# American Dream: Webinar Recording Timeline

Below is a timeline for the topics covered in the PLA Project Outcome webinar, *American Dream: Measuring Success Using PLA’s Project Outcome*. Click here to view the archived recording.

<table>
<thead>
<tr>
<th>Timestamp</th>
<th>Agenda</th>
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<tr>
<td>0:01-2:05</td>
<td>Introduction</td>
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<td>2:06-4:35</td>
<td>What is an outcome</td>
</tr>
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<td>4:36-9:01</td>
<td>Review of Project Outcome toolkit</td>
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<td>9:02-13:39</td>
<td>Why measure outcomes</td>
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<td>13:40-19:29</td>
<td>Measuring American Dream programs</td>
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<td>19:30-24:09</td>
<td>Tips for surveying</td>
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<td>24:10-32:25</td>
<td>Entering &amp; accessing data</td>
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<td>32:26-33:18</td>
<td>Wrap-up</td>
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American Dream: Measuring Success Using PLA’s Project Outcome

March 2019
American Dream Reporting: Programs

One of two training webinars

1. Project Outcome: Reporting for programs

2. PPO: Reporting for evaluation, interim and final reports
Agenda

1. What is an outcome
2. Review of Project Outcome toolkit
3. Why measure outcomes
4. Measuring American Dream programs
5. Tips for surveying
6. Entering & accessing data
7. How PLA can help
8. Wrap-up

Emily Plagman
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Public Library Association
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Goals for Grantees

Develop tools and resources for libraries and library staff to provide effective literacy services to adult English language learners in their communities and across the country.
1. What is an outcome
What is an outcome
What is an outcome?

Libraries need more **data and evidence** to show the whole picture of their value to the community.
What is an outcome?

- Needs assessment: What does our community need?
- Patron satisfaction: What should we do better?
- Outputs: How much did we do?
What is an outcome?

- Needs assessment: What does our community need?
- Patron satisfaction: What should we do better?
- Outputs: How much did we do?
- Outcomes: What **good** did we do?
What is an Outcome?

Specific benefit from a library program/service

Can be quantitative or qualitative

Expressed as changes that individuals perceive
What is an Outcome?

Tells you what changes/effects/impacts your programs are having in/on...

- Knowledge
- Skills
- Attitudes
- Opinions
- Behaviors
- Actions
- Status
2. Review of Project Outcome Toolkit
What is Project Outcome?

Outcome Measurement Made Easy

Resources and Tools to Create Surveys and Analyze Outcome Data at Your Library

216,917 Responses collected through our surveys
1,422 Libraries that have created surveys

www.projectoutcome.org
Standardized Outcomes

Quantitative Data
- Knowledge
- Confidence
- Behavior Change
- Awareness

Qualitative Data

What did patrons like most?
What can the library do to improve?

www.projectoutcome.org
Survey Topics

- **EARLY CHILDHOOD LITERACY**
- **DIGITAL LEARNING**
- **EDUCATION/LIFELONG LEARNING**
- **HEALTH** (Coming soon!)
- **SUMMER READING**
- **CIVIC/COMMUNITY ENGAGEMENT**
- **JOB SKILLS**
- **ECONOMIC DEVELOPMENT**

www.projectoutcome.org
Data Dashboard

Results
A total of 121 survey responses were collected. Of the percentage of patrons surveyed who either agreed or strongly agreed that they benefited from the service or program:

- 94% were more aware of issues in their community
- 79% intend to become more engaged in their community
- 73% felt more confident about becoming involved in their community
- 73% were more aware of resources and services provided by the library

The full results of the survey(s) are shown below. (Note that due to rounding, percentages may not add up to 100%)

- Knowledge: 18% / 76%
- Confidence: 23% / 45%
- Application / New Skills: 18% / 48%
- Awareness of Resources: 18% / 46%

Selected Criteria Average | Civic/Community Engagement Topic Averages
--- | ---
| Library | State/Province | National |
Knowledge | 4.7 | 4.4 | 4.2 |
Confidence | 4.1 | 4.2 | 4.2 |
Application / New Skills | 4.2 | 4.1 | 4.2 |
Awareness of Resources | 4.0 | 4.0 | 4.1 |

AVERAGES: Ranges from 1.0 (Strongly Disagree) to 5.0 (Strongly Agree)
Training Resources

- Getting Started
- Surveys
- Data Collection
- Data Analysis
- Taking Action
- From the Field

www.projectoutcome.org
Data Collection Roadmap

**Get Started**
- **Register**: Create your Project Outcome account at www.projectoutcome.org
- **Onboard Staff**: Have conversations with staff about the importance of outcomes

**Plan Survey**
- **Review Resources**: Review "getting started" resources
- **Choose Survey**: Choose survey topic and type based on community needs and library goals

**Create Survey**
- **Create Survey**: Select survey topic and type, enter program name and date, choose location, confirm survey name
- **Customize Survey**: Add library logo, internal notes, custom intro and/or footer message

**Enter Data**
- **Enter Responses**: Enter survey responses, include location if applicable
- **Add Attendance**: Enter program attendance to get response rates

**Administer Survey**
- **Distribute and Collect Surveys**: Print out surveys and access survey links; ask patrons to complete surveys after program is complete
- **Talk to Patrons**: Explain to patrons the importance of outcomes and honest feedback
- **Reduce Bias**: Have an anonymous drop-box or ask a volunteer to collect surveys

**Review Results**
- **Analyze Quantitative Data and Qualitative Results**: Use survey reports and dashboards to understand your results

**Take Action**
- **Plan Advocacy**: Tailor advocacy messaging to your audience
- **Share Results**: Share results with internal and external audiences

www.projectoutcome.org
Training Resources

Resources > Getting Started > Tutorial Videos

Creating a New Survey

www.projectoutcome.org
Aggregate Data: 64k Responses for ELL
3. Why Measure Outcomes
Why Measure American Dream Outcomes?

Libraries do a better job of meeting ELL community needs.

Your goal: offer more programming to English Language Learners or adults in need of basic education and workforce development.

American Dream goal: support expansion of ELL programming in public libraries.

Project Outcome goal: help libraries measure value of programs and services.
Why Measure American Dream Outcomes?

What is an outcome?
- Patron-reported changes in knowledge, attitude, behavior, or awareness

American Dream Examples:
- Patron learns how to apply for a citizenship test
- English language learn reports increased confidence in speaking the language
- Job-seeker got a better job
- Attendees check out resources available at the library to help them learn more
How Could the Data Be Used?

- American Dream reporting
- Advocacy
- Programming improvement
- Communicating value to partners

"Now I think, read, write and speak. I did my application for Citizenship. I pass the interview. I'm a Citizenship now!"

“It has motivated me to continue learning English to have better opportunities for employment.”

“I want to speak with my grandson.”
2018 Results: Education/Lifelong Learning

- 246 patron responses
- 8 library locations entered survey data

Programs included:

- ESOL classes
- New Comers Academy Visit
- Adult Ed. New Citizens Outreach
- Adult Literacy ESL Resources
- Somali Bantu After School Program
2018 Results: Education/Lifelong Learning

Outcomes

- N/A
- Strongly Agree
- Agree
- Neither
- Disagree
- Strongly Disagree

Outcomes:
- Knowledge
- Confidence
- Application
- Awareness
2018 Results: Education/Lifelong Learning

How did this program help you meet your learning goals?
4. Measuring American Dream Programs
American Dream Programs

- Citizenship classes
- HSE/GED courses
- Computer access/training
- Job skills training
- ESL classes
Public Program Office Partnership

Keeping it Simple – PPO completes the first step for you:

*Creates the template you’ll use to measure your American Dream grant programs*

PPO can only view data from surveys created from their templates

Centralized reporting system
# Pre-Set Survey Questions

1. You learned something that is helpful
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

2. You feel more confident about what you just learned
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

3. You intend to apply what you just learned
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

4. You are more aware of resources and services provided by the library
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

5. What did you like most about the program?

6. What could the library do to better assist you in learning more?
Pre-Set Additional Questions

7. How did this program help you meet your learning goals?

8. As a result of the program, you intend to: (select all that apply)
   - [ ] Apply what you learned in school or your current job
   - [ ] Add a new skill [to your resume or CV, to your personal learning, etc.]
   - [ ] Share what you learned with a friend or colleague
   - [ ] Use what you learned for your personal life and well-being
   - [ ] Other: __________
   - [ ] N/A

9. As a result of participating in this program, what new learning goals have you set for yourself?
Creating Your Survey From a Template

1) Create Project Outcome account: www.projectoutcome.org
   ✓ Set up survey (PPO has done this for you)
2) Locate the American Dream 2019 template
3) Select “Create Survey From Template”
4) Approve source, topic & type
5) Enter program information
6) Approve survey settings
Step 1: Locate Template

Check Template

Create New Survey

Date range
mm/dd/yyyy  mm/dd/yyyy

Template
- Survey

Topic
- Civic/Community
- Engagement
- Digital Learning
- Early Childhood Literacy
- Economic Development
- Education/Lifelong Learning
- Job Skills
- Summer Reading

Type
- Immediate
- Follow-up
- Teen/Child
- Adult
- Caregiver

Status
- Draft
- Active
- Archived
- Deleted

Template: American Dream 2019
Created by Tyler Tester at Asgardian Library Group

American Dream 2019
01/01/2019

0 Surveys Created
Published to
1 Library

Create Survey From Template

Build a Report
Step 2: Select “Create Survey From Template”
Step 3: Approve Source, Topic & Type

Create Education/Lifelong Learning Immediate Survey from Template

1. **Source, Topic & Type**
   - Create New Survey
   - Copy Existing Survey
   - Use Template

2. **Template**
   - **Template:** American Dream 2019
   - Template created by Asgardian Library Group

3. **Initiative**
   - American Dream 2019
   - 01/01/2019 - 12/31/2019

4. **Survey Topic**
   - Education/Lifelong Learning

5. **Survey Type**
   - Immediate
Step 5: Approve Survey Settings

Create Education/Lifelong Learning Immediate Survey from Template

1. Source, Topic & Type
2. Program Information
3. Survey Settings
4. Custom Questions
5. Administer Survey

---

Survey Name

Not visible to respondents

American Dream 2019: GED Program - 3/31/19

The information below will be displayed on your survey to respondents.

Custom Intro Message

This program aims to help build literacy skills

Custom Footer Message

This program is made possible through the generous support of the Dollar General Literacy Foundation

Thank You Page URL

For online surveys only

Use Default URL

Example Thank You Page
Congratulations! Your survey is ready.

Please take a few minutes for this brief survey and let us know if, as a result of participating in the American Dream 2019: GED Program program...

1. You learned something that is helpful
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

2. You feel more confident about what you just learned
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

3. You intend to apply what you just learned
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

4. You are more aware of resources and services provided by the library
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

5. What did you like most about the program?

6. What could the library do to better assist you in learning more?
Creating Surveys

Congratulations! Your survey is ready.

7. How did this program help you meet your learning goals?

8. As a result of the program, you intend to: (select all that apply)
   - Apply what you learned in school or your current job
   - Add a new skill [to your resume or CV, to your personal learning plan, to your personal life and well-being]
   - Share what you learned with a friend or colleague
   - Use what you learned for your personal life and well-being
   - Other: ________
   - N/A

9. As a result of participating in this program, what new skills have you gained that benefit yourself?

CAUTION: Additional questions create 2-page surveys.

TIP: Print double-sided, edit PDF or re-create own version to fit on one page.
Step 6: Get Survey

Congratulations! Your survey is ready.

Please take a few minutes for this brief survey and let us know if, as a result of participating in the American Dream 2019: GED Program program...

1. You learned something that is helpful
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

2. You feel more confident about what you just learned
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

3. You intend to apply what you just learned
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

4. You are more aware of resources and services provided by the library
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree
   - N/A

5. What did you like most about the program?

6. What could the library do to better assist you in learning more?
5. Tips for Surveying
Talk to Patrons

Explain the **WHY** and **HOW** before asking them to complete the survey
Talk to Patrons

- Read survey questions aloud
- Walk through questions one at a time
- Explain the Likert scale (strongly disagree – strongly agree)
- Keep responses anonymous
Get Creative!

Help low English literacy or ESL patrons better understand the survey scale
Spanish Surveys

- For Spanish-speaking audiences, use paper surveys.
- A Spanish version of the template will be emailed to you in PDF form.
- Translate responses into English before entering them into Project Outcome.

Example survey questions:

1. Aprendió algo que sea útil
   - Estoy muy de acuerdo
   - Estoy de acuerdo
   - No estoy de acuerdo
   - Estoy en desacuerdo
   - N/A

2. Se siente más seguro respecto a lo que acaba de aprender
   - Estoy muy de acuerdo
   - Estoy de acuerdo
   - No estoy de acuerdo
   - Estoy en desacuerdo
   - N/A

3. Tiene la intención de aplicar lo que acaba de aprender
   - Estoy muy de acuerdo
   - Estoy de acuerdo
   - No estoy de acuerdo
   - Estoy en desacuerdo
   - N/A

4. Descubrió recursos y servicios brinda la biblioteca
   - Estoy muy de acuerdo
   - Estoy de acuerdo
   - No estoy de acuerdo
   - Estoy en desacuerdo
   - N/A

5. ¿Qué es lo que más le gustó del programa?

6. ¿Qué podría hacer la biblioteca para ayudarle a aprender más?

7. Como resultado de participar en este programa, ¿qué nuevas metas de aprendizaje desea lograr?
Other Languages

- Use paper surveys
- If possible, translate the surveys to fit the audiences’ needs (other languages)
- Make sure to translate responses back into English before entering data into the system
6. Entering & Accessing Data
Entering Data
Here is where you will enter responses from your paper surveys. These data entry forms are for library use only. Use the URL below to submit multiple paper surveys at once. Use the Enter Responses Online button below to submit paper surveys one at a time.

Please Note: Surveys cannot be edited once responses are entered. Responses cannot be edited once they are submitted.

Need to enter your responses in bulk? Use the url below to submit multiple responses at once.

https://www.projectoutcome.org/responses/37741/input

Need to enter your responses individually? Click the button below to enter responses one at a time.

Enter Responses Online
# Entering Data

**American Dream 2019: GED Program - 03/30/2019**

Created by Test PLA at Hogwarts Library

<table>
<thead>
<tr>
<th>Get Patron Survey</th>
<th>Program Information</th>
<th>Survey Settings</th>
<th>Custom Questions</th>
<th>Internal Notes</th>
<th>Enter Paper Responses</th>
</tr>
</thead>
</table>

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Need to enter your responses individually? Click the button below to enter responses one at a time.

[Enter Responses Online](https://www.projectoutcome.org/responses/37741/input)
### Entering Data

#### American Dream 2019: GED Program - 03/30/2019

<table>
<thead>
<tr>
<th>Question</th>
<th>Agree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. You learned something that is helpful</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. You feel more confident about what you just learned</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. You intend to apply what you just learned</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. You are more aware of resources and services provided by the library</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. What did you like most about the program?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. What could the library do to better assist you in learning more?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. As a result of participating in this program, what new learning goals have you set for yourself?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. As a result of the program, you intend to (select all that apply)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. How did this program help you meet your learning goals?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Response Options</th>
<th>Agree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer one more class, I read more time</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>That I learned how to take the GED</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I will apply for college</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apply what you have learned</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am able to read better at work</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Response Date:** 03/30/2019

**Delete Response**

- **Submit Responses**
- **Add Response**
Here is where you will enter responses from your paper surveys. These data entry forms are for library use only. Use the URL below to submit multiple paper surveys at once. Use the Enter Responses Online button below to submit paper surveys one at a time.

Please Note: Surveys cannot be edited once responses are entered. Responses cannot be edited once they are submitted.

Need to enter your responses in bulk? Use the url below to submit multiple responses at once.

https://www.projectoutcome.org/responses/37741/input

Need to enter your responses individually? Click the button below to enter responses one at a time.

Enter Responses Online
Entering Data

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<th>Custom Questions</th>
<th>Internal Notes</th>
<th>Enter Paper Responses</th>
</tr>
</thead>
</table>

**Cancel & Close Response Entry**
Please take a few minutes for this brief survey and let us know if, as a result of participating in the American Dream 2019: GED Program program...

**Date**
* mm/dd/yyyy

1. You learned something that is helpful
   - [ ] Strongly Disagree
   - [ ] Disagree
   - [ ] Neither
   - [ ] Agree
   - [ ] Strongly Agree
   - [ ] N/A

2. You feel more confident about what you just learned
   - [ ] Strongly Disagree
   - [ ] Disagree
   - [ ] Neither
   - [ ] Agree
   - [ ] Strongly Agree
   - [ ] N/A

3. You intend to apply what you just learned
   - [ ] Strongly Disagree
   - [ ] Disagree
   - [ ] Neither
   - [ ] Agree
   - [ ] Strongly Agree
   - [ ] N/A

4. You are more aware of resources and services provided by the library
   - [ ] Strongly Disagree
   - [ ] Disagree
   - [ ] Neither
   - [ ] Agree
   - [ ] Strongly Agree
   - [ ] N/A

5. What did you like most about the program?

6. What could the library do to better assist you in learning more?
### American Dream 2019: GED Program - 03/30/2019

**Survey Details**
- Created by: Test PLA for Hogwarts Library

**Survey Information**
- **Title**: American Dream 2019: GED Program - 03/30/2019
- **Status**: Active
- **Responses**: 3
- **Attendance**: 5

**Survey Questions**

| Library ID | Library Name | Program | Program | Survey Type | Survey Type | Attendance | Paper | Distance | Intention | Agreement | Response | You Learn | You Feel | You Intend | You Agree | Agree | Strongly Agree |
|------------|--------------|---------|---------|-------------|-------------|------------|-------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-------------|-----------|
| 10097      | Hogwarts    | Custom  | American| Survey      | Survey      | 3          | Paper | Disagree | Strongly | Agree     | 21638     | 31         | 3/30/2019   | 3/30/2019 | Strongly Disagree | Agree     | Strong    |
| 10097      | Hogwarts    | Custom  | American| Survey      | Survey      | 3          | Paper | Neither  | Disagree  | Agree     | 21631     | 31         | 3/30/2019   | 3/30/2019 | Neither   | Agree     | Strong    |
Download Quick Summary Report
### Open Response View & Export

(Please Ctrl or Shift while clicking to select multiple rows for export)

<table>
<thead>
<tr>
<th>Date</th>
<th>Survey</th>
<th>Question</th>
<th>Topic</th>
<th>Type</th>
<th>Status</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/30/2019</td>
<td>American Dream 2019: GED Program - 03/30/2019</td>
<td>What did you like most about the program?</td>
<td>Education/Lifelong Learning</td>
<td>Immediate</td>
<td>active</td>
<td>The teacher</td>
</tr>
<tr>
<td>3/30/2019</td>
<td>American Dream 2019: GED Program - 03/30/2019</td>
<td>What could the library do to better assist you in learning more?</td>
<td>Education/Lifelong Learning</td>
<td>Immediate</td>
<td>active</td>
<td>Help me improve my speaking ability more</td>
</tr>
<tr>
<td>3/30/2019</td>
<td>American Dream 2019: GED Program - 03/30/2019</td>
<td>As a result of participating in this program, what new learning goals have you set for yourself?</td>
<td>Education/Lifelong Learning</td>
<td>Immediate</td>
<td>active</td>
<td>Better pronunciation and words chosen</td>
</tr>
<tr>
<td>3/30/2019</td>
<td>American Dream 2019: GED Program - 03/30/2019</td>
<td>How did this program help you meet your learning goals?</td>
<td>Education/Lifelong Learning</td>
<td>Immediate</td>
<td>active</td>
<td>Now I understand more people when they talk to me. I can watch television in English.</td>
</tr>
<tr>
<td>3/30/2019</td>
<td>American Dream 2019: GED Program - 03/30/2019</td>
<td>What did you like most about the program?</td>
<td>Education/Lifelong Learning</td>
<td>Immediate</td>
<td>active</td>
<td>It has been very interesting. I feel more confident speaking. Also I have an excellent tutor who helps me two times a</td>
</tr>
</tbody>
</table>
Analyze Data Dashboards
Taking Action

**GRANT WORK**

A library staff member explained, “[Caregivers shared] how beneficial the program was, how they’re doing projects they wouldn’t have thought of to do at home..., using supplies that they don’t have at home... So, having that information, I could write a grant that shows **this is what the community wants, and we want to provide it.** And then, I also use the survey [results] to report during the grant period, talking about what the patrons liked most about the service, or programs...and what else they’d like to see the library doing.”

**PROGRAMMING DECISIONS**

One library program manager explained, “Some of these workshops...were well-attended, but the feedback was such that we no longer offer [them]. It’s a matter of making sure that **it’s not just getting people in the door, but that people feel like it’s worth their time,** and it’s something that they can use. That when they leave...they’re in a position where they feel they’re more comfortable with whatever the topic was.”

**PARTNERSHIPS**

A library partner said Project Outcome surveys tell her “**a lot about what the community needs, what each person’s needs are,** what else we could bring in, as far as technology is concerned, which is important as technology is changing pretty much every day now.”

**ADVOCACY**

One library board member shared, “**The [outcome] data provides an objective story,** backing up much more engaging stories from staff about serving the community with objective numbers... [and] includes things the board may not think to ask for. This adds dimensions to how the board considers the library’s success in serving the community.”

**FUNDING REQUESTS**

As explained by a library leader, “**It was information from Project Outcome that gave us the confidence to ask** the Friends [to fund the program], and to justify asking for that money.”
ALA Public Programs Office

- Will have access to your American Dream survey data through their own Project Outcome account
- American Dream evaluators will have access to raw data
Customer Support!

- We can help all your implementation needs!
- Project Outcome help: info@projectoutcome.org
- All other American Dream questions: publicprograms@ala.org
8. Wrap-up
If You Haven’t Already...

- Register for FREE at www.projectoutcome.org
- Review training resources
- Create a new survey
- Analyze data dashboards
- Join the Facebook group
- Follow us on Twitter
Connect with Peers

American Dream participants: americandream-2019@lists.ala.org

Other Project Outcome libraries:

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