



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

Wednesday, May 28, 2025
9:30 a.m.

NOTE: The Bureau for Private Postsecondary Education will hold a public meeting via the WebEx platform in accordance with Government Code section 11123.2. Pursuant to Government Code section 11123.5(f), the Bureau is also providing the following location for members of the public to participate via WebEx:

Department of Consumer Affairs
1625 North Market Blvd., El Dorado Room Suite N-220
Sacramento, CA 95834

INSTRUCTIONS FOR OBSERVATION VIA WEBCAST:

Webcast of the meeting will be available at 9:30 a.m. on May 28, 2025, 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=m96786659eca93dcc26e59b7a17efedb3>

Event Number: 2505 752 3641 Event Password: BPPE528

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 February 26, 2025, 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 Update
 - b. Licensing Update
 - c. Quality of Education Update
 - d. Compliance and Annual Report Update
 - e. Discipline Update
 - f. Complaint and Investigation Update
 - g. Office of Student Assistance and Relief (OSAR) Update
 - h. Student Tuition Recovery Fund (STRF) Update

6. Status Update and Discussion related to the following Regulatory Matters:
 - a. Modified Text for Minimum Operating Standards – Refund Policies (California Education Code (CEC) section 94885(a)(4); Title 5, California Code of Regulations (5 CCR) sections 70000, 71746, 71750 and 71751)
 - b. Proposed Text for Catalog Requirements (CEC section 94909; 5 CCR 71810)
7. May Revise Budget Update
8. Presentation by the California Department of Financial Protection and Innovation on Registration Requirements for Providers of Postsecondary Education Financing
9. Future Agenda Items
10. Adjournment

1. Welcome, Introductions, and Establishment of a Quorum

Members:

- Leigh Ferrin, Chair
- Tess Kraiker, Vice Chair
- Robert Boykin
- Kansen Chu
- Melanie Delgado
- Joseph Holt
- Robyn Smith
- Tracy Tambascia
- Michael Zimmerman
- Senator Angelique Ashby
- 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 February 26, 2025, Advisory Committee Meeting Minutes





Advisory Committee Meeting Minutes Wednesday, February 26, 2025

WebEx Meeting

Advisory Committee Members in Attendance

Kansen Chu
Tracy Tambascia
Melanie Delgado
Leigh Ferrin
Joseph Holt
Tess Kraiker
Robyn Smith
Michael Zimmerman
Kevin Powers

Committee Members Absent

Robert Boykin
Assemblymember Mike Fong
Senator Angelique Ashby

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

Deborah Cochrane, Bureau Chief
Linh Nguyen, DCA Legal Counsel
Elizabeth Elias, Deputy Bureau Chief
Manila Vongmany, Deputy Bureau Chief
Daniel Rangel, Bureau Enforcement Chief
Ebony Santee, Bureau Education Administrator
Scott Valverde, Office of Student Assistance and Relief Chief
Yvette Johnson, Bureau Administration Chief
Parker Strohmeyer, Bureau Legislative/Regulation Specialist
Jason Piccione, DCA Chief Information Officer
Ryan Tacher, DCA Legislative Affairs

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

Committee Chair, Leigh Ferrin, called the meeting to order.

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

No public comment.

Agenda #3 - Review and Approval of May 15, 2024, Advisory Committee Meeting Minutes

Tess Kraiker moved to approve the November 13, 2024, meeting minutes; Joseph Holt seconded the motion.

Public Comment

No public comment.

Vote

(Tess Kraiker: Aye; Tracy Tambascia: Aye; Melanie Delgado: Aye; Joseph Holt: Aye; Robyn Smith: Aye; Michael Zimmerman: Abstain; Kansen Chu: Abstain; Leigh Ferrin: Aye)

The motion passed.

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

Ryan Tacher, DCA Legislative Affairs, provided an update on the Department of Consumer Affairs (Department).

Public Comment

No public 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. Mr. Piccione reported that the new IT system is on track to be released in Spring 2025. He noted three major components of the release, including: the conversion of data from the

legacy system to the new platform, online annual fee payments, and online quarterly Student Tuition Recovery Fund (STRF) assessment submissions

Public Comment

No public comment.

Licensing Report

Manila Vongmany, Deputy Bureau Chief, reported on the Licensing Unit. She outlined Attachment 5(b).

Mr. Holt commented on the development of a chess clock analysis to determine the amount of time an application is pending with an institution and the Bureau. He asked if there has been any specific implementation of tools or data flags within the new IT system that will provide visibility in the future to determine how much time a full approval application spends with each responsible party. Ms. Vongmany stated that the new IT system will allow staff to see where the application is at each step of the process and will track the time for each step of the process.

Mr. Holt requested to see at a future meeting an example of what a successful application submission looks like. He commented that it would be helpful to applicants and would provide them with understanding of the median timeframe in days to fully complete an application without deficiencies. He further stated that many unaccredited institutions tend to be very small operations and that approval timeframes of 500 days are too long and need to be lowered.

Ms. Smith asked if the Bureau needs more staff to more quickly reduce the backlog of applications. Ms. Vongmany responded that a deeper analysis would need to be done to determine if more staff is needed. Ms. Cochrane noted that applications for unaccredited institutions go through the Licensing Unit and Quality of Education Unit, which adds more complexity to procedures and staffing.

Public Comment

No public comment.

Quality of Education Report

Ebony Santee, Bureau Education Administrator, reported on the Quality of Education Unit (QEU). She outlined Attachment 5(c).

Public Comment

No public comment.

Annual Report (AR) Report

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

Public Comment

No public comment.

Compliance and Discipline Report

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

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. Smith asked for examples of non-jurisdictional complaints to be presented at the next meeting.

Mr. Holt requested to see at the next meeting a breakdown of closed complaints with complaints closed at intake separate from the total number of closed complaints in a quarter.

Public Comment

No public comment.

Office of Student Assistance and Relief (OSAR) Report

Scott Valverde, OSAR Chief, reported on the OSAR Unit. He informed the Committee this would be his last meeting, as he is retiring on May 2, 2025. He expressed his appreciation for the opportunity to work with students, the Bureau, and the Committee.

Mr. Valverde outlined Attachment 5(g).

The Committee thanked Mr. Valverde for his service to students and congratulated him on his upcoming retirement.

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. Smith stated that she is very thankful for the relief STRF provides students in distress.

Public Comment

No public comment.

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

Parker Strohmeyer, Bureau Legislative/Regulation Specialist, provided a status update on Bureau regulatory matters. He outlined the Bureau Regulations Tracker in the meeting materials.

6a. Catalog Requirements (California Education Code (CEC) section 94909; Title 5, California Code of Regulations (5 CCR) section 71810)

Mr. Strohmeyer outlined the memo titled Catalog Requirements in the meeting packet and turned to the Committee for any questions or comments.

Mr. Holt commented that he endorses the suggestions laid out in the Catalog Requirements memo.

Public Comment

No public comment.

6b. Unapproved Activity (CEC sections 94886 and 94944; 5 CCR sections 75020 and 75030)

Ms. Elias provided an overview of unapproved activity. She stated that the proposed regulatory changes provide clear guidelines for the assessment of fines.

Ms. Elias explained that the proposed language establishes a minimum fine amount for unapproved activity reinforcing the serious consequence of non-compliance and serves as a meaningful deterrent. She noted that without a minimum fine amount, some institutions may view fines as merely the cost of doing business rather than a mandate to comply with statutory and regulatory requirements that govern the private postsecondary industry.

Ms. Elias outlined in the proposed language how aggravating and mitigating factors would be considered when determining the fine amount. She explained that aggravating factors may include harm to students, consumers, or the public, prior knowledge of the Bureau as demonstrated through previous citations for unapproved activity, or having held prior approvals. She stated that mitigating factors may include an institution's acknowledgment of wrongdoing, implementation of immediate corrective action to prevent reoccurrence, and cooperating with the Bureau's investigation. She noted that the factors outlined are in line with how the Bureau currently sets fine levels based on the specific circumstances of each case. She added that the goal of establishing these factors in regulation is to ensure fines are issued in a fair and consistent manner, and in a way that supports predictability, clarity, and integrity of the orders.

Ms. Elias also pointed out that the proposed regulatory changes conform citation authority for unapproved activity with law changes enacted in 2021 and 2022. She noted that Senate Bill 1433 specified that the \$100,000 maximum fine for citations for unapproved institutions does not include the value of refunds ordered to be paid back to the students.

Mr. Strohmeyer further outlined the proposed changes to 5 CCR section 75020 (Issuance of Citations) and section 75030 (Assessment of Administrative Fines).

Public Comment

No public comment.

Agenda #7 – Future Agenda Items

Ms. Kraiker requested at a future meeting any updates on prior proposals to potentially utilize the STRF fund in different ways.

Mr. Holt asked for any legislative updates regarding the Bureau's budget.

Public Comment

No public comment.

Agenda #8 – Adjournment

The meeting adjourned at 11:20 am.

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 Update
- c. Quality of Education Update
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- h. Student Tuition Recovery Fund (STRF) Update



IT System Project



Licensing Update Q3, FY 2024-25

Bureau for Private Postsecondary
Education Advisory Committee Meeting
May 28, 2025



FY 2024/25 Q3 LICENSE APPLICATIONS – PENDING APPLICATIONS

Application Type	Current Quarter			Fiscal Year to Date			End of Quarter
	Received	Approved	Completed	Received	Approved	Completed	Total Pending
New Full Approval	14	7	13	34	24	37	113
New Acc Approval	6	3	4	23	22	34	7
Renewal Full	17	12	16	46	72	93	82
Renewal Accredited	21	26	28	53	58	62	59
Changes Full	33	16	16	76	55	72	81
Changes Accredited	29	24	27	96	78	91	50
Verification of Exemption	62	33	52	231	146	214	68
Out of State Registration	8	11	12	25	22	27	14

FY 2024/25 Q3 APPLICATION TIMEFRAMES

Application Type	Current Quarter				Fiscal Year to Date		12 Month Rolling Average	
	Avg Days To Approve	Avg Days To Complete	Days to Approve Low	Days to Approve High	Avg Days To Approve	Avg Days to Complete	Avg Days To Approve	Avg Days to Complete
New Full Approval	497	520	207	1136	543	511	522	524
New Accredited Approval	112	86	36	259	106	85	91	91
Renewal Full	474	512	63	1022	413	471	420	491
Renewal Accredited	259	251	13	968	228	221	230	224
Changes Full	249	254	2	910	185	208	188	203
Changes Accredited	106	99	8	676	83	102	70	96
Verification of Exemption	45	53	6	225	34	36	32	34
Out of State Registration	29	29	14	92	38	46	43	50

FY 2024/25 Q3 Statewide Population by Location Type & Approval Type

Location Type for Approval to Operate	Main	Branch	Satellite	Total
	885	306	344	1535

Approval Types Population	ABMA (Accredited)	Full (Non-Accredited) ^a	Conditional ^b	Out of State Registration
	387	498	0	129

^a 30 institutions with full approvals have provisional approval to offer one or more-degree programs pursuant to California Education Code section 94885.5.

^b Conditional approvals are issued for a period up to six months when an institution is in substantial compliance, but minor deficiencies exist (California Code of Regulations section 71400(d)(1)).

Licensing Workshops

- The Bureau offers online, interactive Licensing Workshops for Institutions to help them understand how to complete a first-time application.
- Institutions may register on the Bureau's website:
https://www.bppe.ca.gov/schools/application_workshops.shtml

- FY 24/25
Q3 Workshops
 - April 22, 2025
 - May 20, 2025
 - June 24, 2025

Prior Workshop Dates	Location	Registrants	Attendees
January 21, 2025	Teams Webinar	31	30
February 18, 2025	Teams Webinar	53	34
March 18, 2025	Teams Webinar	48	31

Submit questions and/or comments to:

Gregory Donkerbrook

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(916) 574-7216

gregory.donkerbrook@dca.ca.gov

Quality of Education (QEU) Update

Bureau for Private Postsecondary Education
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Status of Institutions Granted Provisional Approval for Degree Programs

Includes provisionally approved degree programs authorized under CEC sections 94885(c), 94885.5, 94885.7

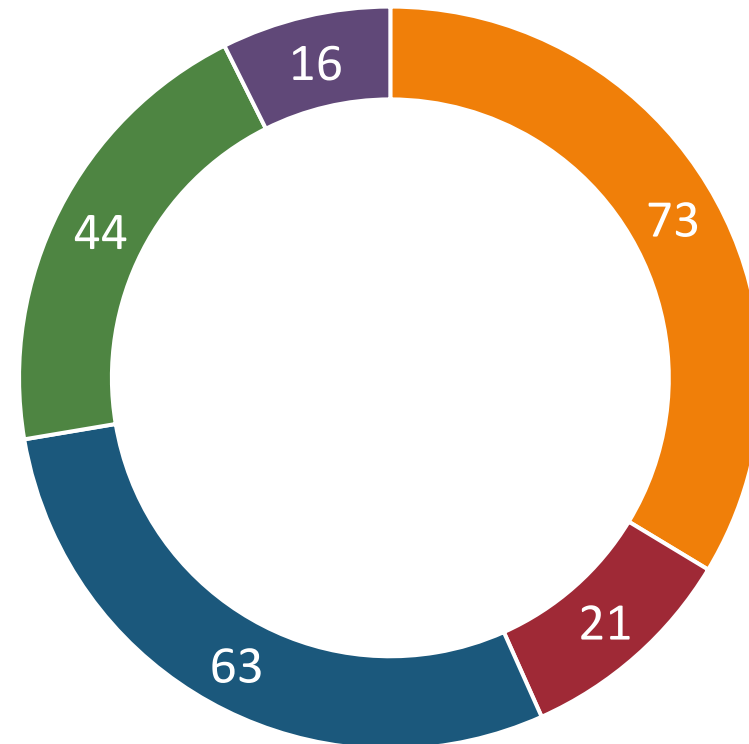
Outcome	Institution Count
Accredited	25
Closed or Approval Expired	14
Exempt	2
Surrendered Degrees	21
Suspended Degrees	12
Pursuing Accreditation	25
Total	99

Provisionally Approved Degree Program Outcomes

Includes institutions with provisionally approved degree programs that have concluded their efforts to obtain accreditation; excludes institutions still pursuing accreditation.

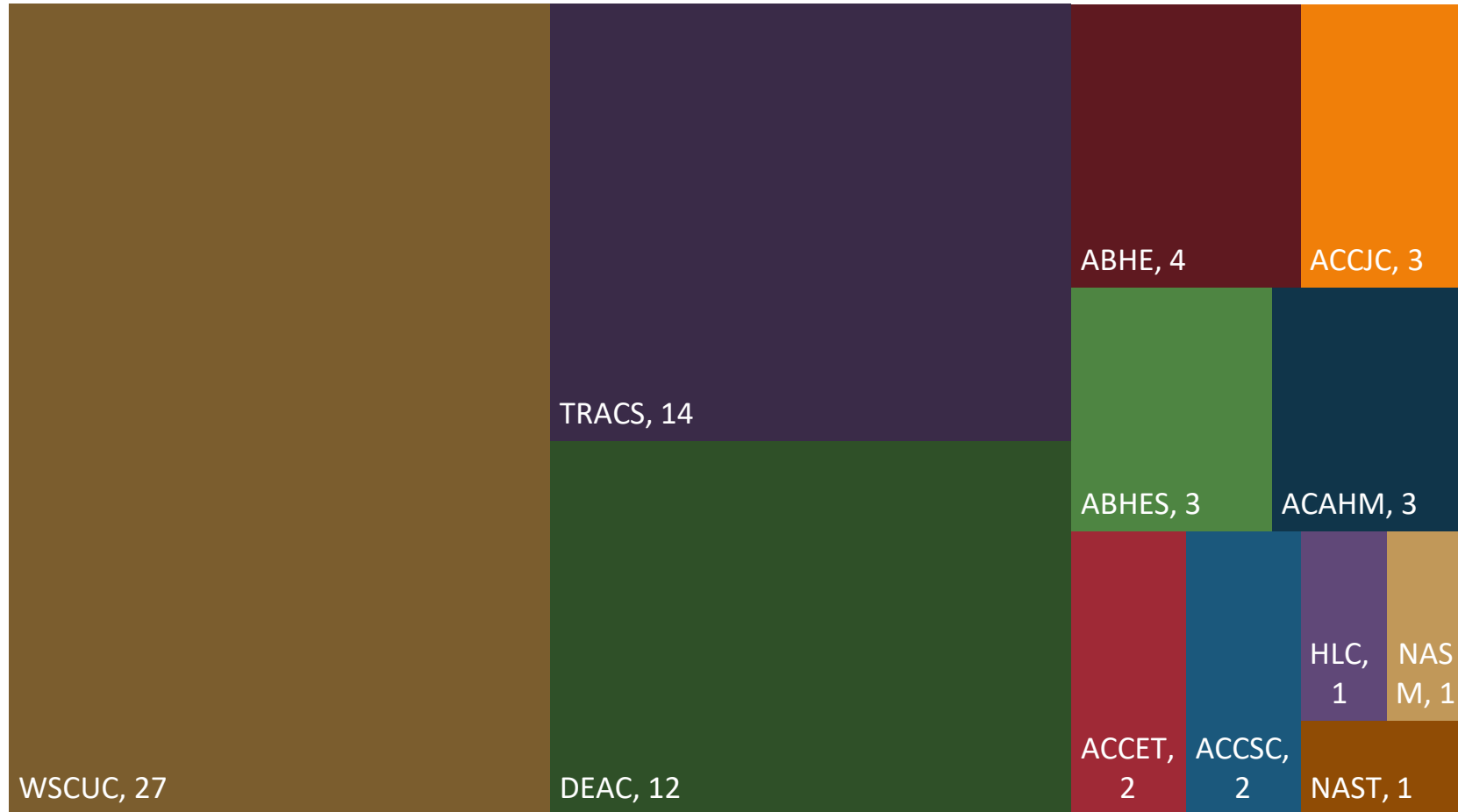
Total Institution Count: 217

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



Accrediting Agency Outcomes

Includes institutions that received provisional approval to offer degree programs and 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
- 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:

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Sacramento, CA 95834

(279) 895-6081

Ebony.Santee@dca.ca.gov

Compliance & Annual Report Update Q3, FY 2024-2025

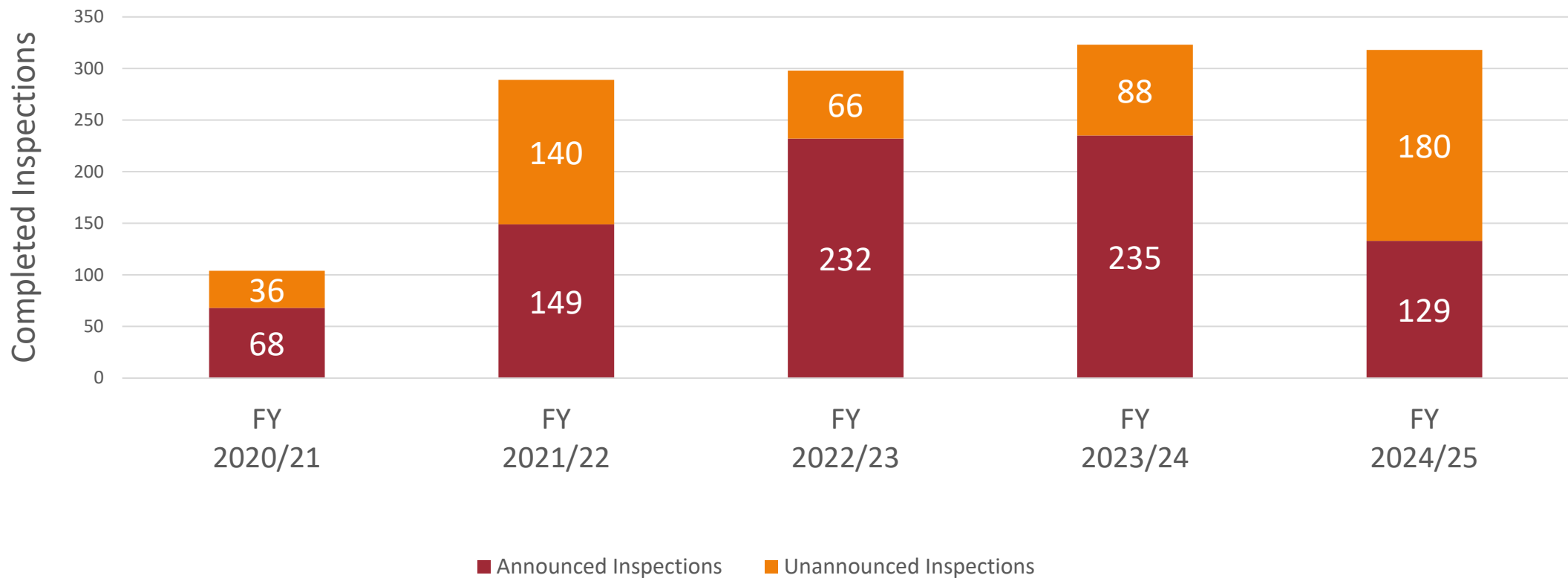
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Inspections

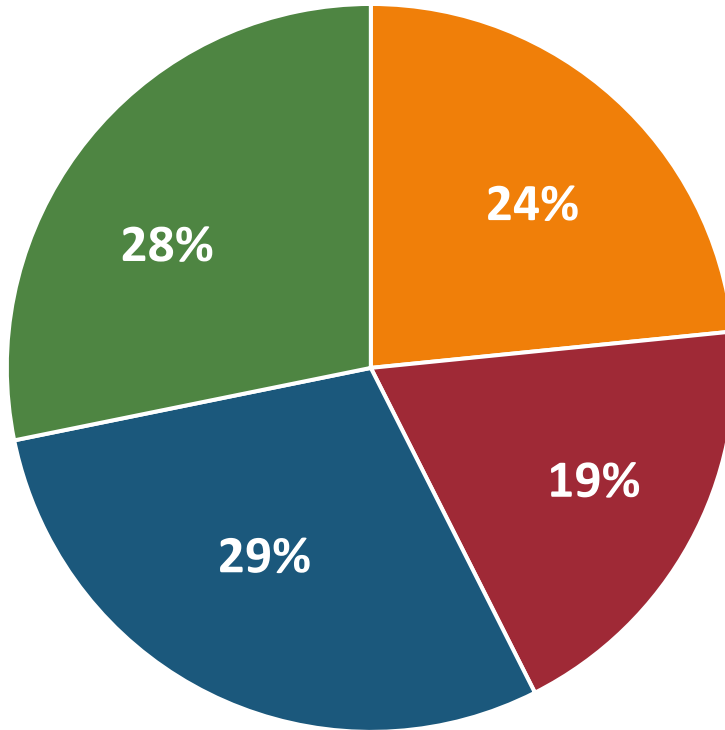
INSPECTIONS	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Total Inspections	104	289	298	323	87	106	116		309
Announced Inspections	68	149	232	235	43	53	33		129
Unannounced Inspections	36	140	66	88	44	53	83		180

Inspections by Type

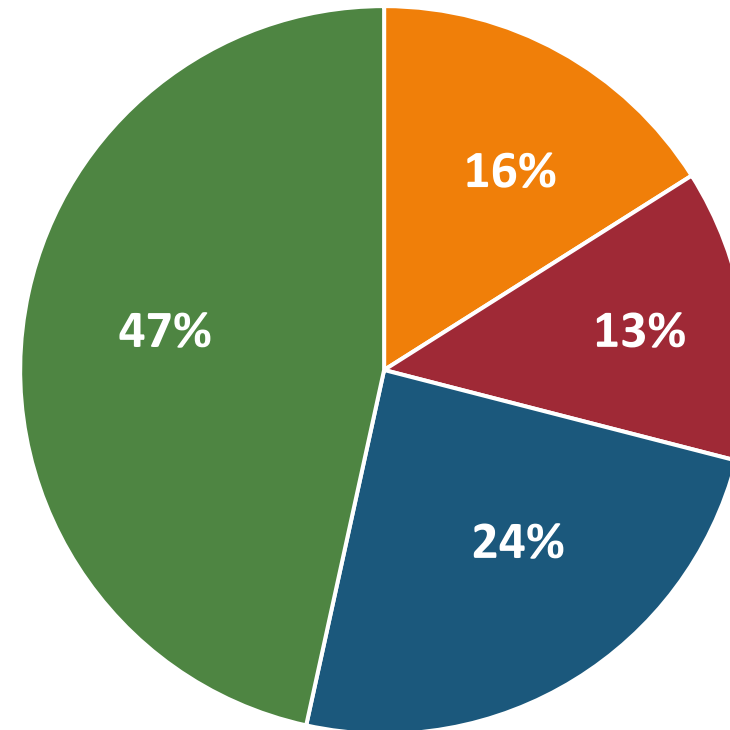


Inspection Results, FY 2024-25 – YTD through Q3

Unannounced Inspections



Announced Inspections



■ Enforcement Referral (ER) ■ Notice to Comply (NTC) ■ NTC and ER ■ No Action Taken

Compliance Workshops

- 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
 - June 19, 2025

Compliance Workshop Attendance FY 2024-25	
Workshop Date	Attendees
July 2024	18
August 2024	34
September 2024	38
October 2024	45
November 2024	12
December 2024	37
January 2025	36
February 2025	79
March 2025	96

2023 Annual Report Update

- Portal Opened on August 1, 2024
- Report due December 1, 2024
- As of 4/28/2025
 - ❖ 758 institutions have submitted their 2023 Annual Report
 - ❖ 527 have been processed and are available on the Bureau's website.

Upcoming 2024 Annual Report

- Portal will open August 2025
- Report will be due December 1, 2025

- Report Submission Must Include:
 - ❖ PORTAL
 - Annual Report Data
 - School Performance Fact Sheets
 - 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_performance_workshops.shtml
- Upcoming Workshops:
 - June 20, 2025
 - July 25, 2025
 - August 29, 2025

School Performance Fact Sheet Workshop Attendance FY 2024-25	
Workshop Date	Attendees
July 2024	21
August 2024	29
September 2024	33
October 2024	18
November 2024	20
December 2024	12
January 2025	10
February 2025	43
March 2025	27

Submit questions and/or comments to:

Erik Casida

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(279) 666-5863

erik.casida@dca.ca.gov

Discipline Update Q3, FY 2024-2025

Bureau for Private Postsecondary Education
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Enforcement Actions Resulting from an Accusation

Actions Taken	FY 20/21	FY 21/22	FY 22/23	FY 23/24	FY 2024-2025				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Default: Revocation	7	7	5	1	2	4	1		7
PC 23	0	0	2	0	1	0	0		1
Proposed Decision (Hearing Outcome): Order to Comply	0	0	1	0	0	0	0		0
Proposed Decision (Hearing Outcome): Revocation	1	0	3	0	1	0	1		2
Rejected by DAG	1	1	1	0	0	0	0		0
Stipulated Settlement: Probation	1	0	1	0	0	0	0		0
Stipulated Settlement: Probation Extended	0	0	0	0	0	1	0		1
Stipulated Settlement: Surrender	4	2	0	1	0	0	0		0
Stipulated Settlement: Revocation	0	0	1	2	1	0	0		1
Stipulated Settlement: Public Reproval	1	0	0	0	0	0	0		0
Withdrawn By Bureau: Citation Issued	0	0	0	0	1	0	0		1
Withdrawn by Bureau: Violations Resolved	0	1	0	0	0	2	0		2
Total Actions Taken:	15	11	14	4	6	7	2		15

Enforcement Actions Resulting from a Statement of Issues

Actions	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Proposed Decision (Hearing Outcome): Denial Upheld	0	2	3	0	0	0	1		1
Stipulated Settlement: Probation Extended	0	0	0	1	0	0	0		0
Withdrawn: Approval Granted (Mitigation Satisfied Deficiencies)	3	1	4	1	1	1	0		2
Withdrawn: Revocation of Approval to Operate	0	0	0	0	1	0	0		1
Withdrawn: Denial Upheld (Appeal Withdrawn by Institution)	6	2	1	1	0	0	0		0
Withdrawn: Exempt Institution	2	0	0	1	0	0	0		0
Withdrawn: Approval Granted (Citation Issued)	0	0	0	1	0	0	0		0
Total Actions Taken:	11	5	8	5	2	1	1		4

Additional Enforcement Actions

	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/2025				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Emergency Decisions	1	0	2	1	0	0	0		0
Automatic Suspensions	10	4	1	2	1	0	0		1

Open Cases at the Attorney General's Office

Pending Disciplinary Action

As of 3/31/2025	Total Cases Transmitted (Number of Cases the Bureau has initiated Disciplinary Action)	Total Cases Filed (Cases Pending Adjudication and Public)
Accusations	19	12
Statement of Issues	11	7
Totals:	30	19

Citations Issued

	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25				
	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Citations Issued	146	153	280	74	80	89		243
Number of Approved Institutions Cited	126	133	207	<i>Quarterly numbers not provided due to duplication within the year</i>				187
Number of Unapproved Activity Citations	15	11	24	<i>Quarterly numbers not provided due to duplication within the year</i>				40

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:

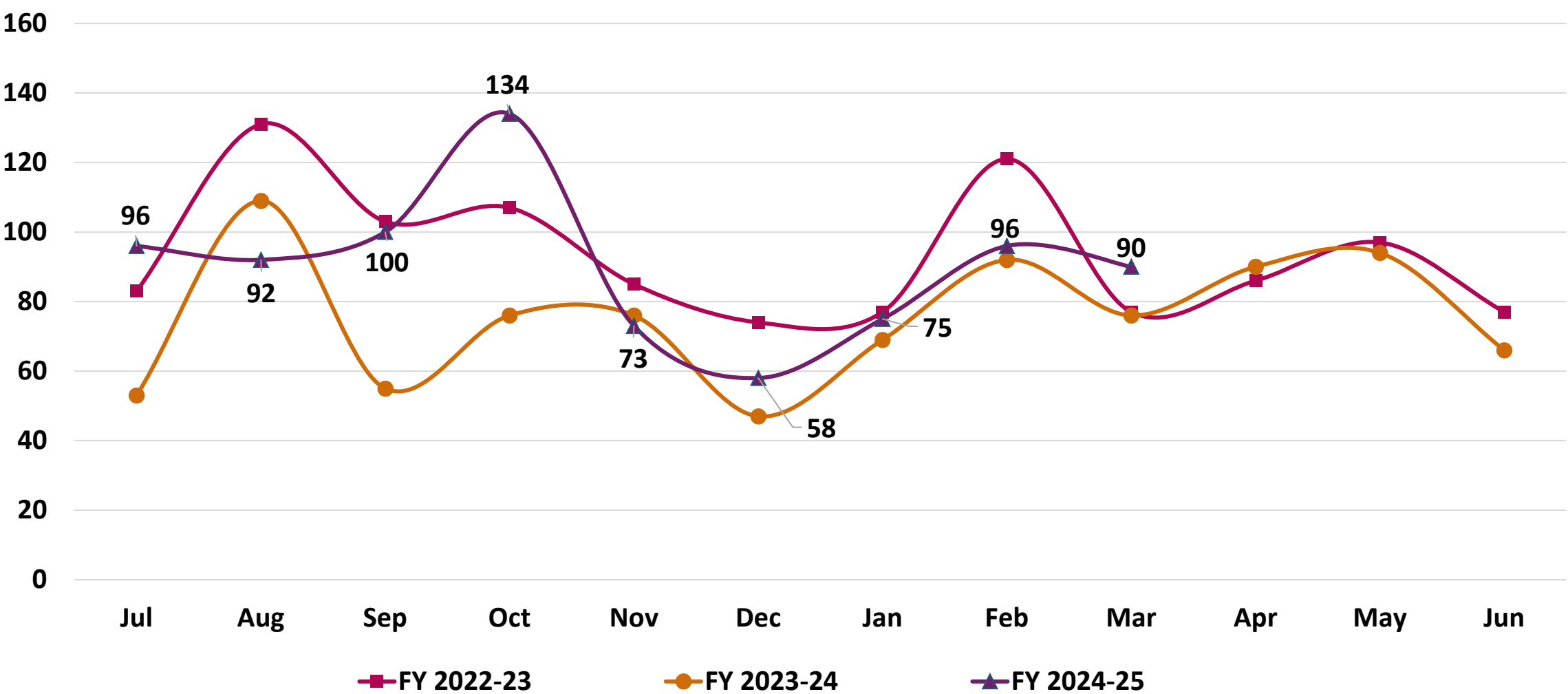
Renee Walters, Discipline Manager
Bureau for Private Postsecondary Education
1747 N. Market Blvd, Suite 225
Sacramento, CA 95834
(916) 574-7433
Renee.Walters@dca.ca.gov

Complaint Investigation Update Q3, FY 2024-2025

Bureau for Private Postsecondary Education
Advisory Committee Meeting
May 28, 2025

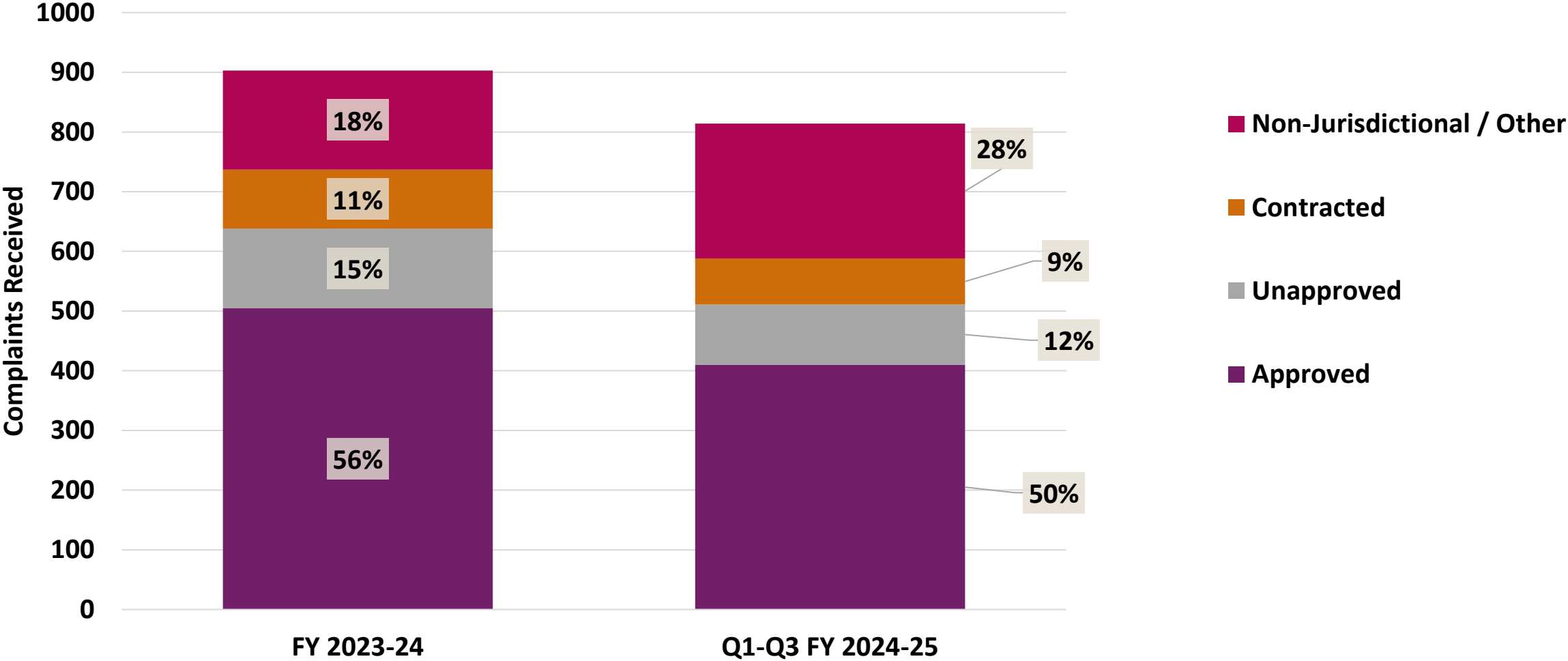


Complaints Received: FY 2022-23 to Q3 FY 2024-25

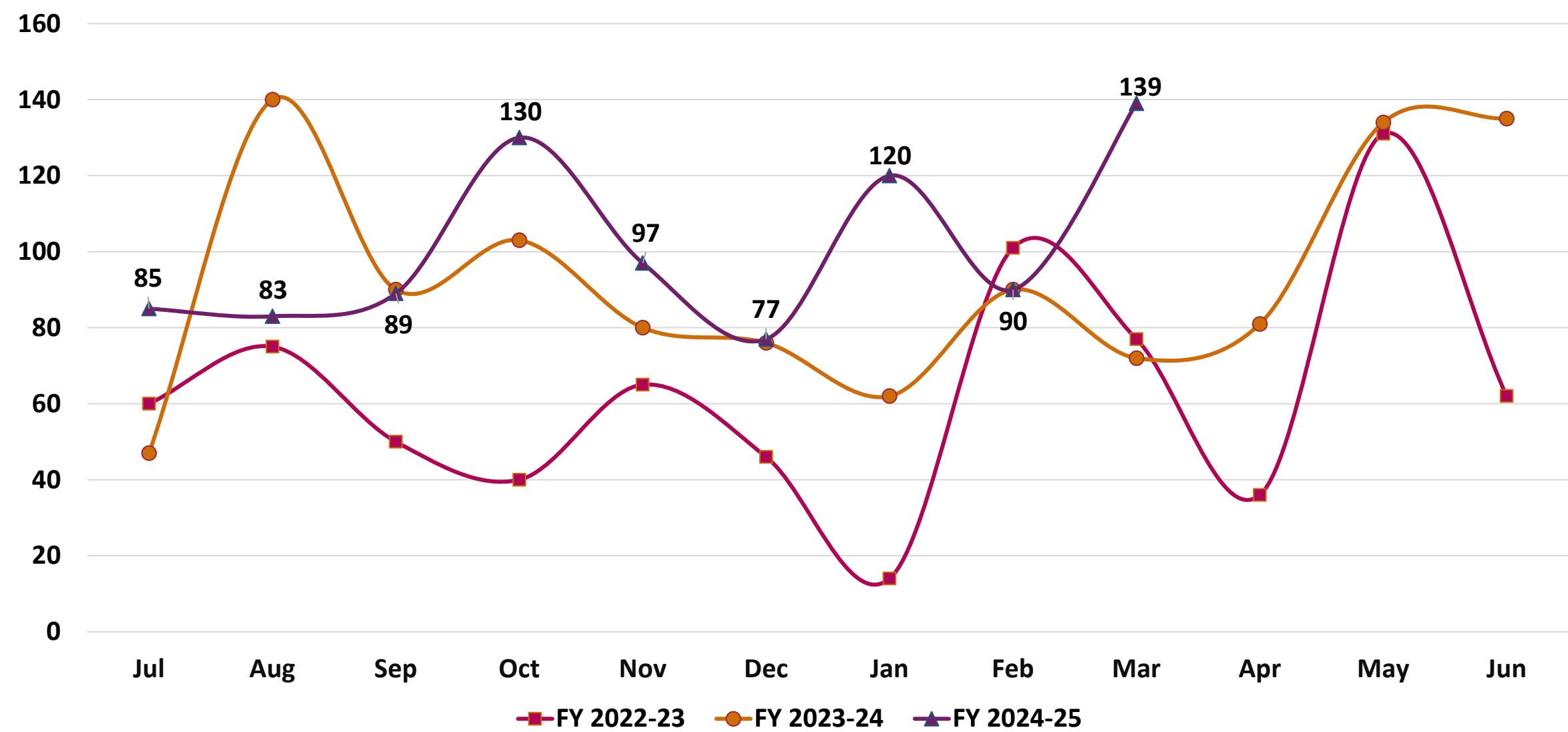


Complaints Received by School Status

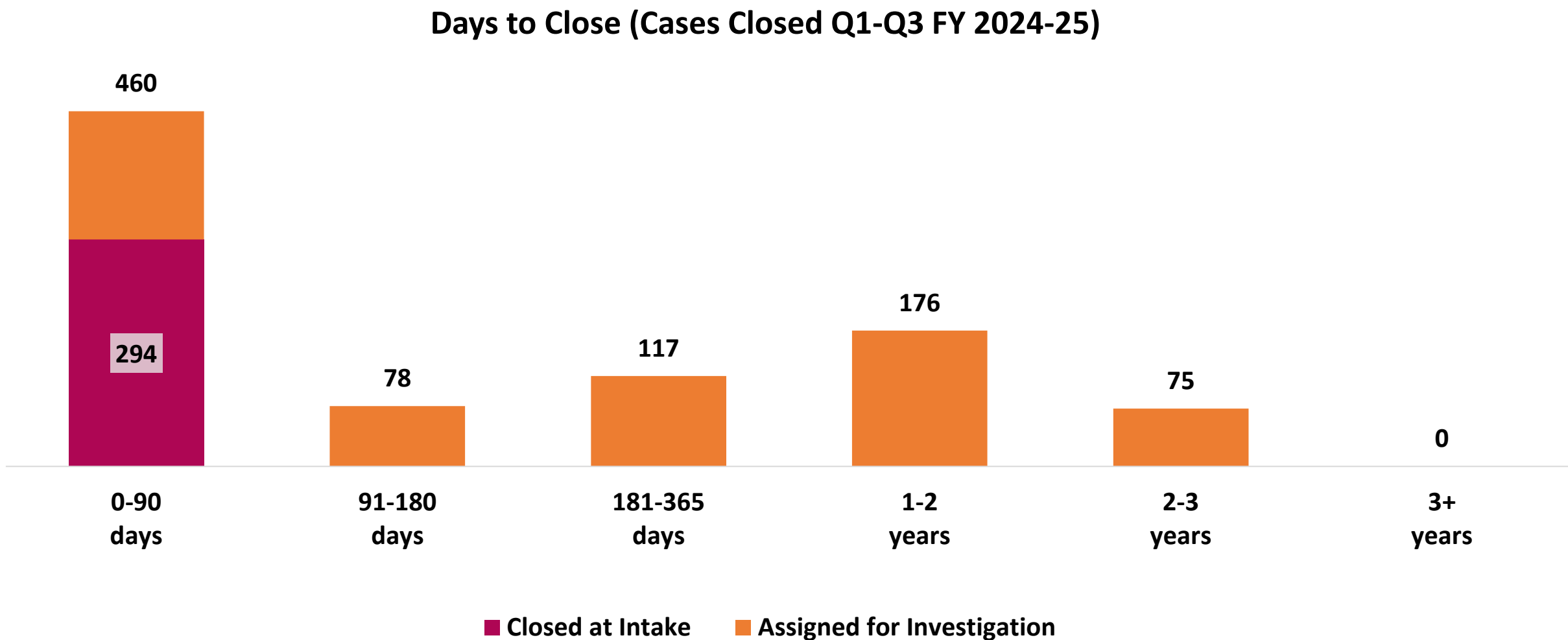
FY 2023-24 to Q3 FY 2024-25



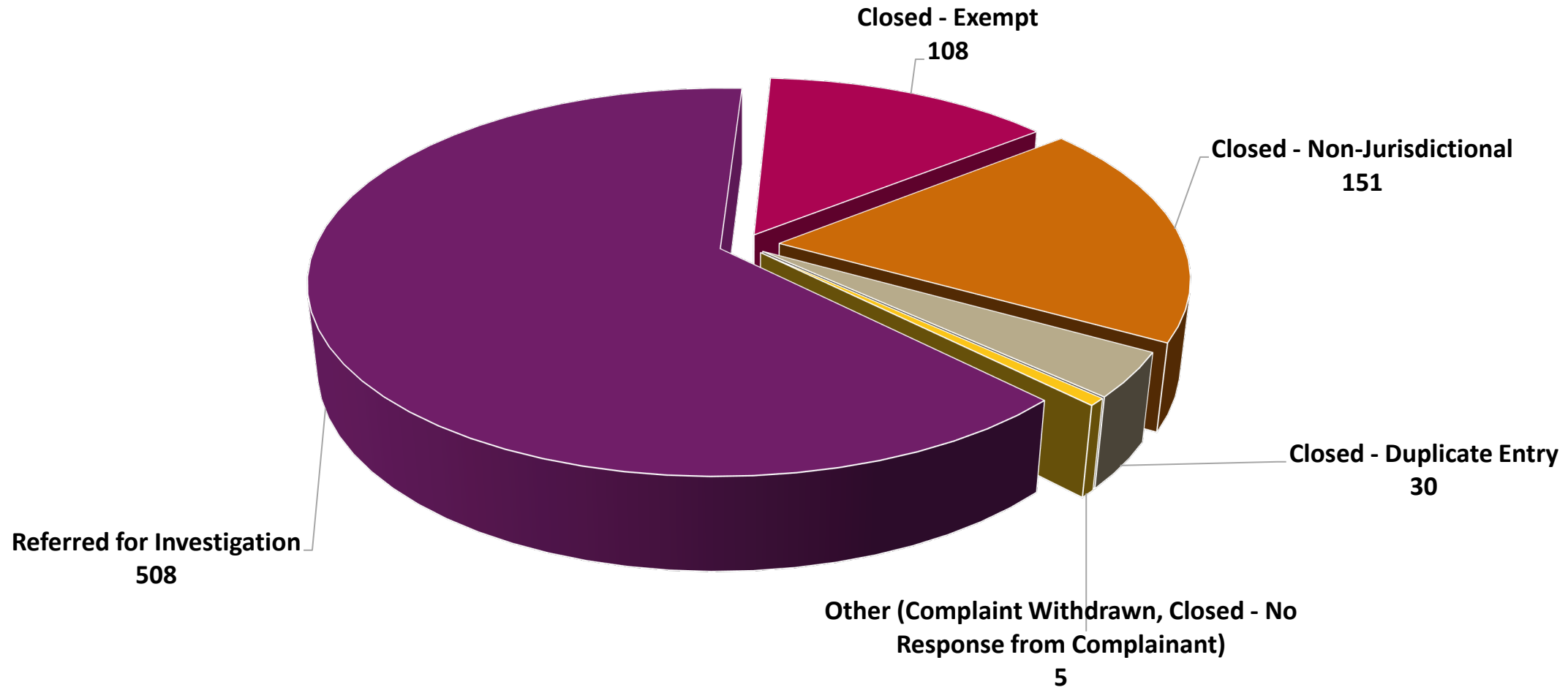
Complaints Closed: FY 2022-23 to Q3 FY 2024-25



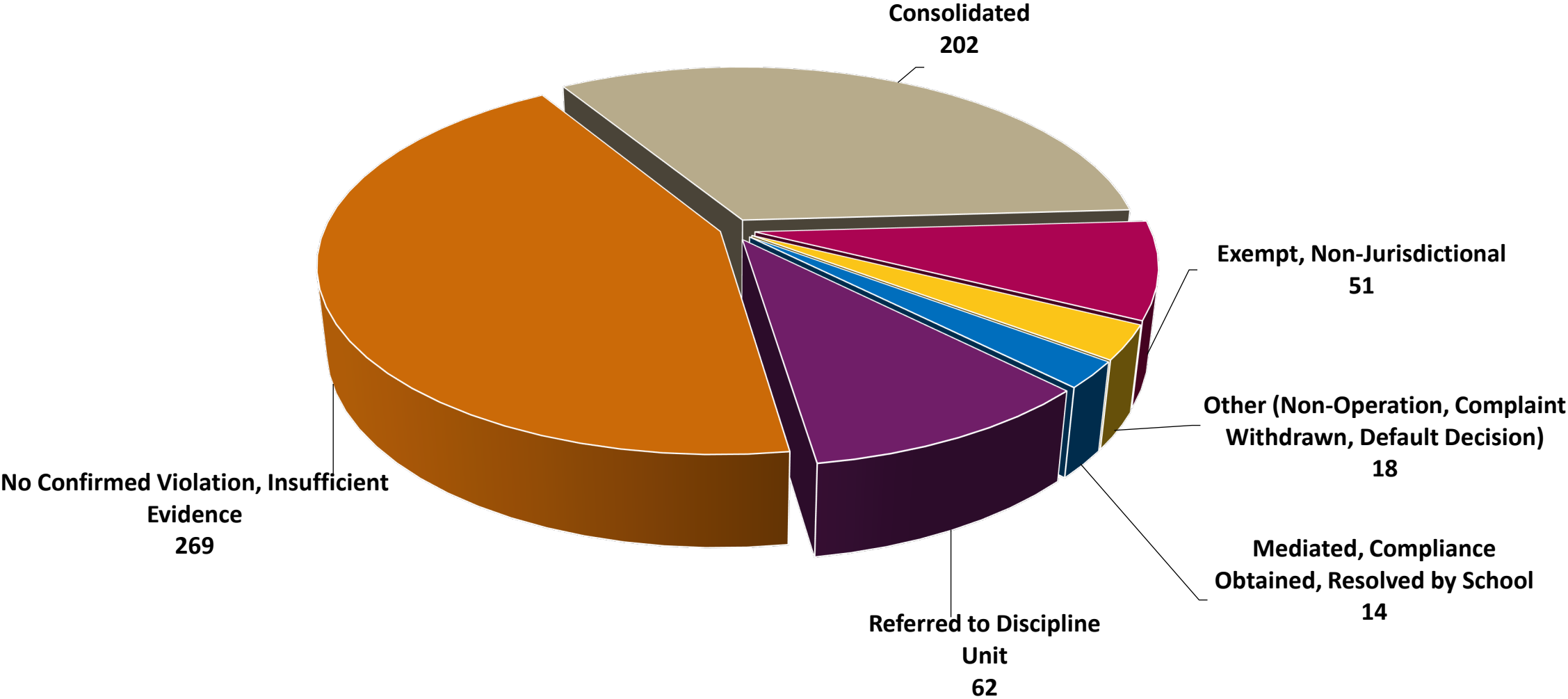
Closed Complaints



Complaint Intake Outcomes: Q1-Q3 FY 2024-25

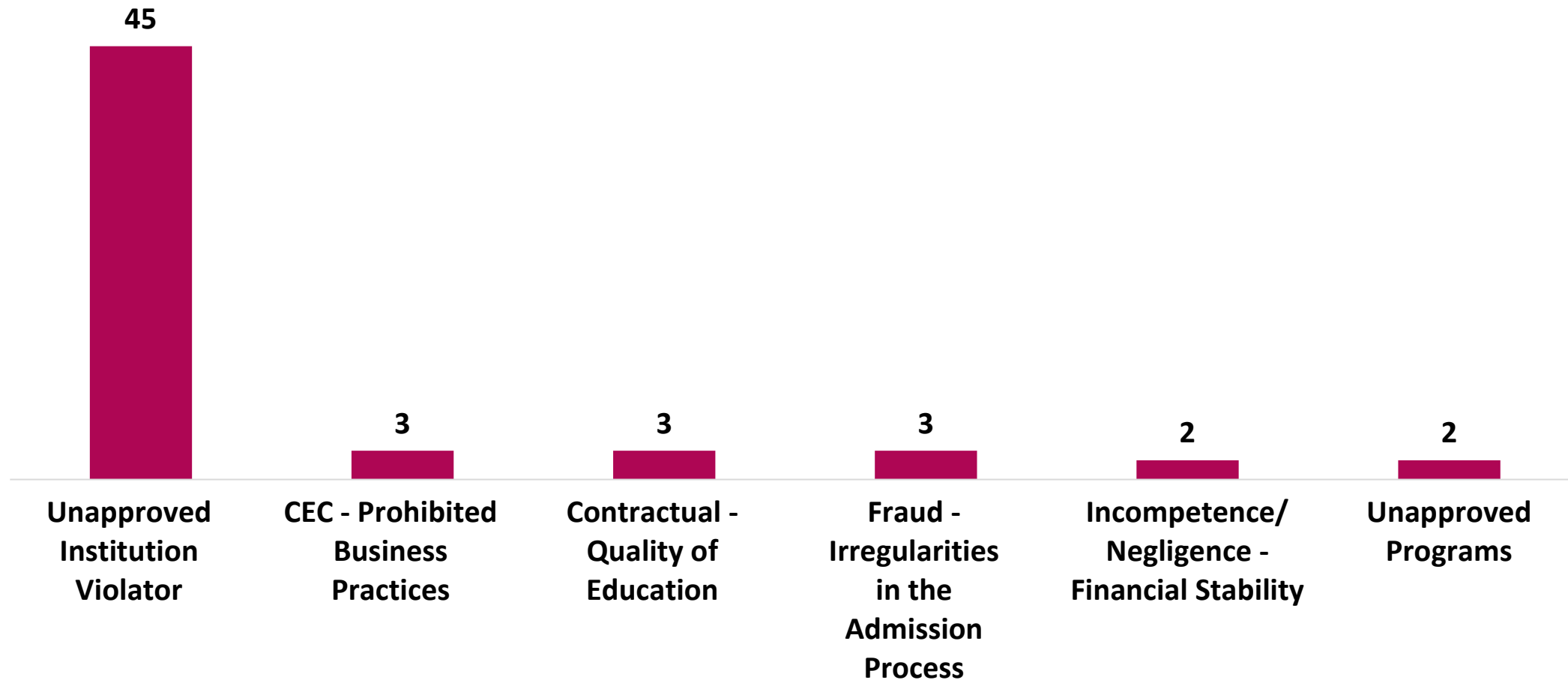


Investigation Outcomes: Q1-Q3 FY 2024-25

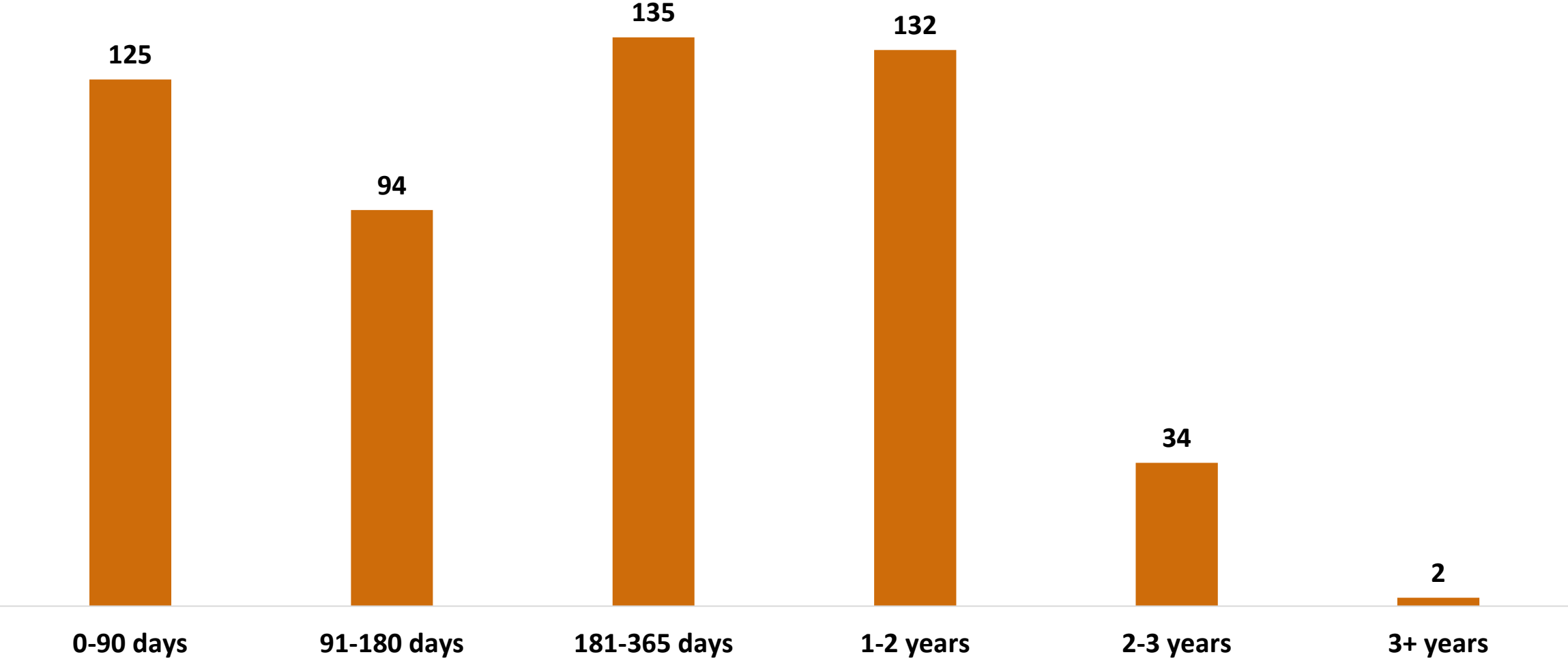


Discipline Unit Referrals: Top Allegations

Q1-Q3 FY 2024-25

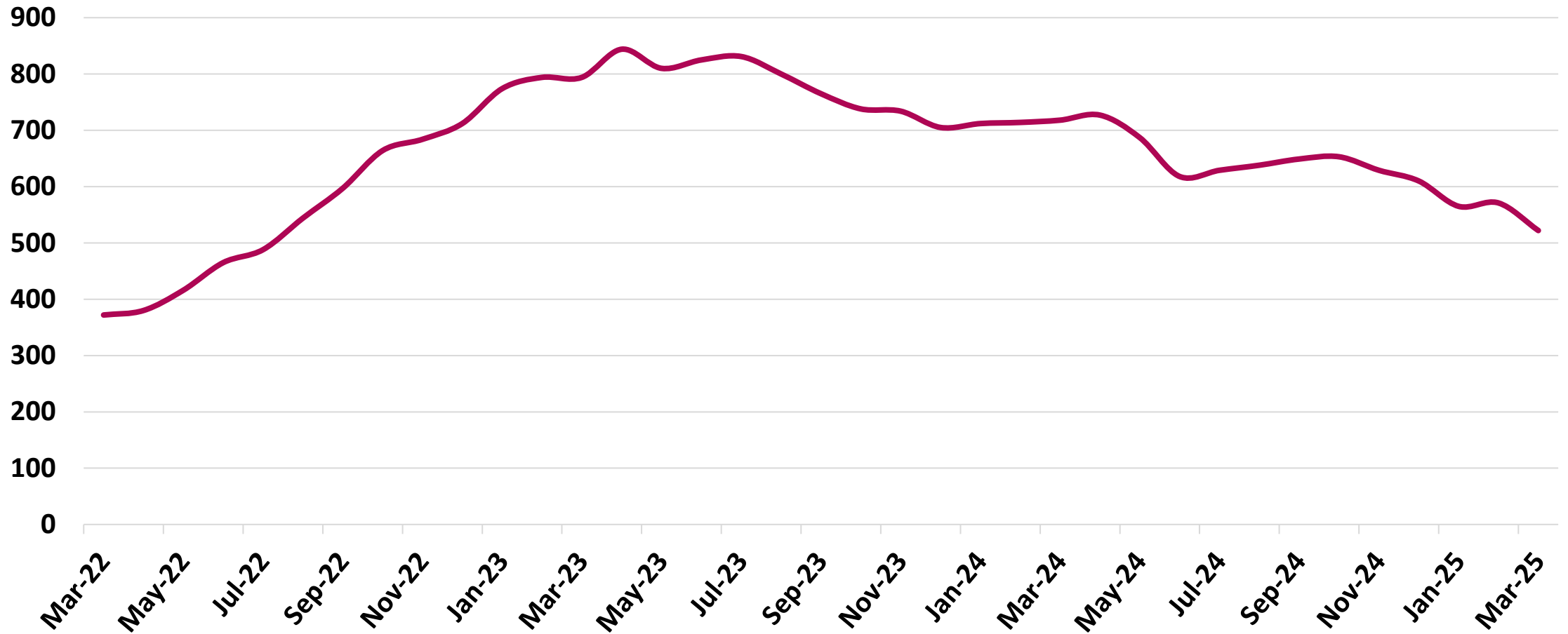


Pending Caseload Age, as of 3/31/2025



Pending Caseload Count

March 2022 - March 2025



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 (OSAR) Update Q3, FY 2024-2025

Bureau for Private Postsecondary Education
Advisory Committee Meeting
May 28, 2025



Office of Student Assistance and Relief: Student Outreach Report

CHART A: INFORMED CHOICE OUTREACH AND EDUCATIONAL ACTIVITIES

Student Outreach Activity	Event Type	Event Date	Event Location	Total Students
California Transition Assistance Program Beale Air Force Base	Student Workshop / Presentation	7/25/2024	Yuba, CA	15
Education Fair Fort Irwin	College Fair	9/4/2024	San Bernadino, CA	4
California Transition Assistance Program Fort Irwin	Student Workshop / Presentation	9/4/20224	San Bernadino, CA	12
56 th Assembly District College and College Fair	College Fair	9/14/2024	Los Angeles, CA	150
Feria De Educacion	College Fair	10/5/2024	Sacramento, CA	50
California Transition Assistance Program Beale Air Force Base	Student Workshop / Presentation	10/15/2024	Yuba County, CA	8
Fresno Community Health Resource Fair	College Fair	10/19/2024	Fresno, CA	70

Office of Student Assistance and Relief: Student Outreach Report

CHART A: INFORMED CHOICE OUTREACH AND EDUCATIONAL ACTIVITIES (cont.)

Student Outreach Activity	Event Type	Event Date	Event Location	Total Students
Jazz Z Beauty Trade Show	College Fair	10/20/2024	Pomona, CA	120
Black College Expo (Sacramento)	College Fair	11/2/2024	Sacramento, CA	250
College and Career Community Day	College Fair	11/16/2024	Pomona, CA	120
California Transition Assistance Program USCG Alameda Base	Student Workshop / Presentation	11/21/2024	Alameda, CA	16
Visions in Education (Charter School): Community and Family Engagement	Student Workshop / Presentation	12/10/2024	Virtual	29
Santa Monica High School Expo	College Fair	1/28/2025	Santa Monica, CA	160
Black College Expo (Los Angeles)	College Fair	2/1/2025	Los Angeles	350

Office of Student Assistance and Relief: Student Outreach Report

CHART A: INFORMED CHOICE OUTREACH AND EDUCATIONAL ACTIVITIES (cont.)

Student Outreach Activity	Event Type	Event Date	Event Location	Total Students
Black College Expo (Oakland)	College Fair	2/8/2025	Oakland, CA	300
Steps to College	Student Workshop / Presentation	2/8/2025	Sacramento, CA	100
California Transition Assistance Program Travis Air Force Base	Student Workshop / Presentation	2/21/2025	Vacaville, CA	20
California Transition Assistance Program USCG Alameda Base	Student Workshop / Presentation	3/13/2025	Alameda, CA	18
California Transition Assistance Program Fort Irwin	Student Workshop / Presentation	3/28/2025	Fort Irwin, CA	9
			TOTAL	1801

Office of Student Assistance and Relief: Student Outreach Report

CHART B: STUDENT OUTREACH EFFORTS

School	Outreach Type	Outreach Date	School Location	Total Students
Summit College	Email	7/24/2024	El Cajon, CA	47
Rithm Inc.	Email	9/14/2024	San Francisco, CA	7
Truck Driving Academy (Satellite)	Email	8/30/2024	Olivehurst, CA	50
Truck Driving Academy (Satellite)	Email	8/30/2024	Yuba City, CA	50
Barbosa Academy	Email	9/26/2024	Fresno, CA	10
Federico College, Inc.	Email	10/7/2024	Fresno, CA	146
Los Angeles Hospitality Education Center	Email	10/21/2024	Los Angeles, CA	7
University of Pheonix - Pasadena (Branch)	Email	10/30/2024	Pasadena, CA	207
Westchester College of Nursing and Allied Health	Email	10/31/2024	Los Angeles, CA	8

Office of Student Assistance and Relief: Student Outreach Report

CHART B: STUDENT OUTREACH EFFORTS (cont.)				
School	Outreach Type	Outreach Date	School Location	Total Students
Valley College Medical Careers	Email	10/31/2024	West Hills, CA	41
Dialysis School of San Diego	Email	11/23/2024	Chula Vista, CA	9
Adrian's Beauty College of Turlock	Email	12/4/2024	Turlock, CA	26
California Jazz Conservatory	Email	12/12/2024	Berkeley, CA	6
Sabio Enterprises Inc.	Email	1/22/2025	Los Angeles, CA	20
Clinical Training Institute (Branch)	Email	1/22/2025	Fresno, CA	31
Clinical Training Institute (Branch)	Email	1/22/2025	Bakersfield, CA	20
MHTI LLC	Email	3/12/2025	Los Angeles, CA	5
Bellflower Beauty College of Lakewood	Email	3/12/2025	Los Angeles, CA	34
Fashion Institute of Design & Merchandising	Email	3/26/2025	Los Angeles, CA	199
TOTAL				923

Office of Student Assistance and Relief: Student Outreach Report

CHART C: CLOSED SCHOOL OUTREACH WORKSHOPS				
Student Outreach Activity	Event Type	Event Date	Event Location	Total Students
Informational Workshop for California Trinity School of Business (Program)	Remote Student Workshop	7/16/2024	Virtual	66
Informational Workshops for Federico College, Inc.	Remote Student Workshop	10/10/2024	Virtual	60
	Student Workshop	10/15/2024	Fresno, CA	32
TOTAL				158

Office of Student Assistance and Relief: Student Contact Report

CHART D: PHONE CALLS RECEIVED										
Call Category	Jul. 2024	Aug. 2024	Sept. 2024	Oct. 2024	Nov. 2024	Dec. 2024	Jan. 2025	Feb. 2025	Mar. 2025	Total
Student Tuition Recovery Fund Application Assistance	30	34	13	22	25	17	32	24	42	239
Student Loan Relief Assistance	3	8	3	5	1	0	8	5	3	36
School / Program Closure Outreach	20	16	6	58	3	2	3	0	4	112
Informed Choice Consultation	0	0	1	3	3	0	0	1	3	11
Transcript Assistance	4	0	5	4	7	1	5	6	4	36
Other	7	9	6	27	20	11	13	14	24	131
TOTAL CALLS	64	67	34	119	59	31	61	50	80	565

Office of Student Assistance and Relief: Student Contact Report

CHART E: EMAILS RECEIVED										
Email Category	Jul. 2024	Aug. 2024	Sept. 2024	Oct. 2024	Nov. 2024	Dec. 2024	Jan. 2025	Feb. 2025	Mar. 2025	Total
Student Tuition Recovery Fund Application Assistance	75	63	35	82	79	50	112	97	92	685
Student Loan Relief Assistance	44	18	11	12	8	6	8	8	13	128
School / Program Closure Outreach	139	38	31	156	25	58	36	28	46	557
Informed Choice Consultation	0	0	2	6	6	1	0	4	2	21
Transcript Assistance	27	22	15	25	10	19	24	18	21	181
Other	27	43	21	37	21	12	19	10	20	210
TOTAL EMAILS	312	184	115	318	198	146	199	165	194	1782

Office of Student Assistance and Relief: Student Appointment Report

CHART F: STUDENT APPOINTMENTS CONDUCTED										
	Jul. 2024	Aug. 2024	Sept. 2024	Oct. 2024	Nov. 2024	Dec. 2024	Jan. 2025	Feb. 2025	Mar. 2025	Total
Student Appointments	11	12	7	19	1	1	5	3	10	69

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

Student Tuition Recovery Fund (STRF) Update Q3, FY 2025

Bureau for Private Postsecondary Education
Advisory Committee Meeting
May 28, 2025



Student Tuition Recovery Fund (STRF) Claims

STRF Claims Received		
State Fiscal Year	FY 25 Q2	FY 25 Q3
Total Claims Received	86	48
Claims Received via Connect	70	45
Claims Received via Paper Applications	16	3

Student Tuition Recovery Fund (STRF) Claims

STRF Claims Approved		
State Fiscal Year	FY 25 Q2	FY 25 Q3
Amount	\$745,241.92	\$1,842,959.96
Claims Approved	44	109
STRF Claims Ineligible / Denied / UTC		
State Fiscal Year	FY 25 Q2	FY 25 Q3
Claims Ineligible	2	7
Claims Denied	0	7
Unable to Contact (UTC)	2	14
Total Claims Processed	48	137

Student Tuition Recovery Fund (STRF) Claims

Current STRF Claims as of 3/31/2025

Current STRF Claims ¹	
Analyst's First Review Complete/Recommendation Pending	118
Analyst Review	89
Waiting for Student Response	76
In Queue	432
TOTAL	715

¹ Current claim count does not include claims on hold pending external determinations (e.g., borrower defense discharges, litigation).

Student Tuition Recovery Fund (STRF) Claims

STRF Claims Pending Payment – State Controller’s Office

State Fiscal Year	FY 25 Q2	FY 25 Q3
Amount	\$790,639.38	\$1,337,775.71
Claims	51	75

STRF Claims Paid Amount

State Fiscal Year	FY 25 Q2	FY 25 Q3
Amount	\$429,911.74	\$1,351,734.33
Claims	30	79

STRF Current Balance as of 3/31/2025

\$35,308,480.06

Student Tuition Recovery Fund (STRF) Claims

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

School	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	527	180	110	120	118	\$900,866.79	\$32,708.96	\$933,575.75
WyoTech ¹	181	26	50	39	66	\$391,308.89	\$0.00	\$391,308.89
Everest ¹	601	149	145	140	167	\$645,363.91	\$0.00	\$645,363.91
Silicon Valley	1385	204	156	37	988	\$16,620,704.08	\$0.00	\$16,620,704.08

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:

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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. Modified Text for Minimum Operating Standards – Refund Policies
(California Education Code (CEC) section 94885(a)(4); Title 5, California Code of Regulations (5 CCR) sections 70000, 71746, 71750 and 71751)
- b. Proposed Text for Catalog Requirements
(CEC section 94909; 5 CCR 71810)



Regulation Tracker

Title	Status Summary	ACM	DCA	Agency	Public Comment	OAL	Final
		(text only)	(full package)				
Expired Approvals	Effective 7/1/2025	11/8/2023	10/21/2023 12/7/2023 1/24/2024 10/14/2024 1/7/2025	1/21/2025	2/14/2025- 4/1/2025	4/8/2025	5/20/2025
Minimum Operating Standards: Refund Policies	Public Comment Period Concluded - Modify Text	2/7/2024 5/28/2025	3/20/2024 10/10/2024 12/24/2024	12/31/2024	2/14/2025- 4/1/2025		
Minimum Operating Standards: Financial Resources, Statements, and Annual Report Filing	Submitted to DCA	11/8/2023	1/4/2024 3/5/2024 3/20/2024				
Unapproved Activity	Submitted to DCA	2/26/2025	4/24/2025				
Catalog Requirements	Advisory Committee Discussion	5/28/2025					
Minimum Operating Standards: Student Records	Under Development	11/13/2024					

6a. Modified Text for Minimum Operating Standards – Refund Policies

(California Education Code (CEC) section 94885(a)(4); Title 5, California Code of Regulations (5 CCR) sections 70000, 71746, 71750 and 71751)



DEPARTMENT OF CONSUMER AFFAIRS
TITLE 5. BUREAU OF PRIVATE POSTSECONDARY EDUCATION

California Code of Regulations
Division 7.5. Private Postsecondary Education
Chapter 3. Institutional Operating Standards
Article 1. Minimum Operating Standards

PROPOSED REGULATORY LANGUAGE
Minimum Operating Standards: Refund Policies

Legend: Added text is indicated with an underline.
Omitted text is indicated by (* * * *)
Deleted text is indicated by ~~strikeout~~.

Modifications to the originally proposed regulatory language are shown double underline for new text and ~~double-strikethrough~~ for deleted text.

1. Amend Section 70000 of Article 1 of Chapter 1 of Division 7.5 of Title 5 of the California Code of Regulations to read as follows:

70000. Provisions.

(a) "Academic Freedom" means the degree to which faculty at an institution are allowed latitude with respect to their discussions with students and the positions they take. Under such a policy, a faculty member can articulate or even advocate positions or concepts which may be controversial in nature without fear of retribution or reprisal.

(b) "Act" means The California Private Postsecondary Education Act of 2009.

(c) "Cancellation," as related to a student's enrollment, means the ending of a student's enrollment in an educational program before the completion of the cancellation period specified in sections 94919(d), 94920(b), or 94927 of the Code.

(d) "Cancellation Period" means the period from the signing of the enrollment agreement either through the student's attendance at the first class session, or the seventh business day after enrollment, whichever is later.

~~(e)~~ (e) "Chief academic officer" means the person primarily responsible for the administration of an institution's academic affairs including the supervision of faculty,

development of educational programs and curricula, and implementation of the institution's mission, purpose and objectives.

(* * *) [(f) through (u) in between to be renumbered]

~~(u)~~ (w) "Prior experiential learning" or "college level learning experience" means learning of a postsecondary nature as documented learning from a related profession, college level equivalent tests, military training or other college level equivalent experience.

(x) "Pro Rata Refund" means a partial repayment of amounts paid by a student or third-party payer to an institution for an educational program, based on the proportion of the educational program period of attendance completed.

~~(v)~~ (y) "Provisional approval" means approval of a degree program or the institution for no more than a five-year period while the owner of a Bureau-approved institution seeks to satisfy the requirement for institutional accreditation by an accrediting agency recognized by the United States Department of Education pursuant to section 94885(b) of the Code.

~~(w)~~ (z) "Quarter" means at least 10 weeks of instruction or its equivalent as described in subdivision ~~(x)~~ (aa) (2) of this section.

~~(x)~~ (aa) "Quarter unit" means either of the following:

(* * *) ~~(y)~~ (ab) "Recreational Education" means education offered for the purpose of teaching the fundamentals, skills or techniques of sports or games.

(ac) "Refund" means a repayment of money owed to a student or third-party payer after a student's cancellation, withdrawal, completion of either the period of attendance or educational program, discontinuation or cancellation of the educational program, or closure of the institution.

~~(z)~~ (ad) "Semester" means at least 15 weeks of instruction or its equivalent as described in subdivision ~~(z)~~ (2) ~~(ae)~~ (2) of this section.

~~(aa)~~ (ae) "Semester unit" or "Semester Credit Hour" means either of the following:

(1) At least fifteen (15) hours of postsecondary level instruction during a semester plus a reasonable period of time outside of instruction which an institution requires a student to devote to preparation for planned learning experiences, such as preparation for instruction, study of course material, or completion of educational projects; or

(2) Planned learning experiences equivalent to the learning and preparation described in paragraph (1) as determined by duly qualified faculty responsible for evaluating learning outcomes for the award of unit credits.

~~(ab)~~ (af) “Significant equipment” means equipment that is necessary for achieving the stated educational objectives.

~~(ae)~~ (ag) “Tuition” means the cost for instruction normally charged on a per unit or per hour basis. It does not include itemized fees paid to the Bureau or the cost of textbooks, supplies, transportation, or equipment.

~~(ad)~~ (ah) “Unit” or “unit of credit” means a measure of college or university level instruction that is evaluated by duly qualified faculty.

(ai) “Withdrawal” means the ending of a student’s enrollment in an educational program after the completion of the cancellation period but prior to their completion of the program.

Note: Authority cited: Sections 94803, 94877, 94885, and 94885.5, Education Code.
Reference: Sections 94818, 94919, 94920, 94830, 94844, 94885, 94885.5, ~~and 94923,~~
and 94927 Education Code.

2. Add Section 71746 to Article 1 of Chapter 3 of Division 7.5 of Title 5 of the California Code of Regulations to read as follows:

71746. Collection of Tuition and Payment from Students.

(a) Institutions shall not charge or collect from, or on behalf of, students an amount for total charges that exceeds the amount listed in the institution’s catalog and the executed enrollment agreement, regardless of the payment source.

(1) If an institution collects an amount greater than the total charges listed in the institution’s catalog and the executed enrollment agreement, then the account balance shall be refunded within 45 calendar days of the completion of the educational program, and the institution shall provide the student with a copy of the document from the student file pursuant to section 71920(b)(10).

(b) Institutions ~~collecting total charges,~~ shall provide students, within five (5) business days, a receipt or updated student ledger, in hard copy or electronic format, for any ~~all~~ payments received from the student or on behalf of the student, including the date of the payment(s), amount of the payment(s), description of the payment(s), and the

payor(s). and a A copy of the receipt(s) or ledger shall be kept in the student's records required under CCR section 71920.

Note: Authority cited: Sections 94877 and 94885, Education Code. Reference: Sections 94844, 94850, 94885 and 94899.5, Education Code.

3. Amend Section 71750 of Article 1 of Chapter 3 of Division 7.5 of Title 5 of the California Code of Regulations to read as follows:

71750. Withdrawals Cancellations and Refunds.

(a) Upon cancellation of enrollment in an educational program, the Every institution shall make refunds that are no less than the refunds required under the Act and this Division and shall not enforce any refund policy that is not specified in the catalog as required pursuant to section 94909(a)(8)(B) of the Code.

(1) Student cancellations shall be noticed in writing as required by sections 94919(b) and 94920(a) of the Code.

(A) Institutions shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee, not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first class session, or the seventh calendar day after enrollment, whichever is later.

(B) If the institution provides a 100 percent refund pursuant to sections 94919(d) or 94920(b), any Student Tuition Recovery Fund assessment paid pursuant to section 94924 of the Code shall be refunded.

(2) If an institution's educational program is discontinued or canceled or the institution closes prior to completion of the educational program, the institution shall provide refunds to students pursuant to Section 94927 of the Code.

~~(b) An institution may not enforce any refund policy that is not specified in the catalog as required pursuant to section 94909(a)(8)(B) of the Code, and must refund all institutional charges upon a student's withdrawal. Withdrawal policy procedures pursuant to section 94909(a)((8)(B) of the Code shall include, at a minimum: the acceptable methods of delivery of a notice to withdraw; whether withdrawal can be accomplished by conduct, and if so, how; the position or positions to whom the notice to withdraw must be delivered; and the date that the notice to withdraw is considered effective, which shall be no later than the date received by the institution.~~

~~(c) A pro rata refund pursuant to section 94919(c) or 94920(d) or 94927 of the Code shall be no less than the total amount owed by the student for the portion of~~

~~the educational program provided subtracted from the amount paid by the student, calculated as follows:~~

~~(1) The amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.~~

~~(2) Except as provided for in subdivision (a)(3) of this section, all amounts paid by the student in excess of what is owed as calculated in subdivision (a)(1) shall be refunded.~~

~~(3) Except as provided herein, all amounts that the student has paid shall be subject to refund unless the enrollment agreement and the refund policy outlined in the catalog specify amounts paid for an application fee or deposit not more than \$250.00, books, supplies, or equipment, and specify whether and under what circumstances those amounts are non-refundable. Except when an institution provides a 100% refund pursuant to section 94919(d) or section 94920(b) of the Code, any assessment paid pursuant to section 94923 of the Code is non-refundable.~~

~~(4) For purposes of determining a refund under the Act and this section, a student shall be considered to have withdrawn from an educational program when he or she withdraws or is deemed withdrawn in accordance with the withdrawal policy stated in its catalog.~~

~~(d) If an institution has collected money from a student for transmittal on the student's behalf to a third party for a bond, library usage, or fees for a license, application, or examination and the institution has not paid the money to the third party at the time of the student's withdrawal or cancellation, the institution shall refund the money to the student within 45 days of the student's withdrawal or cancellation.~~

~~(e) An institution shall refund any credit balance on the student's account within 45 days after the date of the student's completion of, or withdrawal from, the educational program in which the student was enrolled. For purposes of this subdivision and section 94919(d) of the Code, "day" means calendar day.~~

~~(f) The institution shall maintain a cancellation and withdrawal log, kept current on a monthly basis, which shall include the names, addresses, telephone numbers, and dates of cancellations or withdrawal of all students who have cancelled the enrollment agreement with, or withdrawn from, the institution during the calendar year.~~

(b) If an institution has collected money from, or on behalf of, a student for transmittal on the student's behalf to a third party for a bond, library usage, or fees for a license,

application, or examination and the institution has not paid the money to the third party or has not yet been billed or invoiced by the third party at the time of the student's cancellation, the institution shall refund the money to the student within 45 calendar days of the student's cancellation.

(c) An institution shall provide a refund within 45 calendar days after the date of cancellation of a student's enrollment from the educational program in which the student was enrolled, and shall provide the student with documentation specifying the amount of a refund, 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 pursuant to section 71920(b)(10).

(1) If a refund is made to a third party on behalf of a student who has cancelled their enrollment in an educational program, the institution shall provide the student, within 45 calendar days after the date of cancellation, a written notice pursuant to section 71920(b)(10), in hard-copy or electronic format, itemizing the amount refunded to each third party, the name of the third party, and the date of each refund, as applicable.

(d) The institution shall maintain a log, kept current on a monthly basis, in an electronic version or hardcopy of all student cancellations. The log shall include the names, addresses, telephone numbers, personal email addresses, dates of cancellations, and refund amounts of all students who have cancelled the enrollment agreement with the institution during the calendar year.

Note: Authority cited: Sections 94803, 94877, ~~and 94885~~ and 94927, Education Code.
Reference: Sections 94885, 94919, ~~and 94920~~ and 94924, Education Code.

4. Add Section 71751 to Article 1 of Chapter 3 of Division 7.5 of Title 5 of the California Code of Regulations to read as follows:

71751. Withdrawals and Refunds.

(a) For purposes of determining a refund under the Act and this Division, the following shall apply to any student who has either submitted a written statement of withdrawal to an institution or has received a written statement of withdrawal from the institution in accordance with the withdrawal policy stated in the institution's catalog pursuant to section 94909(a)(8)(B) of the Code.

(1) The institution's withdrawal and refund policies and procedures for withdrawals effectuated by a student shall include, at a minimum:

(A) A statement that withdrawal may be effectuated by the student's written notice;

(B) The acceptable method(s) of delivery of a student's notice to withdraw;

(C) The office(s) or person(s) to whom the notice to withdraw must be delivered;

(D) The date that the notice to withdraw is considered effective, which shall be no later than the date received by the institution.

(2) The institution's withdrawal and refund policy and procedures for student withdrawals effectuated by an institution shall include, at a minimum:

(A) A statement that withdrawal shall be effectuated by the institution's written notice regarding the student's conduct, including, but not necessarily limited to, a student's lack of attendance;

(B) The conditions under which a student may be withdrawn for conduct reasons;

(C) The maximum number of consecutive class days a student may be absent before being deemed withdrawn by the institution;

(D) The date that the notice to withdraw is considered effective. If an institution withdraws a student for lack of attendance, the date of notice to withdraw shall be the student's last date of attendance.

(3) A pro rata refund pursuant to section 94919(c) or 94920(d) or 94927 of the Code shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student, calculated as follows:

(A) The amount of the refund owed to the student equals the total charges paid by the student, minus the daily or hourly tuition charge for the program (total institutional charge minus any non-refundable charges, divided by the number of days or hours in the program), multiplied by the number of days or hours the student attended prior to withdrawal, and minus any non-refundable charges. Any hours or days prior to the student's last day of attendance for which the student was scheduled to attend but was absent shall be included in the calculation of days or hours attended.

(B) All amounts that the student has paid shall be subject to pro rata refund unless the enrollment agreement and the refund policy outlined in the catalog specify a non-refundable deposit or application fee, not to exceed two hundred fifty dollars (\$250), or non-refundable amounts paid for educational materials, or both. The enrollment agreement and catalog shall specify whether and under what circumstances the amounts paid for educational materials are non-refundable.

(C) Except as provided for in subdivision (a)(3)(B) of this section, all amounts paid by the student in excess of what is owed as calculated in subdivision (a)(3)(A) shall be refunded.

(D) If the institution provides a pro rata refund pursuant to sections 94919(c) or 94920(d) of the Code, any Student Tuition Recovery Fund assessments paid shall be non-refundable.

(b) If an institution has collected money from, or on behalf of, a student for transmittal on the student's behalf to a third party for a bond, library usage, or fees for a license, application, or examination and the institution has not paid the money to the third party or has not yet been billed or invoiced by the third party at the time of the student's or institution's withdrawal, the institution shall refund the money to the student or third party payer within 45 calendar days of the student or institution withdrawal.

(c) An institution shall refund any credit balance on the student's account within 45 calendar days after the date of the student or institution withdrawal, and shall provide the student with a copy of the document from the student file pursuant to section 71920(b)(10).

(1) If a refund is made to a third party on behalf of a student who has withdrawn or been withdrawn from an educational program, the institution shall provide the student, within 45 calendar days after the date of the student or institution withdrawal, a written notice pursuant to section 71920(b)(10), in hard-copy or electronic format, itemizing the amount refunded to each third party, the name of the third party, and the date of each refund, as applicable.

(d) The institution shall maintain a log, kept current on a monthly basis in electronic version or hard copy, of all student and institution withdrawals. The log shall include the names, addresses, telephone numbers, personal email addresses, dates of withdrawal, and refund amounts of all students withdrawn from the institution during the previous calendar year.

Note: Authority cited: Sections 94877 and 94885, Education Code. Reference: Sections 94885, 94919, and 94920, and 94927 Education Code.

6b. Proposed Text for Catalog Requirements

(CEC section 94909; 5 CCR 71810)



DEPARTMENT OF CONSUMER AFFAIRS
TITLE 5. BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

PROPOSED REGULATORY LANGUAGE
Catalog Requirements

Legend:	Added text is indicated with an <u>underline</u> . Omitted text is indicated by (* * * *) Deleted text is indicated by strikeout .
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1. Amend section 71810 of Division 7.5 of Title 5 of the California Code of Regulations to read as follows:

§ 71810. Catalog

(a) Each institution shall provide a catalog pursuant to Section 94909 of the Code, which shall be updated annually.

(1) Annual updates may be made by the use of supplements or inserts accompanying the catalog.

(2) If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of ~~the~~an institution's annually updated catalog, those changes shall be reflected and dated at the time they are made in supplements or inserts accompanying the catalog or an updated catalog indicating the changes, which shall be clearly labeled and dated.

(3) If an institution's policies, procedures, resources or services vary due to multiple locations, each section in the catalog shall specify which location those policies, procedures, resources or services pertain to, as applicable.

(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:

(1) The specific beginning and ending dates defining the time period covered by the catalog;

(2) A statement of the institution's missions and purposes and the objectives underlying each of its educational programs;

(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;

(A) If the institution admits students from other countries, it shall disclose the name, office location, telephone number, and email address of the institution's Principal Designated School Official.

(4) Language proficiency information, including:

(A) the level of English language proficiency required of students for each educational program;

~~(B) and the types of documentation of demonstrating English language proficiency, such as the Test of English as a Foreign Language (TOEFL), that will be accepted by the institution; and~~

~~(CB) whether English language services, including instruction such as English as a Second Language (ESL), are provided and, if so, the nature of the service and its cost;~~

(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;

(6) The institution's policies and practices regarding any form of financial aid, including all consumer information which the institution is required to disclose to the student under any state or federal financial aid program;

(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;

(8) The institution's standards for student achievement;

(9) A description of the facilities and of the types of equipment and materials that will be used for instruction;

(10) A description of library and other learning resources and the policies and procedures for student access to those resources and the hours they are available;

(11) If the institution offers distance education, the approximate number of days that will elapse between the institution's receipt of student lessons, projects, or dissertations and the institution's mailing of its response or evaluation.

(12) A description of all student services, including the policies and procedures for access to those services and the hours they are available;

(13) The institution's normal business hours, including, at a minimum: ~~Housing information including all of the following:~~

(A) the institution's primary administrative hours where records are available pursuant to section 71930, which shall be reasonably held so any person authorized under the Act may inspect the records, and; ~~Whether the institution has dormitory facilities under its control;~~

(B) the normal hours the institution offers instruction. 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.~~

(14) Policies and procedures on student rights, including the procedure for addressing student grievances; and

(15) Policies and procedures on the retention of student records, which shall comply with section 71930(b).

(A) The policies and procedures by which students may access their student records.

(16) If an institution requires internships or externships as a requirement for the completion of an educational program, it shall disclose those required internships and externships, including the distance of those internships and externships from the institution's location, and any other requirements or limitations for successful completion by the student.

(c) Institutions that include one or more courses in its catalog that do not meet the definition of educational program in Section 94837 of the Code and are not designed to lead to employment as defined in section 71710(b) must include a list of the programs to which the provisions of the Act apply, to be provided after the following disclosure:

“This catalog includes programs that are approved by the California Bureau for Private Postsecondary Education and subject to the California Private Postsecondary Education Act of 2009 and others that are not. Certain rights and protections outlined in this catalog, including but not limited to student refund rights, cancellation rights, and Student Tuition Recovery Fund (STRF) eligibility, apply only to the following state approved programs:”.

Note: Authority cited: Sections 94803, 94877 and 94885, Education Code. Reference: Sections 94837, 94885, 94897 94900, 94900.5, and 94909, Education Code.

7. May Revise Budget Update



8. Presentation by the California Department of Financial Protection and Innovation on Registration Requirements for Providers of Postsecondary Education Financing



9. Future Agenda Items



10. Adjournment

