

Example SMART goals for different roles and behaviors

Accounting/Finance

Reconcile budget & expense statements within a week of receipt from Finance Office (ongoing).

Enter financial data on XYZ into Colleague by the 15th of each month.

Run report on XYZ and distribute to all members of financial committee by Friday each week.

Attendance

Arrive promptly at start of shift each day to eliminate tardiness.

Arrives each day to be able to begin work at start time of work shift.

Coordination

Solicit updates and new material for the website from our department managers on the first Friday of each month; publish this new material by the following Friday. Each time material is published, review the Website for material that is out-of-date and delete or archive that material.

Review the department's web page on a monthly basis to insure that all data is up-to-date; that design is consistent with College standards; that access and navigation capabilities are user friendly.

Complete projects or task within time frames specified; within budget assigned; without errors.

Customer Service:

Improve customer service satisfaction ratings by percentage by the end of the calendar year, as determined by customer satisfaction surveys.

Achieve and maintain an average student service rating of at least 4.0 (out of a possible 5.0) on our annual survey by date.

Provide good customer service to students on a daily basis. In this department good customer service means _____ and _____. This will be measured by contacting 6 students at random who met with this individual for their feedback (example).

Provide good customer service to identify customer. In this department good customer service means _____. This will be measured through observation of provide list of expected behaviors.

Fundraising

Increase the number of scholarships available to adult students by introducing *number* new scholarships for students to apply in *date* .

Student Activities

Meet or exceed the *percentage* participation rate from *date* in each of the campus intramural activities throughout the year

Provides accurate information to students regarding ___topic, ___ or is able to obtain accurate information on an as needed basis.

Training

By *date* , learn new word processing skills such as merging letters, techniques for formatting long documents and developing databases. To learn these new skills, I will take an advanced Word class and will immediately practice by working on the department instruction manual.

Take the Project Management Essentials workshop on *date* , report what was learned to our team by *date* , and apply the relevant concepts while implementing our *name of project* ."

Office Administration

Check supply inventory bi-weekly and re-order as needed to avoid shortages (starting month/date).

Produce and distribute personalized welcome letters, error free, to all new students in our department by *date* .

Make all departmental forms available to all users on the department's web site by *date* .

Maintains work flow in department by completing *describe specific activities* on a daily basis.

Assists Director by flagging hot issues such as (can provide examples or be specific with issues if desired) that need immediate attention on an as needed basis.

Program Development

Develop, introduce and market a program for adult learners interested in a degree in *name of degree*. The program should be in place by *date*, following all required internal and external approvals.

Create a project plan for a program or event. Explain how it, for example, demonstrates effective collaboration and managing work competencies to achieve desired outcomes.

Policy/Procedure Development

Review and revise by date, the department's current policy on student discipline to insure that it is in compliance with all current state and federal regulations and the College's objectives.

Develop and implement by date, a specific plan of action to insure that the College/department are in full compliance with the new federal law name of law, by the compliance deadline of date.

Take all steps necessary, by date, to have in place procedures and controls which will insure that all voice mail and e-mail requests for information from current and prospective students are responded to within 24 hours.

Evaluate the current procedure in place for assigning student parking permits and make appropriate recommendations for changes by date will insure faster turn-around time and eliminate lines for sign-up and pass issuance.

Skill Development/ Training

Schedule training for all staff by date and insure each is proficient in the use of the new name of system.

Develop, (*or improve*) skills and expertise in XYZ (e.g. software, skill, activity, knowledge around a policy, law, procedure, etc.) by attending a workshop/course/seminar/conference before the end of the first semester. Train all fellow staff members in department by the end of the second semester.

Read monthly article distributed at staff meeting and identify three key concepts to be shared and discussed at following month's staff meeting.

Participate in "Course XYZ" and be able to apply knowledge or skill to work within 3 months.

Identify all contacts in other departments who perform XYZ and create list with names and extensions for quick access.

Cross-train on XYZ process and be able to independently function in this role to provide coverage by date.

Supervision

Schedule and conduct monthly meetings with staff.

Work with staff to develop plan for XYZ to be implemented by *date*.

Hold monthly discussions at staff meetings on how myPLAN competencies will look when applied to the work of the department and ensure that all employees have written notes on discussions one week after meetings.

Ensure effective coordination of efforts associated with student _____, to elimination duplication or unnecessary steps in the process, and improve levels of cooperation and team work between the two departments.

Hire and train replacement/new Assistant Director by *date*.

Create a tracking report to monitor _____ by date.

Other

Ensure that all required equipment is in working order by conducting a monthly check using the department's quality assurance standards and reporting all issues to supervisor.