# Icon of five overlapping speech bubbles

# SMART Goals Practice

**SMART: Specific, Measurable, Attainable, Relevant, Time-bound**

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| **Rating Scale: 1 – 5 (**Number of SMART elements included in the goal) |

**Performance Goal: How SMART is this goal as written? Rating: \_\_\_\_\_\_\_\_(1-5)**

“Improve department processes and make recommendations”

**Using the Four Steps, how could you make it SMARTer?**

**Professional Development Goal – How SMART is this goal as written? Rating: \_\_\_\_\_\_\_\_(1-5)**

“I’m hoping to improve my computer skills”

**Using the Four Steps, how could you make it SMARTer?**



**Performance Goal: “Improve department processes and make recommendations”**

**Specific:**

Improve the user experience of the XYZ software by increasing web accessibility functions.

**Measurable:**

Improve the user experience of the XYZ software to achieve a customer feedback score of "Excellent" by increasing web accessibility functions to assist with vision, hearing, and touch.

**Achievable:**

Improve the user experience of the XYZ software to achieve a customer feedback score of "Good or better" by increasing web accessibility functions to assist with vision, hearing, and touch.

**Relevant:**

Improve the user experience of the XYZ software to achieve a customer feedback score of "Good or better" by increasing web accessibility functions to assist with vision, hearing, and touch. Because there are web accessibility guidelines that the university is required to meet and we want to accommodate the needs of students, faculty and staff, this initiative is in accordance with the university's commitment to the success of our ultimate customer: the Wayne State student body.

**Time Bound:**

Improve the user experience of the XYZ software to achieve a customer feedback score of "Good or better" by increasing web accessibility functions by Q2 2022 to assist with vision, hearing, and touch. Because there are web accessibility guidelines that the university is required to meet and we want to accommodate the needs of students, faculty and staff, this initiative is in accordance with the university's commitment to the success of our ultimate customer: the Wayne State student body.



**Professional Development Goal: “I am hoping to improve my computer skills”**

**OK** – I will learn how to use Excel.

**Good**– I will develop skills in using the sorting functions, formulas and pivot tables in Excel, to be able to complete reports and analyze the data independently by September 9.

**Better** – Improve service level by decreasing number of days to send reports (from 3 to 2). Improve accuracy by develop skills using the sorting functions, formulas and pivot tables in Excel to complete reports and analyze the data independently by September 9.

**Best** - Improve service level by decreasing number of days to send reports (from 3 to 2). Improve accuracy by develop skills using the sorting functions, formulas and pivot tables in Excel to complete reports and analyze the data independently by September 9.

**Include how you will develop new skills**. Some examples of formal & informal methods include:

* I will take an Excel course through C&IT
* I will complete an Accelerate lesson on specific tasks
* I will cross-train with a more experienced Excel user