



Bureau for Private Postsecondary Education **Notice of Advisory Committee Meeting and Agenda**

Wednesday, August 16, 2023, 9:30 a.m.

Department of Consumer Affairs
Hearing Room
1625 North Market Blvd.
Sacramento, CA 95834

NOTE: The Bureau for Private Postsecondary Education will hold a public meeting via WebEx platform and in-person at the address listed above.

INSTRUCTIONS FOR OBSERVATION VIA WEBCAST:

Webcast of the meeting will be available at 9:30 a.m. on August 16, 2023, and viewable at <https://thedcapage.blog/webcasts>.

FOR PARTICIPATION VIA WEBEX, PLEASE LOG ON TO THIS WEBSITE:

<https://dca-meetings.webex.com/dca-meetings/j.php?MTID=m3ebbc6319d31c7e2fd2d36ddfbbbe0b>

Event Number: 2492 716 5445 Event Password: BPPE08162023

The preferred audio connection is via phone bridge. The phone number and access code will be provided as part of your connection to the meeting. General instructions for using WebEx can be found at the end of the agenda.

Important Notices to the Public: The Advisory Committee Meeting is open to the public. Members of the public may, but are not obligated to, provide their names or personal information as a condition of observing or participating in the meeting. When signing into the WebEx platform, participants may be asked for their name and email address. Participants who choose not to provide their names will need to provide a unique identifier such as their initials or another alternative, so that the meeting moderator can identify individuals who wish to make public comment; participants who choose not to provide their email address may utilize a fictitious email address like in the following sample format: XXXXX@mailinator.com.

The Advisory Committee Meeting is accessible to the physically disabled. A person who needs a disability-related accommodation or modification in order to participate in the meeting may make a request by contacting Richie Barnard at (279) 666-5875, by emailing richie.barnard@dca.ca.gov or sending a written request to the Bureau for Private Postsecondary Education, P.O. Box 980818, West Sacramento, CA 95798-0818. Providing your request at least five business days before the meeting will help ensure availability of the requested accommodation.

Discussion and action may be taken on any item on the agenda. The time and order of agenda items are subject to change at the discretion of the Chair. In the event a quorum of the committee is unable to attend the meeting, or the committee is unable to maintain a quorum once the meeting is called to order, the members present may, at the chair's discretion, continue to discuss items from the agenda and make recommendations to the full committee at a future meeting.

Government Code section 11125.7 provides the opportunity for the public to address each agenda item during discussion or consideration by the committee or prior to the committee taking any action on said item. Members of the public will be provided appropriate opportunities to comment on any issues before the Advisory Committee, but the chair may, at the chair's discretion, apportion available time among those who wish to speak. If public comment is not specifically requested, members of the public should feel free to request an opportunity to comment. Individuals may present to the Advisory Committee on items not on the agenda, however, the committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)). The Advisory Committee plans to webcast this meeting at <https://thedcapage.blog/webcasts>. Webcast availability cannot, however, be guaranteed due to limited resources or technical difficulties. The meeting will not be cancelled if webcast is not available. Using the WebEx link will allow for participation and observation with closed captioning.

Agenda

The public may provide appropriate comment on any issue before the Advisory Committee at the time the item is discussed. If public comment is not specifically requested, members of the public should feel free to request an opportunity to comment.

1. Welcome, Introductions, and Establishment of a Quorum
2. Public Comment on Items not on the Agenda (Note: The Advisory Committee may not discuss or take action on any matter raised during this public comment section, except to decide whether to place the matter on the agenda of a future meeting (Government Code Sections 11125 and 11125.7(a))
3. Review and Approval of May 24, 2023, Advisory Committee Meeting Minutes
4. Remarks by a Representative of the Department of Consumer Affairs, which may include updates pertaining to the Bureau's Operations, Human Resources, Department's Administrative Services, Enforcement, Information Technology, Communications and Outreach, as well as Regulatory and Policy Matters
5. Bureau Operations Update and Discussion related to the following:
 - a. IT System Project
 - b. Licensing Report
 - c. Quality of Education Report
 - d. Annual Report Update
 - e. Compliance and Discipline Report
 - f. Complaint and Investigation Report
 - g. Office of Student Assistance and Relief (OSAR) Report
 - h. Student Tuition Recovery Fund (STRF) Report

6. Status Updates and Discussion on Regulatory Proposals
 - a. Changes to Application Signature Requirements Proposal (various regulatory sections)
 - b. Input on Future Regulatory Priorities
7. Future Agenda Items
8. Adjournment

1. Welcome, Introductions, and Establishment of a Quorum

Members:

- Joseph Holt, Chair
- Leigh Ferrin, Vice-Chair
- Margaret Reiter
- Robert Boykin
- Kansen Chu
- Melanie Delgado
- Tess Dubois-Carey
- Tracy Tambascia
- Senator Richard Roth
- Assemblymember Mike Fong



2. Public Comment on Items not on the Agenda

(Note: The Advisory Committee may not discuss or take action on any matter raised during this public comment section, except to decide whether to place the matter on the agenda of a future meeting (Government Code Sections 11125 and 11125.7(a))



3. Review and Approval of
May 24, 2023, Advisory
Committee Meeting Minutes





Advisory Committee Meeting Minutes Wednesday, May 24, 2023

WebEx Meeting

Advisory Committee Members in Attendance

1. Kansen Chu
2. Tess Dubois-Carey
3. Leigh Ferrin
4. Joseph Holt
5. Robert Boykin
6. Kevin Powers
7. Margaret Reiter

Committee Members Absent

Melanie Delgado
Senator Richard Roth

Bureau for Private Postsecondary Education (Bureau) and Department of Consumer Affairs (DCA) Staff in Attendance

Deborah Cochrane, Bureau Chief
Linh Nguyen, DCA Legal Counsel
Daniel Rangel, Bureau Enforcement Chief
Elizabeth Elias, Bureau Enforcement Chief
Ebony Santee, Bureau Education Administrator
Scott Valverde, Office of Student Assistance and Relief Chief
Yvette Johnson, Bureau Administration Chief
David Dumble, Bureau Legislative/Regulation Specialist
Judie Bucciarelli, DCA Executive Office
Jeff Alameida, DCA Information System Specialist
Jason Piccione, DCA Chief Information Officer

Agenda #1 - Welcome, Introductions, and Establishment of a Quorum

Committee Chair, Joseph Hot called the meeting to order.

Agenda #2 - Public Comment on Items not on the Agenda

No Public Comment.

Agenda #3 - Review and Approval of February 16, 2023, Advisory Committee Meeting Minutes

Kansen Chu moved to approve the February 16, 2023, meeting minutes; Tess Dubois-Carey seconded the motion.

Public Comment

No Public Comment.

Vote

(Joseph Holt: Aye; Leigh Ferrin: Aye; Robert Boykin: Aye; Kansen Chu: Aye; Tess Dubois-Carey: Aye; Margaret Reiter: Aye) The motion passed.

Agenda #4 - Remarks by Representative of the Department of Consumer Affairs

Judie Bucciarelli, DCA Executive Office, provided an update on the Department of Consumer Affairs (Department).

Ms. Bucciarelli reported on legislation passed last year amending provisions of the Bagley Keene Open Meeting Act. She stated that the legislation extended the ability for state bodies to conduct public meetings virtually through July 1, 2023. She noted absent the passing of new legislation that DCA's boards and bureaus will not be allowed to conduct meetings virtually following July 1. She added that recently introduced Senate Bill (SB) 544 removes certain teleconference requirements from the Open Meeting Act, but DCA boards and bureaus should be prepared to conduct in-person meetings in the interim.

Ms. Bucciarelli stated that the DCA's 2021-2022 Annual Report is available on the DCA website. She explained that the report includes a new design and additional reporting metrics such as military licensing data.

Public Comment

One member of the public provided a comment.

Agenda #5 – Bureau Operations Update and Discussion

Update on the Bureau's IT System Project

Jason Piccione, DCA Chief Information Officer, provided an update on the Bureau's IT system project. He noted the update will primarily focus on the processing of Student Tuition Recovery Fund (STRF) claims. He introduced Jeff Alameida, DCA Information System Specialist, to provide an in-depth report on the new processes.

Mr. Alameida reported that recent efforts have been devoted to developing and deploying the STRF claims online application portal and review processes. He stated that the online STRF claim portal is now live. He added that post-release refinements and enhancements are continually being added, and all high priority issues have been resolved.

Ms. Reiter asked about the status of the school search function based on comments made at the last Advisory Committee meeting. Mr. Alameida responded that the comments were recorded and will be addressed. He noted that the new school search function will not be deployed until all data from the legacy software has been converted into the new software.

Mr. Alameida outlined the STRF claims slide presentation in Attachment 5(a).

Ms. Reiter commented that it could be helpful to students to include more information on what STRF is on the STRF webpage. She added it might also be beneficial to allow students to register after going through the online claim process without having to register to begin the process. She referred to the slide picturing the user dashboard and suggested making the "new application" button more apparent. She also stated it would be useful if Bureau staff are alerted when a student provides additional information following the initial submission of an application.

Ms. Ferrin commented that it would be helpful if students receive confirmation emails throughout the entire process. She noted that it would also be helpful if more clarity is provided regarding the date the application is submitted to ensure there isn't any confusion between the date of registration or when the application was started and the date when it is completed. She added at a future meeting she would like to hear feedback from the Bureau on the back-office processes.

Ms. Reiter asked how easy it is to make changes to the process now that it is live. Mr. Piccione responded that the time and effort to make a change would depend on the complexity of the change needed. He explained that a simple change in text would be an easy and would be a

quick fix, but a change to the workflow would be more complex and take more time to implement.

Public Comment

One member of the public provided a comment.

Licensing Report

Ebony Santee, Bureau Education Administrator, reported on the Licensing Unit. She outlined Attachment 5(b).

Ms. Dubois-Carey suggested distinguishing between complete and incomplete applications in the data on processing times.

Mr. Holt commented on the previous suggestion of analyzing the time an application is with an institution and the time an application is under review by the Bureau. He suggested looking at the totality of that data to determine where efficiencies could be improved.

Public Comment

No public comment.

Quality of Education Report

Ms. Santee reported on the Quality of Education Unit. She outlined Attachment 5(c).

Public Comment

No public comment.

Annual Report (AR) Report

Elizabeth Elias, Bureau Enforcement Chief, reported on the Annual Report (AR) Unit. She outlined Attachment 5(d).

Ms. Reiter asked what actions have been taken against institutions that have not submitted an Annual Report. Ms. Elias referred to the upcoming Discipline Report and noted an increase in the number of citations issued in the last quarter.

Ms. Ferrin asked why the number of institutions that did not initiate submitting an Annual Report has dropped. Ms. Elias responded that it is partly attributed to outreach efforts but primarily attributed to disciplinary actions the Bureau has taken against institutions that have not submitted the report.

Ms. Reiter suggested including in the report the number of institutions that complete and do not complete the report by the due date.

Public Comment

One member of the public provided a comment.

Compliance and Discipline Report

Ms. Elias reported on the Compliance and Discipline Unit. She outlined Attachment 5(e).

Ms. Reiter suggested including in the report a definition of “accusations” and “statement of issues.”

Ms. Reiter asked what remedies the Bureau is seeking with citations being issued for failure to submit an Annual Report. Ms. Elias responded that failure to submit an Annual Report is considered a Class A violation which can result in a fine of up to \$5,000 for each year an institution fails to submit the report.

Public Comment

No public comment.

Complaint and Investigation Report

Daniel Rangel, Bureau Enforcement Chief over complaints and investigations, reported on the Complaint and Investigation Unit. He outlined Attachment 5(f).

Ms. Reiter asked what efforts are being made to better categorize the type of complaints received. Mr. Rangel responded that there has been active discussion on how to categorize complaints, and all input is being considered. Ms. Reiter suggested more discussion on this topic at the next meeting.

Ms. Reiter questioned if there are any plans to modify the online complaint system to allow complainants to add additional information to a previously submitted complaint without needing to open a new complaint. Mr. Rangel responded that he was not aware of any plans to do that, but he would look into it.

Public Comment

No public comment.

Office of Student Assistance and Relief (OSAR) Report

Scott Valverde, OSAR Chief, reported on the OSAR Unit. He outlined Attachment 5(g).

Ms. Ferrin commented that it could be helpful to share data on the efficacy of different outreach methods. She provided an example of data on how many STRF claims are filed following an email campaign. Mr. Valverde stated that staff has considered how to determine the impact of outreach efforts. He noted that a survey is being piloted internally to help determine the impact.

Ms. Reiter suggested adding something on the Bureau website to let students know that OSAR can assist with filing a complaint.

Public Comment

No public comment.

Student Tuition Recovery Fund (STRF) Report

Yvette Johnson, Bureau Administration Chief, provided a report on STRF. She covered Attachment 5(h).

Ms. Ferrin noted the number of pending claims and asked whether the online portal would help increase efficiencies. Ms. Johnson confirmed that efficient processing is one of the goals of the new system. Ms. Reiter further noted the number of pending claims, and Ms. Johnson pointed out that the queue is large but has been steadily decreasing.

Mr. Holt commented on the need for further discussion regarding Silicon Valley University and the large claims being paid out to international students, which seems a distortion of the intent of the program. Ms. Cochrane noted that the Bureau has previously provided the committee with information about the closure, and that staff have worked to implement the law while also balancing other operational changes in the program.

Public Comment

No public comment.

Agenda Item #6 - Status Updates and Discussion on Regulatory Proposals

David Dumble, Bureau Legislative/Regulation Specialist, provided a status update on Bureau regulatory matters. He covered Attachment 6(a), 6(b), and 6(c)

Identifying Date of Closure (Title 5 California Code of Regulation (5 CCR) sections 76240 and 76245, California Education Code (CEC) section 94926.5, Senate Bill (SB) 1433 (2022))

Ms. Reiter suggested adding “120 days prior” to provide clarity in 76240(a)(4).

Ms. Reiter suggested adding a requirement in 76240(a)(6) that the institution provides the Bureau with a copy of the proposed notice the institution will send to students.

Ms. Reiter commented that 76240(b)(3) and 76240(b)(3)(e) should include the scenario where a student initially chooses to participate in an arranged teach-out but then decides later to not participate.

Ms. Reiter noted that the first sentence under 76245 should clarify the intent to call out when an institution does not provide the Bureau with the date of closure.

Ms. Ferrin suggested adding in 76240(a)(3) a requirement to update contact information if it changes.

Ms. Ferrin suggested adding a requirement for the institution to include the date of last instruction in closure notices sent to students.

Regulatory Changes to Address Conflicts Related to Approval of Public Institutions (5 CCR section 75020, CEC section 94949.8, SB 1433 (2022))

Ms. Reiter commented that it could be helpful to clarify the Bureau’s authority in 75020(a).

Ms. Reiter suggested adding language in 75020(d) to cover those who do not have an address of record on file with the Bureau.

Proposed Changes to Application Signature Requirements (various regulatory sections)

Ms. Reiter suggested adding a box to check on applications that clarify a digital signature is as legally effective as any other signature.

Ms. Reiter referenced the importance of having signatories sign under penalty of perjury to hold a corporation and those behind a corporation accountable. She stressed the importance of upholding the statutes primary intent of protecting the public.

Public Comment

Two members of the public provided a comment.

Agenda #7 – Update on Verifying the Exempt Status of Private Postsecondary Educational Institutions

Ms. Cochrane and Ms. Santee outlined the memo in the meeting packet titled Verifying the Exempt Status of Private Postsecondary Educational Institutions.

Ms. Reiter stated that “bona fide” legally means good faith. She added that illegitimate institutions could be treated as unlicensed institutions. She noted that it would be helpful if there was more language to address the issue.

Ms. Reiter commented that statutory changes may be needed to address institutions that offer stackable programs. Mr. Holt agreed that statutory changes may be needed to address the issue of nefarious owners potentially gaming the system by deceptively stacking programs at additional costs.

Ms. Ferrin suggested including in the application a request for information that Bureau has frequently found problematic in the past. She added that could save staff time by allowing them to verify information provided as opposed to needing to investigate it.

Mr. Holt suggested including a question to determine if the owner(s) own any Bureau approved institutions.

Ms. Ferrin suggested reviewing complaints received on exempt institutions and utilizing that data in the review of verification for exemption applications. Mr. Holt added that the process for reviewing a verification of exempt status application could follow similar steps that staff follow when receiving a complaint for unlicensed activity.

Ms. Reiter suggested utilizing different standards of review based on how long an organization has been in existence.

Ms. Reiter commented that statutory change may be needed to address instances when an entity makes false and misleading statements in a verification for exempt status application.

Ms. Ferrin commented that it could be helpful to have statutory language outlining what organizations can use the words school, college, or university in its business name.

Ms. Reiter stated it could be helpful to add information on the Bureau website summarizing the different types of institutions the Bureau regulates and the types it does not. She added that a link to Bureau approved institutions could be included in the summary.

Public Comment

Two members of the public provided a comment.

Agenda #8 – Future Agenda Items

Ms. Reiter requested a timeline for when additional categories for complaints or disciplinary actions will be added to the new IT software.

Ms. Reiter requested Bureau staff feedback on the functionality of the STRF claim portal.

Ms. Reiter requested a onetime summary comparison of the number of complaints received prior to the pandemic and current complaints received.

Ms. Reiter suggested a postmortem on what lessons were learned from Silicon Valley to avoid a similar situation in the future.

Public Comment

No public comment.

Agenda #9 – Adjournment

The meeting adjourned at 2:20 pm.

4. Remarks By A Representative Of The Department Of Consumer Affairs

(Note: May include updates pertaining to the Bureau's Operations, Human Resources, Department's Administrative Services, Fees, Enforcement, Information Technology, Communications and Outreach, as well as Regulatory and Policy Matters)



5. Bureau Operations Update and Discussion related to the following:

- a. IT System Project
- b. Licensing Report
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- h. Student Tuition Recovery Fund (STRF) Report



IT System Project



Licensing Statistics

Q4, FY 2022-23

Bureau for Private Postsecondary Education
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FY 2022/23 Q4 LICENSE APPLICATIONS - SUMMARY

License	Received FY 22/23	Pending Assignment (Queue)	Under Review	Total Pending	Approved	Withdrawn or Abandoned	Denied	Total Closed	Average Days to Approve ^a
New Full Approval	32	16	37	53	39	5	3	47	522
New Acc Approval	47	0	19	19	23	4	3	30	91
Renewal Full	66	0	113	113	58	6	12	76	361
Renewal Accredited	104	0	*51	51	80	5	3	88	164
Changes Full	138	0	56	56	86	41	10	137	119
Changes Accredited	169	0	24	24	160	10	1	171	62
Verification of Exemption	298	0	49	49	187	3	101	291	35
Out of State Registration	51	0	9	9	37	3	5	45	21
Totals	905	16	358	374	670	77	138	885	

^a Average Days to Approve is calculated from time assigned to analyst.

* 34 applications pending new term of accreditation.

FY 2022/23 Q4 LICENSE APPLICATIONS – SUMMARY (continued)

Oldest Pending Full Applications (as of 7/3/2023)		
Oldest Full Apps in Queue:	7/18/2022	App Incomplete- financial statement
Oldest Full Apps Under Review:	10/21/2020	Ed. Spec received response on July 6, 2023
Oldest Renewal Full Apps Under Review:	1/16/2020	Def letter sent 30 days to respond. Financials.
Median Date of Full Apps in Queue:	3/27/2023	

FY 2022/23 Q4 Statewide Population by Location Type & Approval Type

Location Type for Approval to Operate	Main	Branch	Satellite	Total
	966	359	511	1836

Approval Types Population	ABMA (Accredited)	Full (Non-Accredited)	Conditional ^a	Provisional ^b	Out of State Registration
	420	513	0	34	92

^aConditional Approvals are issued for a period up to six months when minor deficiencies exist but the institution is substantially in compliance with the requirements of the laws and regulations (California Code of Regulations section 71400(d)(1)).

^bProvisional Approvals are issued to unaccredited institutions seeking approval to offer one or more-degree programs and must satisfy the requirements under California Education Code section 94885.5.

Licensing Workshops

- The Bureau offers online, interactive Licensing Workshops for Institutions to help them understand how to complete a first-time applications.
- Institutions may register on the Bureau's website:
https://www.bppe.ca.gov/schools/application_workshops.shtml
- Upcoming Workshops
 - July 18, 2023
 - August 22, 2023
 - September 19, 2023

Q4 Workshop Date	Location	Registrants
April 18, 2023	WebEx - Virtual	19
May 23, 2023	WebEx - Virtual	26
June 20, 2023	WebEx - Virtual	20

Submit questions and/or comments to:

Ebony Santee

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(279)-895-6081

Ebony.Santee@dca.ca.gov

QEU Statistics on Accreditation Tracking

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Status of 1247 Institutions: CEC 94885.1 Schools

(Approved to Offer Degree Programs Prior to January 1, 2015)

Outcome	Institution Count
Accredited	46
Closed or Approval Expired	49
Exempt	19
On Approved Extension	2
Surrendered Degrees	22
Suspended Degrees	4
Total	142

Status of 1247 Institutions: CEC 94885.5 Schools (Provisionally Approved for Degree Programs Since January 1, 2015)

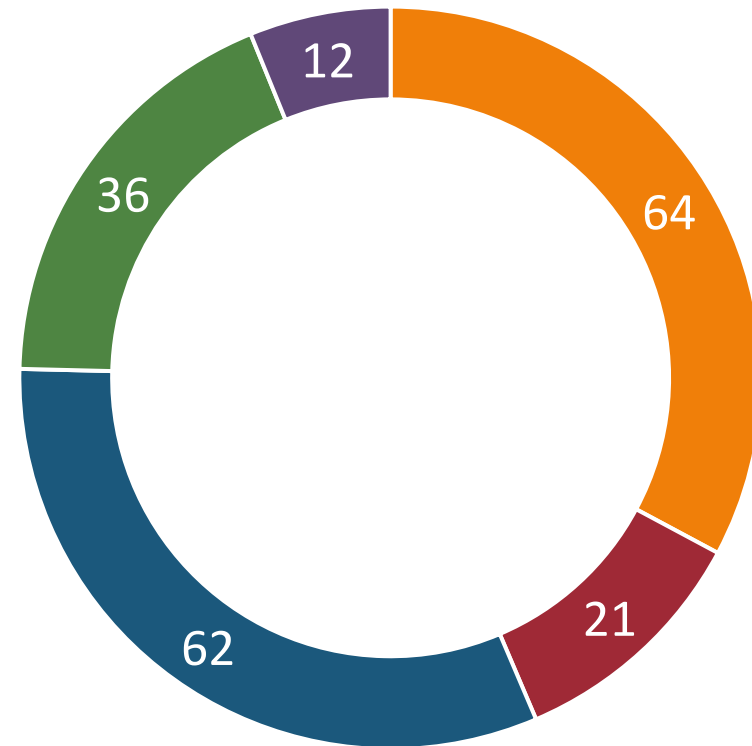
Outcome	Institution Count
Accredited	18
Closed or Approval Expired	13
Exempt	2
Surrendered Degrees	14
Suspended Degrees	8
Pursing Accreditation	34
Total	89

Outcomes of SB 1247 Institutions

Includes CEC 94885.1 and CEC 94885.5 institutions that have concluded their efforts to obtain accreditation; excludes institutions still pursuing accreditation.

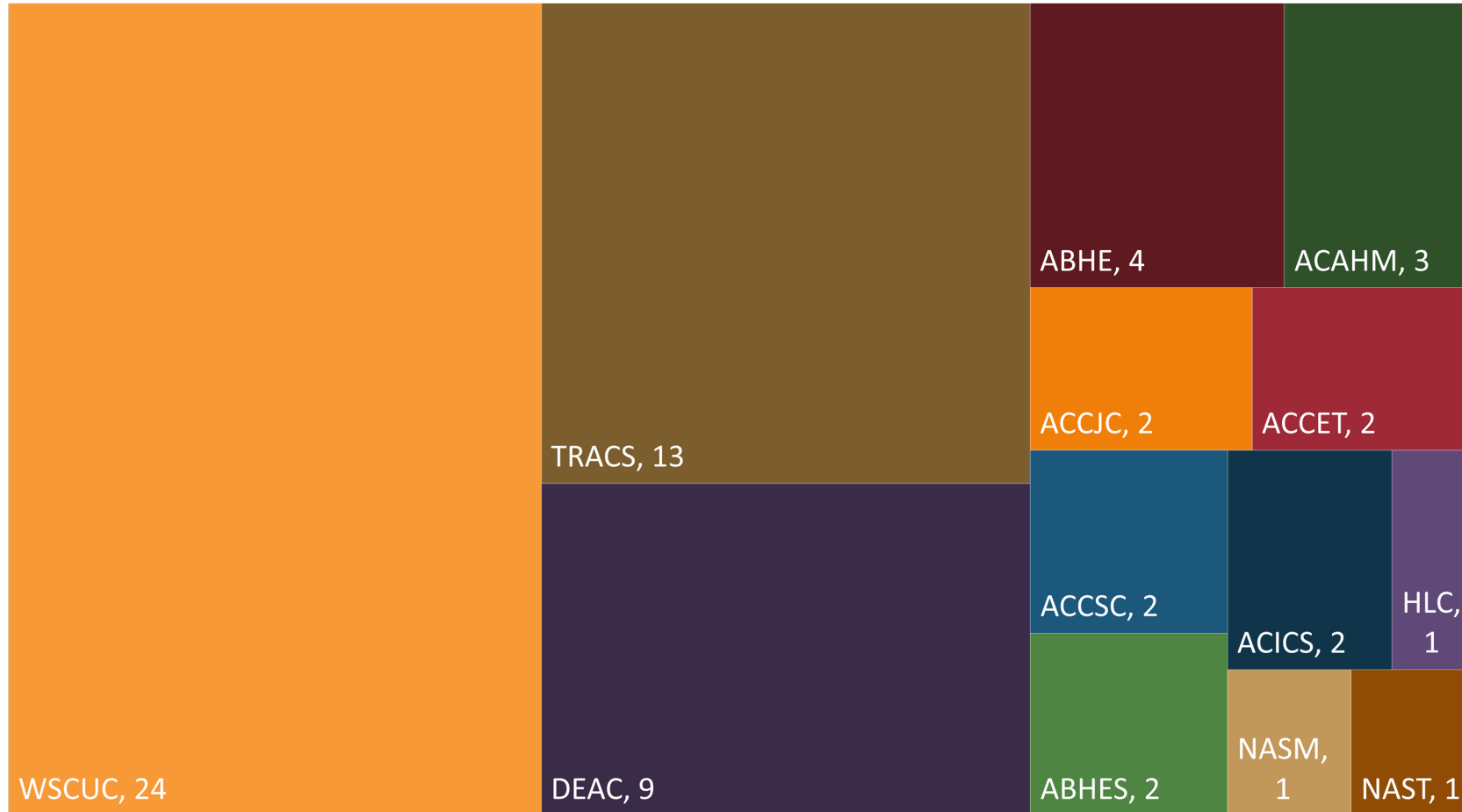
Total Institution Count: 195

- Obtained Accreditation
- Became Exempt
- Institution Closed
- Degree Programs Surrendered
- Degree Programs Suspended



Accreditors of Successful SB 1247 Institutions

Includes CEC 94885.1 and CEC 94885.5 institutions that obtained accreditation



- ABHE: Association for Biblical Higher Education
- ABHES: Accrediting Bureau of Health Education Schools
- ACAHM: Accrediting Commission for Acupuncture & Herbal Medicine
- ACCJC: Accrediting Commission for Community and Junior Colleges
- ACCET: Accrediting Council for Continuing Education & Training
- ACCSC: Accrediting Commission of Career Schools and Colleges
- ACICS: Accrediting Council for Independent Colleges and Schools
- HLC: Higher Learning Commission
- DEAC: Distance Education Accrediting Commission
- NASM: National Association of Schools of Music
- NAST: National Association of Schools of Theater
- TRACS: Transnational Association of Christian Colleges and Schools
- WSCUC: WASC Senior College and University Commission

Submit questions and/or comments to:

Ebony Santee

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(279)-895-6081

Ebony.Santee@dca.ca.gov

Annual Report Update

Bureau for Private Postsecondary Education
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2022 Annual Report Notice

- Due – December 1, 2023
- Portal Opens – August 1, 2023
- Report Submission Must Include
 - PORTAL
 - Annual Report
 - School Performance Fact Sheets
 - 2022 Catalog
 - Enrollment Agreements
 - Graduate Identification Data
 - MAIL – HARD COPY
 - Financial Statements

School Performance Fact Sheet Workshops

- The Bureau offers School Performance Fact Sheet (SPFS) Workshops for Institutions to help them understand the Bureau's laws and regulations.
- Workshops are conducted in an online and interactive format.
- Institutions are encouraged to register online at the Bureau's website:
https://bppe.ca.gov/schools/school_perf_workshops.shtml
- Upcoming Workshops:
 - August 25, 2023
 - September 29, 2023

School Performance Fact Sheet Workshops FY 2022-2023

Date	Location	Attendees
July 14, 2022	WebEx - Virtual	9
August 11, 2022	WebEx - Virtual	32
September 15, 2022	WebEx - Virtual	8
October 20, 2022	WebEx - Virtual	5
November 17, 2022	WebEx - Virtual	10
February 23, 2023	WebEx - Virtual	11
March 23, 2023	WebEx - Virtual	12
May 19, 2023	WebEx - Virtual	12

Submit questions and/or comments to:

Elizabeth Elias

Enforcement Chief

Compliance and Discipline Section

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(279) 212 - 1986

elizabeth.elias@dca.ca.gov

Compliance Statistics

Q4, FY 2022-23

Bureau for Private Postsecondary Education
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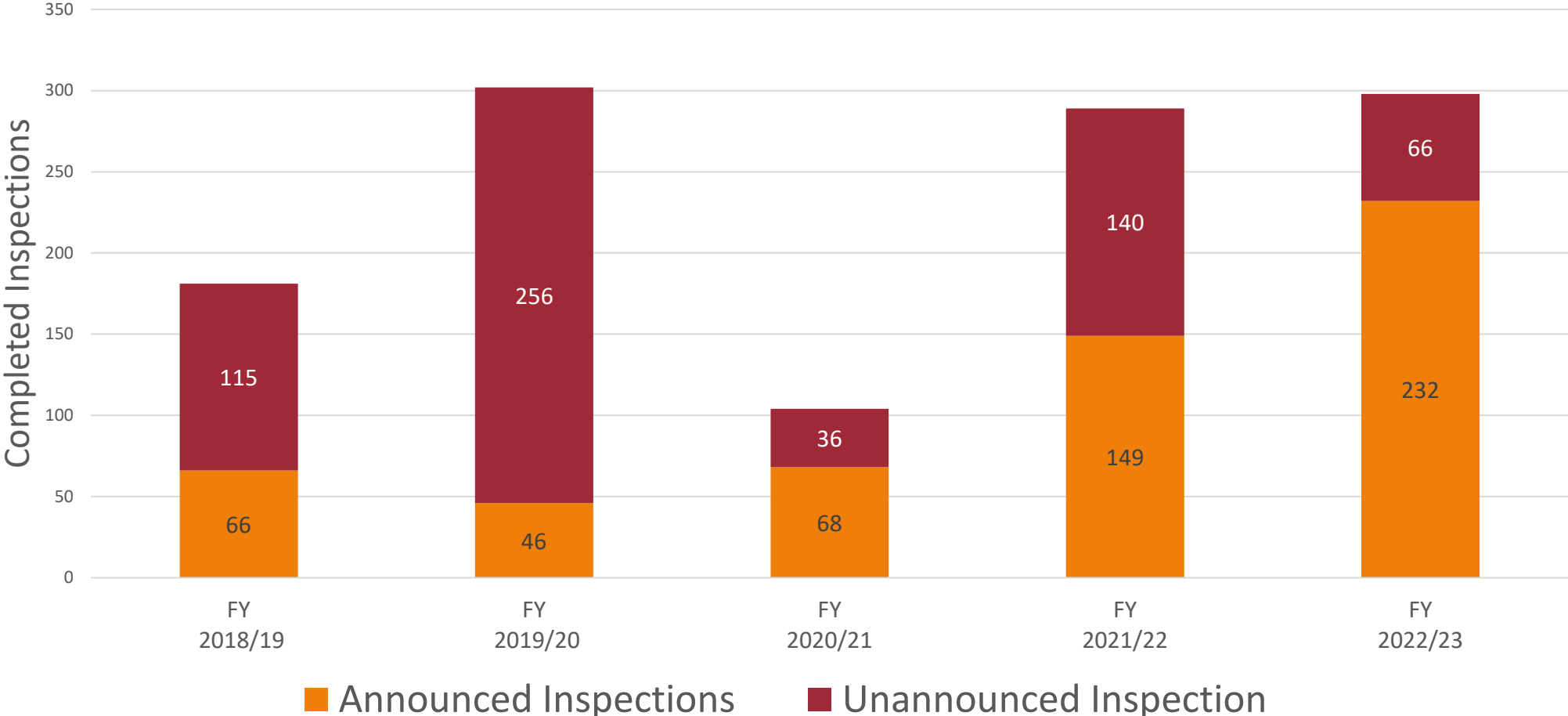
Inspections

INSPECTIONS	FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Total Completed Inspections	181	302	104	289	72	71	74	81	298
Announced Inspections	66	46	68	149	56	56	48	72	232
Unannounced Inspection	115	256	36	140	16	15	26	9	66
Inspections Cancelled	2	11	29	7	17	2	0	1	20

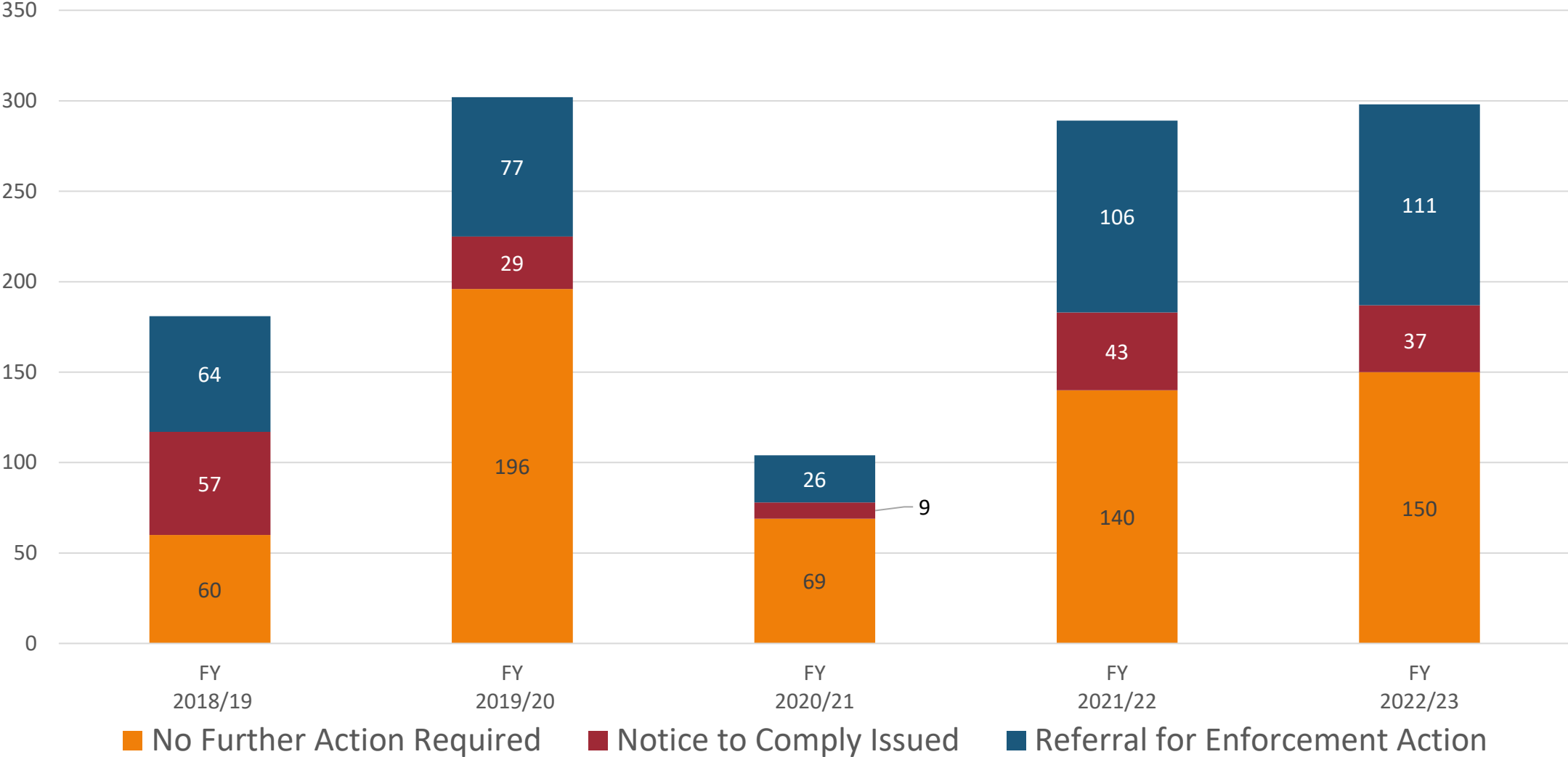
¹Reason for a Cancelled Inspection

- An institution closed during the inspection process.
- An institution surrender an approval to operate.
- An institution refused to allow an inspection resulting in further enforcement action.
- An institution was not at the physical location as recorded in the Bureau's database.
- An institution's renewal to operate was denied.

Inspections by Type



Inspection Results



Compliance Workshops

Compliance Workshops FY 2022-2023

- The Bureau offers Compliance Workshops for Institutions to help them understand the Bureau's laws and regulations.
- Workshops are held monthly and are conducted in an online and interactive format.
- Institutions are encouraged to register online at the Bureau's website:
https://bppe.ca.gov/enforcement/compliance_workshops.shtml
- Upcoming Workshops
 - Thursday, August 17, 2023
 - Thursday, September 14, 2023
 - Thursday, October 18, 2023

Date	Location	Attendees
July 6, 2022	WebEx - Virtual	9
July 21, 2022	WebEx - Virtual	15
August 3, 2022	WebEx - Virtual	25
August 18, 2022	WebEx - Virtual	25
August 30, 2022	WebEx - Virtual	9
September 21, 2022	WebEx - Virtual	10
September 28, 2022	WebEx - Virtual	19
October 25, 2022	WebEx - Virtual	19
November 15, 2022	WebEx - Virtual	20
December 14, 2022	WebEx - Virtual	47
January 18, 2023	WebEx - Virtual	38
February 15, 2023	WebEx - Virtual	18
March 15, 2023	WebEx - Virtual	18
April 19, 2023	WebEx - Virtual	14
May 17, 2023	WebEx - Virtual	4
June 15, 2023	WebEx - Virtual	18

Discipline Statistics Q4, FY 2022-23

Bureau for Private Postsecondary Education

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Enforcement Actions Resulting from an Accusation

Actions Taken	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 2022 -2023				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Default: Revocation	1	1	7	7	2	0	1	2	5
PC 23	2	0	0	0	0	1	1	0	2
Proposed Decision (Hearing Outcome): Order to Comply	0	0	0	0	0	0	0	1	1
Proposed Decision (Hearing Outcome): Probation Granted	1	0	0	0	0	0	0	0	0
Proposed Decision (Hearing Outcome): Revocation	0	1	1	0	1	1	1	0	3
Rejected by DAG	3	0	1	1	1	0	0	0	1
Stipulated Settlement: Probation	1	6	1	0	0	0	1	0	1
Stipulated Settlement: Surrender	4	3	4	2	0	0	0	0	0
Stipulated Settlement: Revocation	0	0	0	0	0	0	0	1	1
Stipulated Settlement: Public Reprimand	0	1	1	0	0	0	0	0	0
Withdrawn By Bureau: Citation Issued	1	1	0	0	0	0	0	0	0
Withdrawn by Bureau: Violations Resolved	0	0	0	1	0	0	0	0	0
Withdrawn by Bureau: Renewal Granted	1	0	0	0	0	0	0	0	0
Total Actions Taken:	14	13	15	11	4	2	4	4	14

Enforcement Actions Resulting from a Statement of Issues

Actions	FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
In-House Default: Denial Upheld	3	1	0	0	0	0	0	0	0
Proposed Decision (Hearing Outcome): Denial Upheld	3	3	0	2	0	1	1	1	3
Proposed Decision (Hearing Outcome): Conditional Approval	1	0	0	0	0	0	0	0	0
Stipulated Settlement: Denial Upheld (School Closure)	0	0	0	0	0	0	0	0	0
Stipulated Settlement: Conditional Approval Granted	0	0	0	0	0	0	0	0	0
Withdrawn: Approval Granted (Mitigation Satisfied Deficiencies)	9	13	3	1	0	1	3	0	4
Withdrawn: Denial Upheld (Appeal Withdrawn by Institution)	5	5	6	2	0	0	1	0	1
Withdrawn: Exempt Institution	1	1	2	0	0	0	0	0	0
Total Actions Taken:	22	23	11	5	0	2	5	1	8

Additional Enforcement Actions

	FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Emergency Decisions	3	2	1	0	1	1	0	0	2
Automatic Suspensions	5	4	10	4	0	1	0	0	1

Open Cases at the Attorney General's Office Pending Disciplinary Action

As of 6/30/2023	Total Cases Transmitted (Number of Cases the Bureau has initiated Disciplinary Action)	Total Cases Filed (Cases Pending Adjudication and Public)
Accusations	5	3
Statement of Issues	4	2
Totals:	9	5

Citations Issued

	FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Citations¹ Issued	243	333	280	146	24	5	62	59	150
Institutions Cited	241	325	273	144	24	5	59	59	147

¹Common Violations Cited

- Unlicensed Activity – An institution without Bureau approval to operate.
- Failure to submit annual fees.
- Failure to submit student tuition recovery fund assessments.
- Failure to submit the annual report.
- Failure to submit school performance fact sheets.

Disciplinary Actions by Month



BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY • GAVIN NEWSOM, GOVERNOR
DEPARTMENT OF CONSUMER AFFAIRS • BUREAU FOR PRIVATE POSTSECONDARY EDUCATION
1747 N. Market Blvd., Suite 225, Sacramento, CA 95834
P (916) 574-8900 | Toll-Free (888) 370-7589 | www.bppe.ca.gov



BUREAU FOR PRIVATE POSTSECONDARY EDUCATION DISCIPLINARY ACTIONS – JULY 2022

This notice displays Institutions who have had disciplinary actions filed and taken by the Bureau during July 2022. To view documents related to a disciplinary action, please follow the directions listed below:

1. Visit www.bppe.ca.gov.
2. Select [Enforcement](#) from the top menu.
3. Then select [Disciplinary Actions](#).
4. Find the Institution's name. Institutions are listed in alphabetical order.
5. Documents listed below the Institution's name include information regarding the cause(s) for violations and the disciplinary orders issued.

https://www.bppe.ca.gov/enforcement/disciplinary_actions.shtml

DISCIPLINARY ACTION FILED	
Institution Name:	California Vocational Academy
Institution Code:	41462892
Case Number:	BPPE22-043
Date Filed:	July 14, 2022
Date Served:	July 15, 2022
Disciplinary Action Filed:	Accusation
Institution Name:	Deep Creek Construction School
Institution Code:	3604681
Case Number:	BPPE21-550
Date Filed:	July 20, 2022
Date Served:	July 27, 2022
Disciplinary Action Filed:	Accusation
Institution Name:	South Bay Massage College
Institution Code:	1936381
Case Number:	BPPE21-384
Date Filed:	July 8, 2022
Date Served:	July 8, 2022
Disciplinary Action Filed:	Accusation

Submit questions and/or comments to:

Elizabeth Elias

Enforcement Chief

Compliance and Discipline Section

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(279) 212 - 1986

elizabeth.elias@dca.ca.gov

Complaint Investigation Statistics

Q1-Q4, FY 2022-23

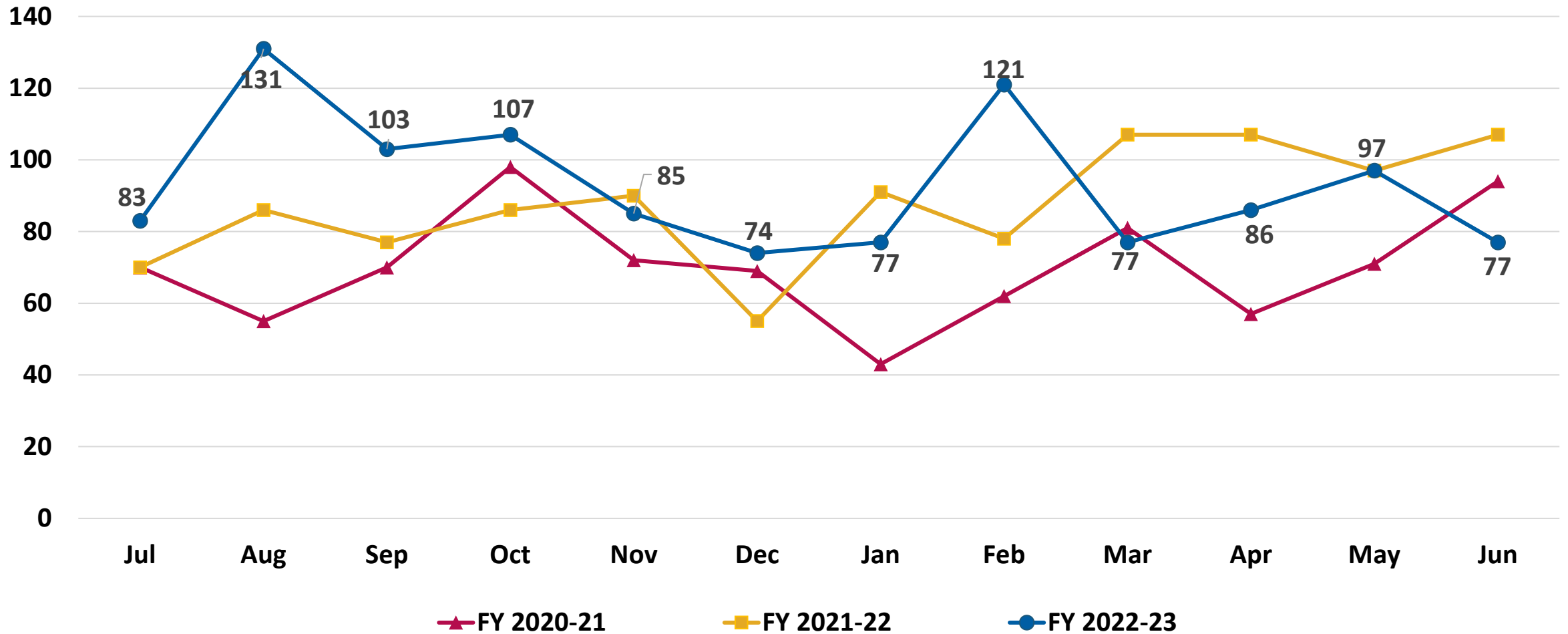
Bureau for Private Postsecondary Education

Advisory Committee Meeting

August 16, 2023

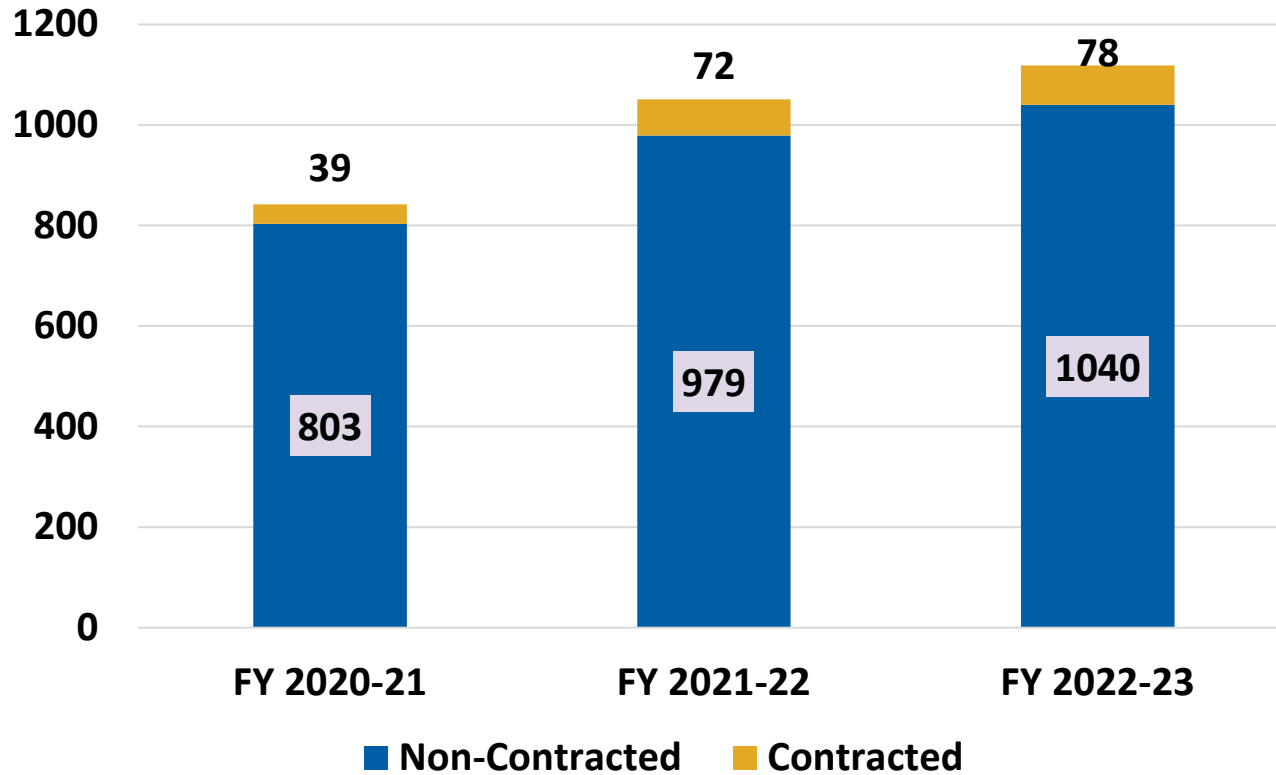


COMPLAINTS RECEIVED: FY 2020-21 to FY 2022-23



CONTRACTED VS. NON-CONTRACTED COMPLAINTS RECEIVED

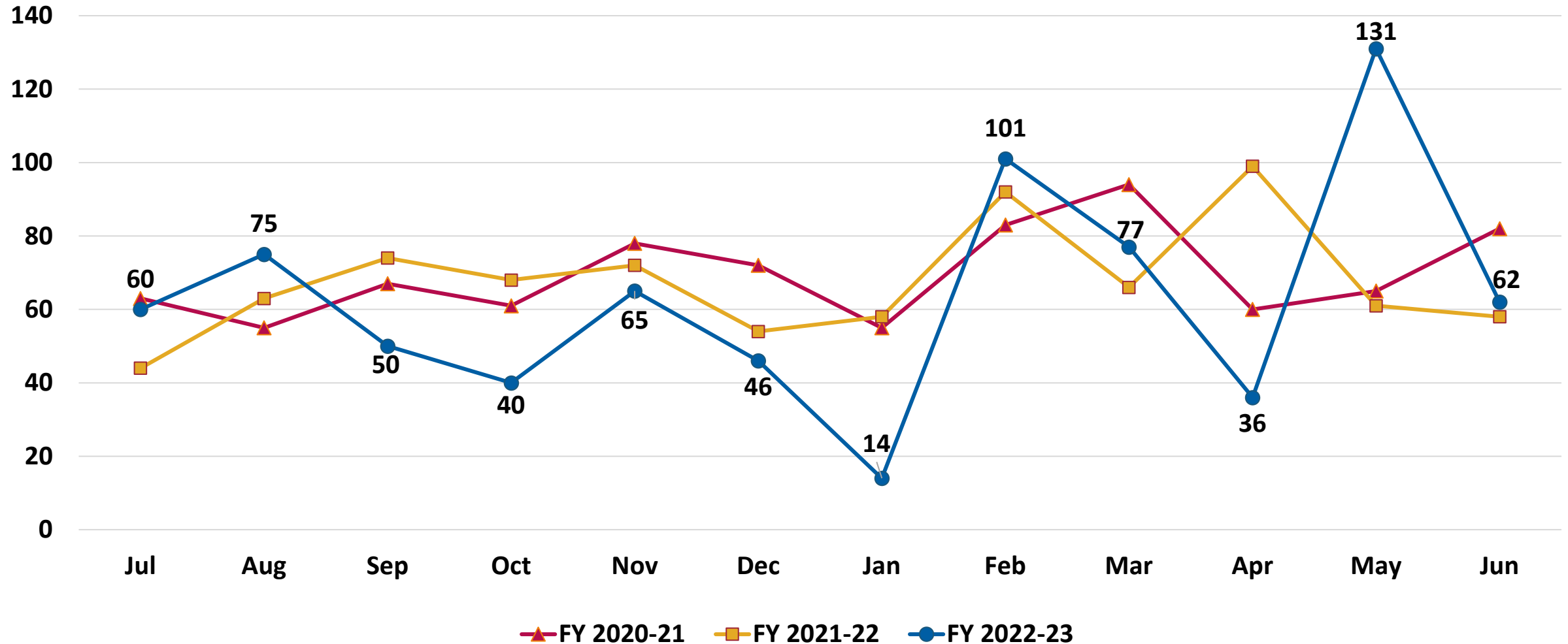
Contracted Vs. Non-Contracted Complaints Received FY 2020-21, FY 2021-22, and Q1-Q4 FY 2022-23



Q1-Q4 Complaints: Non-Contracted	
Complaints received	1,118
Schools receiving complaints	705

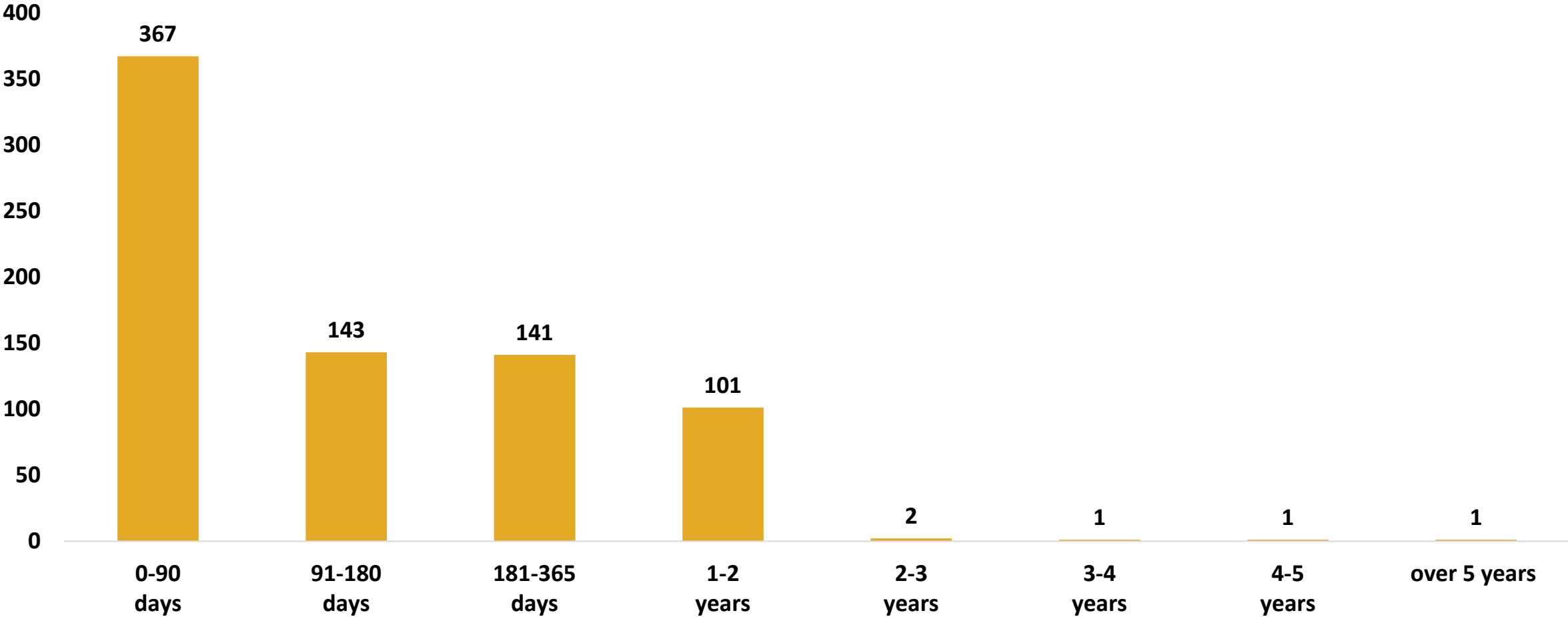
Q1-Q4 Complaints: Contracted	
Complaints received	78
Schools receiving complaints	35

CLOSED COMPLAINTS: FY 2020-21 to FY 2022-23

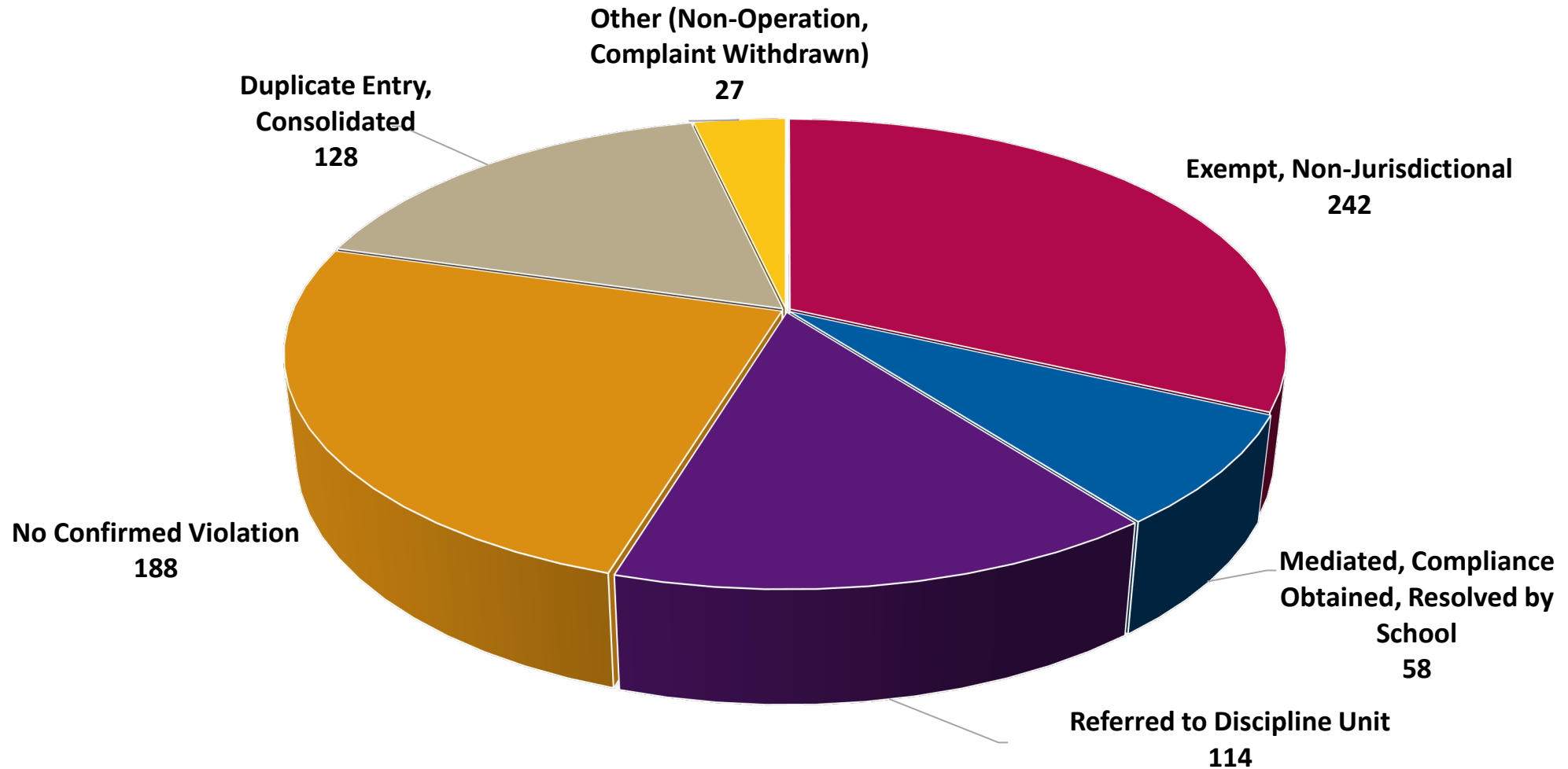


CLOSED COMPLAINTS

Days to Close (Cases closed Q1-Q4 FY 2022-23)

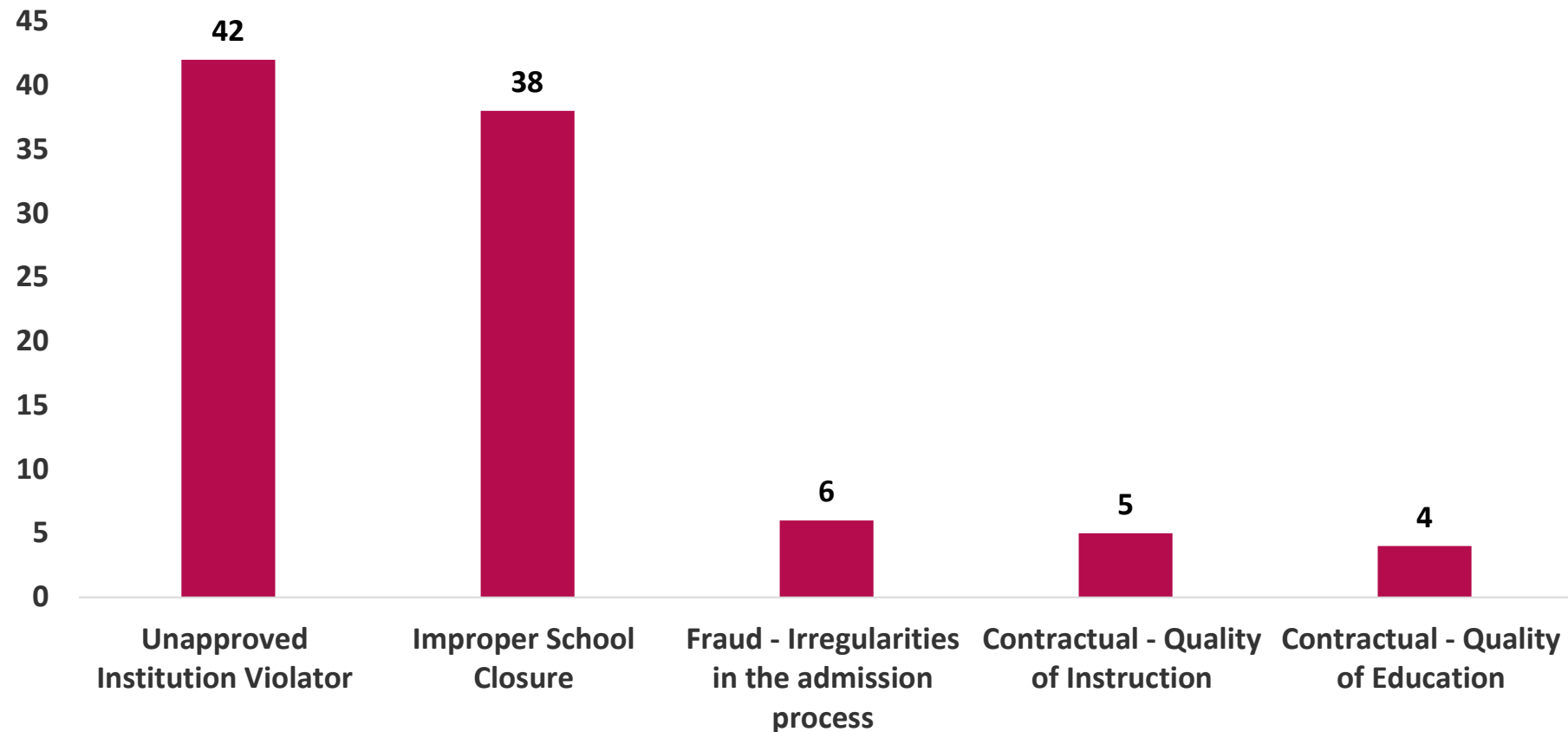


CLOSED-CASE DISPOSITION: FY 2022-23

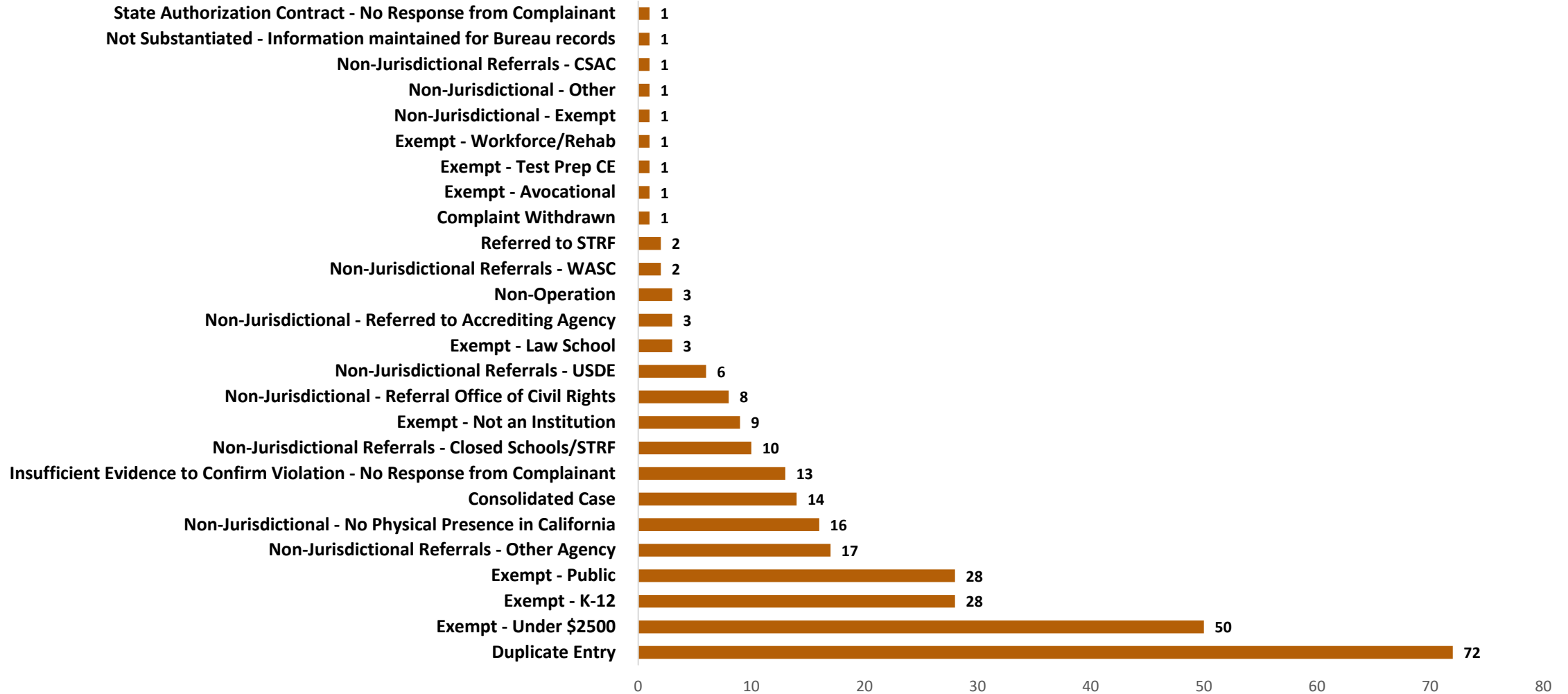


DISCIPLINE UNIT REFERRALS: TOP ALLEGATIONS

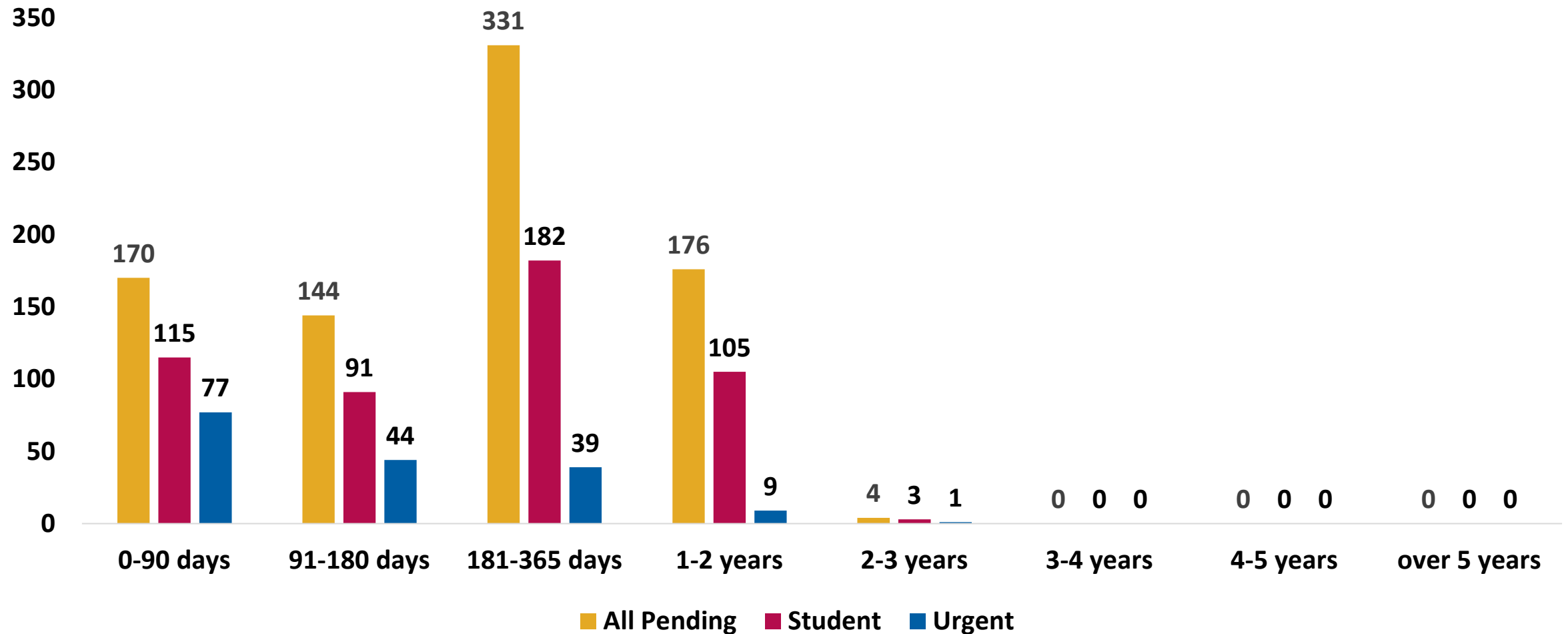
Q1-Q4 FY 2022-23



COMPLAINTS CLOSED AT INTAKE: FY 2022-23

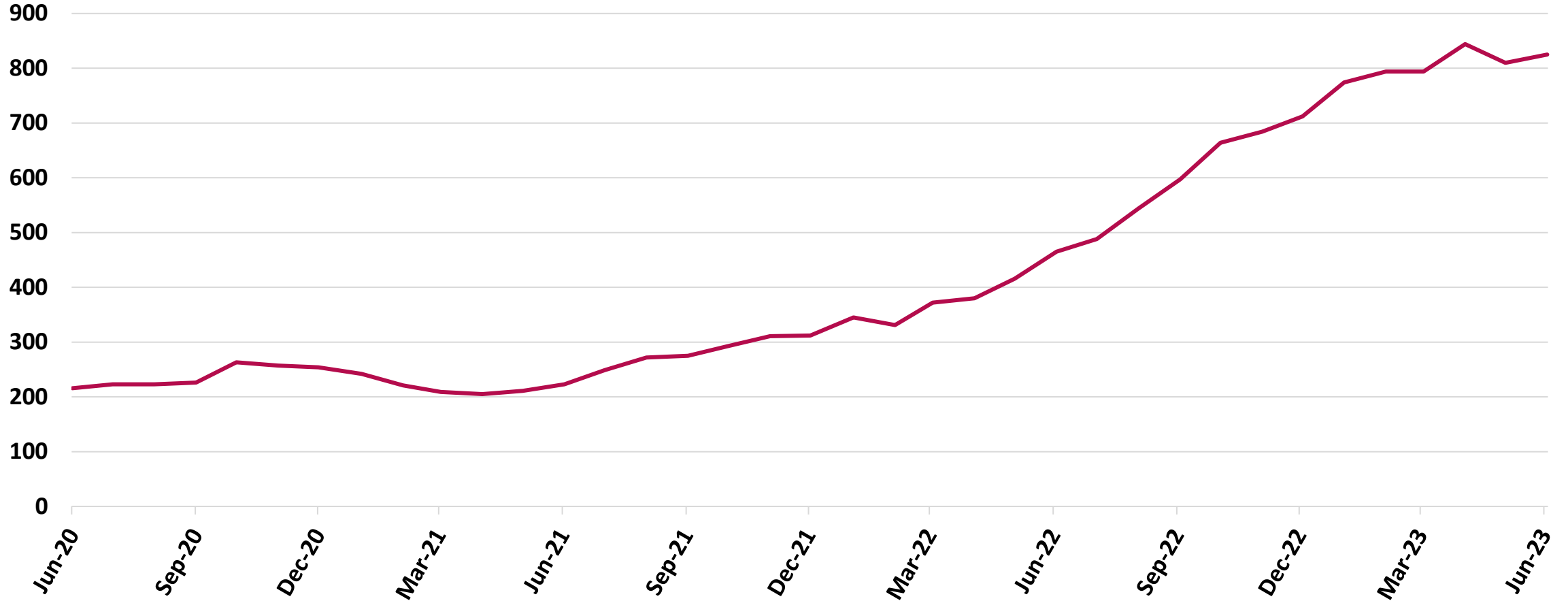


PENDING CASELOAD AGE, AS OF 6/30/23



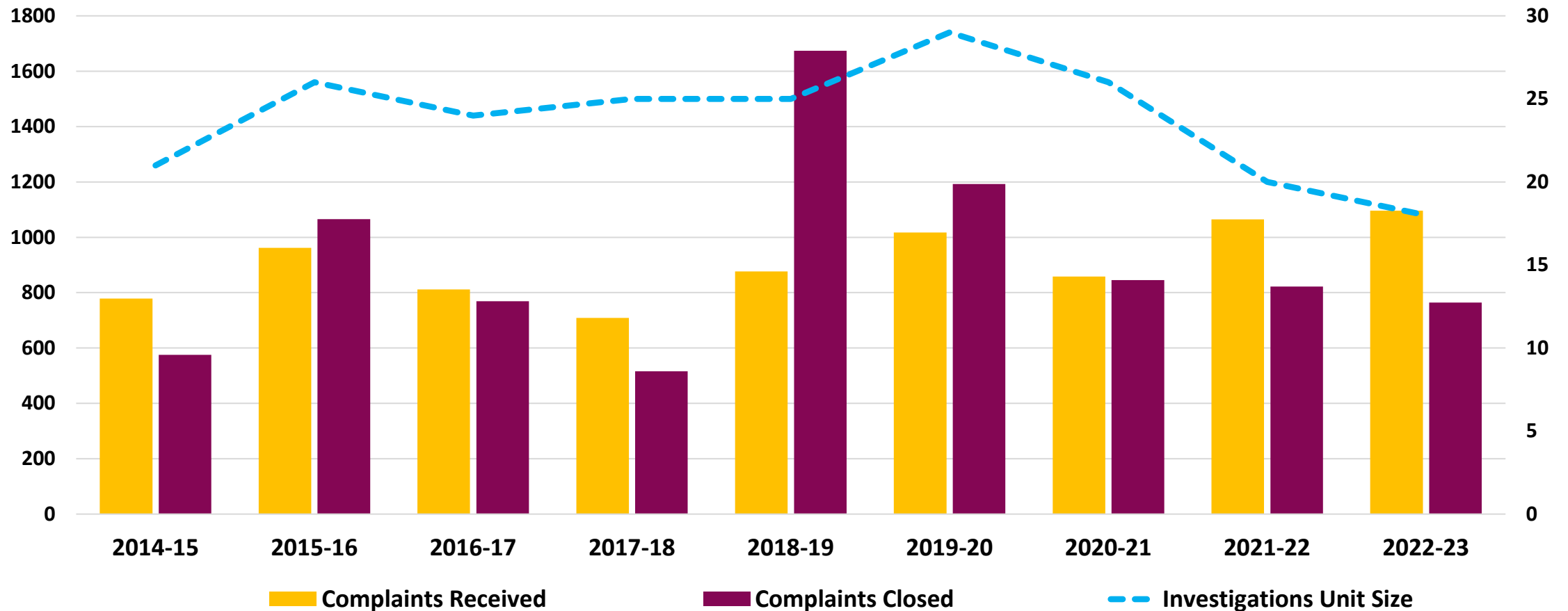
PENDING CASELOAD COUNT

June 2020 – June 2023



COMPLAINT WORKLOAD AND UNIT SIZE

FY 2014-15 through 2022-23



STUDENT IMPACT

- Total of \$282,674.95 in refunds to students or to their federal student aid account.
- Students received degree, diploma, proofs-of-training, certificate, license, and transcripts.
- Students re-enrolled in program.
- Student able to participate in commencement.
- Student allowed to take externship.
- Students referred to Student Tuition Recovery Fund.
- Student Income Share Agreements cancelled.
- Schools revised its policies, disclosures, website.

Submit questions and/or comments to:

DANIEL RANGEL

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(916) 879-1827

Daniel.Rangel@dca.ca.gov

Office of Student Assistance and Relief Outreach Statistics

Statistics

Q1-Q4: FY 2022-23

Bureau for Private Postsecondary Education

Advisory Committee Meeting

August 16, 2023



Office of Student Assistance and Relief: Student Outreach Report

CHART A: INFORMED CHOICE OUTREACH AND EDUCATIONAL ACTIVITIES

Student Outreach Activities Q1-Q3		Total Students Reached Q1-Q3		
16		4,984		
Student Outreach Activity	Event Type	Event Date	Event Location	Total Students Reached
Western Association for College Admission Counseling 2023 California Spring College Fair	College Fair	4/11/2023	Sacramento, CA	200
California Transition Assistance Program Beale Air Force Base	Student Workshop / Presentation	4/13/2023	Yuba County, CA	22
Cal-SOAP East Bay Solano County Consortium Madison Park Academy Summer Internship and College Carnival	College Fair	4/13/2023	Oakland, CA	40

Office of Student Assistance and Relief: Student Outreach Report

CHART A: INFORMED CHOICE OUTREACH AND EDUCATIONAL ACTIVITIES (CONTINUED)

Student Outreach Activity	Event Type	Event Date	Event Location	Total Students Reached
California Transition Assistance Program Travis Air Force Base	Student Workshop / Presentation	5/12/2023	Travis Air Force Base, CA	15
Jazz Z Beauty & Barber Trade Show	Trade Show	5/21/2023	Anaheim, CA	50
			F/Y TOTAL	5,311

Office of Student Assistance and Relief: Student Outreach Report

CHART B: MISC. STUDENT OUTREACH EFFORTS

Student Outreach Activities Q1-Q3		Total Students Reached Q1-Q3		
16		889		
Student Outreach Activity	Event Type	Event Date	Event Location	Total Students Reached
Moler Cosmetology College (Branch)	Email Outreach	6/2/2023	Santa Clara, CA	15
Platt College	Email Outreach	6/7/2023	San Diego, CA	96
Career Development Solutions LLC dba New Horizons Career Development Solution (Branch)	Email Outreach	6/30/23	Torrance, CA	60
Hussian College	Email Outreach	6/30/23	Los Angeles, CA	321
			F/Y TOTAL	1,381

Office of Student Assistance and Relief: Student Outreach Report

CHART C: CLOSED SCHOOL OUTREACH WORKSHOPS

Student Outreach Activities Q1-Q3	Total Students Reached Q1-Q3
5	247

Office of Student Assistance and Relief: Student Contact Report

CHART D: PHONE CALLS RECEIVED

Call Category	July 2022	Aug. 2022	Sept. 2022	Oct. 2022	Nov. 2022	Dec. 2022	Jan. 2023	Feb. 2023	March 2023	April 2023	May 2023	June 2023	Total
Student Tuition Recovery Fund Application Assistance	113	98	54	58	55	36	44	33	27	17	25	34	594
Student Loan Relief Assistance	11	5	4	11	10	1	8	1	2	5	5	7	70
School / Program Closure Outreach	6	0	0	1	0	113	6	14	21	11	7	13	192
Informed Choice Consultation	1	4	3	48	9	1	1	2	3	1	0	0	73
Transcript Assistance	4	8	5	5	4	2	5	6	5	2	2	7	55
Other	7	9	14	24	7	5	15	14	7	8	8	11	129
TOTAL CALLS	142	124	80	147	85	158	79	70	65	44	47	72	1,113

Office of Student Assistance and Relief: Student Contact Report

CHART E: EMAILS RECEIVED

Email Category	July 2022	Aug. 2022	Sept. 2022	Oct. 2022	Nov. 2022	Dec. 2022	Jan. 2023	Feb. 2023	March 2023	April 2023	May 2023	June 2023	Total
Student Tuition Recovery Fund Application Assistance	64	54	39	52	26	35	41	24	46	37	25	33	476
Student Loan Relief Assistance	10	12	4	9	23	5	10	6	18	14	13	16	140
School / Program Closure Outreach	3	0	19	7	3	11	14	3	6	4	75	21	166
Informed Choice Consultation	1	3	2	2	1	0	2	9	3	2	0	4	29
Transcript Assistance	5	12	16	17	6	4	24	23	38	14	11	14	184
Other	22	22	28	24	13	6	4	13	14	12	8	2	168
TOTAL EMAILS	105	103	108	111	72	61	95	78	125	83	132	90	1,163

Submit questions and/or comments to:

Office of Student Assistance and Relief
Bureau for Private Postsecondary Education
1747 N. Market Blvd, Suite 225
Sacramento, CA 95834
(888) 370-7589, Option #5
osar@dca.ca.gov

STRF Statistics

Q4, FY 2022-23

4/1/2023 to 6/30/2023

Bureau for Private Postsecondary Education

Advisory Committee Meeting

August 16, 2023



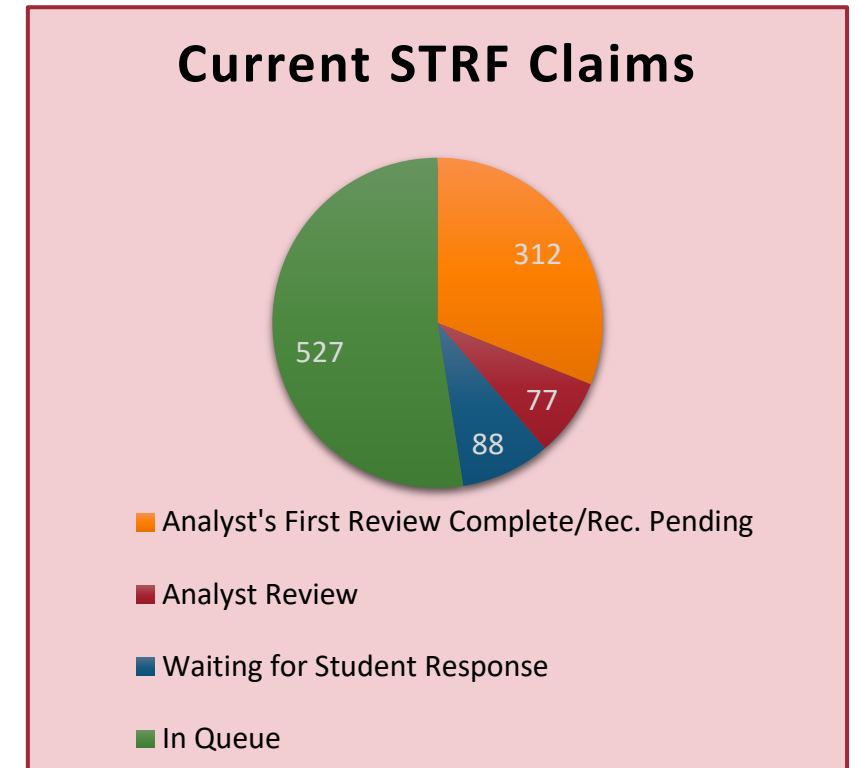
Student Tuition Recovery Fund (STRF) Claims

STRF Claims Closed		
State Fiscal Year	FY 22-23 Quarter 3	FY 22-23 Quarter 4
Claims Approved	128	69
Claims Ineligible	10	7
Claims Denied	1	6
Unable to Contact	27	17
TOTAL	166	99

Student Tuition Recovery Fund (STRF) Claims

Current STRF Claims as of 6/30/2023

Current STRF Claims	
Analyst's First Review Complete/Rec. Pending	312
Analyst Review	77
Waiting for Student Response	88
In Queue	527
TOTAL	1004



Student Tuition Recovery Fund (STRF) Claims

STRF Claims Pending Payment – State Controller’s Office

State Fiscal Year	FY 22-23 Quarter 3	FY 22-23 Quarter 4
Amount	\$595,180.17	\$131,535.89
Claims	42	9

STRF Claims Paid Amount

State Fiscal Year	FY 22-23 Quarter 3	FY 22-23 Quarter 4
Amount	\$2,065,671.32	\$1,059,295.05
Claims	121	66

STRF Current Balance as of 6/30/2023

\$24,855,940.88

Student Tuition Recovery Fund (STRF) Claims

Large Impact Closures (From School Closure to Current – Total Impact)

	STRF Claims Received	STRF Claims Pending	Ineligible / Denied	Unable to Contact	Number of STRF Claims Approved	Dollar Amount Paid to Student/Loan	Dollar Amount Paid - Ed Credit (To New School)	Total Dollar Amount Paid
Heald ¹	498	168	106	116	108	\$882,783.85	\$32,034.31	\$914,818.16
WyoTech ¹	172	21	50	38	63	\$352,656.94	\$0.00	\$352,656.94
Everest ¹	568	131	142	140	155	\$615,679.29	\$0.00	\$615,679.29
Silicon Valley	1318	757	57	31	473	\$8,567,418.98	\$0.00	\$8,567,418.98

¹ Heald College, WyoTech, and Everest College were operated by Corinthian Colleges, Inc. - "STRF Claims Pending" includes claims that are awaiting a decision on their Federal Borrower Defense applications.

Submit questions and/or comments to:

Yvette Johnson

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(279) 895-6099

Yvette.Johnson@dca.ca.gov

6. Status Updates and Discussion on Regulatory Proposals

- a. Changes to Application Signature Requirements Proposal (various regulatory sections)
- b. Input on Future Regulatory Priorities



Bureau Regulation Tracker

Title	Status Summary	ACM	DCA	Agency	Public Comment	OAL	Final
		<i>(text only)</i>	<i>(full package)</i>				
Out-of-State Institution Registration (Form and Determinations)	Approved by OAL	8/26/2021, 2/23/2022	10/19/2022	10/24/2022	11/11/2022- 12/27/2022	12/28/2022	2/10/2023
Ability-to-Benefit Repeal	Approved by OAL	2/23/2022	8/8/2022	8/30/2022	9/16/2022- 11/01/2022	12/13/2022	1/27/2023
Exemption of Programs Under 32 Hours	Approved by OAL	2/23/2022	10/12/2022	10/24/2022	11/11/2022- 12/27/2022	12/28/2022	2/10/2023
Reporting of Substantive Changes: 3 Applications (Clock-to-Credit Hour, Title IV Participation, Increase/Decrease in Program Length)	Approved by OAL	5/17/2022	10/24/2022	11/2/2022	11/11/2022- 12/27/2022	12/28/2022	2/10/2023
Reporting of Substantive Change: Distance Education Learning Management System	Submitted to DCA	11/16/2022	2/2/2023, 7/17/2023				
Identifying Date of Closure	Submitted to DCA	2/16/2023, 5/24/2023	5/31/2023, 6/19/2023				
Signature Requirements	Submitted to DCA	5/24/2023	6/26/2023				
Public Institution Approval	Submitted to DCA	5/24/2023	6/1/2023, 6/28/2023				
Verification of Exempt Status Application	In development	8/26/2021, 5/24/2023					
Substantive Change-Change of Person In Control	In development	TBD					
Definition of "Physical Presence"	In development	TBD					
Past Bad Actions	In development	TBD					

Changes to Application Signature Requirements: Updated Proposal

CURRENT	5/24/2023 PROPOSAL		8/16/2023 PROPOSAL
All Applications Except Registrations*	Approval/Renewal and Registration Applications	Substantive Change and Exemption Verification Applications	All Applications
<p>[An application] shall be signed and dated, and each fact stated therein and each attachment thereto shall be declared to be true under penalty of perjury, as follows:</p> <p>(1) By each owner of the institution, or</p> <p>(2) If the institution is incorporated, by the chief executive officer of the corporation and each person who owns or controls 25 percent or more of the stock or interest in the institution, or</p> <p>(3) By each member of the governing body of a nonprofit corporation.</p>	<p>[An application] shall be signed <u>with original or digital signature</u> and dated, and each fact stated therein and each attachment thereto shall be declared to be true under penalty of perjury, as follows:</p> <p>(1) By each owner of the institution <u>or each partner in a partnership</u>, or</p> <p>(2) If the institution is incorporated <u>or is a public institution</u>, by the chief executive officer <u>or president</u> of the corporation and each person who owns or controls 25 percent or more of the stock or interest in the institution, or</p> <p>(3) By each member of the governing body of a nonprofit corporation.</p>	<p>[An application] shall be signed <u>with original or digital signature</u> and dated, and each fact stated therein and each attachment thereto shall be declared to be true under penalty of perjury, as follows:</p> <p>(1) By each owner of the institution <u>or each partner in a partnership</u>, or</p> <p>(2) If the institution is incorporated <u>or is a public institution</u>, by the chief executive officer <u>or president</u> of the corporation, <u>or by an institutional representative to whom the chief executive officer or president has delegated authority to manage institutional affairs.</u> and each person who owns or controls 25 percent or more of the stock or interest in the institution, or</p> <p>(3) By each member of the governing body of a nonprofit corporation.</p>	<p>[An application] shall be signed <u>with original or digital signature</u> and dated, and each fact stated therein and each attachment thereto shall be declared to be true under penalty of perjury, as follows:</p> <p>(1) By each owner of the institution <u>or each partner in a partnership</u>, or</p> <p>(2) If the institution is incorporated, by the chief executive officer <u>or president</u> of the corporation and each person who owns or controls 25 percent or more of the stock or interest in the institution, or</p> <p>(3) By each member of the governing body of a nonprofit corporation.</p> <p>(3) <u>If the institution is a nonprofit corporation or a public institution, by the CEO or president.</u></p>

* The current application for registration or re-registration of an out-of-state institution operating in California requires an “Authorized Signature” from an individual who attests “I am a person authorized to act for and bind the applicant.”

7. Future Agenda Items



8. Adjournment

