

WHAT HAPPENS WHEN I ASK FOR ASSISTANCE FROM THE HIGHER EDUCATION RESOURCE OFFICER?

The HERO provides independent oversight of state government's responsiveness to faculty, staff, and employees of Tennessee's public higher education institutions and systems. The process chart below displays a general overview of how the HERO helps public higher education faculty, staff, and employees with their questions and concerns about public higher education in Tennessee.



1 The HERO is contacted by a faculty member, staff member, or employee in public higher education who needs help with their questions and concerns about higher education policies and procedures.

2 The HERO contacts the faculty member, staff member, or employee and either provides an official response or collects additional information.

3 If necessary, the HERO brings the issue to the attention of officials at the appropriate public higher education institution or system.



4 The HERO may continue to follow up with the public higher education institution or system as needed, keeping the faculty member, staff member, or employee informed throughout the process.

5 The HERO may communicate each party's position to the other and informally mediate any disputes until the issue is resolved.

6 The HERO provides the faculty member, staff member, or employee with an official response and addresses any follow-up questions or concerns.

If you do not wish to disclose your identity, you may choose to remain anonymous. However, you are encouraged (but not obligated) to provide your contact information so you can be contacted if additional information is needed. Contact information will only be shared to the extent necessary and only with those who need to know.

If you suspect fraud, waste, or abuse, you may contact the public higher education institution's internal auditor or the Comptroller's Fraud, Waste, and Abuse Hotline at 1-800-232-5454 or online at www.comptroller.tn.gov/office-functions/hero.