

Agency 5 Year Plan

PVA State Board For Private Post-Secondary Education

Issue 1 Improve Regulatory Rules and Processes

Description: The PPSE Board reviews and approves new institutional applications, license renewals, new programs, changes or additions to locations, and changes in ownership to ensure compliance with relevant statutes and regulations. Additionally, the PPSE Board plays a key role in the federal "Triad" overseeing the federal student loan program, alongside the U.S. Department of Education and regional and national accrediting agencies.

Solutions:

Regularly review and update policies and procedures to improve their effectiveness and efficiency. Periodically evaluate regulatory expertise in professional licensing and accreditation. Strengthen understanding of evolving federal regulations and accrediting standards. Stay current with emerging trends in the postsecondary education sector.

Issue 2 To improve the Student Complaint Process

Description: We plan to leverage the Thential Complaint Portal to enhance the student complaint process by streamlining submission, tracking, and resolution of complaints. The portal will provide students with an accessible and user-friendly platform to file complaints, ensuring timely and transparent handling. By centralizing complaint management, we aim to improve communication, expedite resolutions, and ensure that all issues are addressed effectively, ultimately enhancing the overall student experience.

Solutions:

This will improve the speed complaints are investigated.

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

Description:

The State Legislature established the PPSE Board in 1970 to license and regulate private institutions offering vocational and degree-granting programs. These programs, provided by private postsecondary educational institutions, span a wide range—from dog grooming to advanced degrees such as Ph.D.s in various fields, including Juris Doctorates and Doctors of Dental Medicine. Programs are available in campus-based formats, online, or through a combination of both.

Solutions:

Enhance the e-Licensing platform to streamline the licensing processes, including renewals and all supplemental applications for new programs, location changes, ownership transfers, and name changes, benefiting both licensees and Board staff.

Expand knowledge and understanding of increasingly complex federal regulations and accrediting standards.

Collaborate with licensed institutions to improve their policies and procedures, enhancing institutional operations and benefiting students.

Continue active participation with Community Colleges and the State University on the AZ-SARA Council

Continue to serve in leadership role with NASASPS.

Issue 4 Strengthen personnel structure and leadership capability.

Description:

The PPSE Board is dedicated to supporting the private postsecondary sector by fostering the success of both students and licensed institutions. The Board also champions innovation to enhance effectiveness and performance.

Solutions:

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Goals:

Enhance and improve the e-Licensing platform by enhancing the Thentia platform.
Strengthen training and development for current staff.
Continue to provide prompt, courteous, and professional services to all stakeholders and partners.

Performance Measures:

Number of new institutions, renewals, and supplemental license applications processed within established timeframes.
Number of new institutions, renewals, and supplemental license applications processed outside of established timeframes.
Number of students enrolled.
Number of adverse actions taken, such as required remedial actions, additional reporting, monitoring, or higher surety bonds.
Customer service satisfaction rate exceeding 90%.
Number of student complaints resolved or dismissed.
Number of student complaints resulting in disciplinary action.
Number of non-student complaints resolved or dismissed.
Number of non-student complaints resulting in disciplinary action.
Average number of days to investigate and adjudicate student complaints.
Average number of days to investigate and adjudicate non-student complaints.

Issue 5 Assist a closing institution in executing an orderly closure and facilitating a potential teach-out plan.

Description:

The PPSE Board oversees the Student Tuition Recovery Fund, working closely with closing institutions to offer students alternative options for continuing their education at another institution. The Board also provides support to students currently enrolled or who attended the closing or closed school.

Solutions:

Strategies:

Enhance communication processes with closing institutions to ensure students are promptly informed of their options, including the use of town halls to directly address student concerns and provide information.
Streamline collaboration with licensed institutions to facilitate efficient teach-out opportunities for affected students.
Optimize the processing of Student Tuition Recovery Fund claims to ensure timely and accurate resolution.

Issue 6 Efficiently collect and secure monies sufficient to provide for student financial restitution.

Description:

Through the Student Tuition Recovery Fund, the PPS Board offers financial restitution to students who were enrolled at the time of a school closure and were unable to transfer to another institution. Additionally, the Board is implementing the digitization of transcripts to expedite the transfer process for affected students.

Solutions:

Strategies:

Continue assessing the Student Tuition Recovery Fund (STRF) for FY26 - FY27 to maintain the minimum requirement of \$500,000.
Mandate at-risk institutions to submit electronic copies of student records to the State Board and implement the digitization of transcripts to ensure secure and efficient access to student records.
Advocate for legislative changes to increase the STRF minimum to \$1,000,000, revise the assessment calculation, and require all institutions to contribute to the fund.

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

Description:

Improve process for students to acquire transcripts.

Solutions:

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Strategies:

Secure student educational records from institutions identified as at risk.
Collaborate with RMC to digitize currently housed student records.
Update internal systems to accurately track the location of student educational records.
Require licensed institutions to maintain student records digitally to enhance efficiency in retrieving student information.

Issue 8 Update Board Rules

Description: Undertake a comprehensive review and update of the Board rules under Arizona Administrative Code Title 4, Chapter 39. This update aims to ensure that the rules reflect current best practices, address emerging trends in postsecondary education, and align with recent legislative changes. The revised rules will enhance regulatory oversight, streamline processes, and improve compliance for licensed institutions, ultimately benefiting students and stakeholders across Arizona's private postsecondary sector.

Solutions:

We plan to update the rules under Arizona Administrative Code Title 4, Chapter 39, through a thorough line-by-line review to identify areas needing clarification, modernization, or alignment with current practices. This process will involve active participation from current schools, engaging them in focus groups to gather feedback and insights. By incorporating the perspectives of those directly impacted by these regulations, we aim to create rules that are both practical and effective, ensuring they meet the evolving needs of Arizona's private postsecondary education sector.

Resource Assumptions

	FY 2027 Estimate	FY 2028 Estimate	FY 2029 Estimate
Full-Time Equivalent Positions	7.0	7.0	7.0
General Fund	-	-	-
Other Appropriated Funds	500.0	510.0	520.0
Non-Appropriated Funds	500.0	500.0	50.0
Federal Funds	-	-	-