



# WELCOME TO THE ACCREDITATION LIAISON OFFICER ROLE

The Higher Learning Commission (HLC) asks each member and candidate institution to identify an Accreditation Liaison Officer (ALO). Along with the institution's chief executive officer, the ALO is a primary contact point between HLC and institution. They receive communications from HLC regarding policies, procedures and professional development opportunities, and are responsible for coordinating efforts to ensure their institution meets its obligations of HLC affiliation.

## RESPONSIBILITIES

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

### HLCOMMISSION.ORG

HLC's website provides in-depth information regarding HLC's [policies](#), [procedures](#) and [programs and events](#).

### ANNUAL RESOURCE GUIDE

HLC publishes a [Resource Guide](#) each year in time for its annual conference. The guide provides a quick reference on HLC's policies, procedures and guidelines.

## HLC STAFF LIAISON

The Vice President for Accreditation Relations (also known as a staff liaison) manages the accreditation process and HLC's relationship with member and candidate institutions. The staff liaison serves as an institution's primary contact at HLC, and ALOs should contact their institution's staff liaison with questions related to the institution's status with HLC and any accreditation process.

Staff liaisons are available by email or phone, and are available to visit with institutions to discuss more substantive issues related to accreditation (please see [Staff Campus Visits](#) for details).

A staff liaison's responsibilities include the following:

- Advising the institution about the policies and procedures of 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 institutional change.

Advising on the institutional preparation for pathways evaluations.

Counseling an institution regarding the transition to a new 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.