

Goal Setting Tips

Specific **M**easurable **A**ttainable **R**ellevant **T**ime-bound

SMART goals clarify expectations between employees and managers, helping to ensure more accurate and agreed upon performance appraisals.

SMART performance goals answer the question:

“What needs to be done, When, Why (what does it demonstrate), and to What Standard?”

Specific goals:

- Define specific results
- Provide concrete details on what is to be achieved

Measurable goals:

- Define how success will be measured
 - Quantity – a numerical increase or decrease
 - Quality – how well the result meets the criteria set in a goal
 - Cycle time – time from request to completion; processing time
 - Efficiency – resources (time, budget, people) applied to achieve the result
 - Behavior – an observable change in an employee’s actions

Attainable goals:

- Are challenging and go beyond day-to-day duties
- Are achievable with the resources available

Relevant goals:

- State the results to be achieved rather than the activity or work processes leading to those results
- Are focused on what is to be accomplished in a broader context

Time-bound goals:

- Establish a time frame in which to achieve the goal
- Are committed to a deadline which helps focus efforts on completion of the goal on or before the due date.

Goal Setting Activity

SMART Goals Evaluation

Evaluate the following goals using the SMART criteria. If the goal is sufficiently SMART, write a check mark next to it. If the goal is missing key information, change it to reflect the SMART criteria.

1. Lead the assessment and redesign of the department's website in order to create a professional and student-focused website. Develop, revise, and design by September 2014.

2. Respond daily to voicemails or calls concerning the status of ordered supplies or equipment.

3. Review student time sheets for accuracy and compliance and submit to payroll prior to established deadlines.

Outcome: No delays or errors in students' pay.

4. Rooms for events and meetings are scheduled two weeks in advance. Inform participants in a timely manner.

5. Reduce overtime in the department from 150 hours per month to 50 hours per month by the end of the fiscal year with no increase in student complaints.

6. Attend at least one HR training session per year and submit a short summary of new understanding on HR policies/procedures.

7. Improve student service satisfaction ratings by 15% as determined by student satisfaction surveys.

SMART Goal Questionnaire

Try writing a goal for yourself.
Evaluate it using these criteria.

Goal:

1. **Specific.** *What will the goal accomplish? How and why will it be accomplished?*

2. **Measurable.** *How will you measure whether or not the goal has been reached (list at least two indicators)?*

3. **Attainable.** *Is it possible? Have others done it successfully? Do you have the necessary knowledge, skills, abilities, and resources to accomplish the goal? Will meeting the goal challenge you without defeating you?*

4. **Relevant.** *What is the reason, purpose, or benefit of accomplishing the goal? What is the result (not activities leading up to the result) of the goal?*

5. **Time-bound.** *What is the established completion date and does that completion date create a practical sense of urgency?*

Revised Goal:
