

COMPLIANCE MATTERS.

News and Insights from Chapman's
Department of Institutional Compliance
and Internal Audit

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Welcome (Back)

By Peter Aguila, Senior Compliance Investigator

Welcome to another year at Chapman University. If you are new to reading our newsletter, or are a returning reader, I want to welcome you.

I want to take this space to go over our definition of compliance and ethics.

Compliance: the adherence to laws, regulations, guidelines and specifications relevant to higher education. Our job isn't to regulate individual behavior, but to provide guidance on understanding what's required of each employee of Chapman.

Ethics: Ethics is concerned with what is right and wrong. This discernment is based on values of the individual and the society in which we operate.

I hope this high-level description helps your mindset when you read our next topic about the Habit Loop.

Compliance and the Power of Habit

By Peter Aguila, Senior Compliance Investigator

Ethics and compliance are not concepts most people refer to when a decision needs to be made. To prevent making decisions that are unethical or non-compliant, these concepts need to be considered each time. This article provides one theory/concept of habit building that can help you consider ethics and compliance when making everyday decisions. This concept can be applied to other habits you hope to build in the new year.

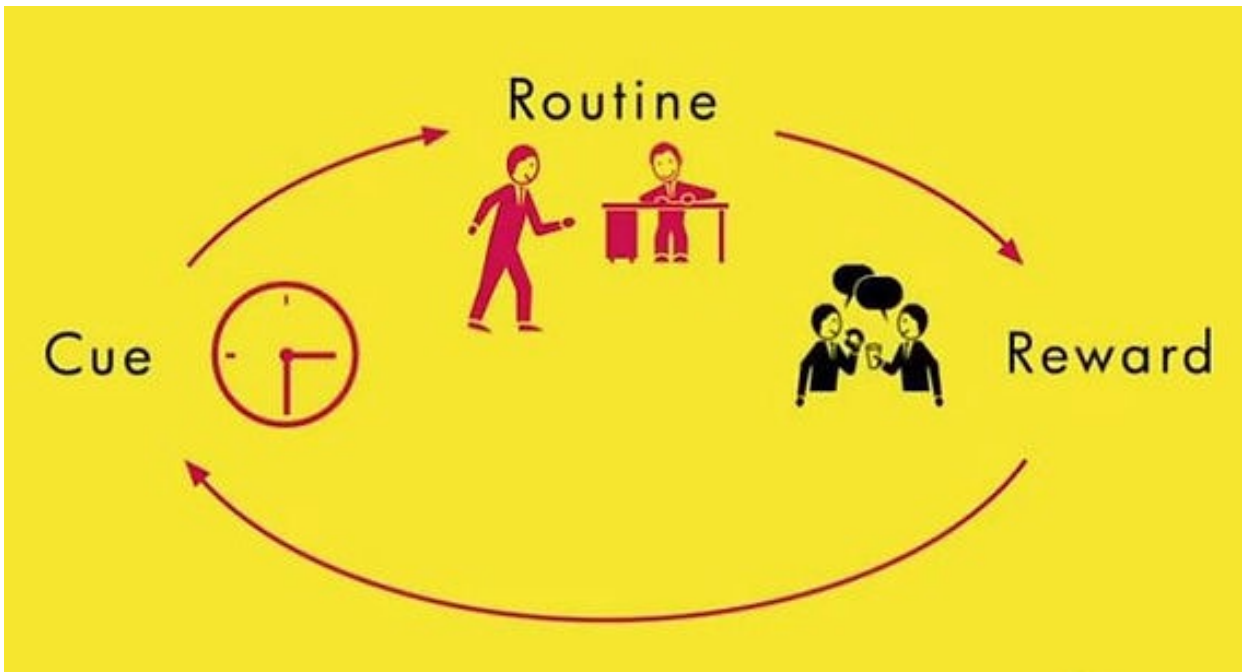
Before we discuss habit building, we need to define ethics and compliance. Compliance is about following the minimum standards set by law or policy, while ethics means doing what is right, regardless of the law or policy. Remember these concepts while we discuss habit building.

What is a Habit?

The Power of Habit by Charles Duhigg defines habits as actions we repeatedly do without really thinking of them. Habits can be ignored, changed, or replaced. The concept of habit has a lot to do with psychology and other advanced topics. For our purposes, we are only going to discuss the major components the Habit Loop.

Habit Loop Mechanism

The book discussed MIT researchers working on habits in the 1990s. In their research, they identified the Habit Loop Mechanism: “Cue,” “routine,” and “reward.”



Cue

A cue is a trigger that tells your brain to go into automatic mode and which habit to use. This can be a specific time of the day or a trigger, such as interacting with other individuals.

Routine

Routine is what we do, such as respond to emails or complete a task.

Reward

The reward is the benefit we get. This is, by far, the most crucial step. The reward motivates us to take the same approach to the same cue. Examples include praise from a colleague, extra free time, or even enjoying a well-deserved snack.

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The reward phase is the most challenging area to address when discussing ethics and compliance because doing the right thing isn't always the fastest or easiest way. Everyone's motivation for a reward is different.

Potential Personal “Rewards” for Compliance

Here are some considerations when we make it a habit to act ethically and in compliance with regulations:

- Trust is built within the team because each member knows their teammate will act with integrity.
- Our students are receiving the best services we can provide to them.
- We can take comfort in knowing our work stands up to any scrutiny.

How the Habit Loop Launched Febreze

In the book, Duhigg tells the story of how a deodorant company struggled to succeed. The company could mask odors, but they couldn't find repeat customers. The part of the Habit Loop that was missing was the “Reward” step. After adding a pleasant scent (the reward), the company found customers were more likely to use the deodorant because the customer was rewarded with a lovely scent.

New Swag: We Want to Hear from You

Now that you have know the 3 steps in a habit loop we want to hear from you! Send us a short email telling us the following:

- What compliance cues are in your specific area? This can be following regulatory requirements or abiding by guidelines set forth by Chapman.
- What personal rewards will help you maintain good compliance habits?

We have a new batch of swag that we'd love to give out. Please send your responses to Compliance@chapman.edu. The first fifty (50) people to respond will receive a "thank you" packet.

Got Any Questions, Comments, or Concerns?

We want to be accessible to you! If there's questions we can answer, or clarification we can provide, feel free to reach out to us at compliance@chapman.edu. We will get back to you within a prompt time-frame .

You can also learn more about us at

Chapman.edu/Compliance