Fall 2021 Review

☐ MISSION STATEMENT

- Does the mission statement for your department still make sense? Are there any modifications that should be made? Ideally, your mission statement is static and doesn’t change much, if at all, from year to year.

☑ Make any necessary changes to your mission statement

☐ OPERATIONAL GOALS

- Do your operational goals accurately reflect your department’s support of the University’s strategic plan?

☑ Make any necessary changes to your operational goals

☐ TARGETS OR INITIATIVES

- Review your department or unit’s targets and/or initiatives in light of your FY 2021 results, the impact of the COVID-19 pandemic, and other events this year.

- Are there additional targets or initiatives that reflect your contributions to the University’s overall success? Or other significant actions or accomplishments? Think about what you are currently working on in FY 2022 and how current year targets might need to be adjusted.

- Do your targets or initiatives relate to the over-arching goals of the University?

☑ Include any changes or additional targets in the Targets / Initiatives section

☑ Connect your Targets / Initiatives to the over-arching goals of the University

☐ METRICS AND/OR MEASUREMENTS

- Review your metrics and their relationship to your targets and goals. Are there other metrics that are more appropriate for FY 2022?

- Describe how you assessed your results and made improvements or adjustments

- Make sure your metrics are SMART

☑ Include FY 2021 results data

☑ Include any revised FY 2022 metrics

TIPS: EXISTING PLANS, BASELINE MEASURES, 3-5 YR GOALS, ONE-OFFS AND MOON-SHOTS

- Don’t reinvent the wheel: Do you create performance metrics or plans for other internal or external purposes? If yes, recycle those plans and use the content that aligns with administrative assessment

- Use Multi-Year Approaches: One common framework is to establish a baseline measure of something that you want to improve (e.g., customer satisfaction) that reflects the current state and sets targets for improving that rate over a period of time (e.g., customer satisfaction will improve by 3% annually from 75% in FY2020 to 90% in FY2024). This is a good method for tracking progress and measuring accountability for success from year-to-year.

- One and Done is OK: Targets often involve changing something (e.g., procuring a new parking system, migrating forms to electronic signature) that may be considered a “one-and-done” type of initiative. Think about how you will measure the success of the “new thing” once it is implemented to track whether implementation had a measurable impact.

- Moon-shots: Don’t be afraid to shoot for the moon! Don’t settle for targets and metrics that are easily achievable. Consider stretch goals for improvements that will have significant impact and what resources you need for success.

- University Over-Arching Goals

  - Customer Service
  - Effective Utilization of Resources
  - Quality Assurance and/or Compliance Efforts
  - Innovation

- Specific
- Measurable
- Aggressive but Attainable
- Results-oriented and relevant
- Timebound