the Robert and Ruby Priddy Charitable Trust for making it possible with the PEARL Project Grant through the University of North Texas.

Community Profile Narrative
Boerne offers a wide variety of family and adult activities, many of them outdoors. Some of these outdoor activities are: concerts in the Main Plaza every other Tuesday evening throughout the summer; Farmers Market every Saturday, May through October, and free movies on the Plaza the last Friday of the month. The Berges Fest is in June. It includes a parade, dancing, music, festival food, and activities reflecting the town's German heritage.   There is a Christmas in July event and Dickens on Main in late November. Many restaurants offer outdoor dining and events such as hot rod, motorcycle, jeep, and music nights. More active outdoor activities include: sports in the city parks and school play fields; wildlife and exotic animal parks; exploration of nearby caves, rivers, lakes, and trails.

The city has an active population. There are over 100 civic, religious, and sports clubs and organizations that contribute to the betterment of the community and residents. Some of the arts groups are: the Hill Country Council for the Arts, Boerne Community Theatre, and the Boerne Village Band. The Village Band performs the biweekly summer Abendkonzert. It is the longest playing German band outside of Germany.

Fifteen Texas Historical Landmarks are part of a walking tour along Main Street (Hauptstrasse) and the buildings clustered east of Main between the River and Blanco Roads. The tour features the Luckenbach-Ascher House limestone dwelling, fine homes, old churches, and commercial,

county and city buildings built prior to the 1920's. The city boasts a new fire station, police station, library, and recently renovated theatre.

A full complement of service, restaurants, and retail establishments are available in Boerne.   The San Antonio International Airport is 30 miles south, easily accessed from IH-10. Boerne schools enjoy high rankings from the Texas Education Association, most recently ranked as "Recognized". The schools offer both a dual language program teaching Spanish and English and dual credit programs so students may earn college credit while high school students.

Main Geographic Features
Community Features
Assets and Challenges
One of the geographic assets of Boerne is its location on IH-10, a relatively short 30 miles to greater San Antonio (pop. 2,000,000+). Situated at the foothills of and on Cibolo Creek, the region is a destination for hikers, fishermen, cavers, and campers. The area has four distinct ecosystems; these are identified in the education program of the Cibolo Nature Center. A nearby ranch, which has been developed into an exotic animal park and Western film set, is another tourist destination.

Challenges are the rapid growth in the area and the ensuing traffic delays for commuters to San Antonio. The recent drought and dropping water levels in the aquifer and watersheds is also a challenge.

Library Features
Assets and Challenges
A geographic asset of the library is its location near Main Street and the Old No. 9 walking trail. The immediate area of the library is included in a recently adopted Civic Campus Plan. The grounds of the library and area near the trail are developed as the Patrick Heath Public Library Heritage Plaza Interpretive Display. Elements of the plaza include local history displays, historic buildings, authentic antique windmill, and information about plants, water use and conservation. Several school campuses are very near the library. The library provides sufficient parking for automobiles and bicycles.

Geographic challenges include potential disruption from planned construction nearby, distance to the high schools, and difficulty reaching the library during the many festivals and parades along Main Street.

Community Demographics
According to the 2010 federal census, the population of Boerne was 10,471 with 90.3% White, .6% African American, .4% Native American, .8% Asian and 1.7% from two or more races. Hispanic or Latino of any race was 22.7% of the population. The population distribution by age was 25.6% under the age of 18, 54.5% ages 18 to 61, and 19.9% who were 62 years of age or older.

The 2006-2010 American Community Survey estimated educational attainment of individuals over the age of 24 was 90.8% having high school diplomas; 34.4% also earned bachelor's degrees or higher. The median income of a household was $51,879 with the mean household income $67,464. The per capita income estimate for Boerne was $29,127. The mean drive to work time was 22.6 minutes with an estimated 80.1% of workers driving alone.

Library Profile Narrative
The Boerne Public Library was renamed "Patrick Heath Public Library" in 2011, coinciding with the completion and opening of the newly built library. Boerne's first library was established in 1951, by the City Council in response to a request by the Grange. The first location was a room in the fire station. The room was remodeled and outfitted as a library entirely by volunteers. The library opened in 1952, with a 400-book collection built from community donations, and was manned only by volunteers. The Grange remained involved in library operations, and beginning in 1964, led the fund raising drive, which built the library that opened in 1967, at 402 East Blanco. Operation of the library was taken over by the City in 1977, and the collections, services, and number of users continued to grow. The library moved again in 1991, now with a collection of over 30,000 items, to the Dienger Building located on Main Street.

A bond package including $5 million for a new library was passed by Boerne citizens in 2007. A capital campaign by the Boerne Public Library Foundation raised another $2 million for the project. After the groundbreaking in May 2010, the library was renamed for former mayor and library advocate, Patrick Heath. The new building opened in June 2011, sixty years after Boerne's first library was conceived.

The new facility is 30,000 square feet, nearly three times the size of the library when it was in the Dienger Building. The library is modern, and it is using RFID to track materials, as well as computer and print control software for public use computers. Wireless Internet access is available, as is a service enabling remote computer users to send print jobs to library printers for later payment and release. Additional services are: outreach to senior residences; homebound materials delivery; tax preparation assistance; test proctoring; meeting space, and programming space for library and community use.

Most Important Library Statistics
The Patrick Heath Public Library is funded by the City of Boerne and is one of three libraries receiving funding from Kendall County. The library is an accredited library in the Central Texas Library System.

In 2011, the library had 15,525 registered borrowers; the assigned service area had a population of 20,256. Library circulation was 234,129 from the library collection of 43,591 materials. Total attendance at the 373 library programs was 11,876 people with 9,186 attending 194 children's programs. The 31 public Internet access computers were used 20,686 times. The library had 142,597 visits during its 54 service hours per week. The library staff included five professional librarians with Master of Library Science degrees; total staff is 9.87 full-time equivalent staff. Volunteers provided 8,608 hours of service in 2011.

Vision, Mission, Goals and Objectives

Vision Statement

The Patrick Heath Public Library embraces the rich heritage and vibrant future of our community. We aspire to maintain an environmentally sustainable library in which visitors will have opportunities to participate, connect and discover. Our commitment to stellar service will enable us to be a shining example to libraries for generations to come.

Mission Statement

As the heart and gathering place of our hill country community, the Patrick Heath Public Library cultivates a love of reading, enriches lives through life-long learning and cultural exploration, and provides an attractive space for people to engage in thoughtful discourse.

Goals and Objectives for the Library

Goal #1 — Our library will be recognized as an exemplary knowledge center for our diverse and rapidly growing community.

    A. Identify practical options for increasing funding for collection development to meet the educational, recreational and cultural needs of previously underserved populations while maintaining the current level of spending for current constituents.

    B. Identify partners from all segments of the community to assist us in expanding and creating new programs and services.

    C. Find new ways to solicit community suggestions about additions to the library collection, especially in regard to materials for younger users and audio-visual materials.

    D. Continually update the library collection, both in traditional and electronic formats, to reflect the needs and interests of the community with special emphasis on audio-visual materials, young adult materials, Spanish resources, adult fiction and other areas that may be identified as critical.

    E. Seek ways to increase funding for electronic resources to supplement the print collection and to provide remote service to cardholders.

    F. Track circulation data by subject area to identify topics that need to be enhanced to meet demands.

Goal #2 — Create an environment that attracts and enables caring and qualified individuals to provide exemplary service and programs to our community.

    A. Reinforce duty coverage during staff education opportunities and library programs.

    B. Require a minimum of 3 continuing education programs per year per staff member.

    C. Begin a schedule of annual evaluation of staff performance and salaries with the goal of seeking parity over the life of the strategic plan with comparable area and library professionals.

    D. Develop a job description for and recruit a volunteer coordinator who, under the supervision of the library director, will be responsible for attracting, organizing and coordinating library volunteers.

E. Improve internal communication in the library among and between staff and library volunteers particularly with regard to roles, responsibilities and accountability, with appropriate mutual respect and recognition for each group.

Goal #3 — Increase community awareness of (a) our extensive and varied resources, services and programs and (b) areas in which we have needs we are unable to meet. Motivate the community to help us expand our collections, services and programs.

A. Create a comprehensive marketing plan that will promote all aspects of the current library programs as well as build understanding of the need for expanded facilities and services.

B. Find new ways to get people to visit the library website.

C. Build a community outreach program that reaches into all segments of the community. Take the library to the community by searching for and actively offering programs in alternate sites outside the library.

D. Identify and tap into key community groups with the goal of developing strong partners who can help us meet the unique informational, educational and recreational needs of our community.

E. Accelerate the use of customer feedback tools. This should include a plan to make greater use of library circulation records, gate counts, program attendance statistics and other available quantitative and qualitative data from focus groups, customer visits, customer observation, and other similar methods. Using this information, begin to develop a database of customer knowledge over time to help staff understand user needs and trends. Begin by studying and refining our understanding of our core customer groups using multiple feedback tools and methods.

F. Find practical ways to address the needs of non-users. Begin by identifying the major groups who seldom use the library.

G. Solicit and publish personal testimonials about the value of the library to individual users as part of a campaign to advertise the features and benefits of the library.

H. Increase the number of "fun programs" for the community, especially programs that involve the entire family and that reach underserved segments of the community.

Goal #4 — Bring a stronger focus to and add additional resources for collections, resources and programming directed toward children and young adults.

A. Develop stronger outreach to public and private schools and to home schoolers so as to partner actively in the educational efforts of the community.

B. Host library hospitality days for school teachers, administrators and board members so as to position the library as a supportive and powerful ally in education.

C. Coordinate technology and information resources acquisition with the schools to whatever extent is reasonable and appropriate in order to provide seamless access to core resources for students.

      D. Collaborate and cooperate with other youth-serving agencies to provide a holistic, community-wide network of activities and services that support childhood development.

      E. Forge greater partnerships with local schools to develop a collection that meets curriculum needs.

Goal #5 — Identify the means to resolve the challenging issues, including service and funding inequities, inherent in a city-owned library operating as part of a county library system.

      A. Broaden and increase the ownership stake that County residents and government agencies have in our library.

      B. Engage key stakeholders in discussion about funding and resource allocation; inform the community in positive ways of the tensions between service demand and resource availability.

      C. Develop and execute a "county relationship strategy." As part of this effort investigate, both within and beyond Kendall County, how analogous city agencies in Texas have addressed the issue of city/county library co-funding. Consider, as part of this investigation, all possible strategies, including library district legislation, fees for service, consolidation of service, and other possibilities that may be identified in the future.

      D. Design and implement a library economic development case that will present concrete examples of the contribution of the library to the economy of Boerne and Kendall County; educate the community, beginning with political and civic leaders, about the economic role of library services and their value in the community.

      E. Position the library to support efforts toward the development of community college services within the county by attending to the needs of this group of users and by participating in efforts to bring in adult education programs.

Goals and Objectives for Outreach Program
Library goal 3, item C is to "Build a community outreach program that reaches into all segments of the community. Take the library to the community by searching for and actively offering programs in alternate sites outside the library." The goal of this outreach program is to partner with the Kendall County Women's Shelter, a new agency in the city. The library will do two initial programs to accomplish this. The objective of the first program will be to issue the shelter a library card and delivery materials to the shelter at least once a month. The objective of the second program will be to offer computer literacy classes to the residents.

Outreach Programs
The Assistant Library Director and Youth Librarian met with the Shelter's Executive Director and Shelter Manager to explore ways the library could support the Shelter. Several needs the library could address were discussed such as providing English and Spanish books, movies, and magazines for adults and children. Additional projects discussed were therapy dog visits, dance exercise classes, and computer classes.

The library chose to address two of these needs as part of the PEARL grant. The library may pursue other projects as time and staffing permits.

The two needs that will be initially addressed are providing materials and basic computer skills classes. The library will provide the agency a library card and library staff will select materials and deliver them to the agency. The library will offer Computer Literacy classes at the Kendall County Women's Shelter for its residents. The classes will be offered in English and in Spanish as needed, once a week using the shelter's computers. The instructor, a bilingual library staff member, will have the opportunity to teach basic English skills to Spanish speakers during the class.

Statement of need
Library surveys of the general community indicated the library is doing a good job of offering programs for the community. The library selected the Kendall County Women's Shelter as a partner because the facility has recently opened and does not have an ongoing relationship with the library. Two needs identified were for residents to have materials delivered to them and for basic computer skills classes.

Description of the larger audience or target group the library wants to reach
The target group is women who have left abusive home environments. The shelter provides a safe place to live while residents work to establish a home away from their abusers. The shelter provides space for up to twenty women.

Description of the specific segment of the target group the proposed program will serve
The classes are for women with little or no computer experience who need to become financially independent. Shelter residents of all ages, including children, will be able to use materials delivered to them.

Estimated number of potential participants
Classes will serve up to ten residents at a time. This number will vary by the number of residents and their backgrounds. All residents can benefit from the materials that are delivered.

Description of the characteristics of the audience (age, gender, interest, where they live, transportation issues if any, best hours for a program, etc.)
The audience is women staying in the shelter. Due to lack of transportation, classes will be offered at the shelter. At the recommendation of shelter staff classes will be offered from 10:00 a.m. to 11:00 a.m. on Friday mornings. Materials for all residents, including any children, will be delivered at least once a month.

List potential partners based on your assets assessment
The major partner is the Kendall County Women's Shelter. Assistance with job applications, interviews, and résumés may be provided by a local human resources expert.

List available library resources that could contribute to the success of the program
The library's collection provides the resources needed for selecting and delivering materials to the shelter at least once a month. Library resources that will contribute to the success of the computer classes include talented library staff with computer expertise and Spanish language skills. Other library resources, accessed through the library's website, are computer training tutorials. Two of these resources are the LearningExpress database, and language training and practice offered by the library's PowerSpeak service.

Detailed Action Plan
Action Plan Goal(s):
1. Plan the program.
2. Implement the program.
3. Evaluate the program.

Action Plan Objectives for delivering materials to the shelter:
1. Partner with Kendall County Women's Shelter to provide recreational and education materials to the shelter's residents.
2. Issue an agency library card.
3. Select and deliver materials.

Action Plan Objective for the Computer Literacy Classes:
1. Partner with Kendall County Women's Shelter to develop and present weekly computer training for residents.
2. Develop a relationship with a local expert in job hunting skills.
3. Distribute post-class surveys and evaluate results.

Action Plan
The table below gives the library's action plan to deliver materials to the Kendall County Women's Shelter.

IMPLEMENTATION			EVALUATION	
Action What action, activity or task needs to be done?	**Name & Date** Who will do it and by what date will it be done?	**Resources Needed** How much time, money, materials, personnel is needed?	**Measurement** How will progress be measured (#, %, participation or attendance)?	**Analysis** How and when will data be gathered and analyzed to determine success?
Meet with Shelter directors	Asst. Director & Children's Libn on October 22	Time – 1 hr. $ - none Materials – none Personnel - 2	Ideas discussed, created agency card for Shelter	Agreed to deliver a selection of materials at least monthly
Create agency evaluation form	Library staff by November 2	Time – 15 minutes $ - none Materials – none Personnel - 1	1 master created	Count #
Print evaluation forms	Library staff by November 2	Time – 15 minutes $ - none Materials – none Personnel - 1	Print 12 form	Count#

Select materials	Library staff by November 2	Time – 45 minutes $ - none Materials – none Personnel - 1	Materials selected	Count#
Check materials out to agency card	Library staff by November 2	Time – 15 minutes $ - none Materials – none Personnel - 1	Materials checked out	Run list of materials checked out on agency card
Deliver materials at least once a month beginning in November	Library staff by November 7	Time – 30 minutes $ - none Materials – none Personnel - 1	Materials delivered along with list	Materials are used by residents
Pick up materials at end of circulation period; drop off next delivery	Library staff monthly	Time – 30 minutes $ & Materials – computer Personnel - 1	Materials picked up along with usage list	All materials are picked up along with usage list
Give returned materials to circ staff for processing	Library staff monthly	Time – 15 minutes $ & Materials – computer Personnel - 1	Materials returned to circ	All materials checked in
Analyze agency evaluation forms	Asst. Director by January 23	Time – 15 minutes $ & Materials – computer Personnel - 1	Monthly forms analyzed	Evaluations compiled
Send report	Asst. Director by January 23	Time – 15 minutes $ & Materials – computer Personnel - 1	Report sent to PEARL office	Report received

Action Plan
The table below gives the library's action plan to offer computer classes at the Kendall County Women's Shelter.

IMPLEMENTATION			EVALUATION	
Action What action, activity or task needs to be done?	**Name & Date** Who will do it and by what date will it be done?	**Resources Needed** How much time, money, materials, personnel is needed?	**Measurement** How will progress be measured (#, %, participation or attendance)?	**Analysis** How and when will data be gathered and analyzed to determine success?
Meet with Shelter directors	Asst. Director & Children's Libn on October 22	Time – 1 hr. $ - none Materials – none Personnel - 2	Ideas discussed, created agency card for Shelter	Agreed to do computer classes
Schedule classes	Asst. Director and Bilingual Instructor by October 24	Time - 30 min. $ - none Materials – none Personnel – 2	Dates selected	Dates selected

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Attend required sensitivity training	Asst. Director and Bilingual Instructor by November 8	Time – 1.5 hr. $ - none Materials – provided by shelter Personnel – 2	Staff receive required training from shelter management	Requirement met
Copy existing instructional handouts	Instructor by November 8	Time – 15 min. $ & Materials – printer/paper/documents Personnel - 1	10 copies made	Count#
Create evaluation form in English and in Spanish	Instructor by November 8	Time – 1 hr. $ & Materials – computer Personnel - 1	2 masters created	Count#
Print evaluation form	Instructor by November 8	Time – 15 min. $ & Materials – printer/paper/computer Personnel - 1	10 copies made	Count#
Distribute evaluation form	Instructor on November 9	Time – 5 min. $ & Materials – evaluation form Personnel – 1	10 copies distributed	Count#
Present first program	Instructor at shelter November 9	Time – 1.5 hr. $ & materials-handouts Personnel-1	1 program presented	Count#
Collect evaluations at end of session	Instructor at shelter November 9	Time – 10 min $ & Materials – 0 Personnel - 1	10 evaluations collected	Count#
Write Report	Asst. Director and Bilingual Instructor by January 22	Time – 1 hour $ & Materials – computer, report form Personnel - 2	Report written	Count#
Send report	Asst. Director by January 23	Time – 15 minutes $ & Materials – computer Personnel - 1	Report sent to PEARL office	Report received
Thank partners	Asst. Director by January 23	Time – 30 minutes $ & Materials – notepaper/postage Personnel – 1	Thank you letter sent	Count#

APPENDIX A: GENERAL LIBRARY NEEDS SURVEY

What is your gender? ☐ Male ☐ Female **34** **79**	What age group best describes you? ☐ Over 50 **50** ☐ 18–30 **5** ☐ 31–50 **40** ☐ 12–18 **20**
How often do you visit the library? ☐ Daily **1** ☐ Twice a year **6** ☐ Weekly **37** ☐ Once a year **11** ☐ Monthly **49** ☐ Never **11**	Which best describes your marital status? ☐ Single **32** ☐ Widowed **12** ☐ Married **64** ☐ Divorced **6**
Do you find the current hours to be convenient? We are open Mon. – Sat. at 9am. We close at 8pm Mon. & Tue.; 6pm Wed. & Thu.; 5pm Fri.; 3 pm Sat. We are closed on Sundays. ☐ Yes **100** ☐ No **13**	If you have children, what are their ages? (*Check all that apply*.) ☐ 0–2 years **7** ☐ 6–12 years **26** ☐ 3–5 years **22** ☐ 13–17 years **16**
If not, what hours would you like the library to be open? **Sundays – 11; Later Saturday – 3; More & Later evenings – 7**	Do you receive information on library services and programs? ☐ Yes **60** ☐ No **51** ☐ N/A **4**
What programs would you like the library to add or expand? Online Books – 10; Gaming Events – 3; Spanish Classes – 2; Continuing ed – 3; Photography Class; Photoshop; Group Guitar; Historical & GPS Hikes; Self Help Seminars; Partnering with BISD; Community Awareness; math program & textbooks; more outdoor; reading classes; sign language classes; advanced computer classes; employment info; more lectures; poetry; reading clubs; education; adult activities; coffee book groups for 30's; afterhours programs; homeschool reading time; book reviews	For what age group would you like to see more programs? **Seniors – 7; Adults – 11; YA – 16; Elementary – 4; Infants – 1**
When are you most likely to use the library? ☐ Morning (8:00–noon) **39** ☐ Afternoon (noon–5:00 p.m.) **43** ☐ Evening (after 5:00 p.m.) **46** ☐ N/A **3**	Which days of the week would you be most likely to use the library? (*Check all that apply*.) ☐ Monday **54** ☐ Thursday **51** ☐ Tuesday **55** ☐ Friday **46** ☐ Wednesday **50** ☐ Saturday **47** ☐ N/A **6**

APPENDIX B: AGENCY EVALUATION FORM

Patrick Heath Public Library Outreach Delivery Program
Thank you for partnering!

Place an X under the number to indicate how successful the program is at your facility.

	Yes 3	Okay 2	No 1
1. The program was:			
easy to administer.			
well-used by the residents.			
2. The materials delivered were:			
appropriate for the residents.			
were enjoyed by the residents.			
easy to read.			
3. The delivery schedule was:			
often enough for resident use.			
convenient for staff at the shelter.			

Anything else you want to say?

_____

_____

_____

_____.

What kind of materials or topics do we need to bring more of or include in the next delivery?

_____

_____

_____

_____.

APPENDIX C: EVALUATION FORM

CLASS 1 EVALUATION   Today's Date: _____

*Thank you for attending today's class! Please take a few minutes to complete the **Before** part of the evaluation form before we begin and the **After** part at the end of the class.*

Place an X or Check Mark beneath the number that best represents your evaluation.

BEFORE the class, I would rate my ability to use the mouse as:	**Low 1**	**Some 2**	**High 3**
1. I know what a mouse is.			
2. I know how to double click.			
3. I know how right click.			
4. I know how to drag and drop.			

AFTER the class, I would rate my ability to use the mouse as:	**Low 1**	**Some 2**	**High 3**
1. I know what a mouse is.			
2. I know how to double click.			
3. I know how right click.			
4. I know how to drag and drop.			

	No 1	**Okay 2**	**Yes 3**
1. The program was:			
informative.			
long enough.			
2. The instructor was:			
interesting.			
clear.			
3. The handouts were:			
helpful.			
4. Because of the program I:			
can now use the mouse.			
will continue to learn how to use computers.			

Anything else you want to say?_____

_____ .

APPENDIX D: EVALUATION FORM

CLASE 1 EVALUACION   Fecha de hoy: _____

Gracias por asistir a la clase de hoy. Por favor tome unos minutos para completar la porción ***'Antes'*** *de la evaluación antes de empezar la clase y la porción* ***'Después'*** *al terminar la clase.*

Coloque una X bajo el número que representa su evaluación.

ANTES de la clase, yo calificaría mi habilidad para usar el ratón como:	**Bajo 1**	**Poco 2**	**Alto 3**
5. Se lo que es un ratón.			
6. Se como hacer doble clic.			
7. Se como hacer clic con el botón secundario (clic derecho)			
8. Se como arrastrar y soltar.			

DESPUES de la clase, yo calificaría mi habilidad para usar el ratón como:	**Bajo 1**	**Poco 2**	**Alto 3**
5. Se lo que es un ratón.			
6. Se como hacer doble clic.			
7. Se como hacer clic con el botón secundario (clic derecho)			
8. Se como arrastra y soltar			

	No 1	**Okay 2**	**Si 3**
1. La clase fue:			
informativa.			
lo suficientemente larga			
2. La instructora fue:			
interesante.			
clara.			
3. Los folletos fueron:			
útil o servicial.			
4. Debido al programa yo:			
puedo ahora usar el ratón.			
Continuare aprendiendo a usar computadoras.			

¿Cualquier otra cosa que quiera agregar?_____

_____.