



HIGHER LEARNING COMMISSION

# Accreditation Liaison Officers (ALOs):

## An Overview of the Role and What's New at HLC

A. Gigi Fansler, HLC Vice President for Accreditation Relations  
Pat Newton-Curran, HLC AVP for Accreditation Processes & Systems  
April 2019

Date



Update

**This session ends at 11:30**

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## Overview

- **NEW!** Educational Resources for ALOs
- Role and Responsibilities of an ALO
- HLC Member Resources to Help ALOs
- Important Information to Know
- Questions

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## New Educational Resources for ALOs

- Webinars – starting this summer
  - Overview of ALO Resources
  - What You Need to Know When Hosting a Multi-Location Visit (open by invitation)
  - Substantive Change
- On-line ALO course for new ALOs to begin in Fall 2019

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## Relax & Breathe

We will cover quite a few topics and you will have resources to help you.

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# ALO Role Description: Check Your Mobile App



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RESOURCE

**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

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.

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## Why does HLC ask Institutions to have ALOs?

- Serve as an intermediary between the institution and HLC
  - CEO of the institution appoints the ALO
  - CEO continues to be the primary contact
  - ALO is a second line of communication
- \*\*HLC liaisons will only interact directly with the ALO or CEO of the institution.*

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## Key Roles and Responsibilities

- Strengthen communications with member institutions
- Disseminate HLC information throughout your institution
- Ensure institutions stay current with the most up-to-date HLC information, policies and deadlines
- Develop an on-going relationship with your HLC liaison

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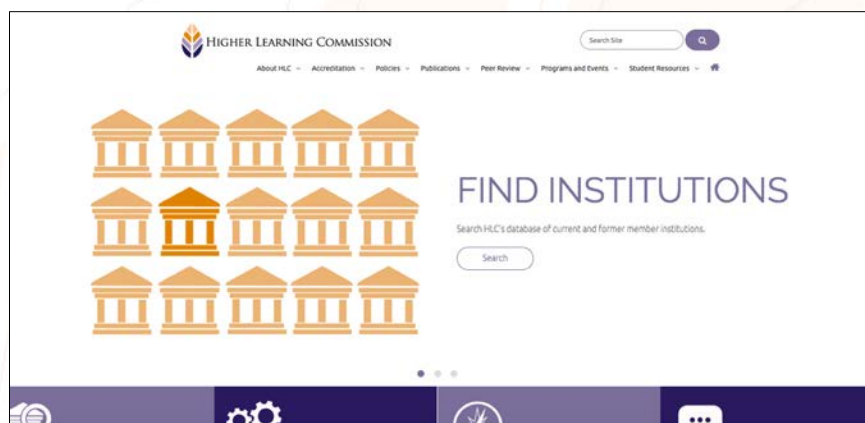
## Resource Guide

### Featuring:

- Criteria for Accreditation, Assumed Practices, and Obligations of Affiliation – page 20
- Reminders for Institutions – page 33
- Publications – page 59
- Institutional Examples – page 61
- Glossary – page 67

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## HLC Website



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## HLC Website

- “The Basics”
- Accreditation
  - Pathways: Standard, AQIP, and Open
  - Institutional Change
- Policies
  - Institutional Policies
  - Policy Updates
  - Federal Compliance
- Dues and Fees Structure

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## News from HLC

Five email addresses to whitelist:

- [\*\*hlc@hlcommission.org\*\*](mailto:hlc@hlcommission.org)
- [\*\*accreditation@hlcommission.org\*\*](mailto:accreditation@hlcommission.org)
- [\*\*peerreview@hlcommission.org\*\*](mailto:peerreview@hlcommission.org)
- [\*\*academies@hlcommission.org\*\*](mailto:academies@hlcommission.org)
- [\*\*annualconference@hlcommission.org\*\*](mailto:annualconference@hlcommission.org)

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## HLC Relationship

### Mark of Affiliation

- Web only
- Html code, not an image
- Shows Date
- Questions: [Info@hlcommission.org](mailto:Info@hlcommission.org)

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## HLC Relationship

| ACCREDITED                       | CANDIDATE                        | ACCREDITED                                    |
|----------------------------------|----------------------------------|---|
| HIGHER<br>LEARNING<br>COMMISSION | HIGHER<br>LEARNING<br>COMMISSION | ON NOTICE<br>HIGHER<br>LEARNING<br>COMMISSION |
| Verify Status Here               | Verify Status Here               | Verify Status Here                            |
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| ACCREDITED                       | ACCREDITED                       | ACCREDITED                                    |
| ON PROBATION                     | SHOW CAUSE                       | WITHDRAWAL                                    |
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## HLC Logo Use

- HLC's logos are not to be used for promotional or advertising purposes by affiliated institutions.
- Institutions are asked to use the Mark of Affiliation on their website.

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## Report of Actions

- “Accredited by the Higher Learning Commission”
  - No more use of NCA
- Do not use phrases such as:
  - “accreditation has been continued for a ten-year period”
- Use phrases such as:
  - “123 College is accredited by the Higher Learning Commission. Its next comprehensive evaluation is in 2027-2028.”
- Accredited status is not for a specific period of time, but is a continuing relationship between the institution and HLC.

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## HLC Relationship

### **Statement of Accreditation Status (SAS)**

- Available on HLC's website in the Directory of Institutions
- Upcoming or In-Progress Reviews
- Most Recent History with HLC (Activity within the past 15 years)
- Action Letters and Public Disclosure Notices

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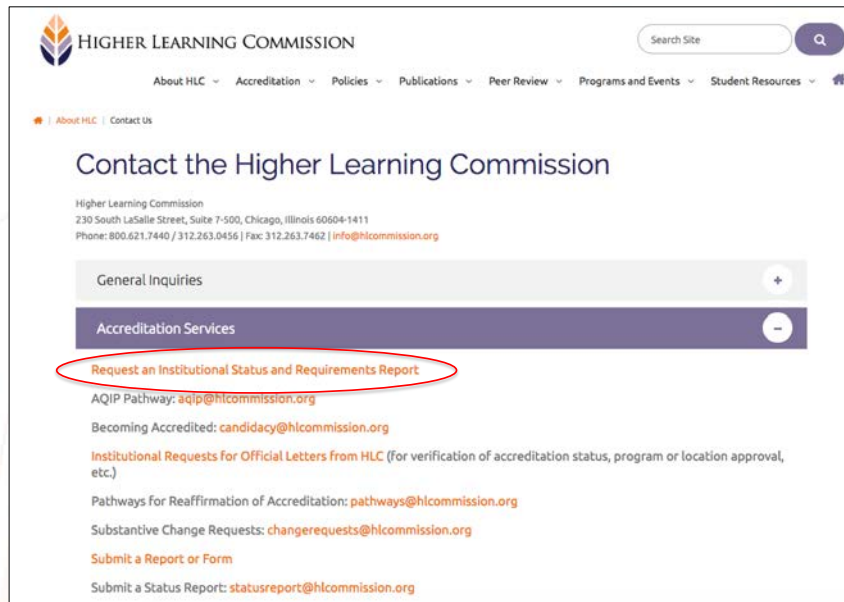
## HLC Relationship

### **Institutional Status and Requirements Report (ISR)**

- Can only be requested by the CEO or ALO of the institution
- Can find many helpful links on "Contact Us"

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## Accreditation Stipulations

### **General (programs):**

- Prior HLC approval is required for substantive change as stated in HLC policy.
- Variations based on programs, program level, other limiting guidelines:
  - Accreditation at the bachelor's level is limited to...
  - Accreditation at the master's level is limited to...

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## Accreditation Stipulations

**Distance and Correspondence Education:** Institution has not been approved for \_\_\_\_ [distance education or correspondence education].

- Approval for \_\_\_\_\_ is limited to courses.
- Approval for \_\_\_\_\_ is limited to courses and one program.
- Approved for \_\_\_\_\_ courses and programs.

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## Accreditation Stipulations

### **Location:**

- Prior HLC approval required.
- Institutions in Notification Program:
  - New locations within the 19-state North Central region.
  - New locations in the United States.
  - New locations in the United States and internationally.

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# Location and Campus Update System

The screenshot shows the login interface for the Higher Learning Commission's Location & Campus Update System. The header includes the HLC logo and the system name. The page is divided into two main sections: 'INFORMATION' on the left and a login form on the right.

**INFORMATION**

**ABOUT THIS SYSTEM**  
This application is to be used for updating existing additional locations and existing branch campuses. Institutions in the Notification Program for Additional Locations may also use this application to add additional locations. For more information, visit the [Institutional Change](#) page of the Commission's website. If you have any questions please contact Tamas Horvath at [thorvath@hlc.commission.org](mailto:thorvath@hlc.commission.org).

Please view the following video to walk through how to use the system: [Training Video](#)

**WEB BROWSER REQUIREMENTS**  
The Higher Learning Commission Locations Update System supports the following web browsers: Internet Explorer 9+, Safari 4+, Firefox 26.0+ and Chrome 31.0+

**TECHNICAL ASSISTANCE**  
Send an email to [webmaster@hlc.commission.org](mailto:webmaster@hlc.commission.org) including your Institution name and HLC ID# and a description of the difficulty you are experiencing.

**PLEASE LOG IN TO UPDATE LOCATION & CAMPUS**

Username:

Password:

[Forgot Password](#)

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# Location and Campus Update System

- All institutions can use the LCUS
- ALO, CEO and Location Coordinator have access
  - Every institution can declare a Location Coordinator
- Types of changes in LCUS
  - Modify location (typically no fee)
    - Adding/removing programs
    - Inactive to active – Active to inactive
    - Name of location or branch campus
    - Closing additional location (not full degree)
  - Add new locations (participate in Notification)
    - Up to 10 new locations at same time for change fee

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## Campuses and Additional Locations

*What if my institution opened a location in the past but did not get approval for it? I just noticed this problem and I want to protect students' financial aid.*

- No back-dated approvals
- Contact staff liaison if you discover that your institution hasn't sought necessary approvals or notified HLC
- No financial repercussions for students but possible for institution
- GET IT REGULARIZED ASAP!!

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## Institutional Update

- Annual requirement of member institutions and candidates
- Contact Update survey is first step of the Institutional Update (IU)
- Contact Update opens in January and the email announcing it contains the IU Guide
- Keep the guide handy. Read it in advance and use it as a reference to answering IU questions
- Information used for the indicator processes

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## Institutional Update

### **Required notifications to HLC:**

- Adverse action from another accrediting agency
- Adverse action from a state agency
- Major review findings from a USDE program review

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## Institutional Change

- All applications are on website
- Contractual screening form
- Consortial screening form
- Distance/Correspondence Education courses only survey
- **NEW!** Certificate on-line screening form/application
- **NEW!** Institutional Change Website

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## **Institutional Change Session**

### **The Nuts and Bolts of Institutional Change**

**2:30-3:30 Today**

**Grand Ballroom A, Ballroom Level**

**East Tower**

**Hyatt Regency**

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## **Courses and Programs**

*Does HLC “approve” my institution’s courses and programs?*

- Some programs require a separate HLC approval process
  - Significant departure
  - Outside existing stipulation
  - Substantial infusion of resources
- Some programs do not require a separate HLC approval process (refer to your stipulations)

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## Certificates

*What if I need to demonstrate HLC approval for a certificate program?*

- Some certificates require a separate HLC approval process
  - New form on Institutional Change Website
  - Not substantially related to existing programs
- Institutional Request for Official Letter

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## Official Letters from HLC

*What do you do if you need verification of something that did not require action by HLC?*

- Institutional Requests for Official Letters from the Commission
  - Online form (Contact Us)
  - SEVIS/ESL
  - General Letters of Accreditation
  - Programs/Certificates
  - Locations

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[About HLC](#)
[Contact Us](#)

## Contact the Higher Learning Commission

Higher Learning Commission  
230 South LaSalle Street, Suite 7-500, Chicago, Illinois 60604-1411  
Phone: 800.621.7440 / 312.263.0456 | Fax: 312.263.7462 | [info@hlcommission.org](mailto:info@hlcommission.org)

General Inquiries

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Accreditation Services

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**Request an Institutional Status and Requirements Report**

AQIP Pathway: [aqip@hlcommission.org](mailto:aqip@hlcommission.org)

Becoming Accredited: [candidacy@hlcommission.org](mailto:candidacy@hlcommission.org)

**Institutional Requests for Official Letters from HLC** (for verification of accreditation status, program or location approval, etc.)


Pathways for Reaffirmation of Accreditation: [pathways@hlcommission.org](mailto:pathways@hlcommission.org)

Substantive Change Requests: [changerequests@hlcommission.org](mailto:changerequests@hlcommission.org)

**Submit a Report or Form**

Submit a Status Report: [statusreport@hlcommission.org](mailto:statusreport@hlcommission.org)

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## Request for Official Letter From the Higher Learning Commission

Representatives from HLC-accredited institutions should complete this form when the institution receives a request from a regulatory agency, such as a state agency or the U.S. Department of Education, to verify the institution's accredited status, to document that HLC approved a particular program or location, or to provide other information confirming an aspect(s) of the institution's scope of accreditation by HLC. For example, this form should be used when an institution needs to provide documentation for certification in the Student and Exchange Visitor Information System (SEVIS) with the U.S. Department of Homeland Security.

HLC staff will review the request for information against the institution's file and relevant HLC policy, and will send a letter to the individual or entity that the institution identifies. Please include the original request from the regulatory entity making the request. Please contact [Lil Nakutis](#) with any questions.

*Questions with an asterisk (\*) are required.*

### Contact Information

Institution Name: (\*)

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## Department of Education

*I notice that the U.S. Department of Education's Database of Accredited Postsecondary Institutions and Programs (DAPIP) has some incorrect information about our institution. What do we do?*

- Contact Vince Coraci, Accreditation Processes Manager HLC provides data for the list after actions are taken
- We will try to get the list corrected
- The list is NOT under HLC control

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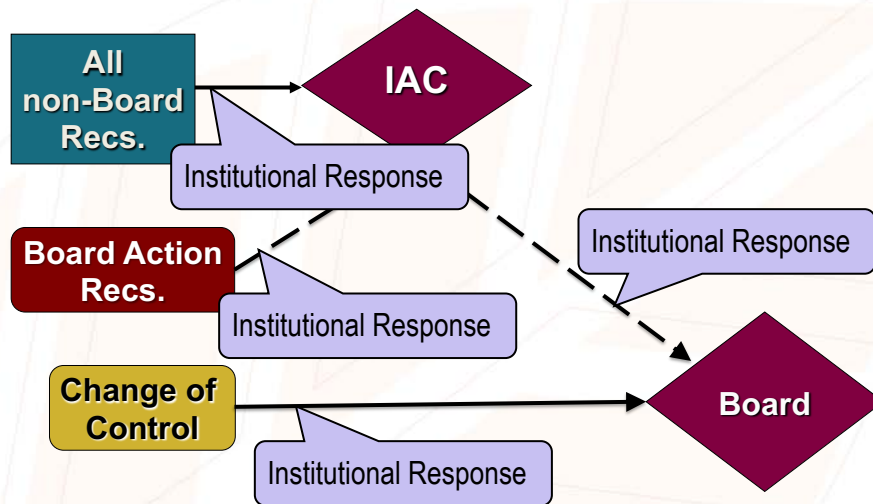
## HLC Decision Making

- Comprised of institutional representatives and public members
- Ensures due process through multiple opportunities for institutions to respond to findings or recommendations
- Transparency with the timely publication of all final actions on HLC website

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## Decision Process



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## Institutional Response

- Due two weeks after receipt of report
  - Institution completes formal response; may include letter
  - Evaluation recommendation sent to institution and decision-making at same time
  - *No response is noted as support of recommendation*
  - Response expected from President (CEO)

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## What's New?

- Effective June 2019
  - Obligations of Affiliation – Personal Identifiable Information (PII)
- Effective with Fall 2019 Visits
  - Federal Compliance Revisions
  - Criteria Revisions (Fall 2020)
  - Student Consumer Protection

*Note: New or Revised Policies loaded on Mobile App*

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## Questions?

- Always start with your HLC Staff Liaison
- Institutional Change general questions:  
[changerequests@hlcommission.org](mailto:changerequests@hlcommission.org)
- Utilize the HLC Website: [www.hlcommission.org](http://www.hlcommission.org)

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