<table>
<thead>
<tr>
<th>Support Services</th>
<th>Measures</th>
<th>Results</th>
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</thead>
</table>
| **College Bookstore** | • Daily sales for point-of-sale  
 • Weekly profit-and-loss tables for 4 bookstores  
 • Monthly sales reports  
 • Anecdotal customer feedback  
 • Annual revenues & customer counts  
 • Textbooks (new, used) & school supplies sales by day, monthly, YTD | See Figures 6.4, 6.5 & 6.6 |
| **Construction Services** | • Number of service requests  
 • Number of building & maintenance work orders | Not Available |
| **Financial Aid** | • Counts of annual financial aid applicants and awards  
 • Financial aid IPEDS data | FY2007 IPEDS Data Feedback Report (full-time, first time, degree-seeking MATC students with aid):  
 • 33% received federal grants (avg. amt.: $2,869)  
 • 33% were on state and local grants (avg. amt.: $956)  
 • 1% had institutional grants (avg. amt.: $829)  
 • 35% were on college student loans (avg. amt.: $2,587)  
 *Source: Nat. Center for Education Statistics* |
| **Fixed Assets** | • Provost comm. review of capital budget priorities based on grading criteria | Not Available |
| **Food Services** | • Daily food sales reports | See Figure 6.7 |
| **Information Technology** | • Help Desk changes to enhance communication services with customers  
 • Types and number of service request calls | • Online request form installed and “1st call resolutions” program for telephone inquiries  
 See Figure 6.8 below |
| **Minority Businesses** | • RFP weighted system in consideration of bids from MBE/DBE/ and WBE  
 • Annual procurement dollars spent by category | See Figure 6.9 |
| **Multicultural Services** | • Headcount  
 • Client reporting reports for Perkins Grant Services  
 • Data collecting form is being created | FY2008 Perkins Grant Support Services:  
 • 627 students served* with 83% having a GPA of 2.0 or better  
 • 76 graduated from programs in FY2008  
 *These numbers are estimated to represent approx. 1/3 of total students served. |
| **Operations** | • No. of work orders  
 • No. of service requests  
 • Electronic submission of work orders | Not available |
| **Printing Services** | • No. of printing requests  
 • Total paper expended | See Figure 6.10 |
| **Public Safety** | • 3 years of selected crime statistics  
 • Public crime log | See Figure 6.11 |
| **Purchasing** | None provided | Not available |
| **Student Legal Services** | • No. of students served | Estimate only: 100 students access the Student Legal Clinic each month. |
| **Testing Services** | • Annual Test-taking counts for Accuplacer, Academic screening, GED/HSED, etc.  
 • Average performance scores by test, student status, high school, college program | See Figure 6.12 |
| **Veteran Aid** | • Headcount  
 • No separate assessment | FY2008 veteran use of GI Bill:  
 -Chapter 30 (veterans) 355  
 -Chapter 1607 (reservists activated) 47  
 -Chapter-1606 (reservists) 45  
 -Chapter-35 (dependents/spouses) 146  
 -Chapter-31 (disabled veterans) 40  
 Total 633  
 WI Tuition Fee Remission = 800*  
 Grand Total Served = 1433  
 *Included drops (NOTE: 502 reported to WTCS) |