



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 3801931 0718 (Ed. Code § 94935, 5 5, CCR § 75010)

Institution Name:	Intercultural Institute of California	Institution Telephone:	(415) 441-1884
Institution Code:	3801931	Administrator Name:	Kenny Song
Street Address:	1362 Post Street San Francisco, CA 94109	Date of Inspection:	7/24/18

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:

STUDENT TUITION RECOVERY FUND

	Education Code (CEC) or Code of Regulations (5, CCR)	Subsection, Description, and Required Correction
1	5, CCR §76130. Collection and Submission of Assessment	<p>(b) A qualifying institution shall complete the STRF Assessment Reporting Form (Rev. 2/10) and remit it with the STRF assessments collected from students to be received by the Bureau no later than the last day of the month following the close of the quarter as follows:</p> <ol style="list-style-type: none"> (1) April 30 for the first quarter, (2) July 31 for the second quarter, (3) October 31 for the third quarter, and (4) January 31 for the fourth quarter. <p>If the due date falls on a Saturday, Sunday or State or federal holiday, the due date shall be extended to the next regular business day for the Bureau.</p> <p>The institution did not provide the Bureau the following STRF Assessment Reporting Forms:</p> <ul style="list-style-type: none"> • 3rd Quarter 2015 • 2nd Quarter 2016 • 3rd Quarter 2016 • 4th Quarter 2016 • 1st Quarter 2017 • 2nd Quarter 2017 <p>To remedy this violation, the institution shall submit the missing STRF Assessment Reporting Forms to the Bureau’s Administration Unit.</p> <p>To document compliance, the institution shall submit copies of the missing STRF forms and evidence of submission to the Administration Unit with the last page of this document to the NTC Analyst no later than August 24, 2018.</p>

Notice to Comply – CA 3801931 0718
 Inspector’s Initial: *MW*
 Administrator’s Initial: *KS*

INSTITUTIONAL WEBSITE AND ADVERTISEMENTS

	Education Code (CEC) or Code of Regulations (5, CCR)	Subsection, Description, and Required Correction
2	CEC §94913. Institutional Web Site Requirements	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following:</p> <p>(2) A School Performance Fact Sheet for each educational program offered by the institution.</p> <p>The institution’s website does not contain 2015/2016 School Performance Fact Sheets for the ESL Business English and ESL GRE/GMAT Preparation, and ESL TOEFL Preparation programs.</p> <p>To remedy the violation, the institution’s website shall be updated to contain the 2015/2016 School Performance Fact Sheets for the ESL Business English and ESL GRE/GMAT Preparation, and ESL TOEFL Preparation programs.</p> <p>To document compliance, the institution shall submit a link to the updated School Performance Fact Sheets on the institution’s website with the last page of this document to the NTC Analyst no later than August 24, 2018.</p>
3	5, CCR §74117. Website Requirements.	<p>In addition to the requirement in Section 94913(b) of the Code, an institution that maintains a website shall provide on the homepage of that website clear and conspicuous links to all the items required in Section 94913(a) of the Code.</p> <p>The homepage of the institution’s website does not contain a link or links to the institution’s 2015/2016 SPFS’s for each approved program, or a link to the most recent Annual Report submitted to the Bureau.</p> <p>To remedy the violation, the homepage of the institution’s website shall be updated to contain a link to the 2015/2016 School Performance Fact Sheets for the ESL Business English and ESL GRE/GMAT Preparation, and ESL TOEFL Preparation programs, and the updated 2016 Annual Report.</p> <p>To document compliance, the institution shall submit a link to the updated School Performance Fact Sheets and updated 2016 Annual Report on the institution’s website with the last page of this document to the NTC Analyst no later than August 24, 2018.</p>

ADMINISTRATION

	Education Code or Code of Regulations	Subsection, Description, and Required Correction
4	5, CCR §71760. Self-Monitoring Procedures	<p>Each institution shall develop and maintain adequate procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division.</p> <p>The institution did not provide documentation of self-monitoring procedures upon request.</p>

Notice to Comply – CA 3801931 0718

Inspector’s Initial: *MW*

Administrator’s Initial: *KS*

		To remedy this violation and document compliance, the institution shall provide documentation of the institution's established self-monitoring procedures. The institution shall submit the self-monitoring procedures with the last page of this document to the NTC Analyst no later than August 24, 2018.
--	--	--

INSTITUTIONAL RECORDS

	Education Code or Code of Regulations	Subsection, Description, and Required Correction
5	CEC §94900.5. Required Institutional Records	<p>An institution shall maintain, for a period of not less than five years, at its principal place of business in this state, complete and accurate records of all of the following information:</p> <p>(b) The names and addresses of the members of the institution's faculty and records of the educational qualifications of each member of the faculty.</p> <p>The institution did not maintain faculty records at its principal place of business in this state (1362 Post Street, San Francisco, CA 94109). Faculty records were maintained at the institution's satellite location at 1610 Bush Street, San Francisco, CA 94109.</p> <p>To remedy this violation and document compliance, the institution shall move the faculty records to the institution's main location. The institution shall submit a written attestation the files were moved and a written policy indicating the faculty records are maintained at the institution's principle place of business with the last page of this document to the NTC Analyst no later than August 24, 2018.</p>
6	CEC §94900.5. Required Institutional Records	<p>An institution shall maintain, for a period of not less than five years, at its principal place of business in this state, complete and accurate records of all of the following information:</p> <p>(c) Any other records required to be maintained by this chapter, including, but not limited to, records maintained pursuant to Article 16 (commencing with Section 94928).</p> <p>5, CCR §71717. Satellite Locations.</p> <p>(b) The institution shall not maintain any permanent student records there.</p> <p>The institution did not maintain student records at its principal place of business in this state (1362 Post Street, San Francisco, CA 94109). Student records were maintained at the institution's satellite location at 1610 Bush Street, San Francisco, CA 94109. Permanent student records shall not be maintained at a satellite location.</p> <p>To remedy this violation and document compliance, the institution shall move the student records to the institution's main location. The institution shall</p>

Notice to Comply – CA 3801931 0718
 Inspector's Initial: *MW*
 Administrator's Initial: *KS*

		submit a written attestation the files were moved and a written policy indicating the student records are maintained at the institution's principle place of business with the last page of this document to the NTC Analyst no later than August 24, 2018.
7	5, CCR §71920. Student Records.	<p>(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records: (3) Copies of all documents signed by the student, including contracts, instruments of indebtedness, and documents relating to financial aid;</p> <p>CEC §94912. Signature, Initials Required 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 institution and the student. Each of these items shall also be initialed and dated by the student.</p> <p>Student records reviewed did not all contain a School Performance Fact Sheet signed by the student.</p> <p>To remedy this violation and document compliance, the institution shall establish a policy and procedure requiring all students to initial, sign, and date the School Performance Fact Sheet, and that the signed document shall be maintained in the student's file.</p> <p>Documentation of compliance shall be submitted with the last page of this document to the NTC Analyst no later than August 24, 2018.</p>
8	5, CCR §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> <p>Withdrawn student records reviewed did not contain 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> <p>To remedy this violation and document compliance, the institution shall establish a policy and procedure requiring all withdrawn student files to contain 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. The institution shall create and submit a template document.</p>

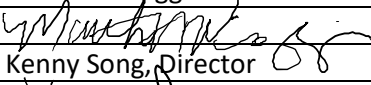

Notice to Comply – CA 3801931 0718

Inspector's Initial: *mw*

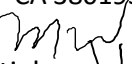

Administrator's Initial: *KS*

		Documentation of compliance shall be submitted with the last page of this document to the NTC Analyst no later than August 24, 2018.
--	--	--

Only minor violations are listed on this Notice to Comply.

Inspector's Name	Matthew Wiggins
Inspector's Signature	
Institution Administrator Name/Title:	Kenny Song, Director
Institution Administrator's Signature:	

Education Code can be located at: http://www.bppe.ca.gov/lawsregs/ppe_act.shtml
Code of Regulations can be located at: <http://www.bppe.ca.gov/lawsregs/regs.shtml>

Notice to Comply – CA 3801931 0718
Inspector's Initial: 
Administrator's Initial: 

RETURN THIS FORM TO THE NTC ANALYST 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 **August 24, 2018.**

Notice to Comply – CA 3801931 0718

Inspector's Initial: *mkh*

Administrator's Initial: *ks*