

**PVA 0.0 Agency Summary**  
 STATE BOARD FOR PRIVATE POST-SECONDARY EDUCATION  
 Teri Stanfill, Executive Director  
 (602) 542-2399  
 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 licenses and regulates 203 private postsecondary educational institutions that serve approximately 155,010 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  
 Teri Stanfill, Executive Director  
 Board for Private Postsecondary Education (602) 542-5709  
 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 215 private postsecondary educational institutions, serving approximately 264,336 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 FY2019: Maintain effective and efficient regulation of the private postsecondary sector.  
 FY2020: Improve Regulatory Rules and processes.  
 FY2021: Refine and update statutes and rules to improve the operation of institutions and to the benefit of the students.

Performance Measures	FY 2019 Actual	FY 2020 Estimate	FY 2021 Estimate
Total number of institutions licensed	203	210	210
Total number of renewal licenses approved	243	210	210
Total number of Supplemental Licenses approved	286	250	250
Number of adverse actions taken (Higher bonds, reporting/monitoring required)	97	95	95
Number of annual inspections conducted	17	15	15
Number of students enrolled in private institutions	155,010	160,000	165,000
Number of licenses denied	1	0	0
Number of institutional closures	26	15	15

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

**Objective:** 1 FY2019: Improve the student complaint process  
 FY2020: Improve the student complaint process  
 FY2021: Improve the student complaint process

Performance Measures	FY 2019 Actual	FY 2020 Estimate	FY 2021 Estimate
Number of annual student complaints investigated	5	10	10
Number of student complaints resolved/dismitted	3	8	8
Number of student complaints resulting in disciplinary action	1	2	2
Number of Student Complaints Pending	1	0	0
Number of non-student complaints investigated	5	10	10
Number of non-student complaints resolved	3	5	5
Number of non-student complaints resulting in disciplinary action	1	5	5
Number of non-student Complaints Pending	1	0	0
Number of written inquiries (Letter of Intents, Inquiries, State Authorization Letters and student questions)	44	70	70

◆ **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 FY2019: To enhance our internal personnel structure and leadership capacity to respond to the growing complexity of the private postsecondary sector.  
 FY2020: Improve the e-Licensing System to improve processes for both the Board and the Licensees.  
 FY2021: Provide enhancements to the e-Licensing System

Performance Measures	FY 2019 Actual	FY 2020 Estimate	FY 2021 Estimate
Administration as a percentage of total cost	2.3	2.	2.

**PVA 2.0 Program Summary**  
 STUDENT TUITION RECOVERY FUND  
 Teri Stanfill, Executive Director  
 Board for Private Postsecondary Education (602) 542-5709  
 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.

◆ **Goal 1** To provide equitable financial restitution, in a timely manner, to students financially injured as a result of a school closure.

**Objective:** 1 FY2019: Timely process STRF claims  
 FY2020: Implement electronic storage of student records in order to more timely process STRF claims if received.  
 FY2021: Continue the process of storing student records electronically.

**2019 - 2021 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS**

<b>Performance Measures</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Estimate</b>	<b>FY 2021 Estimate</b>
Number of claims filed	20	10	10
Number of claims rejected	10	0	0
Number of claims paid/settled/closed	10	10	10
Number of claims pending	0	0	0
Average number of calendar days to pay claims	45	45	45

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

- Objective: 1** FY2019: Ensure the STRF is financially solvent  
 FY2020: Assessment of schools required. Consider legislative changes to assessment and schools billed.  
 FY2021: Assessment of schools required. Request legislative changes to assessments and schools billed.

<b>Performance Measures</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Estimate</b>	<b>FY 2021 Estimate</b>
Number of institutions billed	133	131	131
Amount of assessments collected (in thousands)	177.3	170.	170.
Amount available to students (in thousands)	149.6	80.3	11.0
Amount paid in Student Claims	130.8	10.	10

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

- Objective: 1** FY2019: Improve processing time for student records requests  
 FY2020: Continue the process of electronically storing student records.  
 FY2021: Begin digitizing all paper students records

<b>Performance Measures</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Estimate</b>	<b>FY 2021 Estimate</b>
Number of student record requests processed.	8297	4600	4600
Average number of days to process requests	5	5	5