

2020 - 2022 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

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 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	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 222 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 FY2020: Maintain effective and efficient regulation of the private postsecondary sector.
 FY2021: Improve Regulatory Rules and processes.
 FY2022: Refine and update statutes and rules to improve the operation of institutions and to the benefit of the students.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Total number of institutions licensed	222	218	210
Total number of renewal licenses approved	226	215	200
Total number of Supplemental Licenses approved	279	300	250
Number of adverse actions taken (Higher bonds, reporting/monitoring required)	42	45	45
Number of annual inspections conducted	0	15	10
Number of students enrolled in private institutions	231,743	240,000	245,000
Number of licenses denied	1	0	0
Number of institutional closures	12	20	20

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

Objective: 1 FY2020: Improve the student complaint process
 FY2021: Improve the student complaint process
 FY2022: Improve the student complaint process

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Number of annual student complaints investigated	44	50	50
Number of student complaints resolved/dismitted	50	50	50
Number of student complaints resulting in disciplinary action	1	2	2
Number of Student Complaints Pending	0	0	0
Number of non-student complaints investigated	10	10	10
Number of non-student complaints resolved	10	10	10
Number of non-student complaints resulting in disciplinary action	1	3	3
Number of non-student Complaints Pending	0	0	0
Number of written inquiries (Letter of Intents, State Authorization Letters and student questions)	114	120	120

◆ **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 FY2020: To enhance our internal personnel structure and leadership capacity to respond to the growing complexity of the private postsecondary sector.
 FY2021: Improve the e-Licensing System to improve processes for both the Board and the Licensees.
 FY2022: Provide enhancements the e-Licensing System

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Administration as a percentage of total cost	2.3	2.3	2.0

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 equitable financial restitution, in a timely manner, to students financially injured as a result of a school closure.

Objective: 1 FY2020: Timely process STRF claims
 FY2021: Implement electronic storage of student records in order to more timely process STRF claims if received.
 FY2022: Continue the process of storing student records electronically.

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Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Number of claims filed	15	10	20
Number of claims rejected	9	2	5
Number of claims paid/settled/closed	14	10	15
Number of claims pending	0	0	0
Average number of calendar days to pay claims	65	60	60

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

- Objective:** 1 FY2020: Ensure the STRF is financially solvent
 FY2021: Assessment of schools required. Consider legislative changes to assessment and schools billed.
 FY2022: Assessment of schools required. Request legislative changes to assessments and schools billed.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Number of institutions billed	161	155	222
Amount of assessments collected (in thousands)	176.9	189.8.	180.00
Amount available to students (in thousands)	32.1	11.0	10
Amount paid in Student Claims	218.1	60	80

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

- Objective:** 1 FY2020: Improve processing time for student records requests
 FY2021: Continue the process of electronically storing student records.
 FY2022: Begin digitizing all paper students records

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Number of student record requests processed.	6947	7000	8000
Average number of days to process requests	15	10	10