Submitting a Program Inquiry

This document outlines how to submit an inquiry to the Higher Education Coordinating Commission (HECC) through the LEARN Portal. This guide focuses on the following area of interest: Inclusion in the WIOA Eligible Training Provider List (ETPL).
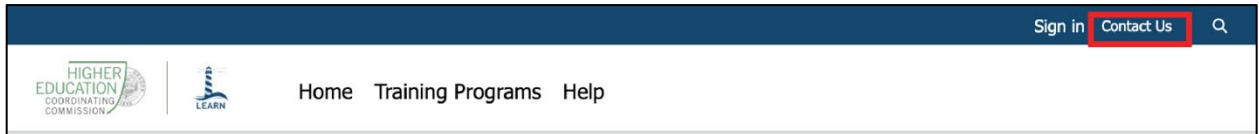
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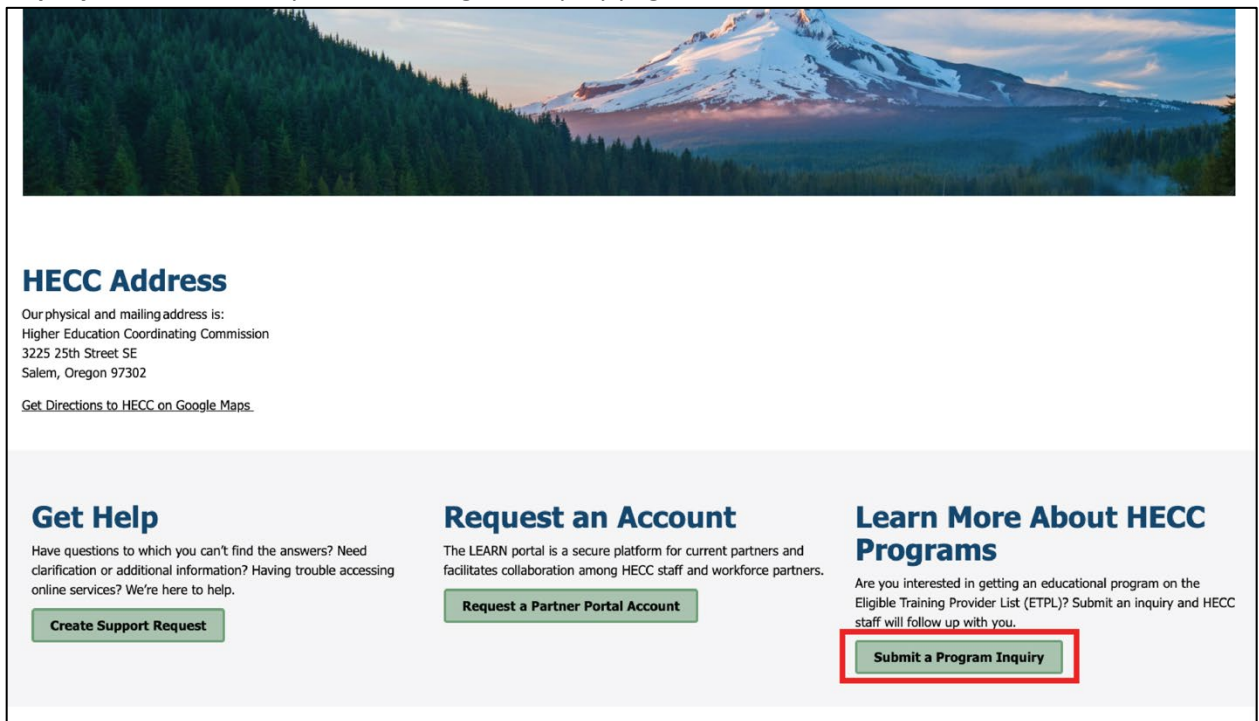## Navigating to the Program Inquiry Page

Follow the steps below to find the Program Inquiry page:

1. Click the link and navigate to the **Higher Education Coordinating Commission (HECC) Portal** [insert hyperlink].

2. Click **Contact Us** in the top right corner of the Portal (pictured below).

3. Locate the **Learn More About HECC Programs** section on the right and click **Submit a Program Inquiry**, which will take you to the Program Inquiry page.
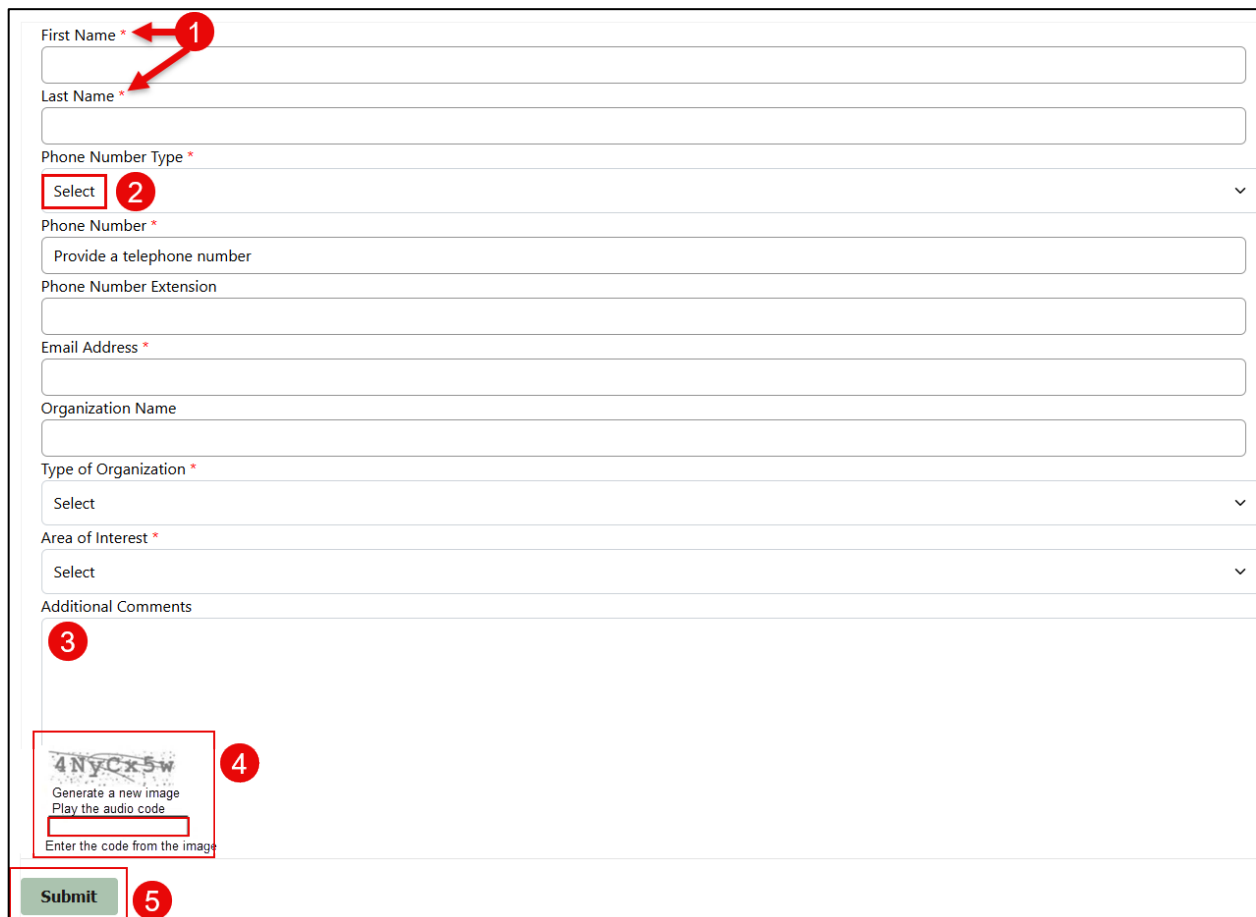

Next, we will walk through how to fill out and submit a Program Inquiry.

Filling Out & Submitting a Program Inquiry

Complete the form on the Program Inquiry page (pictured below) to provide more information. Important details have been highlighted and numbered in the image with corresponding instructions below:

1. A red asterisk* indicates that a field is required (such as First Name and Last Name). Assistive technology, like screenreaders, will indicate which fields are required. The form cannot be submitted until all required fields are populated.
2. Some fields will offer a drop-down list of options. Click into the field to view your options and select the best fit to populate the field.
3. "Additional Comments" is an optional field that can be populated by clicking into the section and typing any additional context you would like to add.
4. You may be prompted to complete a CAPTCHA, which is a randomly generated sequence of letters and/or numbers, before you can click Submit. Type the CAPTCHA characters into the text box.
5. To finish, click the Submit button at the bottom of the form.

After submitting the completed form, the following text will appear: "Thank you for providing the requested information. Please allow HECC staff to review and begin processing your request." You will also receive a confirmation email (at the email address provided in the form) with "Partner Inquiry" in the subject line, confirming your submission and providing the associated case number.

Someone from the HECC team will reach out to address your inquiry. Once they have processed your request, you will receive email confirmation that your Support Request has been resolved (example email pictured below).

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