

EXAMPLES OF SMART GOALS BY COMPETENCY

Service Excellence

- Always provide good customer service to students. In this department, *good customer service* means (insert expectation). This will be measured by contacting for feedback, at random, six students who met with this individual each semester.
- Become fully knowledgeable about (insert new policy) policy by September 1, and ready to respond to employee questions and concerns by the policy rollout of September 6th.

Communication and Interpersonal Skills

- Enroll in an HR training program this semester to improve my ability to communicate with customers while under stress.
- Make all departmental forms available to all users on the department's website by (insert date).

Professional Conduct

- Arrive promptly at start of shift every day.
- Take the steps necessary, by (insert date), to have in place procedures and controls to ensure that responses to all voice mail and e-mail requests for information from current and prospective students will take place within 24 hours.
- Check supply inventory biweekly and reorder appropriately to avoid shortages.

Problem Solving and Decision Making

- Analyze reports and enter financial data on XYZ into Banner by the 15th of each month to ensure accurate reporting.
- Solicit feedback from colleagues prior to every compliance update and draft recommendations.
- Research and chose most cost-effective catering option by March for planned reunion event in May.

Cultural Competency

- Attend an Otelia Cromwell Day event.
- Review all hiring materials and interview questions with the Office of Inclusion, Diversity, and Equity by (insert date) to check for gender-neutral language in the next employment search.
- Participate in a roundtable discussion about Title IX and communicate what I've learned with my department.
- Network at professional conferences for potential underrepresented candidates for prospective job openings.

Technical Skills

- By (insert date), learn new word-processing skills, such as merging letters, techniques for formatting long documents, and developing databases.
- 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 my supervisor.
- Schedule training for all staff by (insert date) and make sure that each is proficient in the use of the new (insert name of system).
- Prior to summer orientation, create department Facebook page as a means of disseminating information.

Leading Self

- Read an article distributed at the staff meeting and identify three key concepts to discuss at the next staff meeting.
- Enroll in two professional development activities this fiscal year.

Leading Others

- Hire and train transitional or new (insert position or job title) by (insert date).
- Schedule and conduct monthly meeting with staff.

Leading Results

- Develop and implement by (insert date) a specific plan of action to ensure that the college or the department is in full compliance with new federal law (insert name of law) by the compliance deadline, (insert date).