

2018 - 2020 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

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 215 private postsecondary educational institutions who serve approximately 264,336 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 ensure legal operations, ethical practices, and quality education in the private postsecondary sector.

- Objective: 1** FY2018: Maintain effective and efficient regulation of the private postsecondary sector.
- FY2019: Improve the Online Customer Portal to streamline processes for both the Board and the institutions
- FY2020: Refine the Online Customer Portal improve the processes and enhancements.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
Total number of institutions licensed	215	215	215
Total number of renewal licenses approved	210	210	210
Total number of Supplemental Licenses approved	215	200	200
Number of adverse actions taken (Higher bonds, reporting/monitoring required)	61	55	55
Number of annual inspections conducted	12	15	15
Number of students enrolled in private institutions	264,336	260,000	260,000
Number of licenses denied	1	0	0
Number of institutional closures	31	13	13

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

- Objective: 1** FY2018: Improve and streamline processes
- FY2019: Improve and streamline process
- FY2020: Improve and streamline processes

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
Number of annual student complaints investigated	11	10	10
Number of student complaints resolved/dismitted	10	8	8
Number of student complaints resulting in disciplinary action	0	2	2
Number of Student Complaints Pending	1	0	0
Number of non-student complaints investigated	9	10	10
Number of non-student complaints resolved	3	5	5
Number of non-student complaints resulting in disciplinary action	6	5	5
Number of non-student Complaints Pending	0	0	0
Number of written inquiries (Letter of Intent, Inquiries, State Authorization Letters and student questions)	73	70	70

◆ **Goal 3** To efficiently and effectively administer the licensing and regulation program of the Board.

- Objective: 1** FY2018: E-licensing platform has been deployed. More use of consolidated services.
- FY2019: Improve the e-Licensing System to improve processes for both the Board and the Licensees.
- FY2020: Provide enhancements the e-Licensing System

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
Administration as a percentage of total cost	2.1	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** FY2018: Timely process STRF claims
- FY2019: Implement electronic storage of student records in order to more timely process STRF claims if received.
- FY2020: Continue the process of storing student records electronically.

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Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
Number of claims filed	4	10	10
Number of claims rejected	1	0	0
Number of claims paid/settled/closed	3	10	10
Number of claims pending	0	0	0
Average number of calendar days to pay claims	60	45	45

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

- Objective: 1** FY2018: Ensure the STRF is financially solvent
 FY2019: Assessment of schools required. Consider legislative changes to assessment and schools billed.
 FY2020: Assessment of schools required. Request legislative changes to assessments and schools billed.

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
Number of institutions billed	131	131	131
Amount of assessments collected (in thousands)	194.4	160.0	160.0
Amount available to students (in thousands)	327.5	246.5	164.5
Amount paid in Student Claims	1.	10.	10.

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

- Objective: 1** FY2018: Improve processing time for student records requests
 FY2019: Continue the process of electronically storing student records.
 FY2020: Begin digitizing all paper students records

Performance Measures	FY 2018 Actual	FY 2019 Estimate	FY 2020 Estimate
Number of student record requests processed.	4643	4600	4600
Average number of days to process requests	5	5	5

Agency 5-Year Plan

Issue 1 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 2 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:

1. Regular review of policies and procedures for improvement and efficiency.
2. Recurring assessment of regulatory knowledge for licensing and licensing of professionals.
3. Increase knowledge and breadth of understanding of increasing complex federal regulations and accrediting standards.
4. Keeping abreast of emerging trends in the postsecondary sector.

Issue 3 To improve the Student Complaint Process

Description: The PPSE Board is responsible to protect consumers/students and to assist institutions through regulatory enforcement and processes that are reasonable, consistent, firm, fair and timely.

Solutions:

Strategies:

1. Require the institutions to respond to requests within a 10-day time period.
2. Encourage the students and licensed institutions to resolve the complaint amicably and fairly.
3. Continue to work with the licensed institutions to take corrective action to inequitable policies or to improve consumer protection.

Issue 4 Enhance the internal 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:

Strategies:

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 with 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/dismissed.
7. Number of student complaints resulting in disciplinary action.
8. Number of non-student complaints resolved/dismissed.
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.

Issue 5 To 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 collect and secure monies sufficient to provide for student financial restitution.

Description: Through the Student Tuition Recovery Fund, the PPS Board provides financial restituion 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 FY19 through FY2022 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 To continue to provide students copies of their educational records in a timely manner

Description: The 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.

Performance Measures:

1. Student records are processed within 10 days of receipt.
2. Student tuition recovery claims are processed/approved within 90 days.
3. Responsible fiscal management.

Resource Assumptions

	FY2021 Estimate	FY2022 Estimate	FY2023 Estimate
Full-Time Equivalent Positions	4.0	4.0	4.0
General Fund	0.0	0.0	0.0
Other Appropriated Funds	417.8	417.8	417.8
Non-Appropriated Funds	249.0	249.0	249.0
Federal Funds	0.0	0.0	0.0