

WELCOME TO THE ROLE

ACCREDITATION LIAISON OFFICER

Each member institution is asked to identify an Accreditation Liaison Officer (ALO). ALOs receive communications from HLC regarding policies, procedures and professional development opportunities, including the report of actions following each meeting of HLC's Board of Trustees, communications about the Institutional Update and information about HLC's Annual Conference.

What It Means to Be Designated the ALO

While the chief executive officer continues to be the primary contact point between HLC and the institution regarding HLC policies, practices, and other matters related to accreditation, HLC policy allows for the ALO to also be a contact point.

HLC has identified the following responsibilities for the ALO:

1. Serving as a recipient of HLC communications regarding the institution's accreditation, in addition to the chief executive officer.
2. Disseminating information and answering questions about HLC policies and procedures for all audiences within the institution.
3. Staying current with HLC policies and procedures.
4. Providing oversight and direction for the

institution's Data Update Coordinator to ensure the currency, accuracy and timeliness of information submitted to HLC as part of the Institutional Update.

5. Providing oversight and direction for the timely submission of substantive change requests and reports required by HLC policy.
6. Facilitating responses to HLC inquiries, including complaints referred by HLC staff to the chief executive officer.
7. Maintaining the institution's file of official documents and reports related to the institution's relationship with HLC.
8. Providing comments to HLC as requested in its consideration of proposed policies, procedures and issues affecting the accreditation relationship.
9. Ensuring that any changes in basic institutional information are reported to HLC.
10. Ensuring that the institution meets its financial obligations to HLC through the timely payment of dues and fees.

Resources

HLC would like to introduce two resources for ALOs: HLC's website and the institution's staff liaison.

1. hlcommission.org

HLC's website is designed to provide in-depth information for institutions regarding HLC's policies and procedures. ALOs are encouraged to review information on the website including:

- About HLC
 - » HLC governing bodies and decision-making processes
 - » Staff directory
- Accreditation
 - » Criteria for Accreditation
 - » Procedures related to Open, AQIP and Standard Pathways, Candidacy and Eligibility
 - » Substantive Change procedures and documents
 - » Monitoring procedures
- Policies
 - » Recent policy changes
 - » Federal Compliance Program procedures and documents
- Dues and Fees Schedule

2. Staff Liaison

ALOs should contact their staff liaison with questions related to the institution's accreditation status.

What Staff Liaisons Do

The Vice President for Accreditation Relations (also known as a Staff Liaison) manages the accreditation process and HLC's relationship with member institutions. Staff liaisons serve as HLC's primary contact at an institution, providing one-on-one guidance to the institution. This includes:

- Advising the institution about the policies and procedures of HLC.
 - » Coordinating the institution's relationship with HLC.

- » Providing historical information about the institution's relationship with HLC.
 - » Identifying HLC resources that may help the institution manage its regional accreditation.
- Facilitating accreditation processes.
 - » Managing expectations related to substantive change.
 - » Guiding an institution through the process of seeking and maintaining accreditation.
 - » Advising on institutional preparation for Pathways evaluations.
 - » Counseling an institution regarding the transition to a new Pathway.
 - » Directing an institution to resources for its improvement projects: improvement for the Standard Pathway, Action Projects for the AQIP Pathway and Quality Initiatives for the Open Pathway.
 - Coordinating the peer review and decision-making process.
 - » Identifying and preparing peer review teams for institutional evaluations.
 - » Reviewing reports and finalizing documents to facilitate decision-making by established HLC decision-making bodies.

Working With Your Staff Liaison

Accreditation Liaison Officers should contact the staff liaison with questions related to the institution's accreditation status. This includes all accreditation processes, such as substantive changes and Pathways evaluations. Staff liaisons are available by email or phone, and are available to visit with institutions to discuss more substantive issues related to accreditation that are better addressed in person rather than by phone or through email. Please note: There is a visit charge (plus expenses) for such visits by a staff liaison. (Please see the current Dues and Fees Schedule for more details.)