| INFORMATION SERVICES KEY PERFORMANCE INDICATORS | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Criteria | Timeframe of Measurement | KPI | Operational Definition of Key Performance Indicator | Unit | FY2003 Result | FY2004 Goal | FY2004 Result | FY2005 Goal |
| | | | Number of bibliographics instruction sessions | Library | 39 | 41 | 48 | 50 |
| | | | Number of students attending bibliographic sessions | Library | 547 | 550 | 698 | 720 |
| | | | Number of electronic reference e-mail sessions | Library | 20 | 25 | 49 | 55 |
| | | | Number of online fillable/printable forms | Web Services | XXXX XXXX | 1 | 1 | 10 |
| | | | Number of courses using online course products to enhance and/or deliver course materials | Web Services | 67 | 71 | ????? | ????? |
| | | | Number of students in courses using online course products to enhance and/or deliver course materials | Web Services | 1065 | 2000 | ???? | ???? |
| | | | Number of offices with calendaring and file sharing capability | Academic / Admin Computing | 9 | 10 | ???? | ???? |
| | | | Number of classes broadcast and/or delivered asynchronously | Distance Education | XXXX XXXX | | 27 | 30 |
| | | | Number of students enrolled in broadcast and/or asynchronous courses | Distance Education | 433 | 475 | 560 | 600 |