

## Annual Assessment Plan

**Program:** Engineering and Science Services Unit (ESS) **Year: 2008**  
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**Program Mission Statement:** The mission of the Engineering and Science Services at the American University in Cairo is to provide high quality training and service to the industrial community in Egypt and other countries.

<b>Expected Outcomes:</b> <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>	<b>Assessment Methods:</b> <i>What factors, variables, or elements will you measure to gauge your success at reaching your expected outcome?</i>	<b>Targets/Benchmarks:</b> <i>For each of these indicators, what is the minimum result, target, benchmark, or value that will represent success at achieving this outcome?</i>	<b>When Will Assessment Be Conducted and Reviewed?</b> <i>How and when will you collect and analyze results?</i>	<b>Use of Results:</b> <i>How will you use results for planning, improvements, and decision making?</i>
Training programs will be relevant to the needs of the industrial community in Egypt and the region.	Level of satisfaction of trainees as measured by exit survey and course evaluation	Average rating of more than 4 out of a maximum of 5	Trainees fill out an assessment questionnaire at the end of every course. The result is used to monitor the performance of the instructor and the quality of the course.	Director of ESS reviews the results and feed back is given to instructor.  The cumulative results will be used in writing the assessment report, which is due in November 2008.
Engineering Services clients will be satisfied with the quality and content of the training programs they attend	Level of satisfaction of trainees as measured by exit survey and course evaluation	Average rating of more than 4 out of a maximum of 5		
Clients will be satisfied with quality of service and administrative procedures in Engineering and Science Services.	Level of satisfaction of trainees as measured by exit survey and course evaluation	Average rating of more than 4 out of a maximum of 5		
A balance will be maintained between charging competitive fees and generating income to cover direct cost and University overheads.	Growth rate in enrollment  Budget figures	Growth rate of at least 5% per year  At least cover direct expenses plus overheads		