

## SMART Goal Examples

- By April 1, 20XX, develop a comprehensive Family Medical Leave Act program to include policy, procedures and supervisory training. FMLA policy needs to address intermittent leave procedures, medical documentation requirements; military caregiver leave and qualifying exigency leave procedures, as well as employee notification procedures.
- Develop and implement a comprehensive cross-training program for the entire Payroll function including State payroll, Work-Study and Student Temp Service, Graduate Student payroll, Non-Resident Scholarships, and Time and Attendance rules and processing. A written plan needs to be developed and communicated to AVP for HR by no later than November 30, 2008, with full implementation to be complete by August 1, 20XX. Payroll staff should be fully cross trained to interchangeably administer the payroll by pay period #11 -20XX.
- Obtain training in the use of the Civil Service Accident Reporting System as well as full process for handling worker's compensation leaves, in accordance with employee bargaining agreements. Training will be established using both internal and external resources. Develop a written procedure for HR Office outlining step by step process of data collection, ARS input, and employee communication. Procedure shall be complete and communicated by June 30, 20XX.
- Perform an analysis and needs assessment with hiring managers and search committee chairs to understand the current strengths and weaknesses of the system. Possible survey and focus groups may be used to collect data. Collect data from other campuses using Interview Exchange vendor. Make recommendations for changes by June 1, 20XX.
- By the end of this performance program year, initiate a process, in consultation with College Advancement and Sports Management department, to explore the development of an athletic booster organization. This will result in an organizational plan proposal and presentation to the senior leadership for endorsement.
- By December 20XX, conduct an organizational training needs assessment to identify and prioritize the needs of faculty and staff as they relate to training and professional development. This will result in a long- term training plan proposal for the College.
- By the end of this performance program year, improve your skill in handling dissatisfied customers by using the "seven-steps for working with difficult customers" process so that students, staff, and other customers that you interact with do not become irate.