

## CONTACT INFORMATION

Office of the Higher Education Resource Officer  
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For additional information about the Office and other related resources visit: <http://HERO.cot.tn.gov/>

# OFFICE OF THE HIGHER EDUCATION RESOURCE OFFICER

## ABOUT THE OFFICE



Comptroller of the Treasury, Authorization No. 000000, 000 copies, May 2014. This public document was promulgated at a cost of \$.00 per copy.

Justin P. Wilson  
Comptroller of the Treasury

## OFFICE OF THE HIGHER EDUCATION RESOURCE OFFICER



**Nneka Norman-Gordon**  
**Higher Education Resource Officer**

If you are seeking specific higher education points of contact, procedures or need help obtaining a response, the Office can help determine the steps necessary to respond to your needs. When attempts have been made to resolve an issue within the higher education system or a particular institution and you are unable to reach a solution or experience challenges navigating the higher education systems the HERO can help.

*“The Higher Education Resource Officer will support our state’s higher education faculty, staff and employees in operating with the highest degree of efficiency and effectiveness.”*

~ Justin P. Wilson

## MISSION

The mission of the office is to make government work better for Tennessee’s higher education faculty, staff and employees.

## PURPOSE

The Higher Education Resource Officer (HERO) is housed within the Office of the Comptroller of the Treasury and was established to improve state government’s responsiveness to faculty, staff and employees of Tennessee’s higher education systems.

## RESPONSIBILITIES

The Higher Education Resource Officer (HERO) is available to support all faculty, staff and employees in navigating Tennessee’s higher education system including:

- Assisting with questions 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
- Assisting informally in resolving matters between faculty, staff and employees and higher education systems and institutions
- Evaluating higher education policy for the General Assembly