

# Sample Institutional Goals

Office of Human Resources

APPALACHIAN STATE UNIVERSITY

# Sample Institutional Goals

The institutional goals are provided by the UNC System and are applied consistently for all SHRA and EHRA Non-Faculty employees. While the body of each goal is already written and input into the performance plan, you can add value to this process by highlighting specific job responsibilities or expectations that coordinate with your employee's position. Several examples are provided for you below. These are samples that can be adapted for a variety of position types.

To view sample goals, click on the name below:

[Expertise \(example 1\)](#)

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# Expertise (Ex. 1)

## Comments or Performance Improvement Plans

Achieve proficiency in new Banner 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. Attaining more than 80% accuracy/approval of actions from central finance will exceed expectations.

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# Expertise (Ex. 2)

## Comments or Performance Improvement Plans

The RN will maintain nursing skills as approved by the NC Board of Nursing. This will be accomplished by assisting in the care of patients in the clinic, maintaining the health/safety of the work environment, and maintaining continuing education appropriate for the role in the College Health setting. Provide a variety of nursing roles in the clinic such as, but not limited to: triage, observation, direct assist with clinicians, outreach clinics, and immunizations/allergy and travel clinic. Ability to hear/process and accurately understand unspoken or partly expressed thoughts and feelings for patients being served. Using nursing process expertise ability to identify non-verbal cues that are vital to the general assessment of the patient. Ability to utilize the nursing process with limited supervision. Prior to the end of performance cycle March 31, 2019, the RN will be assessed by peer review, supervisor review, verbalized knowledge, direct observation, EMR review, anecdotal comments from patients, and adherence to RN and Student Health Service (SHS) protocols.

Exceeding expectations may include: care of the extremely ill patient, providing extra attention to the patient, researching/recommending updated improved ways of patient care for clinic, willingly offers to take on new responsibility, acts as a clinical resource to others in the unit. Research, revise, and develop protocol procedures to better meet the needs of the patient/clinic.

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# Accountability

## Comments or Performance Improvement Plans

Annie Example should stay productive during the work day which means minimizing distractions. This has been difficult for Annie during the previous performance cycle. In addition, Annie is expected to become more independent and complete work with less oversight and minimal reminders. She will set goals to plan and prioritize work, organize workflows. She will work with her co-workers to answer questions and develop a level of understanding that eliminates the need to escalate concerns to her supervisor or co-workers.

Exceeding expectations could include attending professional development courses that specifically address organizational skills and time management. Feedback will be solicited from co-workers at the end of the performance cycle to gauge whether Annie has developed the desired level of knowledge to prevent escalated concerns and additional oversight.

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# Customer Oriented

## Comments and Performance Improvement Plans

Sam Model's position requires the use of active listening to address and understand customer needs in order to answer questions about the Sample System. Sam will seek customer input as a way to guide generation of ideas. Sam will return phone calls and emails within the established 48 hour time frame (unless on approved/sick leave). Sam will remain diplomatic and respectful when dealing with frustrated customers or confrontations.

To exceed expectations Sam will make use of the optional customer satisfaction survey link to request feedback from customers. Significant positive feedback from customers and co-workers, along with specific examples will be used to demonstrate exceeding expectations. Consistently answering emails in 24 hours will also be considered as exceeding expectations.

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# Team Oriented

## Comments or Performance Improvement Plans

Sloane Sample is expected to work closely with the planning team to ensure that goals are met. This will involve Sloane being available for all team meetings, providing feedback and participating by sharing ideas. Sloane will consider how changes in their area affects other departments. Sloane will offer to provide additional help during the planning team's busy periods. Sloane will make an effort to plan absences for times that don't place a burden on team members.

Performance Improvement Plan: Sloane has struggled to keep a collaborative attitude with the planning team. Sloane will prioritize building relationships with these team members, will not miss any team meetings unless prior approval is given, and will participate during meetings, not just be physically present in the room. Sloane will regularly communicate with the planning team through email, phone, and in person when necessary.

To exceed expectations: To exceed expectations this year, Sloane can show evidence of proactive communication, solicit feedback from members of the planning team that testifies to improved relationships and can not only be present for all meetings, but can actively seek out opportunities to help the planning committee with additional ideas or assistance.

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# Compliance and Integrity

## Comments or Performance Improvement Plans

Patty Prototype is expected to comply with all policies, procedures, and safety requirements. Patty will complete all of the continuing education training related to Hazmat, personal protective equipment, and hearing protection. Patty will treat each team member, student, and community member with dignity and respect.

To exceed expectations: Patty will participate in the App Allies program designed to provide training on inclusion for LGBT community members. A certificate can be earned for this program and should be provided to supervisor.

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# Supervision

## Comments or Performance Improvement Plans

Steff Supervisor will strive to responsibly spend the budget this year, with a goal to underspend by at least 5%. It is expected that Steff will not overspend the budget and will submit any budget requests as part of the ongoing budget proposal process. Steff will spend significant time in planning and talent development this year. Specifically, Steff is expected to support all staff in attending at least one professional development opportunity – including coordinating coverage for affected areas, meet with direct reports regularly to check in on goals and provide feedback, and complete all performance plans and appraisals by the UNC System/University deadlines.

A rating of “Not Meeting Expectations” will be earned if any deadlines are missed in regard to performance plans unless prior approval is gained.

To exceed expectations: Steff can support additional professional development for all employees as well as work to create individualized talent development plans. Steff’s performance plans and appraisals will be reviewed to evaluate whether deadlines were met AND whether reasonable/exceptional effort was applied to the creation of goals and preparation of performance comments/narrative.

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# Questions?

Contact us (828) 262-3186

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