



February 9, 2015

Dr. Ray Perren  
President  
Lanier Technical College  
2990 Landrum Education Drive  
Oakwood, GA 30566

Dear Dr. Perren:

Thank you for your letter dated December 4, 2014, providing SACSCOC with additional information regarding your intention to implement a Bilingual Customer Service TCC program, effective January 2015. In a letter dated October 29, 2014, SACSCOC requested the following information:

**Please provide a description of the student support programs, services, and activities—general as well as specific—in place to support this initiative.**

Your letter provides a narrative detailing numerous student support programs, services, and activities in place to support this initiative. Standard academic support services include admissions services, academic advising, financial aid, and veteran's services. The College also provides disability services, special population services, counseling services, tutoring services, career services, and public safety support. Likewise, a wide range of student life, clubs, and organizational activities is provided.

**The Board of Trustees of the Southern Association of Colleges and Schools Commission on Colleges reviewed the materials seeking approval of the Bilingual Customer Service TCC program. It was the decision of the Board to approve the program and include it in the scope of the current accreditation.**

The Commission wishes you success in this endeavor.

Best regards,

Belle S. Wheelan, Ph.D.  
President

BSW/LCS:iy

cc: Dr. Joanne Tolleson, Vice President, Institutional Effectiveness and Operations at Forsyth  
Campus  
Dr. Steven M. Sheeley