



Administrative Support Units

Direct and Indirect Measures

Direct

Attendance (Direct)
Participation (Direct)
Quantitative Reports on Service Delivery (Direct)
Quantitative Reports on Accuracy/Efficiency/Completion (Direct)
Performance Evaluations/Appraisals (Direct)
Contact Hours with Students/Clients (Direct)
Financial Reports (Direct)
Industry Standards (Direct)
Dollars Raised/Dollars Saved (Direct)

Indirect

Focus Group Discussions (Indirect)
Job Satisfaction Surveys (Indirect)
Client/Student Satisfaction Surveys (Indirect)
Observations (Indirect)
Meeting Discussions (Indirect)
Qualitative Data (Indirect)
Complaints/Suggestions Provided (Indirect)