**Site Visit Sample Questions: Initial Risk Screen Data**

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| # | Metric | Sample Question |
| 1 | **(HCM)** **Heightened Cash Monitoring** | The US Department of Education has placed your institution on Heightened Cash Monitoring **[1 or 2]** meaning that the schools are receiving additional financial oversight from the Department of Education as of Q2 2020***.*** How are you working to resolve compliance issues that led to this designation and what are the impacts of this on VA students? |
| 2 | **(PctVAEnroll)** **Veteran Enrollment Percentage** | **[Insert data]** percent of your students are using GI Bill benefits, which places your institution above the **[75th or 90th]** percentile of veteran enrollment in the state. Can you clarify why your veteran enrollment percentage is high relative to other schools in the state and provide context regarding how you support student veterans? What percent of your advertising budget is specifically focused on veteran recruitment? |
| 3-4 | **(EnrollDelta\_2YR or EnrollDelta\_1YR)** **Enrollment Change Over 1-2 Years** | Total enrollment at your institution has increased by **[insert data]** percent over the last **[one or two]** years. The state average enrollment change in this time period was **[insert data]**. Can you explain why your institution has experienced such a larger than average **[increase or decrease]** in enrollment? Has your advertising budget also increased? Have other schools with similar programs in your state closed? |
| 5 | **(InstrSpend)** **Instructional Spending** | According to the most recent information from the US Department of Education, **[insert data]** percent of revenue at your institution was used for instructional expenses. The state average rate of instructional spending was **[insert data]**. Can you share how your instructional spending compares to your budget for marketing and advertising and to your net operating income (profit)? Do you believe that your student outcomes might improve if more resources were directed towards instruction?  |
| 6 | **(StateEarnRatio)** **Ratio of Median Earnings of High School Graduates in State to Median Earnings of Institution Graduates** | Graduates of your institution typically earn **[Insert data]** percent of the average earnings of high school graduates with no higher education in **[State name]**. This is among the **[25 or 10]** lowest percentiles in the state. Why do you believe your graduates see so little increase in earnings after completing the program(s) and what context do you think we might be missing? |
| 7 | **(CDR3)****Three-year Cohort Default Rate** | **[Insert data]** percent of your graduates default on student loans within three years of completion, higher than the state average of **[insert data]**. Why do you believe such a high share of your students are unable to repay their loans? What percentage of your defaulted students are graduates versus students who did not complete? Do you offer support to former students including how to access Income Based Repayment programs, forbearance and deferment programs? To the extent you do offer support to students, how long does that continue from the time they enter repayment? |
| 8 | **(Complaints)****Student complaints reported through the GI Bill Comparison Tool** | Your institution has received **[insert data]** student complaints through the US Department of Veterans Affairs’ GI Bill Comparison Tool. Please explain what your institution is doing to resolve existing complaints and limit future ones. Your schools received an additional xx complaints from other sources – are any of these complaints from students receiving GI Bill benefits?  |
| 9-10 | **(TuitionDelta\_2YR or TuitionDelta\_1YR)****Tuition Change Over 1-2 Years** | Tuition and fees at your institution have increased by **[insert data]** percent over the last **[one or two]** years. The state average change in tuition and fees in this time period was **[insert data]**. Can you explain why your institution has had such significant increases in tuition and fees and how decisions about tuition and fee increases are made? |
| 11 | **(CompletionRate)****Completion Rate at 150% of Expected Time to Degree** | Your institution’s completion rate according to most recent data is **[insert data]**, lower than the state average of **[insert data]**. Why do you believe your completion rates are lower than other schools? Have you seen improvements or declines in outcomes in the past two years? Do you believe that a comparison of similar programs at nearby schools would yield a more comparable completion rate and can you offer a better comparison? What types of support services does your school offer to students who are struggling?  |
| 12-13 | **(CompletionWhiteBlack or CompletionWhiteHisp)****Gaps in Completion Rates Between White and Black or White and Latino/a Students** | The completion rate for white students at your institution is **[insert data]** percentage points higher than that for **[Black or Latino/a]** students. This gap is larger than the state average of **[insert data]**. Please clarify this discrepancy and provide any information related to what the institution is doing to improve completion rates for **[Black or Latino/a]** students. |
| 14-15 | **(FTRetentionRate or PTRetentionRate)****Retention Rate of Full- or Part-Time Students** | The retention rate for **[full- or part-time]** students at your institution is **[insert data]**, lower than the state average of **[insert data]**. Can you explain why your school struggles to keep students enrolled? Do you think there is a similar school/program in the state that offers a more accurate comparison of retention rates? What is the retention rate for the first 10-15 weeks? |
| 16 | **(AvgNetPrice)****Average Net Price**  | The average annual total cost of attendance, including tuition and fees, books and supplies, and living expenses, minus the average grant/scholarship aid at your institution is **[insert data]**, higher than the state average of **[insert data]**. Can you explain why your school is more expensive than average for students to attend, and what your school offers that is unique? Is there a similar program/school in your state that you believe offers a more accurate comparison (and why?) |
| 17 | **(CompletionPell)****Completion Rates for Students Using Pell Grants** | Among students enrolled at your institution using Pell Grants, the completion rate is **[insert data]**, lower than the state average of **[insert data]**. Please offer your thoughts on why this population of students has a lower than average completion rate at your institution and what you are doing to improve completion rates.  |

**Site Visit Sample Questions: SAA Reported Risk Screen Metrics**

**Questions by Metric**:

In the ‘Risk Brackets’ tab of your state’s data file, identify all metrics on which the school you are reviewing received a score of either 1.0 or 1.5. Then, navigate to the “Descriptives” tab to identify statewide averages for individual metrics and fill in placeholders in the table below with actual data.

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| # | Metric | Sample Question |
| 1 | **Multi-state Facilities** | How do you believe your campus performs relative to the information reported for your institution as a whole? What type of notification do you receive if another campus has been placed on any type of warning? What is the process of communicating necessary changes to all campuses? What is the process of notifications of changes in catalogs, policies, curriculum, etc. to each SAA? What steps are you taking to ensure positive outcomes for students on this campus (e.g., evaluating campus-specific financial data, reviewing student outcome data for those enrolled at this campus, etc.)?  |
| 2 | **Newly approved** | What is the status of accreditor review of the change of ownership? Have they raised concerns or set conditions? Are the approved policies still consistent with the initial approval? |
| 3 | **Change of ownership** | What changes have occurred since the ownership change? Programs offered? Tuition? Program Schedules? Faculty/Staff? Updated policies? |
| 4 | **Expanded Audit or Training was required as a result of a Compliance Survey** | What findings initiated the Expanded Audit? Can you provide evidence that required training was completed? |
| 5 | **Suspension** | What changes have been made to ensure that this will not be found in future programs? |
| 6 | **Withdrawn Approval** | What changes have been made to ensure that your facility has made improvements and is capable of administering the GI Bill? |

**Site Visit Sample Questions: Facility Data Request**

**Questions from data collection**:

With the information received in the request with the A forms and the review of materials outlined in the B forms, questions should be prepared to request more information or clarification on items that do not appear to meet standards of quality. Each summary section in each B form should outline issues identified. Below are examples of questions for each section of review that would be appropriate to ask during an on-site visit to identify potential problem areas. Each section is broken down into topics, which will transfer over to your site-visit report.

***B1. Student File Review***

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| # | Topic | Sample Question |
| 1 | **Admissions/Enrollment Agreements** | **[Insert Student Name]** ’s file was missing an **[application, signed enrollment agreement, or admission requirements]**;can you provide updates to confirm that the student applied/provided all adequate documentation to your intended institution? |
| 2 | **Degree/Program Evaluations** | **[Insert Student Name]** has taken courses which are not required for their program and student electives have been filled with transfer credits, can you confirm if this course is required for this program of study? |
| 3 | **Remedial Coursework** | **[Insert Student Name]** was enrolled in remedial coursework, can you provide scores that demonstrated that the student was required to take these courses? |
| 4 | **Licensure Requirements** | **[Insert Student Name]** ‘s licensure program requires **[Insert certification/requirement]**; can you verify that this was completed prior to completing their program? |
| 5 | **Prior Training Transcripts** | **[Insert Student Name]** has previously attended **[Insert prior training facility]** can you provide evidence that you have received and evaluated this training? |
| 6 | **Prior Credit/Transfer Credit** | **[Insert Student Name]** took and passed **[Insert course and facility attended]** did not receive transfer credit. Can you verify that this course did not transfer into their current program of study, and why? |
| 7 | **Term/Calendar Dates** | Students were certified starting **[Insert term/semester]** term on **[Insert date]**, however your catalog states that the term starts on **[Insert date]**, can you verify which is accurate? |
| 8 | **Attendance** | **[Insert Student Name]** missed **[insert missed days]** in **[Insert class name]**, can you confirm that this student was placed on probation according to your catalog policies? |
| 9 | **Academic Progress** | **[Insert Student Name]** ‘s cumulative GPA fell below a **[Insert minimum GPA for SAP]** in the **[Insert Semester/term]**, can you confirm that this student was placed on probation according to your catalog policies? |
| 10 | **Tuition** | **[Insert Student Name]** was charged **[Charged tuition]** per credit hour when your published catalog states that the tuition is **[Insert published tuition]** per credit hours, can you verify which one is correct? |
| 11 | **Refunds** | **[Insert Student Name]** withdrew from your program, according to your refund policy they should have been issued a pro-rata refund, can you provide evidence that this student was refunded and provide the amount and date this was sent? |
| 12 | **Title IV** | **[Insert Student Name]** is showing that they hold loans (federal loans, private loans, or school loans) for their program that was covered at 100%, can you provide the financial aid shopping sheets to verify that the student was informed on their cost of attendance?  |

***B2. Advertising and Marketing Review***

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| # | Topic | Sample Question |
| 1 | **Institutional Marketing/Advertising** | Your advertising says that a degree from **[Insert school name]** can “put you on a path to earning $50,000” but the average earnings for your programs range from $28,000 to $37,200. Can you explain why this is a truthful statement?Your advertising states that you partner with major employers. Can you explain your partnerships with those employers and how those partnerships benefit your students being placed into jobs? |
| 2 | **Programmatic Marketing/Advertising** | You offer a course to be a **[Insert program/job title]**, but the state requires students pass an exam to work in the field. Can you explain why you do not state that in your advertising? |
| 3 | **Veteran Specific Marketing/Advertising** | The advertising and marketing suggested that veteran’s benefits would pay for the entire program, but it does not appear that is correct for all students. Can you demonstrate that all programs are fully covered with veteran’s benefits? |
| 4 | **Third Party Advertising** | This website that your contractor operates suggests that your school is one of the “Best for military students.” What information supports that statement? Do you review and approve the advertising and marketing using your schools’ name? If not, why not? |
| 5 | **Enrollment Scripts** | Your enrollment script contains instructions to help enrollment staff convince students to enroll quickly using the language that “classes start next week,” and that refer to “overcoming objections” and getting prospective students to make commitments. Given that the facility offers this class every five weeks, please explain why enrollment staff are instructed to use this language? Is there a more accurate way to describe when this class/program is offered? |
| 6 | **Institutional Marketing/Advertising** | Your advertising says that a degree from **[Insert school name]** can “put you on a path to earning $50,000” but the average earnings for your programs range from $28,000 to $37,200. Can you provide information to support this statement in your advertising? |

***B3. Financial Soundness Review***

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| # | Topic | Sample Question |
| 1 | **Data/file submission** | Data was not provided in the time frame requested, what was the delay? |
| 2 | **Data/file quality** | Data does not match the financial statements provided by the CPA; can you clarify? |
| 3 | **Liquidity** | Our calculations show that your facility does not demonstrate liquidity for more than 6 months, can you verify what contributed to this decline? |
| 4 | **Net worth and short-term liabilities** | Your facility is not showing a positive net worth, can you verify that is contributing to this decline? |
| 5 | **Net worth and solvency** | Your facility has shown a decrease of 15% in your net worth, can you verify that is contributing to this decline? |
| 6 | **Financial composite score** | Your composite score is below 1.0, can you confirm why this is low and how the facility has responded to this score? |
| 7 | **85/15 enrollment percentages** | Your **[Insert program]** is showing **[Insert data]** veteran enrollments, what are you doing to ensure that this does not exceed 85% in future enrollments? Why do you believe that veteran enrollment in this program is high relative to non-veteran students? |
| 8 | **90/10 revenue percentages** | Your 90/10 ratio was **[Insert data].** If we add the amount of revenue you receive from the GI bill, it seems like you could potentially be at risk of losing access to Title IV when the recent change to the law is implemented. What steps are you taking to mitigate that risk? What explains the increase from year 1 to year 2? What steps will you take to increase revenues that are from non-federal programs such as employer supported tuition, increased tuition payments by students or other strategies? |

***B4. Complaints Review***

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| # | Topic | Sample Question |
| 1 | **Complaints regarding costs and fees** | Your school received a/multiple complaint(s) about costs/loans/fees that they were not fully informed about. What steps did you take to address these complaints and what changes have you made to ensure similar issues do not occur in the future? |
| 2 | **Complaints regarding administration of a program** | Your school received a/multiple complaint(s) about the policies of the school availability of transcripts/scheduling of needed classes/poor quality equipment/lack of needed clinical. What steps did you take to address these complaints and what changes have you made to ensure similar issues do not occur in the future? |
| 3 | **Complaints regarding deceptive or misleading advertising or misrepresentations** | Your school received a/multiple complaint(s) from students who state that promises were made in advertising or during the time they were enrolling that were not delivered or lived up to or that statements made were not true. What steps did you take to address these complaints and what changes have you made to ensure similar issues do not occur in the future? |
| 4 | **Complaints regarding quality of academic program** | Your school received a/multiple complaint(s) from students regarding the quality of the educational program or the qualifications of the faculty. What steps did you take to address these complaints and what changes have you made to ensure similar issues do not occur in the future? |