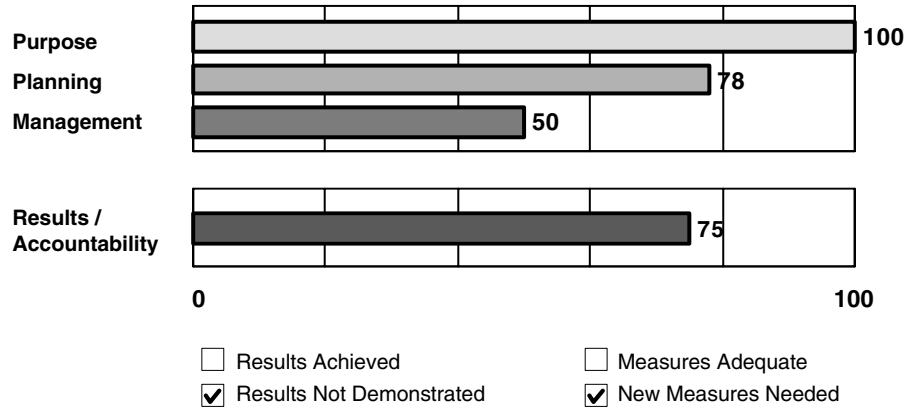


Program: National Center for Education Statistics

Agency: Department of Education

Bureau: Institute of Education Sciences



Key Performance Measures

Year Target Actual

Measure	Year	Target	Actual
Long-term Measure: Percentage of survey respondents that are "Satisfied" or "Very Satisfied" with comprehensiveness of NCES publications (Targets under development)	2001	90	90
Long-term Measure: Percentage of survey respondents that are "Satisfied" or "Very Satisfied" with timeliness of NCES publications (Targets under development)	2001	90	74
Long-term Measure: Percentage of survey respondents that are "Satisfied" or "Very Satisfied" with utility of NCES publications (Targets under development)	2001	90	90

Rating: Results Not Demonstrated

Program Type: Research and Development

Program Summary:

The National Center for Educational Statistics (NCES) collects, analyzes, and reports statistics on the condition of education in the United States.

The assessment revealed that:

1. Educational administrators, researchers, and policymakers appear satisfied with the comprehensiveness, timeliness, and utility of NCES products and services. However, NCES has not articulated long-term performance targets nor has it sought an external review to determine the overall quality of the Statistics program.
2. NCES is well-managed, however the office needs to ensure that investments in web technology are compatible with overall Department of Education systems and that information concerning contract management and the allocation of program resources is presented in a clear, easy to interpret way.
3. Despite generally good performance, NCES does not demonstrate results due to the lack of long-term outcome measures.

In response to these findings, the Administration will:

1. Continue funding at the 2003 request level.
2. Establish long-term targets for customer satisfaction performance measures.
3. Seek an external review of NCES activities to determine optimal allocation of resources across project areas and the quality of existing activities.

Program Funding Level (in millions of dollars)

<u>2002 Actual</u>	<u>2003 Estimate</u>	<u>2004 Estimate</u>
85	95	95