Case Study: Policy Implementation

CASE STUDY NOTICE
The following case study is designed to be instructive of the issues that should generally be addressed in the situation described; they are not an exhaustive list of actions for every similar situation faced by Extension employees. The particular facts of the situation will always dictate the appropriate response. Specific questions related to a particular fact pattern should be discussed with the proper Extension administrator(s).

SITUATION:

County 4-H Record Books are due July 1 by noon. A volunteer calls to tell you that she will turn in her child’s record book on July 1, but she won’t be at your office until 1 p.m. after she gets off work. The volunteer comes into the office a few minutes after 1 p.m. and you accept it, as it was only an hour late. At 3:30 p.m., another volunteer calls, saying that he has two additional record books to submit and will bring them in later that afternoon. He knows that you accepted another late entry, so this should not be a problem.

Instructions: Using the above situation, consider and discuss the following questions:
1. What is at risk for the organization and/or the individual Extension professional?
2. How would you suggest handling this situation, given the decisions that have already been made, to bring resolution?
3. How would you suggest handling this situation in the future?
4. How do you balance the need to have established county guidelines with the desire to engage young people in the program, especially when the situation is out of their control?

Immediate response:
1. You must accept all “late” record books this year because you have set a precedent.

Future solutions to situation:
• Establish clear-cut rules, guidelines, and deadlines, and stick to them.