

## **WRITING DEPARTMENT GOALS**

Goals should not be overly vague or too specific. We encourage goals to be achievable within three years, but this is not mandatory. To update your department's goals in eLumen, contact Daphne x5722 [daphne@glendale.edu](mailto:daphne@glendale.edu).

### **Too vague:**

improve student success  
better serve students and division needs

### **Too specific (these should be action items):**

hire additional full-time instructor or administrative assistant  
increase release time/workload from 10 to 11 month/hours for XYZ position  
create AA-T in Basketweaving  
purchase XYZ equipment for the ABC department  
department remodel  
update course outlines  
replace staff computers

### **Just right:**

[From Accounting] increase student enrollment and retention by 2%  
[From Math] refine the pathway to calculus  
increase success rates of third-attempt students in English  
[From Computer Science/Info Science] better integrate Cyber Security program into general departmental offerings  
[From Library Services] create and implement a social media plan to reach students via modes they regularly use  
[From Professional Development] build a direct relationship with the office of Distance Education  
[From Foundation] increase alumni outreach and support to the college

## **ABOUT IMPROVEMENT PLAN'S ACTION ITEMS**

After assessing their data and operations, departments will develop plans for improvement (in the Improvement Plan & Resource Requests section of the program review form), by creating specific action items that have an estimated timeline. Each action items should link to, and support, a department goal.

## **WRITING A MISSION STATEMENT**

A mission is a statement of what a department does (not what it aspires to be). A mission statement should include the purpose of the unit and the outcomes that result from the department's service.

### **Example from Communications & Community Relations**

*The Office of Communications & Community Relations creates and implements communications and marketing strategies to enhance public awareness of the college's educational programs, student services, and campus activities and events. The office contributes to the overall mission of the college by providing high-quality communications and timely service to campus departments for their marketing and publications needs.*

### **Example from Facilities**

*The Facilities Management Department is committed to providing quality maintenance and operational support to all organizations of the Glendale Community College District. This guides our focus to providing and maintaining the physical place where learning is supported. Our goal is to keep Glendale College in a condition conducive to learning and one that gains respect from the community.*

### **Example from Assessment Center**

*The mission of the Assessment Center is to help our students make informed educational choices that will enable them to complete their educational goals in a timely manner. Our primary goals in support of this mission are as follows: 1) provide students with the preparation necessary to successfully complete their assessment tests; 2) maintain high testing standards and practices, confidentiality of student records, and an optimal testing environment; and 3) provide students with an accurate assessment of their academic skills to ensure their proper course placement and increase their chances for success.*

### **Example from Adult Basic & Secondary Education**

*The mission of the noncredit Adult Basic & Secondary Education program is to provide the local diverse adult community with opportunities to develop their basic skills, achieve a secondary education, and enhance their academic skills to be able to transition to postsecondary programs and family sustaining career preparation.*