



OFFICE OF THE
HIGHER EDUCATION
RESOURCE OFFICER
(HERO)

REPORT TO THE
109TH GENERAL ASSEMBLY
MARCH 2015

Justin P. Wilson
Comptroller of the Treasury

Nneka Norman-Gordon
Higher Education Resource Officer

Dear Members of the 109th General Assembly,

This report provides an overview of the Office of the Higher Education Resource Officer's (HERO) activities since its creation. The acronym HERO was chosen because I strive to be a hero for those in the higher education community. My goal is to improve the interactions of faculty, staff and employees of public postsecondary institutions with higher education institutions and systems. Thank you for your consideration of this report. I encourage you to contact me if I can be of assistance.



A handwritten signature in black ink that reads "Nneka Norman-Gordon".

Nneka Norman-Gordon
Higher Education Resource Officer

HISTORY OF THE OFFICE

In 2013, the legislature funded the creation of the Office of the Higher Education Resource Officer (HERO). The HERO is housed within the Office of the Comptroller of the Treasury. The mission of the Comptroller's Office is to improve the quality of life for all Tennesseans by making government work better. The HERO's mission is to improve state government's responsiveness to faculty, staff and employees of Tennessee's higher education system.

HERO GOALS

The HERO's goal is to support all faculty, staff and employees in navigating Tennessee's higher education system including:

- ✪ Evaluating higher education policy for the General Assembly
- ✪ Helping to resolve matters between faculty, staff and employees, and higher education institutions
- ✪ Assisting with inquiries about the operational and financial workings of the higher education systems
- ✪ Responding to questions about the University of Tennessee system and the Tennessee Board of Regents system.

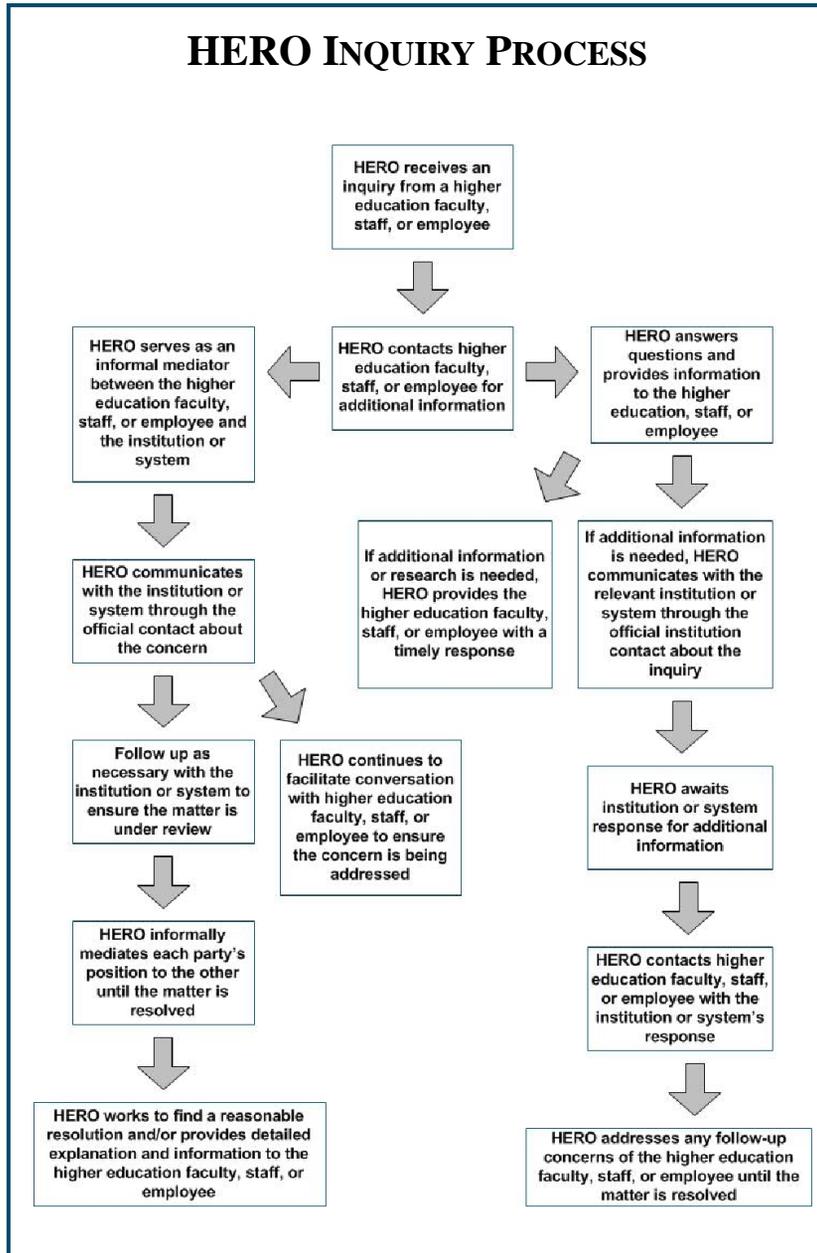
HERO OUTREACH

In 2014, the HERO raised awareness of the office and the services it provides by:

- ✪ Engaging and assisting more than **1,500** faculty, staff, employees, students, and other higher education stakeholders
- ✪ Visiting **57** public postsecondary education campuses across the state
- ✪ Participating in employee benefits fairs in **all three Grand Divisions**

The HERO continues to look for new opportunities to promote the office and improve constituent services between government and Tennessee higher education institutions.

HERO INQUIRY PROCESS



FREQUENTLY ASKED QUESTIONS

Who does the HERO serve?

HERO assists higher education institution faculty, staff and employees in obtaining information regarding the operational and financial workings of the higher education system.

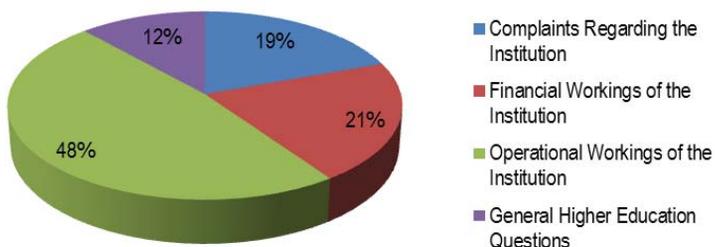
When should faculty, staff and employees contact the HERO?

When seeking specific higher education points of contact, procedures, or if assistance is needed in obtaining a response, the HERO can help determine the steps necessary to address needs. When attempts have been made to resolve an issue within a higher education system or a particular institution and a solution is unable to be reached or challenges arise in navigating the higher education systems, the HERO can help.

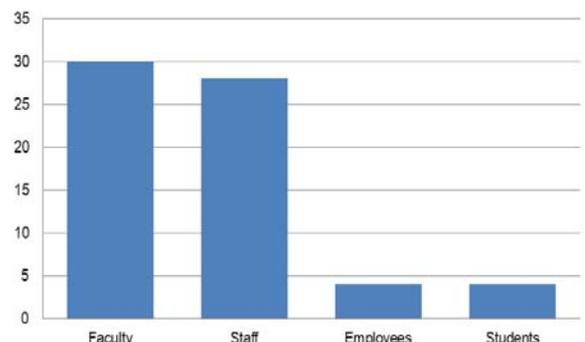
What is the best way to submit comments and questions to the HERO?

Faculty, staff and employees of Tennessee's higher education systems can submit comments and questions regarding the University of Tennessee system and the Tennessee Board of Regents system online at www.HERO.tn.gov.

HERO INQUIRES BY TOPIC



HERO INQUIRIES BY INDIVIDUALS



INSTITUTIONS THE HERO SERVES

The Office serves more than 50 higher education institutions across the state including:

Tennessee Board of Regents Universities and Community Colleges

Austin Peay State University
East Tennessee State University
Middle Tennessee State University
Tennessee Tech University
Tennessee State University
University of Memphis
Chattanooga State Community College
Cleveland State Community College
Columbia State Community College
Dyersburg State Community College
Jackson State Community College
Motlow State Community College
Nashville State Community College
Northeast State Community College
Southwest Tennessee Community College
Pellissippi State Community College
Roane State Community College
Volunteer State Community College
Walters State Community College

Colleges of Applied Technology

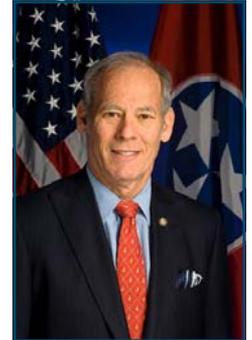
Athens	McKenzie
Chattanooga	McMinnville
Covington	Memphis
Crossville	Morristown
Crump	Murfreesboro
Dickson	Nashville
Elizabethton	Newbern
Harriman	Oneida/Huntsville
Hartsville	Paris
Hohenwald	Pulaski
Jacksboro	Ripley
Jackson	Shelbyville
Knoxville	Whiteville
Livingston	

University of Tennessee Institutions

University of Tennessee – Chattanooga
University of Tennessee – Health Science Center
University of Tennessee – Knoxville
University of Tennessee – Martin
University of Tennessee Institute of Agriculture
University of Tennessee Institute of Public Service
University of Tennessee Space Institute

For a list of these institutions with primary points of contact visit: www.HERO.tn.gov.

“Tennessee substantially invests in our colleges and universities and their students. It is important to ensure we protect this investment. The Higher Education Resource Officer is committed to ensuring the integrity of the higher education system.”



~ Justin P. Wilson
Comptroller of the Treasury

HERO CONTACT INFORMATION

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For additional information about the Office and other related resources visit:

www.HERO.tn.gov

