



FICURMA Annual Compliance Conference.

Compliance Training Programs

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WELCOME TO MY PRESENTATION

Best Practices for Campus Wide
Compliance and Risk Mitigation Training

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Let's Talk Training!

- In one study on Title IX training, 75% of students surveyed agreed that they gained a better understanding of Title IX after completing training

BUT!

- Only 14% could correctly identify what behavior Title IX prohibited
- Only 16% understood reporting procedures.

Training Completion does not equal behavior change or knowledge retention.

The Challenge

The Problem: "Check-the-Box" Training

- Many institutions rely on annual compliance training delivered via LMS
- Focus is on completion rates and documentation, not behavior change
- Compliance violations continue despite high completion percentages

The Challenge

Why This Matters

- Regulatory exposure: Institutions face fines, lawsuits, and accreditation issues
- Reputational risk: High-profile violations damage institutional brand
- Institutional culture: Weak compliance training undermines ethical leadership

The Challenge

The Opportunity

- Strategic training design can significantly reduce compliance violations and also increase employee engagement
- Institutions with *comprehensive training frameworks* (not one time annual modules and not uncoordinated training efforts) report improved incident response, increased engagement, reduced regulatory actions over time.
- Reduces the likelihood of investigations and shows institutional good faith to regulators.
- Cultural shift: Well-designed training strengthens institutional values

The Challenge

Where to start

- Decide what you are trying to accomplish, what you want your compliance training program to actually BE, then build to that
- You need a framework to make it happen

A LITTLE BIT OF MARCY HISTORY





The Comprehensive Framework



Step 1: Assessment - Understand Your Institution's Compliance Landscape

- Engage with Leadership to generate *Top-Down support*
- Conduct a Comprehensive Training Needs Assessment
- Define Your Universe – based on the requirements, who has to be trained, on what, and when
- Prioritize Your Topics

Best Practice Insight: Assessment-driven training reduces time spent on unnecessary content, wasted effort on low-risk topics, improved confidence from leadership that training is “right and proper”, and ensures resources focus on highest-impact areas.

Step 2: Design and Content Development

– Create Content that Sticks

- Audience-Specific Tailoring
- Determine Frequency
- Best Practice Insight: The Relevance Tax

Every minute of training that doesn't apply to someone's actual job is what learning designers sometimes call *friction* — and busy adults are exquisitely sensitive to it. The research on adult motivation is unambiguous: adults need to know *why* something matters to *them specifically* before they'll engage with it. When that answer is "it doesn't, really," you haven't just wasted their time — you've spent down the credibility of every future training you send them.

Step 3: Implementation - Creating Dynamic, Interactive Training

- Use Scenario-Based Content
 - Interactive Elements
 - Gamification Approaches
 - Delivery Formats
 - Training in the Flow of Work
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- **Best Practice Insight:** Interactive scenario-based content increases engagement and reduces compliance violations in shorter time than other types of training. Microlearning modules (5-10 minutes) fit busy schedules and improve knowledge retention. Organizations using gamification see higher engagement. Training delivered in the flow of work reduces training burden while improving practical application. Scenario-based simulations allow complex decision-making practice without real-world consequences.

Step 4: Measurement & Continuous Improvement – Move beyond completion

- Layer Your Metrics
- Calculate ROI
- Build Continuous Improvement

Best Practice Insight: Institutions looking beyond completion rates to behavior change metrics report significant reduction in violations. Measurement at multiple intervals reveals full impact. ROI considerations should include fines avoided, salary expended, and cultural improvements.

Share – and steal! –
some stories!



Implementation Roadmap



Action Steps for the Real World

- Stage I: Form a Compliance Training Committee
 - Include: Chief Compliance Officer, HR, Title IX, Legal, Faculty, IT, other relevant SME
 - Goal: Agree on needs assessment approach, tools, level of involvement

Action Steps for the Real World

- Stage II: Conduct Needs Assessment
 - Review and document requirements
 - Survey stakeholders, review violation data, prioritize topics
 - Get leadership buy in

Action Steps for the Real World

- Stage III: Design Pilot Program
 - Select one topic (e.g., Title IX) and one department for pilot
 - Develop scenario-based content, interactive elements

Action Steps for the Real World

- Stage IV: Scale & Measure
 - Expand to other departments, other topics
 - Measure impact: behavior change, violation reduction, ROI

Action Steps for the Real World

- Stage V: Ongoing: Build Continuous Improvement Cycle
 - Annual review, quarterly updates, responsive iteration

Key Takeaways



Key Takeaways

- Comprehensive assessment is foundational—don't skip this step
- Tailor content, delivery, and frequency to specific audiences
- Interactive, scenario-based training drives engagement and behavior change
- Measurement must go beyond completion rates to behavior and impact
- Strong training frameworks reduce compliance violations, improve engagement
- Building a comprehensive framework strengthens institutional culture and reduces risk

THANK YOU



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