

# Performance Feedback Program

## SETTING SMART GOALS

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Performance goals should be a written statement of what the employee and supervisor expect to accomplish within a given time period. Both short and long term goals can be written for: specific one-time or on-going projects; new programs; process improvements; work on committees, or a variety of other assignments.

### Why SMART Goals?

- Ensures your goals are aligned with those of the department and the College
- Defines the impact you and your department will have on the College's goals
- Identifies which work efforts will help to accomplish those goals
- Prioritizes and provides a focus for actions

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| Specific              | <ul style="list-style-type: none"><li>▪ Easy to understand</li><li>▪ Specifies desired future results to be achieved</li><li>▪ Identifies actions to be taken</li><li>▪ Uses concrete action verbs</li></ul>   |
| Measurable            | <ul style="list-style-type: none"><li>▪ Describes how each goal will be measured (numeric or descriptive)</li><li>▪ Answers the questions:<ul style="list-style-type: none"><li>○ How will I know when the result has been achieved?</li><li>○ How will I verify the achievement/performance of this goal?</li><li>○ To what level do we need to achieve this result?</li></ul></li><li>▪ Identifies the qualitative factors involved and sets measures for them</li></ul> |
| Attainable/Achievable | <ul style="list-style-type: none"><li>▪ The individual has the skills, knowledge, tools, or resources to accomplish this goal</li><li>▪ The goal is realistic considering the other commitments within the department</li><li>▪ The goal is within the individual's/department's/team's control and influence</li></ul>  |
| Relevant              | <ul style="list-style-type: none"><li>▪ The goal is in alignment with the mission of the department/unit</li><li>▪ Cascades up to the goals of the department and the College</li></ul>  |
| Timely                | <ul style="list-style-type: none"><li>▪ There is a specific time frame to achieve this goal (beginning and end date)</li><li>▪ May include interim steps and a plan to monitor progress</li><li>▪ May establish a time frame for short and long-term goals</li></ul>   |

### Examples of SMART Goals

- Complete three Request for Proposal (RFP) documents for a new lab coat vendor by the end of April 2017, and ensure that all requests are written, reviewed, and submitted by the respective deadlines.
- Respond to the help desk calls assigned to me within one hour and resolve end-user issues by scheduling repairs or answering questions within 24 hours.
- Plan two fall student activities that include informational and recreational components. The outline will be presented for review and approval by deadline date of March 2017. The approved programs will be implemented by October 2017.