

Creating SMART Goals



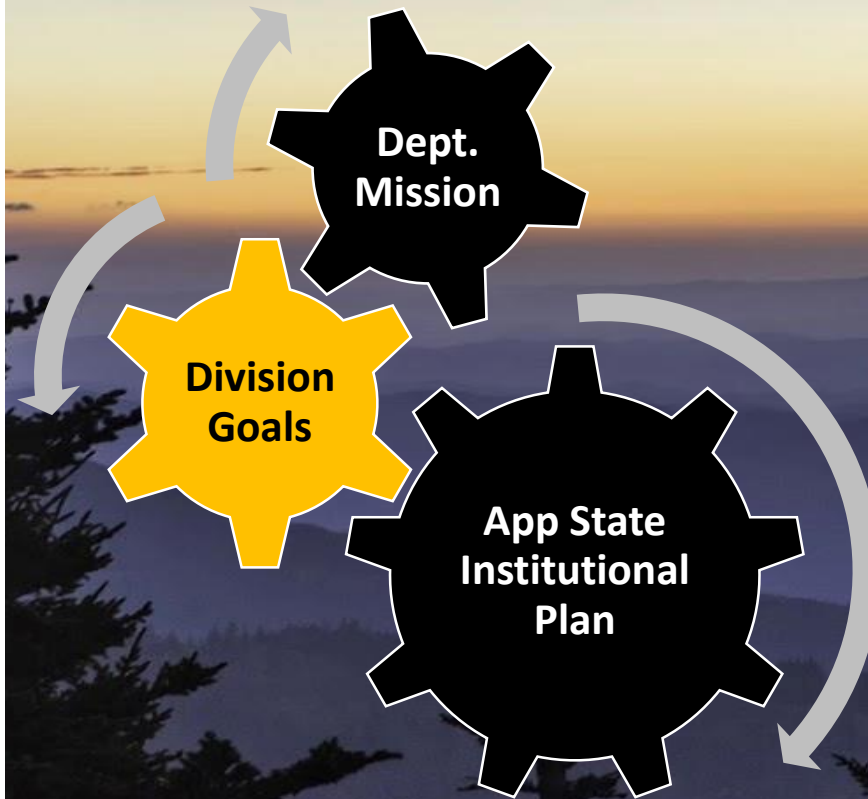
Why?

- Facilitate effective communication between managers and employees
- Establish clear expectations
- Establish clear understanding of how work contributes to organization's mission
- So employees can give input into the development of goals and receive feedback on performance
- Identify and develop professional development goals

Relevance

Employees who have a sense of meaningfulness and of purpose are:

- Engaged
- Perform well
- Intrinsically motivated



Collaboration

Including your employee in the goal-setting process can:

- secure buy-in
- inspire commitment to success
- create interest in ongoing development

SMART GOALS

S

Specific

M

Measurable

A

Agreed Upon

R

Relevant

T

Time-bound

SMART GOALS

Specific	Specifically, what (ongoing task, project) am I responsible for accomplishing?
Measurable	<p>How will my performance be evaluated?</p> <ul style="list-style-type: none">➤ What is the performance standard?➤ How will it be objectively measured in terms of: Quantity, Quality, Speed, Accuracy, Timeliness, within Budget, % Satisfied, etc.?➤ Who is responsible for documenting the measurement?➤ Who will review/receive the measurement
Agreed Upon	Is the goal agreeable to both the manager and employee responsible for accomplishing it?

SMART GOALS

Relevant

Why is it important for me to do this?

- What part of the department's mission statement does this support?
- How does this work relate to what my team, department, division or the University must accomplish?
- How is this goal relevant to Appalachian's vision, mission, values, and/or strategic plan?

Time-bound

When must the goal be accomplished (specific date?)

or

How frequently will my progress be measured (specific date)?

The background of the slide is a photograph of a university campus. In the center, a large white dome with a green spire is visible against a blue sky with light clouds. To the right, a brick building with a curved facade has the words "UNIVERSITY BOOK" partially visible. In the foreground, there is a green lawn and a set of stone stairs with metal railings leading up a hill. The overall scene is bright and sunny.

Sample Goals for Administrative Support Specialist

*Weight

Individual Goals

*Goal Name

Customer Service

*Description

Represent the Center professionally at all times to serve as the “face” of the Center in order for our colleagues, clients, and students feel welcomed and attended to so that the Center is viewed positively by our stakeholders.

- Return all phone calls/respond to all messages within 4 business hours
- Check mail daily at 10a and 2p; distribute to staff within 1-hour of receipt
- Maintain professional front office area, cleaning area and removing trash as needed

Exceeding expectations may include significant unsolicited feedback from customers on positive customer service.

*Weight

20%

Individual Goals

*Goal Name

Standard Operating Procedures

*Description

Create SOPs for duties related to admissions and event planning in order to provide consistency, efficiency, and quality in events so that we help engage and attract top students to the Center.

- Meet with stakeholders involved in admissions process for MA program, determine roles in the process, and identify stress points in the efficient operation of the events (due June 30)
- Establish a short follow-up feedback survey for future planning (due July 31)
- Develop flowchart that provides an overview of the admissions process and who in the Center participates at various points in the process (due Aug 31)

Exceeding expectations may include determining additional processes needing documentation and taking initiative to develop helpful resources to streamline student recruitment process.

*Weight

15%

Individual Goals

*Goal Name

Create Facilities Tracking System

*Description

Design a ticketing and tracking system for all facilities requests in order to triage and resolve facilities requests more efficiently and effectively so that participants and colleagues can productively work in a pleasant and conducive environment.

- Work with IT group to create facilities email request system to track work orders
- Log requests in database within one hour of receipt
- Triage requests and respond at least 85% of the time within 2 hours of receipt
- Tracking system should be operational by March 31

Exceeding expectations may include starting phase two of tracking system to include working with IT to establish tracking metrics to in order to better assess facility needs.

*Weight

10%

Individual Goals

*Goal Name

PeopleSoft Training and Proficiency

*Description

Achieve proficiency in new PeopleSoft Finance System by end of performance cycle in order to process actions accurately so that our transactions are compliant with University policy.

- Attend required trainings necessary to obtain system access
- Attain 80% accuracy/approval of actions from central finance within 24 hours of submission without actions being returned due to user error or being incomplete
- Create FAQs related to system access/processing of transactions

Exceeding expectations may include obtaining mastery of system and providing assistance to other users in the department on finance/admin functions as needed.

*Weight

5%

Summary

Action: The specific thing you want to do

By: Sets the time frame

In order to: Establishes relevance of the task

So that: Establishes the outcome

+Action Plan: What are the specific steps, tasks, and deliverables?

What does “Exceeding Expectations” look like?

Questions?

Please contact performance@appstate.edu

