



**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 - CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)**

Institution Name:	Coast Career Institute	Institution Telephone:	(213) 747-6289
Institution Code:	1920681	Administrator Name:	Brigitte Illingworth
Street Address:	1354 S. Hill Street Los Angeles, CA 90015	Date of Inspection:	5/24/2016

**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
§94897(1)(1)(2)- Prohibited Business Practices	<p>(1) Use the terms "approval," "approved," "approval to operate," or "approved to operate" without stating clearly and conspicuously that approval to operate means compliance with state standards as set forth in this chapter. If the bureau has granted an institution approval to operate, the institution may indicate that the institution is "licensed" or "licensed to operate," but may not state or imply either of the following:</p> <p>(1) The institution or its educational programs are endorsed or recommended by the state or by the bureau.</p> <p>(2) The approval to operate indicates that the institution exceeds minimum state standards as set forth in this chapter.</p> <p><b>The institution failed to include a complete statement.</b></p> <p>To remedy this violation revise statement on page 2 of catalog. Please see an example below:          This institution is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary</p>
§94902 General Enrollment Requirements	<p>(a) A student shall enroll solely by means of executing an enrollment agreement. The enrollment agreement shall be signed by the student and by an authorized employee of the institution.</p> <p>(b) An enrollment agreement is not enforceable unless all of the following requirements are met:</p> <p>(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>The School Performance Fact Sheet is not being signed and dated by</p>

Notice to Comply - CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *BI*

Administrator's Initial: *BI*

	<p>the institution.</p> <p>The institution shall provide its policy or procedure for maintaining in each student's file, a copy of the School Performance Fact Sheet. Additionally, the institution must submit copies of Signed and Initialed School Performance Fact Sheets within the next 30 days following the date of this document.</p>
§94909(a)(2)- Minimum Requirements for School Catalog	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(2) Except as specified in Article 2 (commencing with Section 94802), a statement that the institution is a private institution and that it is approved to operate by the bureau.</p> <p><b>The institution failed to include a complete statement.</b></p> <p>To remedy this violation revise statement on page 2 of catalog. Please see an example below:  This institution is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.</p>
§94909(a)(4)- Minimum Requirements for School Catalog	<p>Minimum Requirements for School Catalog</p> <p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(4) The address or addresses where class sessions will be held.</p> <p><b>Institution catalog does not state where classes will be held.</b></p> <p>To remedy this violation, the institution shall state both school address and where class will be held. If they are the same, please make that statement.</p>
§94909(a)(6)- Minimum Requirements for School Catalog	<p>Minimum Requirements for School Catalog</p> <p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(6) If the educational program is designed to lead to positions in a profession, occupation, trade, or career field requiring licensure in this state, a notice to that effect and a list of the requirements for eligibility for licensure.</p> <p><b>Institution catalog does not contain any information regarding</b></p>

Notice to Comply – CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *SI*

Administrator's Initial: *SI*

	<p><b>a list of requirements for eligibility for licensure.</b></p> <p>To remedy this violation, the institution shall submit catalog which includes clear language regarding the requirements for eligibility for licensure for each program.</p>
<p>§94909(a)(3)(A)- Minimum Requirements for School Catalog</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(3) The following statements:</p> <p>(A) "Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at (address), Sacramento, CA (ZIP Code), (Internet Web site address), (telephone and fax numbers)."</p> <p><b>The institution failed to provide a correct statement. The statement needs to be verbatim. Catalog has the wrong address.</b></p> <p>To remedy this violation revise statement in the catalog to read verbatim.</p> <p>See Example below:</p> <p>"Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, (888) 370-7589 or by fax (916) 263-1897"</p>
<p>§94909(a)(15)- Minimum Requirements for School Catalog</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(15) The following statement:</p> <p><b>"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION</b></p> <p>The transferability of credits you earn at (name of institution) is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in (name of educational program) is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending (name of</p>

Notice to Comply – CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *BT*

Administrator's Initial: *BT*

institution) to determine if your (credits or degree, diploma, or certificate) will transfer."

**The institution failed to provide a correct statement. The statement needs to be verbatim.**

To remedy this violation revise statement in the catalog to read verbatim.

See Example below:

The transferability of credits you earn at Coast Career Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Coast Career Institute to determine if your (credits or degree, diploma, or certificate) will transfer.

§94909(a)(8)(A)- Minimum Requirements for School Catalog

(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:

(8) A detailed description of institutional policies in the following areas:

(A) Admissions policies, including the institution's policies regarding the acceptance of credits earned at other institutions or through challenge examinations and achievement tests, admissions requirements for ability-to-benefit students, and a list describing any transfer or articulation agreements between the institution and any other college or university that provides for the transfer of credits earned in the program of instruction. If the institution has not entered into an articulation or transfer agreement with any other college or university, the institution shall disclose that fact.

**The institution failed to provide a statement concerning the requirements for ability to benefit students. How is the test administered. Need a better explanation. School catalog states Wonderlic, but student files have CELSA. Also, what is the institution's policy regarding the acceptance of credits earned at other institutions.**

To remedy this violation make a statement in the catalog concerning the admissions requirements for ability to benefit students. If you do not accept ability to benefit students, please

Notice to Comply – CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *BL*

Administrator's Initial: *BL*

	<p>make a statement to that effect.  Example: Need to state what ATB test you will accept and what the passing score is. Example. If you do not have a high school diploma or equivalent, you must to take the Wonderlic Basic Skills Test™. This must be arranged with an independent test administrator prior to admission. No further progress in the enrollment process can proceed until the results of the Wonderlic Basic Skills Test™ are received. A minimum Verbal score of 200 and a minimum Math score of 210 are required.</p>
<p>§94909(a)(9)- Minimum Requirements for School Catalog</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:  (9) The schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.</p> <p><b>The institutions catalog failed to provide both the schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program. The schedule of charges also has the STRF fee. Current STRF fee is \$0.</b></p> <p>To remedy this violation please provide both the schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program, if they are the same, please make a statement to that effect. Also change STRF to \$0.</p>
<p>§94909(a)(7)- Minimum Requirements for School Catalog</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:  (7) Information regarding the faculty and their qualifications.</p> <p><b>The catalog failed to provide the faculty's qualifications.</b></p> <p>To remedy this violation please update catalog to include faculty's qualifications.</p>
<p>§94909(a)(8)(C)- Minimum Requirements for School Catalog</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:  (8) A detailed description of institutional policies in the following areas:  (C) Probation and dismissal policies.</p> <p><b>The institution's catalog failed to contain a dismissal policy.</b></p>

Notice to Comply – CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *[Signature]*  
Administrator's Initial: *BE*

<p>§94910(f)(1)(2)(3)- Minimum Requirements for School Performance Fact Sheet</p>	<p>To remedy this violation add a dismissal policy to your catalog.</p> <p>Except as provided in subdivision (d) of Section 94909 and Section 94910.5, prior to enrollment, an institution shall provide a prospective student with a School Performance Fact Sheet containing, at a minimum, the following information, as it relates to the educational program:</p> <p>(f) All of the following:</p> <p>(1) A description of the manner in which the figures described in subdivisions (a) to (d), inclusive, are calculated or a statement informing the reader of where he or she may obtain a description of the manner in which the figures described in subdivisions (a) to (d), inclusive, are calculated.</p> <p>(2) A statement informing the reader of where he or she may obtain from the institution a list of the employment positions determined to be within the field for which a student received education and training for the calculation of job placement rates as required by subdivision (b).</p> <p>(3) A statement informing the reader of where he or she may obtain from the institution a list of the objective sources of information used to substantiate the salary disclosure as required by subdivision (d).</p> <p><b>School Performance Fact Sheets do not contain required statements.</b></p> <p>To remedy this violation add required statements in the SPFS's . See Example below:</p> <p>To obtain a description of the manner the above statistics were gathered; or a list of employment positions determined to be within the field for which a student received education and training for the calculation of job placement rates; or a list of the objective sources of information used to substantiate the salary disclosures; please ask your enrollment representative.</p> <p>Or</p> <p>Separate Statements for each:</p> <p>Students are entitled to a list of the job classifications considered to be in the field of this educational program. To obtain this list, please ask an institutional representative or you can review the list of the institution's website at.</p> <p>Students are entitled to a list of the objective sources of information used to substantiate the salary disclosure. To obtain this list, please ask an institutional representative where to view this list.</p> <p>To obtain a description of the manner the above statistics were gathered please ask your enrollment representative.</p>
<p>§94906 Enrollment Agreement</p>	<p>(a) An enrollment agreement shall be written in language that is easily understood. If English is not the student's primary language, and the student is unable to understand the terms and conditions of the enrollment agreement, the student shall have the right to obtain</p>

Notice to Comply – CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *BC*

Administrator's Initial: *BC*

	<p>a clear explanation of the terms and conditions and all cancellation and refund policies in his or her primary language.</p> <p><b>The institution failed to provide a statement concerning the student's primary language.</b></p> <p>To remedy this violation provide a statement concerning the student's primary language.</p> <p>Example: If English is not the student's primary language, and the student is unable to understand the terms and conditions of the enrollment agreement, the student shall have the right to obtain a clear explanation of the terms and conditions and all cancellation and refund policies in his or her primary language.</p>
§94911(b) Enrollment Agreement	<p>An enrollment agreement shall include, at a minimum, all of the following:</p> <p>(b) A schedule of total charges, including a list of any charges that are nonrefundable and the student's obligations to the Student Tuition Recovery Fund, clearly identified as nonrefundable charges.</p> <p><b>Institution enrollment agreement list of total charges did not include STRF being non-refundable.</b></p> <p>To remedy this violation, the institution shall submit a revised enrollment agreement to include STRF being non-refundable.</p>
§94911(c) Enrollment Agreement	<p>An enrollment agreement shall include, at a minimum, all of the following:</p> <p>(c) In underlined capital letters on the same page of the enrollment agreement in which the student's signature is required, the total charges for the current period of attendance, the estimated total charges for the entire educational program, and the total charges the student is obligated to pay upon enrollment.</p> <p><b>Institution enrollment agreement did not contain the language with the above requirements.</b></p> <p>To remedy this violation, the institution shall submit a revised enrollment agreement which includes the aforementioned required language.</p> <p>Example: ESTIMATED DUE FOR THE ENTIRE PROGRAM \$ _____ * TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE \$ _____ CHARGES DUE UPON ENROLLMENT \$ _____</p>
§94911(e)(1)(2)(3) Enrollment Agreement	<p>An enrollment agreement shall include, at a minimum, all of the following:</p>

Notice to Comply – CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *[Signature]*

Administrator's Initial: *BI*

(e) (1) A disclosure with a clear and conspicuous caption, "STUDENT'S RIGHT TO CANCEL," under which it is explained that the student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.  
 (2) The disclosure shall contain the institution's refund policy and a statement that, if the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.  
 (3) The text shall also include a description of the procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund.

**Institution enrollment agreement does contain a description of the procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund.**

To remedy this violation, the institution shall submit a revised enrollment agreement containing the required refund language as stated in section three.

§94911(j) Enrollment Agreement

An enrollment agreement shall include, at a minimum, all of the following:

(h) The transferability disclosure that is required to be included in the school catalog, as specified in paragraph (15) of subdivision (a) of Section 94909.

**The institution failed to provide a correct statement. The statement needs to be verbatim. Anything in quotes must be verbatim**

**"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at (name of institution) is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in (name of educational program) is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending (name of institution) to determine if your (credits or degree, diploma, or certificate) will transfer."

Notice to Comply – CU 1920681-0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *BL*

Administrator's Initial: *BL*

	<p>To remedy this violation, the institution shall submit a revised enrollment agreement containing the required verbatim statement. *If institution offers more than one educational program, only the program in which the student is enrolling must be listed.</p>
<p>§94911(j)(1) Enrollment Agreement</p>	<p>An enrollment agreement shall include, at a minimum, all of the following:  (j) The following statements:  (1) "Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at (address), Sacramento, CA (ZIP Code), (Internet Web site address), (telephone and fax numbers)."</p> <p><b>The institution failed to provide a correct statement. The statement needs to be verbatim.</b></p> <p>To remedy this violation revise statements to read verbatim.  "Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897."</p>
<p>§94911(i) (1)(2) Enrollment Agreement</p>	<p>An enrollment agreement shall include, at a minimum, all of the following:  (i) (1) The following statement: "Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement."  (2) Immediately following the statement required by paragraph (1), a line for the student to initial, including the following statement: "I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet."</p> <p><b>The institution failed to provide a correct statement. The statement needs to be verbatim. Enrollment agreement is missing; and the most recent three-year cohort default rate, if</b></p>

Notice to Comply – CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *h*  
Administrator's Initial: *BE*

	<p><b>applicable in the second paragraph.</b></p> <p>To remedy this violation revise statements to read verbatim.</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 institution and the student. Each of these items shall also be initialed and dated by the student.</p> <p><b>The Institution failed to provide and keep in the file a School Performance Fact Sheet that was signed and dated by the institution.</b></p> <p>The institution shall provide its policy or procedure for maintaining in each student's file, a copy of the School Performance Fact Sheet. Additionally, the institution must submit copies of Signed and Initialed School Performance Fact Sheets within the next 30 days following the date of this document.</p>
§94916 Enrollment Agreement	<p>Statement on Loans to Students</p> <p>An institution extending credit or lending money to an individual for institutional and non-institutional charges for an educational program shall cause any note, instrument, or other evidence of indebtedness taken in connection with that extension of credit or loan to be conspicuously marked on its face in at least 12-point type with the following notice:</p> <p><b>"NOTICE"</b></p> <p><b>"You may assert against the holder of the promissory note you signed in order to finance the cost of the educational program all of the claims and defenses that you could assert against this institution, up to the amount you have already paid under the promissory note."</b></p> <p><b>The institution failed to provide a notice of indebtedness on the enrollment agreement.</b></p> <p>To remedy this violation:</p> <p>No other evidence of indebtedness was provided by your institution. Please provide a note, instrument, or other evidence of indebtedness that has the above statement conspicuously marked in at least 12-point type. If your institution's enrollment agreement is the only evidence of indebtedness available, please provide your enrollment agreement with the above statement conspicuously marked in at least 12-point type on it.</p>

Code of Regulations	Subsection, Description, and Required Correction
§71800(a) (b) Enrollment Agreement	In addition to the requirements of section 94911 of the Code, an

Notice to Comply – CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *RL*

Administrator's Initial: *RL*

	<p>institution shall provide to each student an enrollment agreement that contains at the least the following information:</p> <p>(a) The name and address of the institution and the addresses where instruction will be provided.  (b) Period covered by the enrollment agreement.</p> <p><b>The institution failed to include the required information.</b></p> <p>To remedy this violation the enrollment agreement must include both physical address and where instruction will be provided, and the period covered by the enrollment agreement.</p>
<p>§71800(a) (b) Enrollment Agreement</p>	<p>In addition to the requirements of section 94911 of the Code, an institution shall provide to each student an enrollment agreement that contains at the least the following information:</p> <p>(e) Itemization of all institutional charges and fees including, as applicable:</p> <ol style="list-style-type: none"> <li>(1) tuition;</li> <li>(2) registration fee (non-refundable);</li> <li>(3) equipment;</li> <li>(4) lab supplies or kits;</li> <li>(5) Textbooks, or other learning media;</li> <li>(6) uniforms or other special protective clothing;</li> <li>(7) in-resident housing;</li> <li>(8) tutoring;</li> <li>(9) assessment fees for transfer of credits;</li> <li>(10) fees to transfer credits;</li> <li>(11) Student Tuition Recovery Fund fee (non-refundable);</li> <li>(12) any other institutional charge or fee.</li> </ol> <p>(f) Charges paid to an entity other than an institution that is specifically required for participation in the educational program.</p> <p><b>The institution failed to provide an itemization of charges with STRF being non-refundable.</b></p> <p>To remedy this violation the enrollment agreement must include STRF as being non-refundable.</p>
<p>§71810 (b)(7)- Catalog</p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(7) The institution's policies and procedures for the award of credit for prior experiential learning, including assessment policies and procedures, provisions for appeal, and all charges that a student may be required to pay;</p> <p><b>The catalog failed to provide a statement concerning the institution's policies and procedures for the award of credit for prior experiential learning.</b></p>

Notice to Comply – CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *M*

Administrator's Initial: *BT*

	<p>To remedy this violation make a statement in the catalog concerning the award of credit for prior experiential learning. If you do not accept prior learning, please make a statement to that effect.</p>
§71810 (b)(3)- Catalog	<p>(b)The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:  (3)If the institution admits students from other countries, whether visa services are provided or whether the institution will vouch for student status, and any associated charges;</p> <p><b>The institutions catalog failed to provide a statement as to whether they admit students from other countries.</b></p> <p>To remedy this violation make a statement in the catalog concerning admission of students from other countries, if you do not accept students from other countries please make a statement to that effect.</p>
§71810 (b)(4)(A)- Catalog	<p>(b)The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:  (4)Language proficiency information, including:  (A)the level of English language proficiency required of students and the kind of documentation of proficiency, such as the Test of English as a Foreign Language (TOEFL), that will be accepted;</p> <p><b>The institutions catalog failed to provide the level of English Language Proficiency required of Students.</b></p> <p>To remedy this violation please provide a statement as to the level of English required and the kind of documentation that will be accepted.  Example:  "A student must have a score of 500 on the TOEFL exam." Or "The student must have the ability to read and write English at the level of a graduate of an American high school as demonstrated by the possession of a high school diploma, GED or passage of the California high school proficiency exam."</p>
§71810 (b)(5)- Catalog	<p>(b)The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:  (5)Whether any instruction will occur in a language other than English and, if so, the level of proficiency required and the kind of documentation of proficiency, such as the United States Foreign Service Language Rating System, that will be accepted;</p> <p><b>The institutions catalog stated that instruction will occur in a language other than English. Is the institution approved to teach in a foreign language.</b></p> <p>To remedy this violation please provide approval for having instruction in a language other than English. If you have approval</p>

Notice to Comply – CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *RI*

Administrator's Initial: *RI*

	<p>to teach in a foreign language, will need a copy of the catalog and enrollment agreement in that language.</p>
§71810 (b)(14)- Catalog	<p>(b)The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:  (14) Policies on student rights, including the procedure for addressing student grievances;</p> <p><b>The institution's catalog contains a grievance policy, but the policy requires students to use an internal complaint process before contacting outside agencies. CEC 94909(a)(3)(C) makes it clear that students can file a complaint with the Bureau at any time. CEC 94907 prohibits schools from having a provision that requires a student to invoke an internal institutional dispute procedure before enforcing any contractual or other legal rights or remedies.</b></p> <p>To remedy this violation please change your grievance policy to suggest that students use an internal process first, but that it is not required and they may contact the Bureau at any time.</p>
§71810 (b)(13)(A)(B)(C)- Catalog	<p>(b)The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:  (13)Housing information including all of the following:  (A)Whether the institution has dormitory facilities under its control;  (B)The availability of housing located reasonably near the institution's facilities and an estimation of the approximate cost or range of cost of the housing; and  (C)If the institution has no responsibility to find or assist a student in finding housing, a clear and conspicuous statement so indicating. A statement that the program is "non-residential" does not satisfy this subparagraph.</p> <p><b>The Institution failed to provide a complete housing statement.</b></p> <p>To remedy this violation revise statement in the catalog to include all 3 statements.  See Example below:  Coast Career Institute does not have dormitory facilities under its control and we do not provide assistance to the student in finding housing. The availability of housing near the institution is favorable with the average cost of a home in the area at around \$400,000 and rent for a 1 bedroom apartment is approximately \$1200.</p>
§71810 (b)(15)- Catalog	<p>(b)The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:  (15)Policies on the retention of student records.</p> <p><b>The institutions retention policy is not correct. It states transcripts are kept for 5 years.</b></p>

Notice to Comply – CU 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *[Signature]*

Administrator's Initial: **BT**

	<p>To remedy this violation please correct your student records policy to state that student transcripts and degree or certificate are maintained indefinitely and all other records are maintained for 5 years</p> <p>94900. Required Student Records</p> <p>(a) An institution shall maintain records of the name, address, e-mail address, and telephone number of each student who is enrolled in an educational program in that institution.</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> <p>(1) The degree or certificate granted and the date on which that degree or certificate was granted.</p> <p>(2) The courses and units on which the certificate or degree was based.</p> <p>(3) The grades earned by the student in each of those courses.</p>
<p>§74112(a)- Uniform Data – Annual Report, Performance Fact Sheet</p>	<p>Uniform Data – Annual Report, Performance Fact Sheet</p> <p>(a)Format. The format for the Performance Fact Sheet shall be in at least 12 pt. type, in an easily readable font, with 1.15 line spacing. The Performance Fact Sheet shall contain all and only the information required or specifically permitted by section 94910 of the Code or this chapter.</p> <p><b>The Format of the School Performance Fact Sheets are substantially different than what is acceptable, they are missing dates student signed, missing institution signature line and date, and do not contain all the required footnotes. Also missing part of the student loan information, does not contain length of program and is also missing school information.</b></p> <p>To Remedy this violation the institution needs to make the School Performance Fact Sheets more like examples given, add date lines, signature lines and add all the required footnotes along with missing student loan information.</p> <p><a href="http://www.bppe.ca.gov/schools/pfs.shtml">http://www.bppe.ca.gov/schools/pfs.shtml</a></p>

**Only minor violations are listed on this Notice to Comply.**

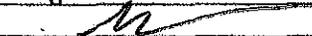
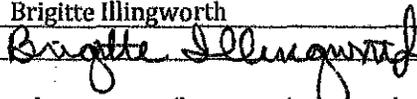
Additional material violations have been found?  Y /  N (Circle one)

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

Notice to Comply – CU 1920681-0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *h*

Administrator's Initial: *BI*

Inspector's Name	Greg Seib
Inspector's Signature	
Institution Administrator Name/Title:	Brigitte Illingworth
Institution Administrator's Signature:	

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

Notice to Comply – CC 1920681 0516 (Ed. Code § 94935, 5 CCR § 75010)  
Inspector's Initial:   
Administrator's Initial: *B.I.*

**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 6/25/2016**

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

Notice to Comply – CU 1920681-0516 (Ed. Code § 94935, 5 CCR § 75010)

Inspector's Initial: *h*

Administrator's Initial: *BT*