

# Agency 5 Year Plan

## PVA State Board For Private Post-secondary Education

**Issue 1** Improve Regulatory Rules and Processes

**Description:** The PPSE Board acts on new institutional applications, license renewals, new programs, changes/new locations and change of ownerships to determine compliance with statutes and rules. The PPSE Board is a partner in the federal "Triad" in terms of oversight for the federal student loan program. The other partners include the U.S. Department of Education and the regional, national accrediting agencies.

**Solutions:**

Strategies:

Consistently review policies and procedures to enhance their effectiveness and efficiency.  
Periodically assess regulatory expertise for professional licensing and accreditation.  
Enhance comprehension of ever-evolving federal regulations and accrediting standards.  
Stay informed about emerging trends within the postsecondary sector.

**Issue 2** To improve the Student Complaint Process

**Description:**

**Solutions:**

**Issue 3** Maintaining effective and efficient regulation of the private postsecondary education sector.

**Description:** The PPSE Board was established by the State Legislature in 1970 to license and regulate private institutions offering vocational and degree-granting programs. The programs offered by the private postsecondary educational institutions range from dog grooming to a Ph.D. in many fields, including Juris Doctorate and a Doctor of Dental Medicine. The programs are offered campus-based, online or a combination of both.

**Solutions:**

Strategies: 1. Improve and enhance the e-Licensing platform to streamline the licensing processes (renewals and all supplemental license applications for new programs, change of locations, change of owners or change of name) for both licensees and Board staff. 2. Pursue legislative changes to increase fees. The fund balance will continue to decline if action is not taken. 3. Improve knowledge and breadth of understanding in the increasing complex federal regulations and accrediting standards. 4. Work with licensed institutions to improve policies and procedures to improve the operation of the institution and to the benefit of the students. 5. Continue to serve with the Community Colleges and the State University on the AZ-SARA Council.

**Issue 4** Enhance Personnel Structure and leadership capacity to respond to the growing complexity of the private postsecondary sector

**Description:** The PPSE Board demonstrates its commitment to the private postsecondary sector by supporting the success of students and licensed institutions. The PPSE Board also supports the evolving innovation for improving effectiveness and performance.

**Solutions:**

1. Improvement and enhancement to the e-Licensing platform. 2. Improved training and development of current staff. 3. Continue to provide prompt, courteous and professional services to all stakeholders and partners. Performance Measures: 1. Number of new institutions, renewals and supplemental license applications licensed within the established timeframes. 2. Number of new institutions, renewals and supplemental license applicants. Licensed outside of the established timeframes. 3. Number of students enrolled. 4. Number of adverse actions taken (remedial action required, additional reporting requirements and monitoring, higher surety bond). 5. Customer service satisfaction is above 90%. 6. Number of student complaints resolved/dissmissed. 7. Number of student complaints resulting in disciplinary action. 8. Number of non-student complaints resolved/dissmissed. 9. Number of non-student complaints resulting in disciplinary action. 10. Average number of days in investigating and adjudicating student complaints. 11. Average number of days in investigating and adjudicating non-student complaints.

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**Issue 5** Assist a closing institution in conducting a orderly closing and possible teach-out.

**Description:** The PPSE Board administers the Student Tuition Recovery Fund. Through this program, the Board works with the closing institution to provide alternative options for students to continue their education at another institution. The PPSE Board provides assistance to the students who are currently enrolled and attended the closing/closed school.

**Solutions:**

Strategies: 1. Work with the closing institution to open communications with the currently enrolled students to inform the students of the available options. 2. Work with currently licensed institutions to provide available teach-out opportunities for the students in the closing institution. 3. Process Student Tuition Recovery Fund claims in a timely manner.

**Issue 6** To collectand secure monies sufficient to provide for student financial restitution.

**Description:** Through the Student Tuition Recovery Fund, the PPS Board provides financial restitution to students who were currently enrolled at the time of a school closure and unable to transfer to another institution.

**Solutions:**

Strategies: 1. An assessment will continue for FY24 - FY25 in order to maintain the \$500,000 minimum STRF Requirements. 2.Require at-risk institutions to provide the State Board with electronic copies of student records. 3.Discuss legislative changes to increase the STRF to \$1,000,000, revise the assessment calculation and require all institutions to pay the assessment.

**Issue 7** Quickly provide student record access to individuals impacted by a school closure.

**Description:** he PPSE Board takes possession of student educational records to futher their education or for verification of employment.

**Solutions:**

Strategies: 1. Secure student educational records from institutions that may be at risk. 2. Work with RMC in digitizing the currently housed student records. 3. Update the internal record keeping of the location of the student's educational records. 4. Require licensed institutions to maintain student records digitally to improve efficiency in retrieving student records information.

## Resource Assumptions

	FY 2026 Estimate	FY 2027 Estimate	FY 2028 Estimate
<b>Full-Time Equivalent Positions</b>	5.5	5.5	5.5
<b>General Fund</b>	-	-	-
<b>Other Appropriated Funds</b>	-	-	-
<b>Non-Appropriated Funds</b>	1.0	1.0	1.0
<b>Federal Funds</b>	-	-	-