



EXAMPLE SMART GOALS

SMART goals for Major Job Responsibilities

Answer all customer inquiries within one business day. If follow-up is required, respond with necessary information within three business days.

Deliver accurate financial reports to your supervisor by the 15th day of the following month.

Review budget activity on a bi-weekly basis. Report trends and make necessary recommendations to Finance Manager to remain within budget at fiscal close, June 30, 2018.

Update financial reports and review for accuracy; provide final product to Manager and Director by the last day of each month.

Provide all staff members with the agenda, notes and action items no later than one business day following each monthly staff meeting.

As subject matter expert for XXX (i.e., budget, contracts/grants, etc.) for all units in the school/division, answer questions and provide direction when requested. Respond to requests within one business day and follow-up, if needed, within five business days.

Conduct regularly scheduled check-ins by March 31, 2018 with all assigned faculty. Discuss ACHIEVE tools, resources and reports, and demonstrate use of the ACHIEVEonline system.

Advise and counsel students on financial aid options, answer questions, and direct them to helpful tools located on the web site as requested. Respond to e-mails and voicemail messages within 24 hours, and follow-up when necessary within three business days.

SMART goals for Project or Initiative

Work with students over next three months to design and implement Party Smart Program. Target at least 20% participation upon implementation, and then manage program with at least 10% participation.

Work with administration and student coordinators over the next nine months to design and implement SPOP (Student Parent Orientation Program). Once implemented and the program is completed, work with student coordinators on their learning outcomes and growth over the past year.

Increase funding revenue for XYZ through new on-line program sources by 5% by June 30, 2018.

Develop detailed Grant and Project Plan for rollout of new Research program by November 30, 2017.



Enlist 25 wellness ambassadors to support Heathy Campus Initiatives by October 2017.
Pilot and implement new productivity software tool by March 30, 2018
Project status reports to be maintained and up-to-date (no later than three business days behind); respond to inquiries within one business day.
Hire and onboard 3 new staff members by December 2017.
Working with leadership, develop an engagement plan using results from the Gallup Engagement Survey by March 15, 2018. Communicate plan to all staff by March 31, 2018.
Develop and consistently maintain a tracking log for merit reviews. Send notifications/reminders no later than two weeks prior to due date. Follow-up on all delinquent reviews within five business days of due date.
Analyze current tracking log and provide assessment and recommendations for improved reporting by November 28, 2017.
Schedule review of recommendations with leadership within two weeks of submission.
Provide new Office 365 services to the campus by December 21, 2017. Send announcement communication to all Campus staff via Zotmail by December 22, 2017.
Upgrade on-premises Exchange infrastructure from version 2010 to version 2016 by December 21, 2017.
SMART goals for Employee Development
Share at least one process improvement idea at each monthly staff meeting.
Beginning February 2018, schedule opportunities to observe conversations with faculty and provide feedback and coaching on a monthly basis for the next six months.
Define individual development process and set goals for each of your staff members by January 31, 2018.
Onboard each new hire to the department on their first day of employment. Meet with the new hire each week for the first 90 days to mentor, guide and provide resources to assist in new hire success.



Attend Excel classes by April 15, 2018 to learn how to create Pivot Tables to analyze data and create charts and graphs.

Attend webinars, conferences and meetings to increase knowledge of compensation and classification for staff employment by June 30, 2018.

Review staff strengths and limitations to consult effectively with faculty by December 1, 2017.