



## NOTICE TO COMPLY

CU-44374986-11222024

Institution Name:	Institute of Oriental Medicine	Institution Telephone:	(650) 350-1863
Institution Code:	44374986	Administrator Name:	Dr. Jeffrey Mah
Street Address:	2499 Industrial Pkwy West Hayward, CA 94545	Inspection Date:	11/22/2024

The Bureau for Private Postsecondary Education (Bureau) issues this Notice to Comply pursuant to California Education Code (CEC) section 94935 and Title 5 of the California Code of Regulations (5 CCR) section 75010.

California Private Postsecondary Education Act: [https://www.bppe.ca.gov/lawsregs/ppe\\_act.pdf](https://www.bppe.ca.gov/lawsregs/ppe_act.pdf)  
Title 5 of the California Code of Regulations: <https://www.bppe.ca.gov/lawsregs/regs.pdf>

Violation	Code Section Violated	Description of the violation and required correction.
1	5 CCR § 71810 (b)(4)(B)	<p><b>Violation Description:</b> Although page 6 of the institution's 2024 catalog contains English Language proficiency requirements, the catalog failed to identify whether English language services are provided and, if so, the nature of the service and its cost.</p> <p><b>Correction:</b> The institution shall update its catalog to include the above-mentioned information, pursuant to 5 CCR § 71810 (b)(4)(B).</p>
2	5 CCR § 71810 (b)(5)	<p><b>Violation Description:</b> Although page 6 of the institution's 2024 catalog states instruction is offered in Chinese Mandarin, the catalog failed to establish the level of Chinese Mandarin language proficiency required and the kind of documentation to determine Chinese Mandarin language proficiency.</p> <p><b>Correction:</b> The institution shall update its catalog to identify the level of Chinese Mandarin language proficiency required and the kind of documentation to determine Chinese Mandarin language proficiency.</p>

Violation	Code Section Violated	Description of the violation and required correction.
3	CEC §94909 (a)(9) in conjunction with 5 CCR § 76120 (a)	<p><b>Violation Description:</b> On page 9 of the institution's 2024 catalog, reflects the prior Student Tuition Recovery Fund (STRF) assessment fee. In accordance with the regulations in effect as of April 1, 2024, the STRF assessment fee is zero dollars (\$0.00) per one thousand dollars (\$1,000) of institutional charges.</p> <p><b>Correction:</b> The Institution shall update its catalog to reflect the current STRF assessment fee which is zero dollars (\$0.00) per one thousand dollars (\$1,000) of institutional charges, pursuant to CEC §94909 (a)(9) and 5 CCR § 76120 (a).</p>
4	5 CCR § 71810 (b)(6)	<p><b>Violation Description:</b> The institution's 2024 catalog is missing the institution's policies and practices regarding any form of financial aid.</p> <p><b>Correction:</b> The institution shall update its catalog to include policies and procedures regarding any form of financial aid, pursuant to 5 CCR § 71810 (b)(6).</p>
5	5 CCR § 71810 (b)(13)(A)	<p><b>Violation Description:</b> The institution's 2024 catalog failed to state whether the institution has dormitory facilities under its control.</p> <p><b>Correction:</b> The institution shall update its catalog to include the above-mentioned information, pursuant to 5 CCR § 71810 (b)(13)(A).</p>
6	5 CCR § 71810 (b)(15) in conjunction with CEC § 94897 (s)	<p><b>Violation Description:</b> On pages 11, 13, and 19 of the institution's 2024 catalog, contains an unenforceable policy regarding withholding transcripts if the student has an unpaid balance of fees or charges due to the institute. In accordance with CEC § 94897 (s) and Civil Code section 1788.93, an institution cannot require a student to satisfy financial obligations or make arrangements for payment prior to providing a transcript to a student. The statement in the catalog does not comply with CEC § 94897 (s).</p> <p><b>Correction:</b> The institution shall remove the non-compliant statement from the catalog. The institution's policy must demonstrate compliance with 5 CCR 71810 (b)(15) and CEC § 94897 (s).</p>

Violation	Code Section Violated	Description of the violation and required correction.
7	CEC § 94909 (a)(3)(D)	<p><b>Violation Description:</b> The institution's 2024 catalog, failed to contain the required verbatim statement: "The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589 or by visiting <a href="https://www.osar.bppe.ca.gov/">https://www.osar.bppe.ca.gov/</a>."</p> <p><b>Correction:</b> The institution shall update the catalog, to include the above-mentioned statement, pursuant to CEC § 94909 (a)(3)(D).</p>
8	5 CCR § 74117 in conjunction with CEC § 94913 (a)(1)(2)(3)(4)(5)	<p><b>Violation Description:</b> The homepage of the institution's website (<a href="http://www.iomschool.org/">http://www.iomschool.org/</a>), failed to contain clear and conspicuous links to the institution's catalog, school performance fact sheet, a link to the Bureau's internet website, and a link to the institution's most recent annual report submitted to the bureau pursuant to CEC § 94913 (a).</p> <p><b>Correction:</b> The institution shall update its homepage to include clear and conspicuous links all of the items required pursuant to 5 CCR § 74117 and CEC § 94913 (a)(1)(2)(3)(4)(5).</p>
9	5 CCR § 71760	<p><b>Violation Description:</b> The institution failed to provide self-monitoring procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division.</p> <p><b>Correction:</b> The institution shall provide a copy of its self-monitoring procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division, pursuant to 5 CCR § 71760.</p>


Pursuant to 5 CCR section 75010(d), the Institution may do either of the following:

- (1) Within 30 days from the date of the inspection, sign and return the notice to comply, declaring under penalty of perjury that the violation was corrected and describing how compliance was achieved; or
- (2) Within 30 days from the date of the inspection, file with the Bureau a written notice of

disagreement, specifying the minor violations described in the notice to comply with which the person approved to operate the institution disagrees, 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.

**Pursuant to CEC section 94935(h), failure to comply with the notice to comply will result in the Bureau taking appropriate administrative enforcement action.**

The Notice to Comply was given to the Institution's owner, person in control, chief academic officer, chief executive officer, chief operating officer, institution director, or any person delegated by any of the aforementioned persons to facilitate the inspection or accept such notice as set forth below.

Notice To Comply Given To Name & Title:	Dr. Jeffrey Mah, President/Owner
Bureau Compliance Analyst Name:	Gema Fider
Bureau Compliance Analyst Signature:	

## NOTICE TO COMPLY DECLARATION

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I declare under penalty of perjury that each violation identified in this Notice to Comply has been corrected and attached with this declaration is evidence to support the correction of each violation identified.

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Signature

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Date

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Print Name and Title