

IMPLEMENTATION BEST PRACTICES

Mandates



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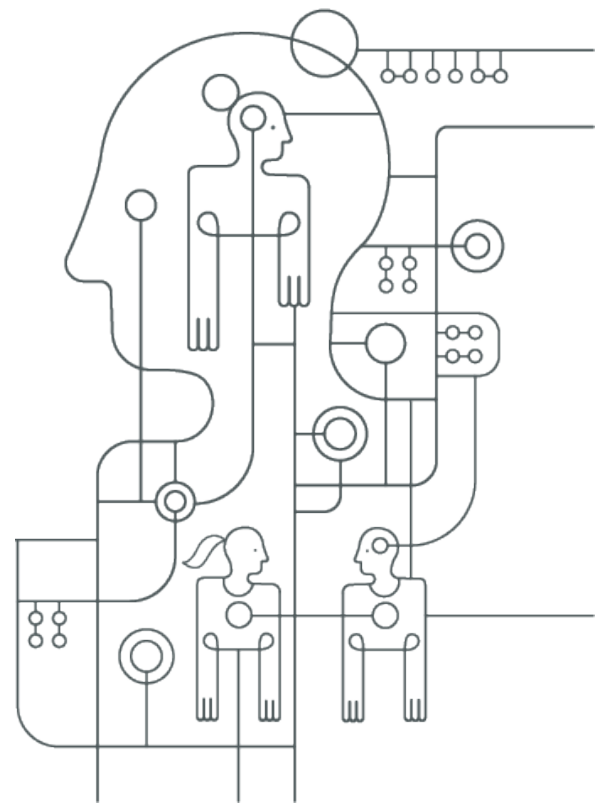
Using mandates to increase learner participation

Ideally, your institution should strive for a 100% completion of all programs you implement. Most schools implement with all incoming students each term, as well as new staff and faculty as part of their on-boarding process. In addition, many schools also choose to target upperclassmen, existing staff and faculty, or select populations for ongoing and refresher training.

The best way to achieve compliance is through the decision to impose consequences on those who fail to complete the course. We categorize these into “Hard Mandates” and “Implied Mandates”.

- **Hard Mandates:** severe consequences, significantly impeding your learner’s ability to be a part of the community should they not complete their training.
- **Implied Mandate:** use specific language to set a strong expectation that participants will complete the course, without a formal consequence or negative reinforcement.

Alternatively (or additionally!) many institutions have found success with incentives for completion. This can include event access, snacks, or even preferred parking spots! See the next page for examples of [Student](#) and [Employee](#) hard mandates.



Student Mandate Examples

Hard Mandate

- Hold on course registration
- Hold on grades
- Hold on student housing:
 - » Not allowed to select housing for following year
 - » Not allowed to move in
 - » Key card withheld
- First-year experience course requirement
- Imposing a fine
- Hold on student organization activities
- Withholding privileges:
 - » Unable to participate in Greek activities
 - » Student ID withheld
 - » Cannot pick up university-issued laptop
 - » Ticket to campus-wide social event
 - » Wi-Fi access
 - » Meal plan

Employee Mandate Examples

Hard Mandate

- New faculty/staff orientation requirement
- Requirement for promotion or pay increase
- Completion is considered during performance review
- Withholding privileges:
 - » Cannot pick up university issued laptop
 - » Wi-Fi access (eg. requiring FERPA or Data Security course first)