

**2021 - 2023 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS**

PVA 0.0	<b>Agency Summary</b>
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 222 private postsecondary educational institutions that serve approximately 231,743 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	<b>Program Summary</b>
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 221 private postsecondary educational institutions, serving approximately 231,743 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 FY2021: Maintain effective and efficient regulation of the private postsecondary sector.  
 FY2022: Improve Regulatory Rules and processes.  
 FY2023: Refine and update statutes and rules to improve the operation of institutions and to the benefit of the students.

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Total number of institutions licensed	217	210	225
Total number of renewal licenses approved	208	213	216
Total number of Supplemental Licenses approved	358	325	345
Number of adverse actions taken (Higher bonds, reporting/monitoring required)	67	65	70
Number of annual inspections conducted	11	25	50
Number of students enrolled in private institutions	265,544	280,000	300,000
Number of licenses denied	2	1	1
Number of institutional closures	21	20	20

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

**Objective:** 1 FY2021: Improve the student complaint process  
 FY2022: Improve the student complaint process  
 FY2023: Improve the student complaint process

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Number of annual student complaints investigated	27	30	35
Number of student complaints resolved/dismissed	27	35	35
Number of student complaints resulting in disciplinary action	0	2	1
Number of Student Complaints Pending	0	0	0
Number of non-student complaints investigated	4	8	8
Number of non-student complaints resolved	4	8	8
Number of non-student complaints resulting in disciplinary action	0	3	2
Number of non-student Complaints Pending	0	0	0
Number of written inquiries (Letter of Intents, State Authorization Letters and student questions)	160	120	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 FY2021: To enhance our internal personnel structure and leadership capacity to respond to the growing complexity of the private postsecondary sector.  
 FY2022: Improve the e-Licensing System to improve processes for both the Board and the Licensees.  
 FY2023: Provide enhancements the e-Licensing System

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Administration as a percentage of total cost	2.3	2.3	2.3

PVA 2.0	<b>Program Summary</b>
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 equitable financial restitution, in a timely manner, to students financially injured as a result of a school closure.

**Objective:** 1 FY2021: Timely process STRF claims  
 FY2022: Implement electronic storage of student records in order to more timely process STRF claims if received.  
 FY2023: Continue the process of storing student records electronically.

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<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Number of claims filed	5	20	20
Number of claims rejected	2	5	2
Number of claims paid/settled/closed	5	15	10
Number of claims pending	0	0	0
Average number of calendar days to pay claims	120	120	120

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

- Objective:** 1 FY2021: Ensure the STRF is financially solvent  
 FY2022: Assessment of schools required. Consider legislative changes to assessment and schools billed.  
 FY2023: Assessment of schools required. Request legislative changes to assessments and schools billed.

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Number of institutions billed	214	222	225
Amount of assessments collected (in thousands)	302	365	365
Amount available to students (in thousands)	200	225	250
Amount paid in Student Claims	20.4	80	80

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

- Objective:** 1 FY2021: Improve processing time for student records requests  
 FY2022: Continue the process of electronically storing student records.  
 FY2023: Begin digitizing all paper students records

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Number of student record requests processed.	3174	5500	6000
Average number of days to process requests	5	6	5