

### Impact

Site visits (Users)	Users	Survey (Staff)	Staff
Build confidence/elevate expectations	13%	Learn skills for independence	12%
Develop job skills/prepare to get job	12%	Learn new job skills	14%
		Get a job	9%
Empowered to develop additional technical skills	13%	Learn new technologies or new skills	28%
Access to technology/software	10%		
Relationship building/social support/friendship	9%	Find & connect with other people or community services	11%
		Communicate with family, friends & others	8%
Develop tangible skills (leadership, public skills, networking)	7%	Be a leader & help others	1%
Safe/comfortable environment	6%		
Able to communicate in English (no translator needed)	6%	Learn English	3%
Academic improvement/homework help	5%	Improve school performance	14%
Prepares user to go to college/get GED	4%	Graduate from school or go to college	6%
Develop or expand interests	3%	Other	11%
Use of CTC is free or low cost	3%		
Able to drive oneself	3%		
Provide connections to community leaders	2%		
Fill out/submit govt/agency forms	1%		
Stay out of trouble	1%		

### Barriers to Use

Site visits (Users)	Users	Survey (Staff)	Staff
		No Barriers	50%
		Funding	40%
Childcare	24%	Childcare	22%
Insufficient space/computers/technology	22%	Limited Resources	17%
		Capacity	15%
Work/School commitments	13%		
Lack of training/basic skills	9%	Training	5%
Language	9%		
Fear of technology	9%		
Transportation	7%	Transportation/Location	18%
Not enough time	7%	Limited hours	8%
Lack of access away from CTC	7%		
Insufficient staff/teachers	6%	Staffing	17%
		Membership/Registration/Fee required	8%
Other	7%	Other	60%