

Steps for Writing SMART Learning Objectives

◆ Specific ◆ Measurable ◆ Achievable ◆ Relevant ◆ Time-Based

Specific:	Describe a precise or specific outcome which is linked to a rate, number, percentage or frequency
Measurable:	Describe the system you will put in place to measure your progress towards the achievement of your objective.
Achievable:	Ask yourself the following two questions, "With a reasonable amount of effort and application, can I achieve this objective?" and "Do I have control over the means by which I can achieve this objective?"
Relevant:	Can you make an impact on the situation? Is it important to your education? To your supervisor and to your employer?
Time-Based	Clearly define your completion date. Give yourself plenty of time to insure a completion date by the end of the semester.

When writing learning objectives you need to answer the following questions.

1. What do I want to learn, change, or improve?
2. How will I learn, change, or improve it?
3. How will the results be measured?
4. When will it be completed? (sometime before 2nd Site Visit)

Examples of Effective Learning Objectives:

Present job is sales/support associate in a bookstore:

Increase sales by 3% in the Children's Department by keeping all displays current, stocked, and creative. Supervisor will evaluate by comparing increased book sales over comparable time period. Completion date:

Present job is sales/stocking clerk in a vitamin store:

Learn to inventory the supplements. To be accomplished by organizing supplements by type and expiration date. Evaluated by before and after photos and supervisor's evaluation. Completion date:

Present job is an advertising assistant for a fitness center:

Learn how to prepare and send bulk mailing. To be learned by supervisory instruction and practical experience. Results to be measured by completed mailing and supervisor's observation. Completion date:

Present job is a secretary for a local high school:

Establish an improved system for ticket sales and seating for the annual school play. To be learned by reviewing past events, supervisory guidance, and by hands on experience. Evaluation to come from supervisor's observation and 5% increase in ticket sales over last year's event. Completion date:

Present job is bussing tables at a local restaurant:

Learn the breakfast, lunch and dinner menu. To be accomplished by memorizing the menu and with the help of my supervisor. Evaluation will be by passing with 95% accuracy the restaurant's menu quiz given by my supervisor. Completion date:

Professional Growth Analysis and Learning Objectives

An Opportunity to Brainstorm about You, Your Work and Your Education.

One of the requirements of your Cooperative Work Experience course is that you develop new or expanded responsibilities or learning activities at your work site or internship. We intend to provide the opportunity for you to transfer or demonstrate the knowledge and skills you are developing at college into a workplace environment.

The process for developing learning objectives begins with you and your critical analysis of the situation. The final learning objectives are reviewed and approved by you, your work supervisor and your Work Experience instructor and then, they are written on the Training Agreement. The process is not difficult and can be used anytime that you want to set up goals for your work or education. Following the steps below will help insure that you get the most from this course and from your learning objectives.

STEP 1 Analyze Your Needs, Your Work and Your Worksite

NEW JOB

- What needs to be learned about the policies and procedures of the company?
- What new duties or responsibilities do you need to learn?
- If you are part of team or crew how can you improve the team or your contribution to the team?
- Is this job the beginning of your dream career or is it a job where you will be developing employability skills?
- Can you begin to work independently in completing complex assignments?

EXPANDING RESPONSIBILITIES

- If you have a routine evaluation at work, consider items that have been suggested for your growth or improvement.
- Is a promotion or job change something you are considering?
- Would you like more responsibility?
- Do you need to find ways to delegate the workload?
- What improvements would make your work or worksite safer and more efficient?
- If you manage or direct other people, how can you improve your management skills or interactions with these people?
- Can you develop new skills through cross training?
- Are you in college to transition to another field of work? What employability skills will you take from your current position into your new career?

INTERNSHIPS

- Some companies have a specific plan and structure for interns and some do not, what is the protocol at your internship site?
- Do you have some specific knowledge and skill you have learned at college that you want to try in the "real world"?
- Will you be in a specific area or work in a particular project or will you be learning many different aspects of this business?
- If there are other interns at this site, will you be working as a team?
- If mentoring is part of the internship, what would you like to learn from the mentor?
- What skills or experience do you want to be able to put on your resume after this internship?

STEP 1 Analyze Your Needs, Your Work and Your Worksite (cont.)

Consider the following categories and begin to identify potential growth or learning opportunities in the lines below the categories.

Routine Duties: What are your duties and how can you expand, revise, update, and develop these assigned responsibilities? What are your strengths or weaknesses in your job assignments? Consider improving your efficiency in completing routine duties.

Problem Solving: Is there a specific functional problem at the worksite that you can help solve? What challenges do you face at work? This can include customer service improvements, equipment issues, sales processes, coworker issues etc. You can consider developing solutions and presenting these to management if you cannot actually make changes.

Personal Improvement: What personal attitudes, skills or habits will enhance your human relation or employability skills? What can you learn about the culture of your customers? What are your opportunities for self-realization at this worksite? Can you begin to work independently in completing complex assignments? Consider what you need to improve change or learn with communication, teamwork, time management, organization, accuracy or skills required in your job.

Creative Opportunities: Can you help save time, expenses or materials? Is there a product, process or procedure that you would like to try improving? Is there a new technology that can be implemented? How are global and multicultural issues impacting your company? Is there some specific skill or process that you wanted to learn at work?

Career Advancement/New Assignments: What knowledge or skills do you need in order to receive a promotion, raise or get hired within the current company or at another company? Do you need more information, or a specific plan to reach this desired goal? Are there professional organizations for this career that can provide you with more information about the field?

STEP 2: Write S.M.A.R.T Learning Objectives

A Learning Objective is a statement about what you want to improve, change or learn that is stated in terms of measurable results and limited by a specific timeframe.

You will be developing three (3) learning objectives for this course. These can be three (3) separate objectives that cover different aspects of what you want to learn, change or improve. Another format for the three (3) learning objectives can be one that is sequential, that is one objective is used as the foundation for the development of another objective.

Your learning objectives need to be college-level and appropriately challenging. They cannot be a repetition of some task or skill that you have already mastered. They cannot be learning objectives you used in previous work experience courses, unless you can demonstrate new or expanded learning or responsibilities.

Your Learning Objectives must be S.M.A.R.T

◆ Specific ◆ Measurable ◆ Achievable ◆ Relevant ◆ Time-Based

Specific: Describe a precise or specific outcome linked to a rate, number percentage or frequency and identify the learning or action process. Technical terminology is appropriate if it is understandable to both student and supervisor

Measurable: Describe the system you will put in place to measure or evaluate your progress or achievement of the objective. There needs to be an end-product or behavioral change that your supervisor can observe and evaluate.

Achievable: Ask yourself the following questions:

- With a reasonable amount of effort and application, can I achieve this objective within the timeframe?
- Have I considered personal or professional limitations and constraints?
- If training is necessary will it be provided within the timeframe?

Relevant: Can you make an impact on the situation? Is it important to your education, to your supervisor or to your employer?

Time-Based: Clearly define your completion date by giving a specific date or timeframe. The date must meet your syllabus guidelines and be prior to the end of the semester or session date.

STEP 3. Follow the S.M.A.R.T Learning Objectives Format

S.M.A.R.T Learning Objectives have these six Elements.

1. Start with an action word. (See Action Word List in this handbook)
2. State **what** you want to learn, change or improve with a rate, number frequency or percentage.
3. State **how** you will learn, change or improve it. (See Learning Process Word List)
4. State **how** the results will be evaluated or measured. (See Measurement / Evaluation Word List)
5. State **when** it will be completed.

The statements that go on the Training Agreement provide the above information and follow format shown below Your work supervisor and Work Experience instructor will support you in developing the final format and are required to review and approve your learning objectives.

Objective: Increase monthly sales 10% by selling related products, increased products knowledge and studying various "sales" oriented texts.

Evaluation Method: My supervisor will evaluate through review of sales receipts.

Completion Date: December 14 20XX

	1 Action Word	2. What	3. How
Objective:	Increase	monthly sales 10%	by selling related products, increasing products knowledge and studying various "sales" oriented texts.

4. Measured results

Evaluation Method: My supervisor will evaluate through review of sales receipts.

5. When

Completion Date: December 14 20XX

For More Examples of Effective Learning Objectives, Go to Page 18 in Resources for Developing S.M.A.R.T Learning Objectives.

STEP 4 Develop Your S. M. A. R. T Learning Objectives

You are now prepared to draft your individual learning objectives. Using the ideas and thoughts from your analysis and the Resources for Developing S.M.A.R.T Learning Objectives, complete the Learning Objective Worksheet provided to you by your instructor

Two Things to Remember:

1. The form you are completing is a worksheet and your final objective format for the Training Agreement (See Appendix Page 23) will be:

Objective:

Evaluation Method:

Completion Date:

2. You will turn in the White Copy of the Learning Objectives Worksheet to your instructor at the end of the orientation session.

Action Word List

Possible terms to start S.M.A.R.T Learning Objectives

Clerical	Communications	Creative	Critical Thinking	Financial	Human Resources
Arrange	Address	Adapt	Analyze	Allocate	Advise
Automate	Arbitrate	Author	Apply	Analyze	Assess
Budget	Arrange	Blend	Appraise	Appraise	Assist
Catalog	Articulate	Change	Arrange	Audit	Clarify
Calculate	Lecture	Conceive	Evaluate	Transfer	Coach
Collect	Author	Create	Assemble	Balance	Collaborate
Complete	Convince	Design	Assess	Budget	Consult
Compute	Correspond	Develop	Calculate	Calculate	Counsel
Copy	Define	Devise	Categorize	Compute	Diagnose
Define	Develop	Direct	Choose	Forecast	Educate
Dispatch	Direct	Enhance	Collect	Increase	Employ
Decrease	Draft	Establish	Compare	List	Group
Distribute	Edit	Formulate	Compose	Manage	Guide
Evaluate	Enlist	Illustrate	Construct	Market	Hire
Examine	Formulate	Improve	Create	Plan	Integrate
File	Influence	Introduce	Design	Project	Handle
Generate	Interpret	Invent	Diagram	Research	Mediate
Identify	Interview	Initiate	Estimate	Tabulate	Monitor
Inspect	Meet	Launch	Examine	Update	Motivate
Interview	Moderate	Market	Formulate		Negotiate
Monitor	Negotiate	Originate	Inspect		Recruit
Operate	Participate	Plan	Justify		Represent
Organize	Persuade	Prepare	Learn		Select
Prepare	Present	Produce	Measure		Sponsor
Process	Preside	Propose	Organize		Strengthen
Purchase	Promote	Publish	Plan		Train
Record	Publicize	Setup	Prepare		
Retrieve	Recommend	Structure	Rate		
Review	Recruit	Write	Revise		
Separate	Represent		Score		
Schedule	Sell		Select		
Screen	Speak		Setup		
Summarize	Translate		Solve		
Survey	Write		Summarize		
Systematize			Test		
Transcribe					
Update					
Verify					

Action Word List

Possible terms to start S.M.A.R.T Learning Objectives

Management & Leadership	Management & Leadership(cont.)	Research	Teaching	Technical
Administer	Oversee	Arrange	Advise	Assemble
Analyze	Perform	Automate	Clarify	Build
Approve	Prioritize	Catalog	Coach	Calculate
Assign	Plan	Categorize	Communicate	Change
Attain	Preside	Calculate	Control	Complete
Authorize	Produce	Classify	Design	Compute
Chair	Propose	Collect	Develop	Convert
Collaborate	Recommend	Compare	Encourage	Construct
Conduct	Reduce	Compile	Evaluate	Design
Consolidate	Regulate	Complete	Explain	Engineer
Contract	Remove	Compute	Guide	Install
Control	Reorganize	Critique	Influence	Operate
Coordinator	Replace	Define	Inform	Overhaul
Delegate	Reposition	Diagnose	Instruct	Modify
Develop	Reproduce	Decrease	Interpret	Program
Direct	Retain	Distribute	Motivate	Remodel
Enact	Review	Evaluate	Persuade	Repair
Establish	Revise	Examine	Present	Restructure
Evaluate	Schedule	Formulate	Rewrite	Service
Execute	Simplify	Generate	Stimulate	Solve
Expand	Strengthen	Identify	Test	Sort
Guide	Standardize	Inspect		Upgrade
Head	Supervise	Interview		
Implement		Investigate		
Improve		Monitor		
Incorporate		Operate		
Increase		Organize		
Initiate		Prepare		
Institute		Process		
Investigate		Record		
Launch		Retrieve		
Lead		Review		
Maintain		Separate		
Mediate		Schedule		
Negotiate		Screen		
Organize		Summarize		
		Survey		
		Systematize		
		Tabulate		
		Update		
		Validate		
		Verify		

Learning Processes Word List

Possible terms or ways to describe **How** you will learn, change or improve your S.M.A.R.T Learning Objectives. Technical terminology is appropriate if it is understandable to both student and work/intern supervisor

Adapting classroom knowledge	Seeking information
Applying new/current skills	Seeking input
Asking	Studying
Assisting	Surveying
Attending	Using a journal or report
Demonstrating	Testing
Experiencing	Training
Following policies and procedures	Trial and error
Gathering information or data	Updating
Increasing communication	Visiting
Increasing product knowledge	Using necessary materials
Installing	Working with co-workers
Investigating	
Meeting with	
Memorizing	
Observing	
Obtaining feedback	
One-to-group sessions	
One-to-one sessions	
On-the job training	
Operating	
Organizing information or products	
Planning	
Reading	
Receiving	
Recording	
Researching	
Reviewing	

Examples of Effective S.M.A.R.T Learning Objectives

Objective: Create 3 reading lesson plans for third grade students by researching and reviewing available materials and potential methods

Evaluation Method: Supervisor will review all lesson plans and observe me teach one lesson.

Completion Date: May 26, 20XX

Objective: Develop a safety checklist by investigating all accident reports and gathering data.

Evaluation Method: Submit list to supervisor for approval.

Completion Date: November 15, 20XX

Objective: Produce a calendar of office events by learning in-house word processing software through tutorial manual.

Evaluation Method: Office manager will review and evaluate produced calendar

Completion Date: May 26, 20XX

Objective: Learn the names and duties of all my co-workers and department supervisors by researching, memorizing, and daily use of names and information.

Evaluation Method: Observation of office interactions by supervisor

Completion Date: October 15, 20XX

Objective: Learn about new product specifications at training seminar by arranging for attendance with supervisor and then attending scheduled seminar

Evaluation Method: Return verification of attendance to supervisor and share new product specifications with customers.

Completion Date: December 4 20XX

Objective: Demonstrate proficiency in the operation of the collating machine by reading and implementing the instructions in the operating manual.

Evaluation Method: Lower percentage of machine downtime due to operator error

Completion Date: December 4 20XX

Objective: Reduce errors on completed work orders and timesheets by 100% by checking and editing work prior to submitting forms

Evaluation Method: Lower percentage errors on forms and review by supervisor

Completion Date: October 30, 20XX

Objective: Identify and submit a list of all stock items that have had no demand for 6 months or more by reviewing stock and sales records

Evaluation Method: Improved stock management

Completion Date: By the end of the semester

Objective: Improve system for ticket sales and seating for the annual school play by reviewing past events, hands on experience and supervisory guidance.

Evaluation Method: Increased ticket sales as compared to last year's event and supervisor observation

Completion Date: May 19, 20XX
