

**Administrative and Service Infrastructure: Selected Accountability Measures**

	Historical Data			Goals					Reporting Responsibility	Contributing Areas
	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006	2006-2007		
# visitors to Admissions (2001-2003) Student Welcome Center (WC = 2003+)	NA	NA	Adm. 7965	Adm. 8029	W.C. 9233	W.C. 10617	W.C. 12209	W.C. 14040	VP SA	Student Affairs
Parking Peak Demand/Spaces ratio	79%	73%	80%	82%	85%	85%	85%	85%	VP US	Univ Services
# Shuttle Riders Annually (thousands)	NA	179	409	630	750	900	1000	1200	VP US	Univ Services
Bookstore Fall Book Reservations	NA	1,234	1,165	1,228	1,600	2,000	2,200	2,600	VP US	Univ Services
Bookstore Financial Aid Participants	NA	NA	3,400	5,282	5,400	6,000	6,500	7,000	VP US	Univ Services
# AR Credit Card Payment Transactions	NA	5,720	37,531	38,657	39,817	41,011	42,241	43,509	VP US	Univ. Services
# of VPs/Colleges with customized plans for developing service orientation in area.	NA	NA	NA	30%	60%	90%	100%	100%	VP US	All VP areas
Develop and deliver a service orientation portfolio with mini-modules relating to Quality service delivery (# of modules)	NA	NA	NA	6	9	12	15	15	VP US	Univ. Services
# of University leaders participating in Re-Discover USF with customized service Orientation program	NA	NA	NA	30%	60%	90%	100%	100%	VP US	Univ. Services