Examples of Administrative Objectives

This table offers ideas for administrative goals, measures, data sources, and objectives.

What your department does	What you might measure	Where to get data	What your objective might be
Offer services to students /faculty /staff: • Advising or guidance • Professional development • Training or workshops • Extracurricular activities/events • Assistance with certain tasks	o Frequency o Availability o Responsiveness o Usage rates o Quality o Satisfaction	o QC Navigate o Department records or logs o Survey or Form data (MS Forms) o Focus Groups o Eventbrite	Δ Achieve a 90% satisfaction rate in surveys by identifying and addressing needs in previous surveys Δ Reduce average processing time by streamlining procedures Δ Increase participation / usage rates by 5% through improved visibility and outreach
Improve operational efficiencies: • Streamlining processes • Enhancing technology utilization • Enhancing staff knowledge and skills • Improving communication or cross-departmental collaboration • Optimizing resource allocation	o Technology adoption rates, utilization rates o Proportion of staff cross-trained or completed professional development o Attendance at meetings o Number of collaborative projects completed o Cost-savings estimates	o Department records or logs o Internal reports or shared documents o MS Forms data o Web analytics o Task management software, such as MS Planner (in Teams)	Δ Complete a review of administrative processes and identify areas for improvement via regular staff meetings Δ All staff participate in one professional development opportunity per year Δ Train all staff in MS Forms, Teams, and Power Automate Flows Δ Initiate one collaborative cross-departmental project per semester Δ Track resources utilization, staff skills, or tools in an Excel sheet
Contribute to student /faculty /staff learning or development: • Developing students' skills (e.g., career readiness, study skills, leadership) • Informing students about 'X' (e.g., mental health resources, events, etc.) • Develop faculty or staff skills (e.g., universal course design, diversity training, professional development)	o Percentage that demonstrates enhanced knowledge or skills after workshops / events o Satisfaction scores from participant surveys o Proportion that report they engaged in an activity, used a tool, etc.	o Brightspace o Navigate o Pre- and post-tests o Post-workshop Form o Attendance logs o Campus-wide surveys already in place (see OIE schedule)	Δ Following mock interview sessions, 90% of participants report increased confidence in their interview skills, via pre- and post-assessments Δ Increase % of students that demonstrate knowledge of mental health resources, assessed by survey Δ Organize and host at least two workshops per academic year