



Example Performance and Developmental Goal Statements for Employees and Supervisors

Adapt as necessary

Performance Goals	Developmental Goals
<p>These goals should link to VSU's strategic goals and initiatives and to those goal of the individual's work unit. They include the specific tasks an employee is responsible for achieving to help meet unit goals. Goals can be project based, related to a performance standard, or process improvement.</p>	<p>Development goals are directly tied to an employee's personal development. They can be related to attainment of new skill, knowledge or competency level or can be for career advancement.</p>
Decrease work order response time by 10% during opening week of Fall Semester 2016 over the prior year.	During fall semester, shadow an academic advisor to learn to successfully advise a first-year student to including using the academic catalog, DegreeWorks, and Banner.
Increase parking fee revenue by \$25,000 each year for the next five years.	Prepare and submit an application for the Tuition Assistance Program (TAP) before the fall deadline, and complete a (_____) course) with credit toward completing a master's degree.
Increase staff participation in professional development courses and activities by 5% over the prior year.	Develop (<i>or improve</i>) skills and expertise in (<u>software, skill, activity, knowledge around a policy, law, procedure, etc.</u>) by attending a workshop/course/seminar/conference before the end of the first semester.
Facilitate a smooth transition of staff to new office location with no downtime in services provided.	Join a University committee, and engage with that committee during the fiscal year.
Introduce (<u>process, product, system, technology</u>) to the campus by piloting 25% of potential users in Year 1 and implement the remaining 75% in Year 2.	Read all sections of the USG Board of Regents Policy Manual which directly relate to our office's primary mission, then review the office's policies/procedures to identify any conflicting/outdated statements or incorrect hyperlinks.
Design a new departmental/program website layout and make operational by December 31.	Identify a co-worker in the department and spend 30 minutes per week for four weeks observing and shadowing this individual to gain a high-level understanding of his/her contributions to the department.



Performance Goals These goals should link to VSU's strategic goals and initiatives and to those goal of the individual's work unit. They include the specific tasks an employee is responsible for achieving to help meet unit goals. Goals can be project based, related to a performance standard, or process improvement.	Developmental Goals Development goals are directly tied to an employee's personal development. They can be related to attainment of new skill, knowledge or competency level or can be for career advancement.
Increase the unit's customer/client Overall Satisfaction Rating by 2% over the prior year.	Reconcile assigned budget and expense statements by business day three of each month with zero errors.
Identify all existing departmental policies and procedures and revise during fall and spring.	

Use Action Verbs* Such As	Avoid Using These Terms/Phrases
Apply Arrange Assemble Categorize Classify Demonstrate Estimate Evaluate Explain Identify Label Order Produce Repeat Reproduce Review	Understand Appreciate Become familiar with Know Learn Value Learn about Think about Become aware of Gain an awareness of Demonstrate the ability to

*See Bloom's Taxonomy of Action Verbs:

<http://marquette.edu/assessment/includes/documents/BloomsTaxonomyActionVerbs.pdf>