



Steering Committee for the Oversight of HLC and Legislative Academic Compliance

MINUTES

July 27, 2017

- ✦ **Members Present:** Ann Bentz, Kim Black, Linda Black, Stephen Luttmann, Matthew Pottorff, Marty Somero. Anne Toewe, Gardiner Tucker, Jeanie York.
 - Members Absent:** Charlie Couch, Larry Loften.
 - Guest:** Cindy Wesley.
 - ✦ **Approval of Agenda/Minutes from May 25, 2017**
The Committee unanimously approved the May 25, 2017 minutes.
 - ✦ **Chair's Report**
 - ✦ **Student Complaints - HLC Requirements**
 - Clarification of report details, timelines, process, ease of access to portal (DOS Site), complaint process information availability, e.g. Student Consumer Information page, Campus Commons page, UNC main page. Process for student athletes, graduate students, extended campus.
 - HLC Requirements
 - Institutional Records of Student Complaints**
 - 4. What is the institution's process for handling student complaints?
[REDACTED]
 - 5. Provide the institution's complaint policy and procedure and the web address where the public can find this information:
[REDACTED] or attach as **Appendix B**.
 - 6. Provide an aggregated report of the number and type of complaints received since the last comprehensive evaluation by HLC and explain their resolutions. Attach as **Appendix C**.
 - 7. How does the institution integrate what it has learned from the complaint process into improvements in services or in teaching and learning?
[REDACTED]
 - For more information see Federal Requirement 34 CFR §602.16(a)(1)(ix).
Related HLC Requirements: Core Component 2.A and Assumed Practice A.3, A.4.
 - Discussion: Ease of access. Add to Student Consumer Information page, UNC Main webpage, Campus Commons page of areas to
 - Sub-Committee to discuss next steps/who is responsible for reviewing complaint data, etc.
Sub-committee: Kim Black, Montez Butts, Gardiner Tucker, and Cindy Wesley will meet to discuss additional details.
- ✦ **HLC Policy: Student Consumer Protection**
 - Background: Proposed policies are intended to set a policy expectation for appropriate and honest interactions between institutions and prospective students.
 - HLC policy proposals distributed to member institutions for review and presentation to the Board for its November 2017 meeting. Comments are due September 23, 2017. HLC will take final action on the document November 2-3, 2017 – effective December 2018.
 - Kim has shared the document with Admissions, EMSA, and University Relations.
 - What areas affect current UNC practices-e.g. third party vendors, international recruitment
 - Kim asked for specific attention to and Committee discussion of #'s 2, 3, 5-9:

2. All institutional recruiters and admissions personnel have appropriate education, job titles, and training from the institution for their role and are overseen by the institution, which enforces a formal code of conduct for all such personnel; the institution also oversees any third-party contractors who provide recruiting and admissions services and assures that any personnel who work with their prospective students have similar education, experience and training as personnel employed by the institution and follow a similar code of conduct.
3. Information provided to prospective students in the recruiting and admissions process is accurate, complete and up-to-date and is provided to all prospective students without any requirement that such students provide contact information to receive basic information about the institution. The institution also makes its policies related to consumer protection accessible and transparent.
5. Any job placement, salary information, or other student outcome data publicized as part of the recruiting process are based on all students in a cohort or class who completed the program; completing students are not excluded from the published data because they did not utilize the institution's career, advising or other services; an institution will maintain back-up documentation related to any such publicized outcome data and will make that back-up data available to HLC, the public or governmental agency upon request. If an institution publicizes for recruiting purposes outcome data based on student survey or other partial information about a cohort or class of students, it will indicate clearly, wherever it publicizes the rate the number of students in the cohort or class and the number of students whose outcome data is included.
6. Institutional recruiters, admissions officers or appropriate third parties may answer questions about the student application process for admissions and financial aid, but in no case will such personnel complete these applications or apply the signature of the prospective student.
7. Any enrollment agreement with the student will be limited to basic information about a student's course of study, tuition and fees, and other related information and in no case will that agreement include any language: 1) limiting that student's ability to file a complaint with an accrediting or state agency; 2) requiring the student to agree to pre-dispute resolution processes; or 3) limiting the student's ability to take legal action or to seek to discharge a student loan through remedies available to borrowers under state or federal law. Students will be provided sufficient time (at least 15 days) to review any enrollment agreement and to consult with others as a part of that review process before being required to sign the document or lose an offer of admission and related financial assistance.
8. Students will have the right and responsibility to register for each academic term in which they are enrolled, and in no case will the institution automatically register a student in the next term without that student's affirmative consent to such registration or the opportunity for the student to cancel that registration before the student is assessed tuition or fees for that term.
9. Prior to enrolling a prospective student in a program or major the institution should ensure that the student has had sufficient time to review the institution's policies and procedures, to understand the amount of federal, state and institutional financial aid the student will likely receive, and to learn how many credits, if any, will transfer and whether they will be applied to requirements of the major or general education or the process and timeline for evaluation of those credits; in no case will the institution use high pressure tactics to get a student to enroll or matriculate before it provides this basic information.

- Kim will consult with President Norton and Provost Wacker before forwarding feedback to HLC.

 **Next Meeting August 24, 2017 (10:30 a.m.-12:00 p.m.) Carter Hall 4th Floor Board Room.**

Lori Riley, Recording Secretary