



The Pathway To Success

INITIATIVE BENCHMARK SHEET

Initiative Name: Create Sycamore Express One Stop Centers

Goal #: 1

Init #: 4

Goal	Initiative	Impact / Importance to Goal(s)	FY 2013A	FY 2013G	FY 2014A	FY 2014G	FY 2015A	FY 2015G	FY 2016	FY 2017
1		Sycamore Express Website; quality service efforts; functional training	H	H	H	H	H	H	H	H
1	5	Parent orientation presentations	M	M	M	M	M	M	M	M
1	1	Informational Outreach to all campus residents	M	M	M	M	M	M	M	M
1	8	Developed Sycamore Express Graduate website; graduate orientation	H	H	M	M	M	M	M	M
5		Expand and diversity revenues (in the form of electronic check savings over credit card utilization)	H	M	H	H	H	H	H	H

Initiative Benchmarks	FY 2013A	FY 2013G	FY 2014A	FY 2014G	FY 2015A	FY 2015G	Fall 2016	Fall 2017
Total Sycamore Express Undergraduate website visits (tracking began July 2010)	347609	390000	TBC	350000	TBC	400000	425000	450000
Total Sycamore Express Undergraduate website unique visitors (tracking began July 2010)	55,829	62,000	TBC	56,000	TBC	60,000	61,000	62,000
Percent of Sycamore Express Undergraduate website users finding the site helpful	85.7%	80%	TBC	85%	TBC	85%	85%	85%
Total Sycamore Express Graduate website visits (tracking began Nov. 2011)	15,795	15,000	TBC	15,800	TBC	15,800	15,800	15,800
Total Sycamore Express Graduate website unique visitors (tracking began Nov. 2011)	3,756	4,000	TBC	3,800	TBC	3,900	3,950	4,000
Percent of Sycamore Express Graduate website users finding the site helpful	82.4%	79%	TBC	82%	TBC	82%	83%	84%
On-line transcript purchases	14,571	11,000	TBC	14,600	TBC	14,600	14,600	14,600
On-line parking permit purchases	3,836	5,500	TBC	3,900	TBC	3,900	3,900	3,900





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Goal #:

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Goal	Initiative	Impact / Importance to Goal(s)	FY 2013A	FY 2013G	FY 2014A	FY 2014G	FY 2015A	FY 2015G	FY 2016	FY 2017
6	3	Quality service training for the core Sycamore Express offices	H	H	H	H	H	H	H	H
6	3	Functional training for the core Sycamore Express offices	H	H	H	H	H	H	H	H

Initiative Benchmarks	FY 2013A	FY 2013G	FY 2014A	FY 2014G	FY 2015A	FY 2015G	Fall 2016	Fall 2017
Electronic check (ACH) transactions	3,831	3,000	TBC	3,900	TBC	4,000	4,100	4,200
Electronic check (ACH) dollars	\$5.61M	\$3.88M	TBC	\$5.71M	TBC	\$5.86M	\$6.01M	\$6.15M
Electronic check (ACH) savings over credit card utilization	\$120K	\$81K	TBC	\$123K	TBC	\$126K	\$129K	\$132K

