

PVA 0.0 Agency Summary
 STATE BOARD FOR PRIVATE POST-SECONDARY EDUCATION
 Kevin LaMountain, Executive Director
 (602) 542-5716
 A.R.S. §§ 32-3001 et seq.

Mission:

To protect the health, safety, and welfare of the public by regulating private postsecondary educational institutions and providing services to their students.

Description:

The Board for Private Postsecondary Education licenses and regulates 235 private postsecondary educational institutions that serve approximately 220,000 students annually. The Board determines compliance, investigates complaints and violations, and takes disciplinary action. The Board also administers the Student Tuition Recovery Fund, which provides financial restitution to students injured by private postsecondary institutional closures and provides students access to their educational records.

PVA 1.0 Program Summary
 LICENSING AND REGULATION
 Kevin LaMountain, Executive Director
 Board for Private Postsecondary Education (602) 542-5716
 A.R.S. §§ 32-3001 to 32-3058

Mission:

To protect the health, safety, and welfare of the public by regulating private postsecondary educational institutions and providing services to their students.

Description:

The Board licenses and regulates approximately 235 private postsecondary educational institutions, serving approximately 220,000 students annually. The Board acts on license applications, determines compliance, investigates complaints and violations, and takes disciplinary action.

◆ **Goal 1** To improve legal operations, ethical practices and quality education in the private postsecondary education sector through effective and improved regulatory practices.

Objective: 1 FY2022: Maintain effective and efficient regulation of the private postsecondary sector.
 FY2023: Improve Regulatory Rules and processes.
 FY2024: Refine and update statutes and rules to improve the operation of institutions and to the benefit of the students.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Total number of institutions licensed	223	225	240
Total number of renewal licenses approved	223	231	240
Total number of Supplemental Licenses approved	356	345	345
Number of adverse actions taken (Higher bonds, reporting/monitoring required)	37	41	41
Number of annual inspections conducted	11	40	55
Number of students enrolled in private institutions	578624	58500	589000
Number of licenses denied	0	1	01
Number of institutional closures	7	10	10

◆ **Goal 2** To investigate and adjudicate complaints in a timely manner.

Objective: 1 FY2022: Improve the student complaint process
 FY2023: Improve the student complaint process
 FY2024: Improve the student complaint process

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Number of annual student complaints investigated	29	35	35
Number of student complaints resolved/dismisssed	29	35	32
Number of student complaints resulting in disciplinary action	0	1	0
Number of Student Complaints Pending	5	5	5
Number of non-student complaints investigated	6	8	6
Number of non-student complaints resolved	24	8	5
Number of non-student complaints resulting in disciplinary action	1	2	1
Number of non-student Complaints Pending	2	2	2
Number of written inquiries (Letter of Intents, State Authorization Letters and student questions)	151	130	130

◆ **Goal 3** To improve efficiency and administration of the licensing and regulation program through an internal re-structuring and enhancement of administrative policies.

Objective: 1 FY2022: To enhance our internal personnel structure and leadership capacity to respond to the growing complexity of the private postsecondary sector.
 FY2023: Improve the e-Licensing System to improve processes for both the Board and the Licensees.
 FY2024: Provide enhancements the e-Licensing System

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Administration as a percentage of total cost	2.3	2.3	2.3

PVA 2.0 Program Summary
 STUDENT TUITION RECOVERY FUND
 Kevin LaMountain, Executive Director
 Board for Private Postsecondary Education (602) 542-5716
 A.R.S. §§ 32-3071 to 32-3077

Mission:

To protect the health, safety, and welfare of the public by regulating private postsecondary educational institutions and providing services to their students.

Description:

The Board administers the Student Tuition Recovery Fund, which provides financial restitution to students injured by private postsecondary institutional closures and provides students access to their educational records. This fund also provides financial support for records storage (transcripts must be kept in perpetuity) of over 4M documents, and support staff.

◆ **Goal 1** To provide financial restituion to students injured by school closures.

Objective: 1 FY2022: Timely process STRF claims
 FY2023: Implement electronic storage of student records in order to more timely process STRF claims if received.
 FY2024: Continue the process of storing student records electronically.

2022 - 2024 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Number of claims filed	11	20	15
Number of claims rejected	6	6	6
Number of claims paid/settled/closed	5	8	8
Number of claims pending	0	0	0
Average number of calendar days to pay claims	60	60	60

◆ **Goal 2** To collect or secure monies sufficient to provide for student financial restitution.

Objective: 1 FY2022: Ensure the STRF is financially solvent
 FY2023: Ensure the STRF is financially solvent
 FY2024: Ensure the STRF is financially solvent

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Number of institutions billed	205	217	221
Amount of assessments collected (in thousands)	379	355	355
Amount available to students (in thousands)	295	400	500
Amount paid in Student Claims	12	25	25

◆ **Goal 3** To provide students access to their educational records in a timely manner.

Objective: 1 FY2022: Improve processing time for student records requests
 FY2023: Continue the process of electronically storing student records.
 FY2024: Begin digitizing all paper students records

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Number of student record requests processed.	1735	2000	2000
Average number of days to process requests	7	5	5