Performance Measures - OSAC 2011-12

Area	No.	Description of Performance Measure	Elements Measured	Previous Performance	Goal for 2011-12	Final Outcome to Goal
Scholarships	1	Scholarship Applications Completed	Number of scholarship applications started (created) vs. number of scholarship applications completed	54% of applications started were completed	60%; 80% once the online application is revised	
Scholarships	2	Increase the number of scholarships funds by 100 for 11-13 biennium	Number of scholarship funds	431 active funds	481 active funds by 2012	
Scholarships	3	Percent of tasks completed by the contract deadline or target date	The Ford Family Foundation - Contract Deadlines vs actual completion dates - See Ford Tab for more details	100%	100%	
			External target dates vs actual completion dates - See Target Date Tab for Details	57%	90%	
			Internal target dates vs actual completion dates - See Target Date Tab for details	52%	90%	
Scholarships	4	Percent of scholarship money available vs. scholarship money awarded	Active scholarship funds are those available vs. scholarship funds actually awarded. Agency level and funding level.	96.74%	98%	
Federal and State Programs	1	Post first OOG award lists	Date on which first OOG award list is posted for the coming academic year. List dates from "View OG Award List History" screen in DB.	3/15/11	2/15/12; (2/15 in even-numbered years; 3/1 in odd-	
Federal and State Programs	2	Percent of OOG awardees who enroll in higher education, as measured by # awardees who enroll and receive OOG funds Fall term	# Awardees vs. # Recipients for 2010-2011	60.7%	63.0%	
			$ Awarded vs. $ Disbursed for 2010-2011	54.1%	56.0%	

Performance Measures - OSAC 2011-12

Area	No.	Description of Performance Measure	Elements Measured	Previous Performance	Goal for 2011-12	Final Outcome to Goal
Federal and State Programs	3	% Student Childcare $$ awarded vs. Student Childcare $$ disbursed	Percentage of total dollars awarded that were disbursed	95.85%	97%	
ASPIRE	1	Percent of students mentored that enter higher education	Number of students mentored vs. number of students mentored that enter higher education	Not previously measured	62%	
ASPIRE	2	Retention of sites	Number of existing sites at beginning of biennium that are still active at the end of the biennium	Not previously measured	89% retained	
ASPIRE	3	Growth of sites	Number of sites at the beginning of biennium vs. number of sites at the end of biennium	124	145	
ODA	1	Timeliness completion of degree program reviews	Average time (in months) required to complete program review.	5 months	4 months	
ODA	2	Provide efficient Degree Validation services	Length of time(in days) between receipt of request for validation to final determination out the door.	None	Within 90 days of receipt	
Customer Service	1	Percent of Customers Rating Satisfaction as Good or Excellent	# of customers rating OSAC as Good or Excellent vs total # of customer ratings.	95%	96%	