

**INFORMATION SERVICES  
KEY PERFORMANCE INDICATORS**

<b>Criteria</b>	<b>Timeframe of Measurement</b>	<b>KPI</b>	<b>Operational Definition of Key Performance Indicator</b>	<b>Unit</b>	<b>FY2003 Result</b>	<b>FY2004 Goal</b>	<b>FY2004 Result</b>	<b>FY2005 Goal</b>
			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