

Assessment Plan – Administrative and Academic Support Unit Level

Department/Unit: Benefits

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Mission Statement:

The mission of the Benefits unit is to support the mission of Human Resources and the university by providing AUC employees with competitive benefit packages and timely consultation services that promote health and wellness and are responsive to the needs of employees and their dependents.

Expected Outcomes: <i>Something the department or unit wants to achieve; desired end results for the organization or program, rather than actions. 3-5 ideal, maximum 10.</i>	Assessment Methods: <i>What factors, variables, or elements will you measure to gauge your success at reaching your expected outcome?</i>	Targets/Benchmarks: <i>For each of these indicators, what is the minimum result, target, benchmark, or value that will represent success at achieving this outcome?</i>	When Will Assessment Be Conducted and Reviewed? <i>How and when will you collect and analyze results?</i>	Use of Results: <i>How will you use results for planning, improvements, and decision making?</i>
Benefits-eligible employees have the information they need to make appropriate benefits decisions and are fully aware of the plan structure, terms and benefits provided by their chosen plans.	<ol style="list-style-type: none"> 1. Percentage of completion of benefits selections at new hire orientation 2. Participant feedback at completion of orientation session 	<ol style="list-style-type: none"> 1. 80% of new hires complete their benefits selections within three weeks following orientation. 2. 70% of participants are fully aware of the benefits plans following orientation 	<ol style="list-style-type: none"> 1. Following each orientation session 2. Following each orientation session 	Results will indicate the need to revise orientation, improve the website, provide updates and improve reference guides.
Benefits-eligible employees have access to well-managed plans.	<ol style="list-style-type: none"> 1. Number of complaints 2. Time to resolutions of complaints/issues 3. Staff satisfaction survey 	<ol style="list-style-type: none"> 1. Less than 10 complaints per semester 2. AUC responds within 24 hours; benefits providers resolve 80% of complaints satisfactorily within three weeks. 3. 80% of staff are satisfied with their benefits plans 	<ol style="list-style-type: none"> 1. Every semester 2. Ongoing log is kept and reviewed each month 3. Every three years 	Results will indicate the need to improve staff performance, and to improve services rendered to employees.