In the Matter of the Statement of Issues
Against:
MANNA ADULT CONTINUING
EDUCATION CENTER; EDRA
BOZKURT, OWNER

Application for Renewal of Approval to
Operate a Non-Accredited Institution
Applicant
Respondent.

Complainant alleges:

PARTIES

1. Joanne Wenzel (Complainant) brings this Statement of Issues solely in her official
capacity as the Chief of the Bureau for Private Postsecondary Education, Department of
Consumer Affairs.

2. On or about July 29, 2013, the Bureau for Private Postsecondary Education received
an Application for Renewal of Approval to Operate a Non-Accredited Institution from Manna
Adult Continuing Education Center; Edra Bozkurt, Owner (Respondent). On or about July 27,
2013, Manna Adult Continuing Education Center; Edra Bozkurt, Owner certified under penalty of
perjury to the truthfulness of all statements, answers, and representations in the application. The Bureau denied the application on July 11, 2014.

JURISDICTION

3. This Statement of Issues is brought before the Director of the Department of Consumer Affairs (Director) for the Bureau for Private Postsecondary Education, under the authority of the following laws. All section references are to the Business and Professions Code unless otherwise indicated.

4. Section 94887 of the Education Code states:

"An approval to operate shall be granted only after an applicant has presented sufficient evidence to the bureau, and the bureau has independently verified the information provided by the applicant through site visits or other methods deemed appropriate by the bureau, that the applicant has the capacity to satisfy the minimum operating standards. The bureau shall deny an application for an approval to operate if the application does not satisfy those standards."

5. Section 94910 of the Education Code states:

"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:

"(a) Completion rates, as calculated pursuant to Article 16 (commencing with Section 94928).

"(b) Placement rates, as calculated pursuant to Article 16 (commencing with Section 94928), if the educational program is designed to lead to, or the institution makes any express or implied claim related to preparing students for, a particular career, occupation, vocation, job, or job title."
"(c) License examination passage rates for programs leading to employment for which
passage of a state licensing examination is required, as calculated pursuant to Article 16
(commencing with Section 94928).

"(d) Salary or wage information, as calculated pursuant to Article 16 (commencing with
Section 94928) ....

"(e) If a program is too new to provide data for any of the categories listed in this
subdivision, the institution shall state on its fact sheet: "This program is new. Therefore, the
number of students who graduate, the number of students who are placed, or the starting salary
you can earn after finishing the educational program are unknown at this time. Information
regarding general salary and placement statistics may be available from government sources or
from the institution, but is not equivalent to actual performance data."

"(f) All of the following:

"(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.

"(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).

"(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).

"(g) The following statements:

"(1) "This fact sheet is filed with the Bureau for Private Postsecondary Education.
Regardless of any information you may have relating to completion rates, placement rates,
starting salaries, or license exam passage rates, this fact sheet contains the information as
calculated pursuant to state law."

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"(2) "Any questions a student may have regarding this fact sheet 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).

"(h) If the institution participates in federal financial aid programs, the most recent three-year cohort default rate reported by the United States Department of Education for the institution and the percentage of enrolled students receiving federal student loans.

"(i) Data and information disclosed pursuant to subdivisions (a) to (d), inclusive, is not required to include students who satisfy the qualifications specified in subdivision (d) of Section 94909, but an institution shall disclose whether the data, information, or both provided in its fact sheet excludes students pursuant to this subdivision. An institution shall not actively use data specific to the fact sheet in its recruitment materials or other recruitment efforts of students who are not California residents and do not reside in California at the time of their enrollment."1

6. Title 5, California Code of Regulation section 71700 provides:

The Bureau may request that an institution document compliance with the standards set forth in the Act and this Division to obtain and maintain an approval to operate.

7. Title 5, California Code of Regulation section 71730 provides:

(a) Each institution shall have a chief executive officer, a chief operating officer and chief academic officer. One person may serve more than one function.

(b) The duties, responsibilities, and performance evaluation criteria for each administrator shall be set forth in a personnel manual or other writing maintained by the institution.

(c) An institution with one or more branch locations shall establish written institutional policies, consistent with subdivision (d), regarding the division and sharing of administrative responsibilities between the central administration at the main location and the administration at the branch locations.

1 Education Code section 94910 was amended effective January 1, 2015.
(d) The administrative staffing at each branch location shall reflect the purposes, size, and educational operations at that location and at any satellite location for which the branch has administrative responsibilities.

(e) The chief academic officer shall possess a degree or equivalent acceptable experience at least equal to the highest qualifications required of the institution's faculty. Chief academic officers employed on the date of implementation of these regulations, who do not meet the qualifications for their positions, shall have three years to earn the necessary degrees or experience to qualify them for their position.

(f) The institution shall employ administrative personnel who have the expertise to ensure the achievement of the institution's mission and objectives and the operation of the educational programs.

(E) The institution shall not employ or continue to employ any administrative personnel who were adjudicated in a judicial or administrative proceeding as having violated any provision of the Act or this chapter or as having committed any act that would constitute grounds for the denial of a license under Section 480 of the Business and Professions Code.

8. Title 5, California Code of Regulation section 74112 provides in pertinent part:

“(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.”

9. Title 5, California Code of Regulation section 71745 provides:

(a) The institution shall document that it has at all times sufficient assets and financial resources to do all of the following:

(1) Provide all of the educational programs that the institution represented it would provide.

(2) Ensure that all students admitted to its educational programs have a reasonable opportunity to complete the programs and obtain their degrees or diplomas.

(3) Maintain the minimum standards required by the Act and this chapter.

(4) Pay timely refunds as required by Article 13 of the Act.

(5) Pay all operating expenses due within 30 days.

(6) Maintain a ratio of current assets to current liabilities of 1.25 to 1.00 or greater at the end of the most recent fiscal year when using generally accepted accounting principles, or for an institution participating in Title IV of the federal Higher Education Act of 1965, meet the composite score requirements of the U.S. Department of Education. For the purposes of this section, current assets does not include: intangible assets, including goodwill, going concern value, organization expense, startup costs, long-term prepayment of deferred charges, and non-returnable deposits, or state or federal grant or loan funds that are not the property of the institution but are held for future disbursement for the benefit of students. Unearned tuition shall be accounted for in accordance with general accepted accounting
principles.

(b) At an institution's request, the Bureau may consider the financial resources of a parent company if the parent company, as defined by section 94853 of the Code, meets and maintains all of the following provisions:

(1) consents in writing to be sued in California;

(2) consents in writing to be subject to the jurisdiction of the Bureau with respect to the institution's regulation under the Act and this Chapter;

(3) designates and maintains an agent for service of process, consistent with section 74190;

(4) agrees in writing to pay any refund, claim, penalty, or judgment that the institution is obligated to pay; and

(5) files financial reports, maintains financial records, and consents in writing to permit the inspection and copying of financial records to the same extent as is required of the institution.

(c) An institution shall provide to the Bureau its most current financial statements upon request.

10. Following Respondent's submission of their Application for Renewal of Approval to Operate a Non-Accredited Institution, the Bureau sent deficiency letters on August 8, 2013, November 12, 2013, February 13, 2014, and March 19, 2014. A site visit was conducted on April 3, 2014. The Bureau's Notice of Denial of the Application for Renewal of Approval to Operate was sent on July 11, 2014.

FIRST CAUSE FOR DENIAL OF APPLICATION
(No Performance Evaluation Criteria)

11. Respondent's application is subject to denial pursuant to the Education Code section 94887 in conjunction with Title 5, California Code of Regulations section 71730(b) in that during the site visit on April 3, 2014, the institution did not provide the performance evaluation criteria for each administrator as required by statute.

SECOND CAUSE FOR DENIAL OF APPLICATION
(List of Employment Positions)

12. Respondent's application is subject to denial pursuant to Education Code section 94887 in conjunction with the California Education Code section 94910 (f)(2) in that the institution failed to provide a list of employment positions within the field for which a student
would receive education and training as required by statute and instead provided a link to the Bureau’s online sample of a School Performance Fact Sheet.

**THIRD CAUSE FOR DENIAL OF APPLICATION**

(Unauthorized Information included in the School Performance Fact Sheet)

13. Respondent’s application is subject to denial pursuant to Education Code section 94887 in conjunction with the Title 5, California Code of Regulations Section 74112 (a) in that the School’s Performance Fact Sheet listed EDD Certified Nursing Assistant low, median and high salaries and a certification statement and definition of the certificate of completion, which is not permitted.

**FOURTH CAUSE FOR DENIAL OF APPLICATION**

(Insufficient Assets/Resources)

14. Respondent’s application is subject to denial based upon their financial documentation which reflects that there are insufficient assets or resources as required by Title 5, California Code of Regulation Section 71745 (a)(1-5) in that their statement of cash flow shows a negative $82,466. Additionally, the financial statements submitted to the Bureau, for the year ending October 31, 2013, the company incurred a net loss of $38,028. The same financial statement indicates that the company had not filed its 2012 federal or state tax returns.
PRAYER

WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged, and that following the hearing, the Director of the Department of Consumer Affairs issue a decision:

1. Denying the application of Manna Adult Continuing Education Center; Edra Bozkurt, Owner for an Approval to Operate a Non-Accredited Institution;

2. Taking such other and further action as deemed necessary and proper.

DATED: 2/24/15

JOANNE WENZEL
Chief
Bureau for Private Postsecondary Education
Department of Consumer Affairs
State of California
Complainant

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