SMART Goal Bank

Overview:

- The intent of the SMART goal bank is to provide inspiration and guidance on how to set SMART goals.
- Leverage this SMART goal bank to get ideas on how to set specific, measurable, achievable, realistic, time-bound goals.
- These goals are not intended to be explicitly used, only to guide how to set goals leveraging SMART criteria.
- The Supervisor/Manager and employee should meet to align on your own SMART goals.

S pecific = State what you will do. Use action words.

M easurable = Provide a way to evaluate. Use metrics or data targets.

A chievable = Within your scope. Possible to accomplish.

R ealistic = Within your job function. Aligns with organizational goals.

T ime-bound = Set deadline for achievement.

Goal Description	Base Threshold	Median Threshold	High Threshold
Create (department) development initiatives for FY(x) with (x)% engagement overall by (date).	Create (department) development initiatives for FY(x) with (x)% engagement overall by (date).	(Department) development initiatives and programs should have with (x)% engagement overall by (date).	(Department) development initiatives and programs should have (x)% engagement overall by (date).
Launch the (x) program, in partnership with (x) Department, by (date).	Launch the (x) program, in partnership with (x) Department, by (date).	Create and manage program cohort schedule for FY(x), that includes the launch of two cohorts by (date).	Create a sustainable and trackable nomination process that ensures (x) attendees, with (x)% of participants completing the program by (date).
Ensure the manager/supervisor's calendar is up to date by confirming all pending appointments within a week and spacing meetings by at least 15 minutes.	Ensure the manager/supervisor's calendar is up to date by confirming all pending appointments within a week and spacing meetings by at least 15 minutes.	Ensure the manager/supervisor's calendar is up to date by confirming all pending appointments within three days and spacing meetings by at least 15 minutes. Ensure manager/supervisor is prepared with necessary meeting materials and information prior to the meeting.	Ensure the manager/supervisor's calendar is up to date by confirming all pending appointments within 24-hours and spacing meetings by at least 15 minutes. Anticipate manager/supervisor's needs and proactively prepare presentations and talking points prior the meeting.
Provides caller with correct information and directs caller to correct resources.	Provides caller with correct information and directs caller to correct resources.	Uses/displays appropriate phone etiquette and customer service skills.	Anticipates callers needs with and resolves with first-call resolution.
Ensures that employee's personnel files are scanned and linked accurately (75) % of the time.	Ensures that employee's personnel files are scanned and linked accurately (75) % of the time.	Scanned and linked accurately (85) % of the time.	Scanned and linked accurately (95) % of the time.
Identify and convene RU-wide task force to develop and implement a policy for (x). Identify, assemble, and finalize charge of task force by end of (date).	Identify and convene RU-wide task force to develop and implement a policy for (x). Identify, assemble, and finalize charge of task force by end of (date).	Begin policy driven activities by end of (date).	Begin policy driven activities by end of (earlier date).

Goal Description	Base Threshold	Median Threshold	High Threshold
Collaborate with Rutgers (unit) leadership and/or staff to increase patient referrals by 5% by (date). Increase revenue to (department) units by 5% (by doing X) and partnering with (team member) by June.	Collaborate with Rutgers (unit) leadership and/or staff to increase patient referrals by 5% by (date). Increase revenue to (department) units by 5% (by doing X) and partnering with (team member) by June.	Collaborate with Rutgers (unit) leadership and/or staff to increase patient referrals by 7% by (date). Increase revenue to (department) units by 7% (by doing X) and partnering with (team member) by June.	Collaborate with Rutgers (unit) leadership and/or staff to increase patient referrals by 10% by (date). Increase revenue to (department) units by 10% (by doing X) and partnering with (team member) by June.
Build faculty-student relations of (School) by offering (programs or activities) to increase faculty engagement by 50% by (date).	Build faculty-student relations of (School) by offering (programs or activities) to increase faculty engagement by 50% by (date).	Build faculty-student relations of (School) by offering (programs or activities) to increase faculty engagement by 75% by (date).	Build faculty-student relations of (School) by offering (programs or activities) to increase faculty engagement by 85% by (date).
Audit and document existing internal communications goals and implementation tactics by creating a job aid for internal use by (date).	Audit and document existing internal communications goals and implementation tactics by creating a job aid for internal use by (date).	Establish a central storage location and create a communications plan that includes existing communication goals, implementation tactics. In addition, create strategies for unit growth, success measurement, and a timetable to implement the communications plan by (date).	Establish a central storage location and create a communications plan that includes existing communication goals, implementation tactics. In addition, create strategies for unit growth, success measurement, and a timetable to implement the communications plan by (date). Also recommend at least one immediate solution to implement by (date).
Utilize the data in (specific report) to (identify opportunities) to increase (job function) productivity. Identify (5) job functions.	Utilize the data in (specific report) to (identify opportunities) to increase (job function) productivity. Identify (5) job functions.	Utilize the data in (specific report) to (identify opportunities) to increase (job function) productivity. Identify (7) job functions.	Utilize the data in (specific report) to (identify opportunities) to increase (job function) productivity. Identify (10) job functions.
Implement a platform to increase department communication, solicit internal feedback and enhance staff participation by (date).	Implement a platform to increase department communication, solicit internal feedback and enhance staff participation by (date).	Half-staff participation by (date).	Full staff participation by (date).
Develop a platform to continue community engagement in a virtual setting. Create a plan to continue sharing the department/university mission by (date).	Develop a platform to continue community engagement in a virtual setting. Create a plan to continue sharing the department/university mission by (date).	Introduce the new platform to the community by (date).	Fully utilize new platform to the community by (date).

Goal Description	Base Threshold	Median Threshold	High Threshold
Develop department procedures to increase department workflows and productivity. Review peer institutions policies and procedures and compare what we currently use. Will have complete by (date).	Develop department procedures to increase department workflows and productivity. Review peer institutions policies and procedures and compare what we currently use. Will have complete by (date).	Draft new process to the department by (date).	Submit for necessary approvals prior to determining implementation date by (date).
Develop and implement survey to determine the programming needs of our diverse population by {date}	Develop and implement survey to determine the programming needs of our diverse population by {date}	Anticipate/ create a strategy to obtain above average feedback from program evaluations after new programs are introduced by {date}	Analyze data and determine programming needs for the upcoming year by {date}
Create a learning and development program that will create opportunities expand knowledge of other roles within the department by (date).	Create a learning and development program that will create opportunities expand knowledge of other roles within the department by (date).	Implement program and cross train 50% of employees by (date).	Implement program and cross train 75% of employees by (date).
Develop a process to provide diversity, equity and inclusion training on a quarterly basis starting {date}	Develop a process to provide diversity, equity and inclusion training on a quarterly basis starting {date}	Develop diversity, equity, and inclusion training by alternating months	Develop diversity, equity, and inclusion training monthly
By (date) identify topic for educational webinar for (internal/external) providers using post-program evaluations.	By (date) identify topic for educational webinar for (internal/external) providers using post-program evaluations.	By (date) schedule and market educational webinar via email and posting on website.	By (date) host educational webinar for at least (x) number of providers.
Develop and implement standard procedures for the electronic transmittal of records and information to outside organizations to promote greater cost/time efficiency, as well as completeness and accuracy. Identify, assemble, and charge committee by (date).	Develop and implement standard procedures for the electronic transmittal of records and information to outside organizations to promote greater cost/time efficiency, as well as completeness and accuracy. Identify, assemble, and charge committee by (date).	Implement by (date).	Implement by (date).
Understand and apply (department specific) requirements to provide relevant direction to the (x) project by (date).	Understand and apply (department specific) requirements to provide relevant direction to the (x) project by (date).	Manages requirements on schedule complete and project closes by (date).	Manages requirements on schedule complete and project closes by (date).

Goal Description	Base Threshold	Median Threshold	High Threshold
Engage with providers by visiting the (Region) sites monthly.	Engage with providers by visiting the (Region) sites (monthly).	Engage with providers by visiting the (Region) sites (monthly) and documenting additional communications.	Engage with providers by visiting the (Region) sites (bi-monthly) and documenting additional communications.
Determine strengths and development needs for staff to enhance services and functions of the (department) by (date).	Determine strengths and development needs for staff by (date) to enhance services and functions of the (department).	Identify and assigning core development programs for unit by (date).	Confirm that each staff member completes a minimum of (x) trainings course by (date).
By (date) provide at least (#) "lunch and learn" sessions to support (x # or specific names) of agencies which will focus on medical case management provisioning and documentation.	By (date) provide at least (#) "lunch and learn" sessions to support (x # or specific names) of agencies which will focus on medical case management provisioning and documentation.	By (date), return to each site that held a "lunch and learn" session on medical case management provisioning and documentation and assess 10 charts to verify that the medical case management provisioning and documentation standards have been implemented.	By (date), follow up with each site that held a "lunch and learn" session on medical case management provisioning and documentation and identify with the agency additional developmental opportunities for medical case management provisioning and documentation per agency.
Lead a collaborative effort with (x person(s) or department) to identify the opportunity for a standardized (department) tool to be used to do (x) in (topic).	Lead a collaborative effort with (x person(s) or department) to identify the opportunity for a standardized (department) tool to be used to do (x) in (topic) by (date).	Create a proposal in partnership with (x) department(s) based on our current procedures and opportunities previously identified to implement a standardized (specific) tool by (x) date.	Implement in partnership with (x) department(s) an approved department-wide standardized tool to be utilized school wide by (x) date.
Schedule monthly project team meetings starting on (x) date to identify opportunities for improving efficiencies in the operations unit.	Schedule monthly project team meetings starting on (x) date to identify opportunities for improving efficiencies in the operations unit.	Meet with the project team monthly and lead the review of all critical tasks including updating the project plan by (x) date.	Document the project meeting minutes and distribute with the next meeting agenda to all participants by (x) date.
Support my (x) team's development by meeting with my direct reports every 6 months to offer feedback and coaching in achieving their individual professional/developmental goals.	Support my (x) team's development by meeting with my direct reports every 6 months to offer feedback and coaching in achieving their individual professional/developmental goals.	Support my (x) team's development by meeting with my direct reports quarterly to offer feedback and coaching in achieving their individual professional/developmental goals.	Support my (x) team's development by meeting with my direct reports monthly to offer feedback and coaching in achieving their individual professional/developmental goals.

Goal Description	Base Threshold	Median Threshold	High Threshold
Implement the new teaching evaluation success model for each class I observe using peer observation, student feedback, and reading teaching portfolios. Submit findings for review by (date).	Implement the new teaching evaluation success model for each class I observe using peer observation, student feedback, and reading teaching portfolios. Submit findings for review by (date).	Submit recommended opportunities for improvement including specific notes for the professor, classroom assistant and any additional classroom preparation needs with my evaluation findings. Submit recommendations and findings by (date).	Implement in partnership with my supervisor my recommendations for modifying the current classroom environment from my observations using the new teaching evaluation success model. Implement my recommendations two months (date) after my observation.
Identify my department's cross training opportunities for improving (x) department (x) efficiencies by (date).	Identify my department's cross training opportunities for improving (x) department (x) efficiencies by (date).	Identify two facilitators per subject matter area to partner with and co-develop cross training for the identified opportunities for department efficiency. Develop the cross-training plan by x date.	Schedule each training session and observe the delivery of the session for improving departmental efficiencies. Track and manage session attendance to achieve 80% participant completion by June 30.
Consistently communicate all project progress, schedules, and details to all stakeholders weekly. Responsible and accountable to lead a project and keep the customer informed weekly.	Consistently communicate all project progress, schedules, and details to all stakeholders weekly. Responsible and accountable to lead a project and keep the customer informed weekly.	Respond to customer requests in (x) amount of time. Communicate project status at project meetings and follow up via email within two days.	Host quarterly customer insight meetings with the customer to find ways to increase their satisfaction and provide those opportunities with the project team.