

# Sample Individual Goals

Office of Human Resources



APPALACHIAN STATE UNIVERSITY

# Sample Individual Goals

The following sample goals are designed to give you a foundation for creating meaningful goals for your employees. It is expected that you will make the individual goals relevant to the specific employee. However, multiple employees can have the same individual goal.

Bear in mind that the clearer and less ambiguous a goal is, the more likely your employee will be able to exceed it. It is encouraged that you write goals that are longer than one sentence and provide detailed examples of how the employee can *exceed* expectations.

Click on the position type you would like to see a sample goal to be take directly to that goal:

[Office Manager](#)  
[Environmental Services](#)  
[HR Specialist](#)  
[Director of Disability Resources](#)  
[Program/Event Planner](#)  
[HR Consultant](#)  
[Administrative Support Specialist](#)  
[Assistant Director, Disability Services](#)  
[Any Supervisor](#)  
[Department Head](#)

[Return to Index](#)

# Position: Office Manager

## Goal name

Budget

## Goal Description

To meet expectations:

Manage all budget functions for the operating, training, and foundation accounts. Work with the department manager on budget projections and annual comparisons. Process all authorizations, reimbursements, revisions, reconciliation of p-cards, and transfers. Provide regular updates to the Director on budget projections. Minimize errors in reporting and complete all functions by required deadlines.

To Exceed Expectations:

Make recommendations and anticipate future budget needs in conjunction with Director. Provide monthly budget updates to functional area Associate Directors as needed. Complete all reconciliations earlier than required deadlines without errors.

[Return to Index](#)

# Position: Environmental Services

## Goal name

Ongoing Training

## Goal Description

To meet expectations:

- Attend at least one training session that Human Resources provides that pertains to your job (customer relations, work place attitude, etc.). These can be found by going to the HR website.
- Complete all mandatory classes within environmental services (i.e. blood borne pathogens, hearing conservation, ladder safety, slips trips and falls, etc.) These can be found online. Please note it is your responsibility to let your supervisor know you have signed up (so we can cover your area if needed) and completed the training.

To exceed expectations:

- Attend more than one HR training
- Complete all mandatory safety classes earlier than the deadline and seek out additional safety/environmental services training.
- Lead a training session for your team.

[Return to Index](#)

# Position: HR Specialist

## Goal name

Tuition Waiver Policy and Process

## Goal Description

To meet expectations:

Administer the tuition waiver program and make significant progress on updating the tuition waiver policy before the end of the academic year.

Administration:

- Familiarize yourself with the policy and procedures.
- Receive and process all waivers in a timely fashion (at least once a week).
- Communicate with campus about deadlines (update on website).

Update:

- Convene meeting(s) with stakeholders to discuss policy changes.
- Update the paper form to make it more user friendly and reflect new tax liability language.
- Work with Jennifer Chrisohon to redline the existing policy.

To exceed expectations on this goal:

- Complete the redline process of the existing policy and present it to Office of General Counsel for Chancellor's approval prior to the end of the performance cycle.
- Begin discussions with Business Systems/Banner team to discuss an electronic workflow for waivers

[Return to Index](#)

# Position: Director of Disability Resources

## Goal name

Emotional Support Animal Procedure

## Goal Description

To meet this goal, will partner with University Housing Residence Life and Housing Assignments to restructure and disseminate aspects of the request and approval process for Service Animals and Emotional Support Animal within University Housing in accordance with the ADA/504 and Fair Housing Act.

To exceed this goal, will transition agreements/memorandum of understandings to be via electronic housing contract system and work with housing to get accommodation information disseminated via Housing materials in addition to just ODR.

[Return to Index](#)

# Position: Program/Event Planner

## Goal name

Communication, Marketing, and Logistics

## Goal Description

To meet expectations:

Regularly communicate with the University at large about upcoming events and programming. This includes weekly announce messages, monthly emails with full calendar, pre-event reminders for attendees and presenters, follow up emails and evaluations.

Creatively market events and programs through use of social media to advertise upcoming programs. Create fliers and graphics as needed for programs. Update program website.

Manage logistics of ongoing events including scheduling rooms in the PSU or other venues, reaching out to and reminding presenters, performers, speakers, and panelists.

To exceed expectations:

Create an infographic that depicts the various projects and functional areas in the Department, revitalize the event/programs website, and work with University Communications to produce a “commercial” or video of some sort to showcase our work and be featured on our website.

[Return to Index](#)

# Position: HR Consultant

## Goal name

New Employee Orientation

## Goal Description

To meet expectations:

Prepare and implement bi-monthly New Employee Orientation program. This involves notifying new employees, ordering food, organizing folders and name tags, reminding speakers, and reserving rooms.

To exceed expectations:

Improve process of NEO by streamlining process and distributing appropriate critical information. Assess needs/wants of new employees (use feedback forms after each NEO). Collaborate with stakeholders to restructure communication, including more personalized paperwork at NEO. Create / maintain relationships with campus partners: determine who needs to come speak to group, who can lead different learning activities (i.e., fitness, wellness, etc.). Continue to research parking options for NEO attendees. Design and produce brochure/booklet with essential information to distribute after NEO.

[Return to Index](#)



# Position: Administrative Support Specialist

## Goal name

CUSTOMER SERVICE

## Goal Description

Represent the Center professionally at all times to serve as the “face” of the Center in order for our colleagues, clients, and students feel welcomed and attended to so that the Center is viewed positively by our stakeholders.

Return all phone calls/respond to all messages within 4 business hours

Check mail daily at 10a and 2p; distribute to appropriate staff members within one hour of receipt

Ensure rooms and parking are reserved and that visitors have information needed (in terms of direction, parking, etc.) to make visit to the center positive

Achieve positive feedback of 95% or greater on room reservation/set up process from customer service tickets related to room reservation process

Maintain professional front office area, cleaning area and removing trash when needed.

*Exceeding expectations may include significant unsolicited feedback from customers on positive customer service.*

[Return to Index](#)

# Position: Assistant Dir., Disability Services

## Goal name

Public Accommodation Tracking

## Goal Description

Establish and document system for coordinating and tracking Public Accommodation requests by students, employees and visitors to campus within CW.

To meet this goal, an established process (including requests processes, office steps to coordinating, etc.) will be created and documented via office guides.

## Goal name

ODR Employment Guides

## Goal Description

Create a guide with relevant information, roles, duties, etc. for contracted employees with ODR which include, but are not limited to: sign language interpreters, lab assistants, test assistants, etc.

To exceed this goal, a guide will also be created for volunteers, such as peer notetakers.

[Return to Index](#)

# Position: Any Supervisor

## Goal name

Employee Training and Professional Development

## Goal Description

To meet expectations:

Provide consistent, relevant training and professional development for all current employees and new hires. Support and encourage employee attendance at HR professional development workshops, leadership development program (when appropriate), and identify external professional development opportunities.

To exceed expectations:

Create, or direct the creation of, a new hire training guide and standard operating procedures for each functional area. Work with each employee to create a personalized professional/talent development plan. Plan and implement an internal professional development series for Department.

[Return to Index](#)

# Position: Department Head/Chair

## Goal name

Cultural Leadership

## Goal Description

Provide cultural leadership to all stakeholders (faculty, staff, students, community members).

To meet expectations:

- Work with upper level leadership and Assistant Director to guide faculty and/or staff in the mission of facilitating the transformational educational experience
- Create and maintain safe, enriching, and successful work environment and climate
- Mentor faculty and staff on how to create an environment that welcomes people of diverse backgrounds.
- Collect data from round table discussion sessions and surveys with faculty/staff
- Conduct quarterly check-ins and observations with of faculty/staff
- Consider, propose, and implement needed change processes/initiatives
- Provide evidence of collaboration and support in team decision making
- Provide evidence of shared decision making and distributed leadership
- Analyze faculty/staff retention data
- Complete all performance reviews by required deadlines
- Foster professional development and continued learning

To exceed expectations:

A rating of exceeding expectations will be considered based on significant positive feedback from direct and indirect reporting employees, customers, and students. Data that demonstrates improvement over previous years on surveys, retention, and performance will be used to determine whether goals are met or exceeded. Significant evidence of interdepartmental partnerships (new or strengthened) and collaboration will also be evidence of exceeding expectations.

[Return to Index](#)

# Questions?

Contact us (828) 262-3186

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