



**2016 Illinois SBDC/ITC Scope of Work
Performance Indicators/Measure Form**

Host Institution & Name of SBDC Center:

Type of Agreement: Federally Funded OR State Funded

Performance Indicator	Projected Performance Measure
ILLINOIS SBDC	
Number of jobs created – in Neoserra is Change in Staff	
Number of jobs retained	
Number of new business starts	
Number of business expansions	
Dollar value of debt financing	
Dollar value of non-debt financing	
Number of consultation clients	
Hours of one on one consultation (minimum 1,100 per \$80,000)	
Number of Long Term Clients (5 or more hours: contact & prep)	
# of formal client pitches/presentations to potential investors	
Number of successful intellectual property filings	
Average hours per client	
Number of business training events	
Number of hours of professional development (40 per PFTE)	
Number of success stories submitted (minimum 6)	
ILLINOIS SBDC INTERNATIONAL TRADE CENTER	
Number of jobs created – in Neoserra is Change in Staff	
Number of jobs retained	
Dollar value of export sales (by country)	
Number of consultation clients	
Hours of one on one consultation (minimum 1,100 per \$80,000)	
Number of long term clients (5 or more hours: contact & prep)	
Number of new clients	
Average hours per client	
Number of business training events	
Number of hours of professional development (40 per PFTE)	
Number of success stories submitted (minimum 6)	