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**Goals and Objectives Worksheet**

Use this document to (a) articulate the main goals of your department and (b) identify objectives to be accomplished as part of an annual assessment plan.

**Goals are broad statements about how the unit will fulfill its mission.** Goals should be comprehensive, ensuring that they endure leadership changes.

All administrative departments have operational goals. Departments that are student-facing also have goals related to students.

* Operational goals deal with the functions, demands, resources, and efficiencies of the department.
* Student goals address how the department contributes to the success or development of students.

**An objective is a step that can be taken to meet a goal.** Objectives should be **S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**ime-bound (SMART).

It can help to think of your SMART Objectives as the department’s “key priorities” for the upcoming academic year.

| Using your Mission Statement Worksheet, parse out the mission into distinct themes. | **GOALS** What operational or student goals must be met to fulfill this component of the mission**?** | **SMART Objectives** What measurable steps can be taken to meet this goal? |
| --- | --- | --- |
| **Mission Theme 1** |  |  1.
 | 1.a) 1.b)  |
|  | 2.a) 2.b)  |
| **Mission Theme 2** |  |  | 3.a) 3.b)  |
|   | 4.a) 4.b)  |
| **Mission Theme 3** |  |  1.
 | 5.a) 5.b)  |
|   | 6.a) 6.b)  |

**Need examples? Below are the Mission, Goals, and Objectives for an AES department.**

**Office of Institutional Effectiveness (OIE)**

The Office of Institutional Effectiveness (OIE) supports the evidence-based decision-making of administrators, faculty, and program directors by providing high quality and trustworthy data to inform student success initiatives, program development and evaluation, grants, public relations, and strategic planning, and to help meet compliance reporting requirements. Through collaboration with academic and administrative departments across the college, the OIE aims to support a culture of inquiry, evidence, and innovation at Queens College.

**OIE Goals**

1. Improve quality of institutional data
2. Increase access to and use of institutional and external data for decision-making
3. Support meaningful engagement in assessment activities

**OIE Objectives 2024-2025**

1. **Improve quality of institutional data**

1.a) Redesign course evaluations to address common issues with SETs

1.b) Enhance OIE analysts’ expertise with data sources and tools

1. **Increase access to and use of institutional and external data for decision-making**

2.a) Assess and reorganize OIE Tableau Dashboards to be more user-friendly

2.b) Create better guidance on OIE Dashboards –add a ‘Tableau Data Table of Contents’ to the OIE website

2.c) Create a streamlined process for data requests –add a Data Request submission form

1. **Support meaningful engagement in assessment activities**

3.a) Collaborate with the Provost’s Office and CETTL on assessment workshops

3.b) Plan and develop an annual Assessment Showcase

3.c) Partner with the Provost’s Office to revise the APR process