Cascading/SMART Goals Examples: Manager

University Theme: Become a leader among national research universities in providing all students with high-quality learning/living experiences focused on inquiry, discovery and innovation in a global environment.

School/Unit Goal
School of Education: Prepare effective, highly-skilled teachers, counselors, school administrators, higher education faculty and other education professionals committed to making a difference in the lives of children and adults and their communities, particularly in high-need learning environments.

Individual Goals
Manager, Student Services Center:
Title: Service Center Goals Implementation
Provide direction, oversight and support to the service center team to ensure all students are assigned faculty advisors; all student applications are processed for teacher preparation programs and clinical placements and all records are created and maintained in accordance with School of Education policy, procedures and timelines to enable students to successfully progress through their School of Education experience.

Title: Process Improvement
Provide guidance to applicable service center staff in designing and implementing process improvement techniques to reduce application-processing time by 8% for the 2019-2020 academic year.

Title: Performance Management for Direct Reports
Coach and support all direct reports, provide clear goals and expectations for performance, meaningful feedback and fair mid-year and annual performance reviews aligned with the university Performance Management policy and guidelines.
Completed S.M.A.R.T. Goal Questionnaire Example #1

Manager Goal:
Title: Service Center Goals Implementation
Provide direction and support to the service center team to ensure administrative (all records are accurately maintained), advising (all students are assigned advisors) and technical support (all student applications are processed for teacher preparation programs and clinical placements) is delivered to students in accordance with School of Education policy, procedures and timelines. This will enable students to successfully progress through their School of Education experience.

Specific.
What will the goal accomplish? Administrative, advising and technical support to students
How Providing direction and support to the service center team
Why To enable students to successfully progress through their School of Education Experience.

Measurable. How will the goal be measured (list at least two indicators)? What evidence will indicate accomplishment of the goal?
All:
● Records are accurately maintained
● Students are assigned advisors
● Student applications are processed for teacher preparation programs and clinical placements

Achievable. Does the employee possess the necessary knowledge, skills, abilities, and resources required to accomplish the goal? Determined when providing direction and support to the team and inventorying resources available for execution of the services. Will meeting the goal present a challenge without being overwhelming? Determined by the knowledge, skills and abilities of the team and available resources human and material.

Results-focused. What is the reason, purpose, or benefit of accomplishing the goal? What is the outcome (not activities leading up to the result) of the goal? To enable students to successfully progress through their School of Education Experience.

Time-bound. What is the established completion date and does that completion date create a practical sense of urgency? In accordance with School of Education policy, procedures and timelines