

## Writing Department Goals for Student Support Services

**Goals are:** Broad and abstract statements, developed collaboratively with department staff and stakeholders, which describe the intended contributions of the department to the experience of the students who engage with its services.

The key considerations when writing goals for support service departments are that they are:

- 3-7 goals identified
- Clearly stated and concisely written
- Realistic and achievable
- Aligned clearly to the department's mission
- Focused on services provided to students
- Consistent with applicable professional standards and intentions of the field
- Uses action verbs to clearly describe the intended contributions of the department to the experience of the students who engage with its services.
- Publicly available, known, and easy to find

### One Possible Structure of a Program Goal for a Support Services Department

“To [verb] [general service, activity, or contribution].”

- See [Bloom's Taxonomy of Measurable Verbs](#), via NILOA, for examples of usable verbs.
- The department goals are not just for internal use, but also for informing stakeholders within and beyond the university. Make sure that they are written for a general audience and are prominently displayed on your department's website.

### An Example of a Support Services Department Goal

“To **ensure and facilitate** the publication and dissemination of the mission statements, goals, and outcomes of academic programs and student support services.”