

SMART Goals Fact Sheet for UTSA

UTSA has a new performance management process as of September 1, 2020. Part of this process is setting SMART goals at the beginning of the performance year. Go to the website for detailed information: www.utsa.edu/hr/performance-management.

This is a basic fact sheet with key points and examples. If you are an individual contributor and have questions, reach out to your supervisor or manager. If you are a manager or supervisor and have questions, reach out to your HR Business Partner at HRBP@utsa.edu or contact People Excellence Talent Management at Training@utsa.edu.

Key Points about setting your SMART goals

- ▶ Goals are strategic initiatives you want to accomplish during the upcoming performance year.
- ▶ Goals are *not* your daily tasks on the job; your daily work will be evaluated through the core values and competency portions of the annual evaluation at the end of the performance year.
- ▶ Speak with your leader to find out what his/her goals are, and to find out what the goals are for your university division or department.
- ▶ Your goals can support the division's goals and should be written in a way that reflects your portion of the work (what you will be doing to promote the division goals).
- ▶ Let's say you already know 3 or 4 projects or initiatives you plan to carry out this year, that's great, take those and make them your SMART goals.
- ▶ Aim for 3-5 goals as an average number of goals (it can be less or more, just make sure they are strategic initiatives that you plan to carry out during the performance year).
- ▶ When you write your goals, use the SMART model (Specific, Measurable, Achievable, and Relevant, Time-based); see the website referenced above for extensive information about SMART goals.
- ▶ Login to ePerformance in PeopleSoft to verify that your information and your manager's name and information is correct: <https://my.utshare.utsystem.edu>
- ▶ Enter your SMART goals into ePerformance in PeopleSoft by October 31 each year (for the fall of 2020 the deadline is extended to November 7); see the website referenced above for extensive information about how to navigate ePerformance in PeopleSoft.
- ▶ Periodically and throughout the year, enter information about the status of your goals into ePerformance and participate in a mid-year checkin with your manager to monitor the progress of your goals.

Sample SMART Goals

Each job and each department across the university will have unique goals; the listing below provides you with some ideas and examples of SMART goals.

- Implement a department volunteer program by August 31, 2021 to increase community engagement with various programs within our division.

- By the end of the second quarter, implement a new budget template which will outline program expenses such as tuition/fees, scholarships, stipends, grants, salaries, etc. Part of this implementation is sharing the budget template with all department personnel.
- Attend three leadership training courses during the first half of the performance year, topics pre-selected in conjunction with my manager, to assist me to develop key leadership qualities and help advance my career.
- Create branded email templates by August 31, 2021 for all departments in my VP area to enhance and clarify communications throughout the VP area.
- By April, develop an online office manual to include all key policies and procedures for our department in order to standardize our operations and also to assist in the orientation of new employees to the division.
- Develop a department approved student worker orientation program by May 31, 2021 so that student employees may more effectively and confidently perform their professional job duties.
- Change all key department documents (list approved by department director) to typeable PDFs by January so that students and faculty can fill out forms quickly and easily submit the forms digitally.
- Prior to the beginning of the summer semester, learn Adobe Premiere Pro in order to create a video to assist in promoting our services to undergraduate students.
- Complete the registration of at least 1,000 HUB suppliers in the Purchasing Source Directory prior to August 31, 2021 to allow them to participate in bid opportunities with UTSA.
- Learn how to use Qualtrics in order to assist our department director with customer surveys throughout the year. Learn the software well enough to assist with the first survey going out mid-January 2021.
- Organize at least one community outreach event per semester during the performance year, targeting high school students and their families, to encourage a college-going culture in and around San Antonio.
- Implement an e-newsletter by December 2020 that will be sent out each semester to area community college advisors to keep them updated on UTSA transfer admissions processes, deadlines, scholarship and events.
- Create a travel process for my division with approvals from my manager for all faculty. This will be to meet all of the DTS deadlines and at the same time meet the faculty members' needs. Complete prior to spring break 2021.

MEASUREMENT

The Measurement is a brief description of how you will know if the goal is achieved or not. Here are a few samples.

Example #1

Goal:

Create branded email templates by August 31, 2021 for all departments in my VP area to enhance and clarify communications throughout the VP area.

Measurement:

My manager and I will measure this goal in the following way – did I create branded email templates for all departments by the due date, were they accurate, were they well received by the end user, do they appear to be helping to clarify communications.

Example #2

Goal:

Develop a department approved student worker orientation program by May 31, 2021 so that student employees may more effectively and confidently perform their professional job duties.

Measurement:

My measure for this goal will be if I actually created the student worker orientation program by the end of May and did I put a plan in place for implementing and evaluating the orientation and its effectiveness with our student workers.

Example #3

Goal:

Attend three leadership training courses during the first half of the performance year, topics pre-selected in conjunction with my manager, to assist me to develop key leadership qualities and help advance my career.

Measurement:

- 1) Did I attend all three training courses?
- 2) Did I attend them by the end of February?
- 3) Did I send a brief report after attending each training to my supervisor about key lessons learned?
- 4) Was I able to apply any of the lessons learned on the job?