



**Bureau for Private Postsecondary Education**  
 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833  
 P.O. Box 980818, West Sacramento, CA 95798-0818  
 P (916) 431-6959 F (916) 263-1897 www.bppe.ca.gov



**NOTICE TO COMPLY – CA-42058873-0416 (Ed. Code § 94935, 5 CCR § 75010)**

Institution Name:	Columbia International College	Institution Telephone:	818-659-5544
Institution Code:	42058873	Administrator Name:	Max Chen
Street Address:	5023 Parkway Calabasas, Calabasas, 91302	Date of Inspection:	04/13/2016

Nature and Facts of the Violation(s), Including a Reference to the Statute or Regulation Violated, and Manner in Which the Institution Must Correct the Violation to Achieve Compliance:

Education Code	Subsection, Description, and Required Correction
§94902 - General Enrollment Requirements.	<p>(b) An enrollment agreement is not enforceable unless all of the following requirements are met:                      (1) The student has received the institution’s catalog and School Performance Fact Sheet prior to signing the enrollment agreement.</p> <p><b>Sample student files did not contain verification that the student received the School Performance Fact Sheet prior to signing the enrollment agreement.</b></p> <p><i>The institution shall submit a policy/procedure regarding how the institution will ensure student received the School Performance Fact Sheet prior to signing the enrollment agreement.</i></p>
§94902 - General Enrollment Requirements.	<p>(b) An enrollment agreement is not enforceable unless all of the following requirements are met:                      (3) Prior to the execution of the enrollment agreement, the student and the institution have signed and dated the information required to be disclosed in the Student Performance Fact Sheet pursuant to subdivisions (a) to (d), inclusive, of Section 94910. Each of these items in the Student Performance Fact Sheet shall include a line for the student to initial and shall be initialed and dated by the student.</p> <p><b>Sample student files did not contain verification that the student received the School Performance Fact Sheet and disclosures pursuant to subdivisions (a) to (d), inclusive, of Section 94910.</b></p> <p><i>The institution shall submit a policy/procedure regarding how the institution will ensure student received the School Performance Fact Sheet disclosures.</i></p>
§94912 - Signature, Initials Required.	<p>Prior to the execution of an enrollment agreement, the information required to be disclosed pursuant to subdivisions (a) to (d), inclusive, of Section 94910 shall be signed and dated by the</p>

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Inspector’s Initial: *AS*

Administrator’s Initial: *MC*

	<p>institution and the student. Each of these items shall also be initialed and dated by the student.</p> <p><b>Sample student files did not contain copies of the School Performance Fact Sheet; therefore it was impossible to verify signatures and dates.</b></p> <p><i>The institution shall submit a policy/procedure regarding how the institution will ensure student received the School Performance Fact Sheet disclosures and how they will ensure proper signatures and dates.</i></p>
<p>§94920 - Mandatory Cancellation, Withdrawal, and Refund Policies.</p>	<p>An institution that does not participate in the federal student financial aid programs shall do all of the following:  (b) Institutions shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, whichever is later.</p> <p><b>The institution advised that two students had withdrawn from the institution within the last 2 years. One of the two student files did not contain documentation if a refund was necessary nor if one was made.</b></p> <p><i>The institution shall submit documentation for student with the initials S.D. (full name was provided to the institution) to verify if a refund was necessary.</i></p>
<p>§94920 - Mandatory Cancellation, Withdrawal, and Refund Policies.</p>	<p>An institution that does not participate in the federal student financial aid programs shall do all of the following:  (e) The institution shall pay or credit refunds within 45 days of a student's cancellation or withdrawal.</p> <p><b>The institution advised that two students had withdrawn from the institution within the last 2 years. The institution could not provide documentation as to when/if cancellation occurred and if a refund was necessary. The institution could not provide documentation that a refund was made within 45 days, if necessary.</b></p> <p><i>The institution shall submit documentation for both students (full names were provided to the institution) to verify if a refund was necessary and when it was made.</i></p>


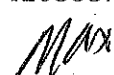
Code of Regulations	Subsection, Description, and Required Correction
<p>§71750 - Withdrawals and Refunds.</p>	<p>(a) Every institution shall make refunds that are no less than the refunds required under the Act and this Division.</p> <p><b>The institution advised that two students had withdrawn from the institution within the last 2 years. The institution could not provide documentation as to when/if cancellation occurred and if a refund was necessary.</b></p>

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	<p><b><i>The institution shall submit documentation for both students (full names were provided to the institution) to verify if a refund was necessary and the amount.</i></b></p>
<p>§71750 - Withdrawals and Refunds.</p>	<p>(e) An institution shall refund any credit balance on the student's account within 45 days after the date of the student's completion of, or withdrawal from, the educational program in which the student was enrolled. For purposes of this subdivision and section 94919(d) of the Code, "day" means calendar day.</p> <p><b>The institution advised that two students had withdrawn from the institution within the last 2 years. The institution could not provide documentation as to when/if cancellation occurred and if a refund was necessary. The institution could not provide documentation that a refund was made within 45 days, if necessary.</b></p> <p><b><i>The institution shall submit documentation for both students (full names were provided to the institution) to verify if a refund was necessary and when it was made.</i></b></p>
<p>§71720 - Faculty.</p>	<p>(a) An Educational Program Leading to a Degree.  (4) The faculty shall have sufficient expertise to support the institution's awarding of a degree identifying a specialty or major field of emphasis, demonstrated by, at a minimum:  (A) That the person possesses one of the following:  (9) The institution shall maintain records documenting that each faculty member is duly qualified and was qualified to perform the duties to which the faculty member was assigned, including providing instruction, evaluating learning outcomes, evaluating graduate dissertations, theses, and student projects, and participating on doctoral committees.</p> <p><b>Two faculty member files did not contain records documenting qualifications.</b></p> <p><b><i>The institution shall submit evidence of the faculty member's qualifications. (full names were provided to the institution)</i></b></p>
<p>§71740 - Library and Other Learning Resources.</p>	<p>(d) An institution that depends for library and other learning resources primarily on other institutions' collections and resources not in its possession shall do all of the following:  (2) Provide students and faculty with access to the regular services of a professional librarian or information specialist experienced in the electronic retrieval of information, who shall provide support for faculty in curriculum matters and actively serve as a resource guide for both graduate and undergraduate students.</p> <p><b>The institution does not provide access to the regular services of a professional librarian or information specialist experienced in the electronic retrieval of information.</b></p> <p><b><i>The institution shall provide verification that students and</i></b></p>

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Inspector's Initial:   
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	<p><b>faculty are provided access to the regular services of a professional librarian or information specialist experienced in the electronic retrieval of information.</b></p>
§71920 - Student Records.	<p>(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:  (1) Written records and transcripts of any formal education or training, testing, or experience that are relevant to the student's qualifications for admission to the institution or the institution's award of credit or acceptance of transfer credits including the following:</p> <p><b>2 of the 7 sampled student files did not contain evidence of the student's qualifications for admission to the institution.</b></p> <p><b><i>The institution shall submit a policy/procedure regarding how the institution will ensure student's qualifications for admission to the institution are maintained in the students file.</i></b></p>
§71920 - Student Records.	<p>(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:  (4) Records of the dates of enrollment and, if applicable, withdrawal from the institution, leaves of absence, and graduation;</p> <p><b>The institution did not have records of the dates of withdrawal for the 2 sample student files.</b></p> <p><b><i>The institution shall submit a policy/procedure regarding how the institution will ensure proper records of student's withdrawal dates.</i></b></p>
§71920 - Student Records.	<p>(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:  (9) A document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received;</p> <p><b>Sampled student files did not contain a document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received.</b></p> <p><b><i>The institution shall submit documentations for all sample student files showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received.</i></b></p>
§71920 - Student Records.	<p>(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:  (10) A document specifying the amount of a refund, including the amount refunded for tuition and the amount for other itemized charges, the method of calculating the refund, the date the refund was made, and the name and address of the person or entity to which the refund was sent;</p>

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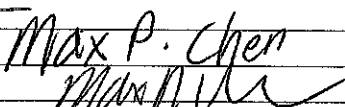
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Administrator's Initial: *MOX*

	<p><b>The institution does not maintain a document specifying the amount of a refund, including the amount refunded for tuition and the amount for other itemized charges, the method of calculating the refund, the date the refund was made, and the name and address of the person or entity to which the refund was sent.</b></p> <p><i>The institution shall produce a document and submit it to the bureau. In addition, the institution shall submit a procedure for implementation of this document.</i></p>
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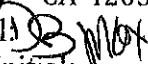
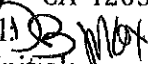
**Only minor violations are listed on this Notice to Comply.**

Additional material violations have been found?  Y  N (Circle one)

If yes, material violations will be forwarded to Enforcement for further review. A Bureau representative will contact the institution with additional guidance.

Inspector's Name	Diana Bronshteyn
Inspector's Signature	
Institution Administrator Name/Title:	Max P. Chen
Institution Administrator's Signature:	

Education Code can be located at: [http://www.bppe.ca.gov/lawsregs/ppe\\_act.shtml](http://www.bppe.ca.gov/lawsregs/ppe_act.shtml)  
Code of Regulations can be located at: <http://www.bppe.ca.gov/lawsregs/regs.shtml>

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RETURN THIS FORM WITHIN THE SPECIFIED TIME FRAME WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT

**IMPORTANT COMPLIANCE NOTICE**

California Education Code §94935 and California Code of Regulations §75010 provide that the Bureau for Private Postsecondary Education (Bureau) shall issue a Notice to Comply for minor violations detected during a compliance inspection by the Bureau.

By no later than 30 days from the date of the inspection, you must either: 1) Remedy the noncompliance item(s), sign the below declaration and submit this form to the Bureau, along with documentation describing how compliance was achieved; or 2) File with the Bureau a written notice of disagreement, specifying the minor violation(s) described in the Notice to Comply with which you disagree, and appealing it by requesting an informal office conference. If a written notice of disagreement is not timely filed with the Bureau, the right to appeal is deemed to have been waived.

Failure to timely remedy the noncompliance item(s) or file a written request for an informal office conference may result in the Bureau taking administrative enforcement action.

**DECLARATION**

Attached to this document is a list describing how compliance was achieved for each violation and supporting documentation. I declare under penalty of perjury that all violations identified in this Notice to Comply are corrected as described in the attachment.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name and Title

**THIS DECLARATION OR A NOTICE OF DISAGREEMENT MUST BE SUBMITTED TO THE BUREAU BY MAY 13, 2016**

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Inspector's Initial: *DS*

Administrator's Initial: *MDX*