



**Bureau for Private Postsecondary Education**  
 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833  
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 P (916) 431-6959 F (916) 263-1897 [www.bppe.ca.gov](http://www.bppe.ca.gov)



**NOTICE TO COMPLY – CA 13317315 0913 (Ed. Code § 94935, 5 CCR § 75010)**

Institution Name:	ABC Educators	Institution Telephone:	909-798-9449
Institution Code:	13317315	Administrator Name:	Ms. Susan Yowell
Street Address:	101 East Redlands Boulevard, Suite 247 Redlands, CA 92373	Date of Inspection:	September 4, 2013

Nature and Facts of the Violation(s):

Code of Regulations	Subsection and Description
§71760 – Self Monitoring Procedures	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.  <b>Institution has not developed nor maintained adequate procedures to assure it is maintained and operated in compliance with the CPPEA Act of 2009 and CCR Division 7.5.</b>
§71920(b)(4) – Student Records	(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.  <b>Three of the five withdrawn/dropped files reviewed did not contain record of last day of attendance (date of withdrawal from the institution).</b>
§71920(b)(10) – Student Records	(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.  <b>All withdrawn/dropped files reviewed did not contain a refund calculation sheet, including the date refund was made, amount refunded, method of calculating refund, date refund was made, nor to the name and address of whom the refund was sent.</b>
§71660 – Notification of Non-Substantive Changes	An institution shall notify the Bureau of a non-substantive change including: change of location of less than 10 miles; addition of a program related to the approved programs offered by the institution; addition of a new branch five miles or less from the main or branch campus; addition of a satellite; and change of mailing address.

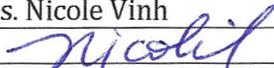
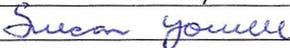
	<p><b>Institution's website states they offer certification and re-certification classes in: (1) <i>Advanced Cardiac Life Support</i>; (2) <i>Basic Arrhythmia Recognition &amp; Treatment</i>; (3) <i>Basic Life Support for Health Care Providers</i>; (4) <i>Heartsaver CPR</i>; and (5) <i>Pediatric Advanced Life Support</i>. However, school has never requested for BPPE approval to offer these continuing education classes.</b></p>
<p>§76140 – Record-Keeping Requirements</p>	<p>(a) A qualifying institution shall collect and maintain records of student information to substantiate the data reported on the STRF Assessment Reporting Form and records of the students' eligibility under the Fund. Such records shall include the following for each student:</p> <ol style="list-style-type: none"> <li>(1) Student identification number,</li> <li>(2) First and last names,</li> <li>(3) Email address,</li> <li>(4) Local or mailing address,</li> <li>(5) Address at the time of enrollment,</li> <li>(6) Home address,</li> <li>(7) Date enrollment agreement signed,</li> <li>(8) Courses and course costs,</li> <li>(9) Amount of STRF assessment collected,</li> <li>(10) Quarter in which the STRF assessment was remitted to the Bureau,</li> <li>(11) Third-party payer identifying information,</li> <li>(12) Total institutional charges charged, and</li> <li>(13) Total institutional charges paid.</li> </ol> <p>(b) The qualifying institution shall maintain the data required under this section in an electronic format that is readily available and open to inspection by the Bureau upon request. The institution shall make the records immediately available to a Bureau representative conducting a site inspection or, upon written request, shall provide a copy within 14 calendar days of the request. All records shall be provided to the Bureau in an intelligible and orderly manner and in an electronic format.</p> <p><b>Institution provided 2<sup>nd</sup> Quarter 2013 STRF Assessment Reporting Form, but school did not have the record-keeping requirements (student data information) readily available for review. Institution did not retain this information.</b></p>

Education Code	Subsection and Description
<p>§94900(b),(1) – Required Student Records</p>	<p>(b) An institution shall maintain, for each student granted a degree or certificate by that institution, permanent records of all of the following:</p> <ol style="list-style-type: none"> <li>(1) The degree or certificate granted and the date on which that degree or certificate was granted.</li> </ol> <p><b>All graduate files reviewed did not contain copy of certificates of completion.</b></p>

Only minor violations are listed on the Notice to Comply.  
Additional violations may have been identified that will be forwarded to the Enforcement Unit for further review.

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

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Inspector's Name	Ms. Nicole Vinh
Inspector's Signature	
Institution Administrator Name/Title:	Ms. Susan Yowell/Owner, COO
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>

### 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 **OCTOBER 4, 2013**.