



JANET NAPOLITANO
GOVERNOR

STATE OF ARIZONA
DEPARTMENT OF VETERANS' SERVICES
OFFICE OF VETERANS' EDUCATION
(STATE APPROVING AGENCY)
3839 NORTH THIRD STREET, SUITE 108
PHOENIX, ARIZONA 85012-2068
(602) 255-5395 FAX (602) 248-1570

RICHARD G. MAXON
ACTING DIRECTOR

June 18, 2007

Dr. Jeanne Swarthout
President
Northland Pioneer College
P.O. Box 610
Holbrook, AZ 86205

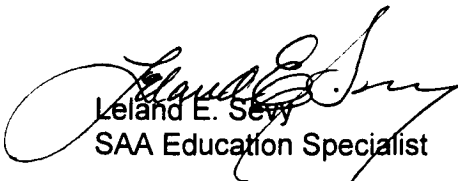
Dear Dr. Swarthout:

The Arizona Office of Veterans' Education, State Approving Agency (SAA) has completed its Supervision Visit on June 12, 2007. Your review of the attached Visit Report will provide information concerning the findings of this visit. Any discrepancies and copies of the requested corrective actions should be completed and submitted to the SAA within 14 days of the arrival of this letter.

A copy of this Visit Report is being sent to the Education Liaison Representative at the U.S. Department of Veterans Affairs in Phoenix.

Should you have any questions or need assistance regarding the above information, please contact this office at 602-677-6562 or email at lseyv@azdvs.gov.

Sincerely,



Leland E. Sevy
SAA Education Specialist

cc: Director, ADVS
Administrator, SAA
VARO
LO File
Dr. Erick Henderson, Vice-President for Instructional Services
Ms. Marva Fellows, Veteran's Coordinator
Ms. Vicki Owen, Veteran's Coordinator

Enclosure

**ARIZONA DEPARTMENT OF VETERANS' SERVICES
OFFICE OF VETERANS' EDUCATION
(STATE APPROVING AGENCY)**

IHL/NCD SUPERVISORY VISIT REPORT

TYPE OF VISIT:	<input checked="" type="checkbox"/> SUPERVISION	<input type="checkbox"/> INSPECTION	<input type="checkbox"/> INFORMATIONAL	<input type="checkbox"/> OTHER:
FAC:	1 4 9144 03	Public <input checked="" type="checkbox"/>	Private <input type="checkbox"/>	
ACCREDITED	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Agency	NCA
Name of Institution	NORTHLAND PIONEER COLLEGE		Date of Last Visit	Date of This Visit
Address (Street, City, ZIP Code)			Phone	
P.O. Box 610, Holbrook, AZ 86205			800-266-7845	
			July 25, 2006	
			June 12, 2007	

1. INSTITUTION'S PERSONNEL INTERVIEWED DURING VISIT:		
Name:	Title:	Phone:
Ms. Marva Fellows	Veteran's Coordinator	928-536-6241
Name:	Title:	Phone:
Ms. Vicki Owen	Academic Advisor & Veteran's Coordinator	928-536-6241
Name:	Title:	Phone:
Name:	Title:	Phone:

2. Key Institutional Personnel		
Institutional President:	Title:	Phone:
Dr. Jeanne Swarhout	President	
Dean or VP over Certifying Officials:	Title:	Phone:
Dr. Erick Henderson	Vice-President for Instructional Services	928-524-7420
Primary Certifying Official:	Title:	Phone:
Ms. Marva Fellows	Veteran's Coordinator	928-536-6241
Secondary Certifying Official:	Title:	Phone:
Ms. Vicki Owen	Veteran's Coordinator	928-536-6241

3. PRESENT STUDENT ENROLLMENT:								
Number of Veterans Currently Enrolled in Veterans' Approved Programs, by Chapter:								
	Chapter 30	Chapter 31	Chapter 32	Chapter 35	Chapter 1606	Chapter 1607	Total Veterans	Total Students
Degree Programs:	42	3		18	1		64	4800
Non - Degree Programs:								
85/15 ratio requirements met	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>					% of veterans 1.3%	

COMMENTS:

4. VA FORM 22-8794, DESIGNATION OF CERTIFYING OFFICIAL(S):		
A.	VA Form 22-8794 reflects the current VA Certifying Officials	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
B.	Current VA Form 22-8794 is dated:	

COMMENTS:

5. SAA / DVA CORRESPONDENCE FILES:

A.	SAA Approval letters / correspondence and files are available. Last SAA approval letter:		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
B.	The SAA has approved the current School Catalog. SAA approved catalog:		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
C.	The SAA has approved the current School Catalog supplement or addendum. SAA approved catalog supplement or addendum:	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
D.	The SAA has approved the current School Class Schedule SAA approved schedule:	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
E.	Programs and/or courses being offered to veterans are taught via "contract" with another company, institution, or individual that is NOT part of the institution. *If YES, name the contracted entity:		Yes* <input type="checkbox"/>	No <input type="checkbox"/>
F.	Is the SAA Approval Agreement current? (ADVS-SAA Form 010A)		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
G.	Is the OLAF (VA's On-Line Account File) available and current?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
H.	Is the VA Form 22-1919, Conflicting Interests current? (Non-profit Institutions only)	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
I.	Is the VA Form 10-0144A, Compliance with Equal Opportunity Laws Current?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

COMMENTS:

6. INTERNSHIPS / EXTERNSHIPS

A.	Are Internships / Externships Included In SAA Approved Programs?		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
B.	Is there a Memorandum of Understanding (M.O.U.) or Contract between entities?	N/A <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
C.	Review institutional policies in reference to Internships or Externships.	N/A <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
D.	Review of the progress of veteran(s) currently in an Internship or Externship.	N/A <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
E.	Reviewed a listing of Internships or Externships locations.	N/A <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

COMMENTS:

7. CENTRALIZED CERTIFICATION:

A.	Are Certifying Officials certifying veterans attending other branch campuses or sites?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
B.	Is Institution approved for Centralized Certification?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
C.	Are all campuses assigned a VA Facility Account Code (FAC)?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
D.	Is the SAA's Centralized Certification Agreement current?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
F.	Are all approved campuses and teaching sites listed and approved by the SAA?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
G.	Does the SAA have a current listing of veteran representatives for all locations?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

COMMENTS:

8. LICENSURE AND ACCREDITATION:

A.	Is the institution's State license(s) current?	N/A <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
B.	Does the SAA have a current copy the institution's State license(s)?	N/A <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
C.	Are all SAA approved programs listed on the State license(s)?	N/A <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
D.	Does the institution have a wavier for State licensure?	N/A <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
E.	Is the institution's accreditation document current?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
F.	Are institutional accreditation and licensure documents displayed?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

COMMENTS:

9. WORK STUDY:

A.	Is the institution an approved VA Work Study Site?		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
B.	Are VA Work Study students involved with VA certification?	N/A <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
C.	Are VA Work Studies used at other campuses and teaching sites?	N/A <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
D.	Are veterans aware of the VA Work Study program?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

COMMENTS:

10. CHANGES IN INSTITUTIONAL ADMINISTRATION:

A.	Name		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
B.	Ownership		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
C.	Administration – President, Deans, CEO, etc		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
D.	State License	N/A <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
E.	Accreditation	N/A <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
F.	Campuses or Teaching Sites		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
G.	Facilities		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
H.	Policies or Procedures		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
I.	Programs		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
J.	Tuition and fees		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
K.	Maximum Student Enrollment (Non-accredited Schools Only)	N/A <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
L.	Other:		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

COMMENTS: NPC has a new College President.

11. MARKETING/ADVERTISEMENTS:

A.	Do reviewed program marketing and advertisement materials contain questionable or misleading information?				Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
B.	Do marketing and advertisement refer to the institution's approval for veteran's benefits?				Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
C.	What form of media is used?	Website <input checked="" type="checkbox"/>	Newspaper <input type="checkbox"/>	TV <input type="checkbox"/>	Radio <input type="checkbox"/>	Printed <input checked="" type="checkbox"/>	Other <input type="checkbox"/>

COMMENTS:

12. DISTANCE LEARNING:

A.	Are any courses or programs offered through Distance Learning?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
B.	Does institution have policies and procedures for Distance Learning?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
C.	Do instructors receive training on Distance Learning instruction?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
D.	Do students receive guidance on Distance Learning instruction and procedures?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
E.	Is faculty and student interaction/communication satisfactory?	N/A <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
F.	Are any On-line programs or courses used by the institution?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
G.	Is Interactive Television (ITV) used by the institution?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
H.	Are Computer Based Training programs used by the institution?		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
I.	Are there other types of instruction offered by the institution? If yes, what type? Interactive Audio Classes		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

COMMENTS:

13. INSTRUCTORS:			
A.	Do the directors and administrators of the institution have adequate education and experience?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
B.	Do faculty / instructors have adequate credentials to teach in the area they are assigned?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
C.	Are faculty and instructor credentials published in institution's catalog?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
D.	Do students complete evaluations of faculty/instructors for each course?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
E.	Does the institution complete periodical evaluations of faculty/instructors?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
F.	Were instructor's credentials and evaluations made available and reviewed?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
G.	Does institution conduct faculty and staff development programs?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

COMMENTS:

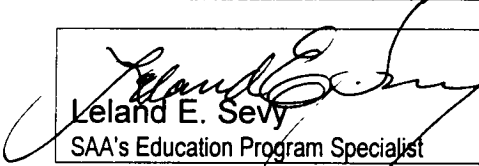
14. INSTITUTION FACILITIES:			
A.	Are classrooms, labs, library adequate?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
B.	Are instructional equipment and materials adequate?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
C.	Are student, faculty, and administrative areas adequate?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
D.	Are safety and security policies pursued?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
E.	Are disability provisions available?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

COMMENTS:

15. VETERAN STUDENT FILES:			
A.	Are VA Form 22-1990 or VA Form 22-1995 and DD 214 maintained in school's file?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
B.	Are veterans certified in an SAA approved program?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
C.	Are veterans certified by location and Facility Account Code (FAC)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
D.	Are copies of VA Form 22-1999 correct and in the school's file?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
E.	Are copies of VA Form 22-1999b correct, in the school's file, and completed in a timely manner (within 30 days)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
F.	Does the institution have a documented process for the evaluation and reporting of prior training and experience?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
G.	Was prior educational credit or experience awarded to veteran's programs?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
H.	Is a current Program of Study, Degree Completion Plan, or a school transcript made available?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
I.	Are students given an opportunity to choose VA counseling?	N/A <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

COMMENTS:

16. RESULTS/CONCLUSION:	
DISCREPANCIES: None	
CORRECTIVE ACTION REQUIRED: None	
COMMENTS/RECOMMENDATIONS: None	

 Leland E. Sevy SAA's Education Program Specialist	Date: June 12, 2007
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