

Enrollment Agreement Regulatory Requirements Audits

Presented by
Art Wells



STATE COUNCIL OF HIGHER
EDUCATION FOR VIRGINIA

Introduction

- **E-mail vs Phone Calls**
 - Efficiency
 - Research
 - Accuracy

When are Schools Audited?

Schools are selected for audit based upon:

- Date of Previous Audit
- Newly certified schools: 6-18 months after initial certification
- Other Reasons:
 - Student complaints
 - Issues with Accreditor
 - Issues with Department of Education



The Audit Process

- Internal Review
 - Date of Certification
 - Date of Last Audit
 - Issues
- Notification to Institutions
 - Letter and Itinerary
 - 30+ Days in Advance

The Audit Process – Cont.

- **Audit Review**
 - **Onsite**
 - **1-2 Days at Your Location**
 - **Virtual**
 - **Via Teams or Mutual Method**
 - **Hybrid**
 - **Onsite 1 Day of the Audit Process**

Authority

- **§ 23.1-215. Authority of the Council; regulations; standards for postsecondary schools; delegation of authority to director.**

Keys to Audit Success

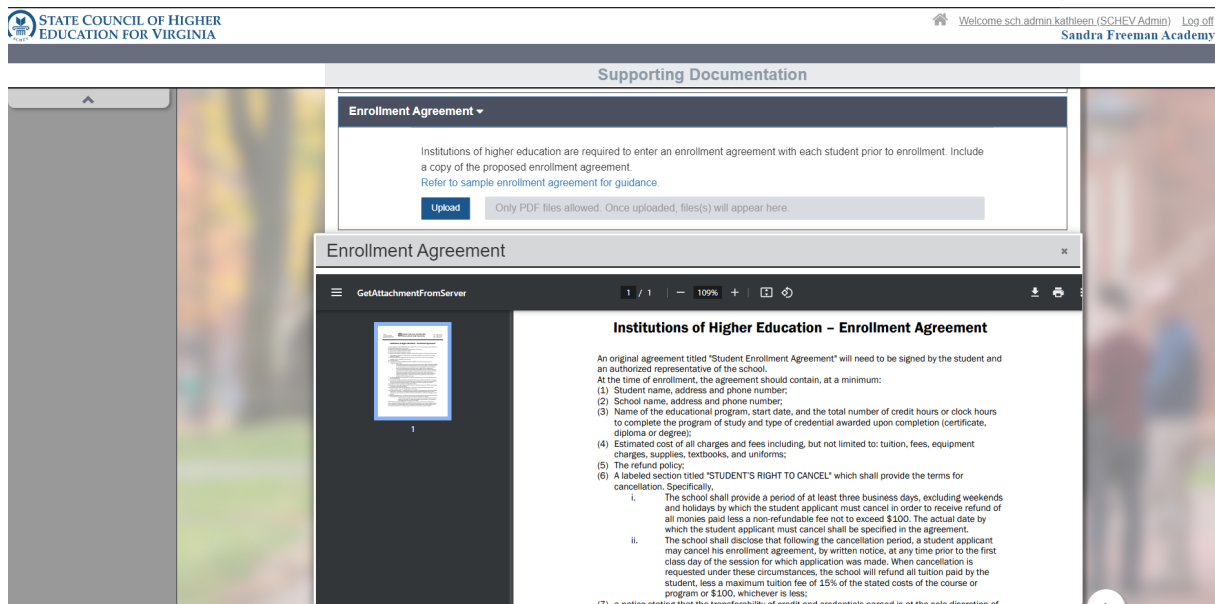
- Read
- Provide timely and accurate information
- Ensure material is uploaded to the PPE Portal
 - Properly categorized
 - Facilitates Early Review
- Review 8 VAC 40-31 et al
 - Itinerary is a courtesy and not all inclusive

Regulatory Requirement

8VAC40-31-160(E)(2): Schools must have a dated and signed enrollment agreement for each student.

- Agreement must contain 13 specific items
- <https://ppe.schev.edu/sites/default/files/PDF/degree/Step2/TAB%2018%20Enrollment%20Agreement.pdf>

EA Requirements in Portal



Enrollment Agreement

The agreement should contain:

- 1) Student name, address, and phone number
- 2) School name, Virginia address, and phone number

Enrollment Agreement

3) Program name, start date, total number of credit/clock hours to complete, and type of credential awarded (certificate, diploma, or degree)

- The exact start date must be in the agreement, not referenced or linked elsewhere
- Could be as simple as, “Program start date: _____.”

Enrollment Agreement

- 4) Estimated cost of all charges and fees, including, but not limited to:
 - Tuition
 - Fees
 - Supplies
 - Equipment Charges
 - Textbooks
 - Uniforms

Enrollment Agreement

- **Charges Should Be:**
 - Program Totals
 - Itemized
 - Transparent
 - Contained in the Enrollment Agreement

Enrollment Agreement

5) Refund Policy

- Policy must comply with 8VAC40-31-160(N)
- Ensure that the refund policy is the same as what is in your School Catalog

Enrollment Agreement

6) A labeled section titled “Student’s Right to Cancel”

- Applicants can receive a full refund of all monies paid minus a non-refundable fee of no more than \$100 if they cancel within 3 business days, excluding weekends and holidays.
- The actual date by which applicants must cancel shall be specified in the agreement.

Enrollment Agreement

6) A labeled section titled “Student’s Right to Cancel”

- If an applicant cancels their enrollment in writing any time prior to the first day of class, the school will refund all tuition paid, minus a maximum fee of 15% of the cost of the program or \$100, whichever is less.

Enrollment Agreement

7) Notice that the transferability of credit and credentials earned is at the sole discretion of the receiving school...

9) Summary of the institution's grievance policy

10) State that the school is certified to operate by SCHEV; Provide full SCHEV contact information

Enrollment Agreement

8) For enrollees in programs leading to professional licensure, the school shall disclose annual pass rates for first time test takers for the last 3 years

- If results are not available, the school must provide a written explanation**
- This disclosure must be signed by the student**

Enrollment Agreement

Statements that read verbatim:

11) "By signing below, I certify that I have been provided access to the school's electronic or print catalog, bulletin, or brochure."

12) "I understand that this is a legally binding agreement. My signature below certifies that I have read, understood and agreed with my rights and responsibilities. Further, I certify that I understand the cancellation and refund policies and I understand and agree to these policies."

Enrollment Agreement

13) Signatures of student & school representative, and date document was signed.

A new enrollment agreement must be completed if the student:

- Delays the start date
- Changes programs
- Drops from the program and re-enrolls later

Enrollment Agreement

The Enrollment Agreement cannot:

- Require students to arbitrate a dispute between the student and the school, even if the agreement permits the student to opt out of the requirement in the future.
- Require students to waive the right to class or group actions.