

# 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/dissmissed.
7. Number of student complaints resulting in disciplinary action.
8. Number of non-student complaints resolved/dissmissed.
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 FY2022 - FY2025 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.
4. Increase STRF reach to include previously exempt "regional" institutions.

**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

	FY2024 Estimate	FY2025 Estimate	FY2026 Estimate
<b>Full-Time Equivalent Positions</b>	4.0	4.0	4.0
<b>General Fund</b>	0.0	0.0	0.0
<b>Other Appropriated Funds</b>	0.0	0.0	0.0
<b>Non-Appropriated Funds</b>	0.0	0.0	0.0
<b>Federal Funds</b>	0.0	0.0	0.0