



NOTICE TO COMPLY

CU-3709221-10232025

Institution Name:	Converse International School of Languages - San Diego	Institution Telephone:	(619) 239-3363
Institution Code:	3709221	Administrator Name:	Susan Russo
Street Address:	636 Broadway, Suite 210 San Diego, CA 92101	Inspection Date:	October 23, 2025

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
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	CEC § 94913 (a)(1)	Violation Description: The institution's website (https://cisl.edu/bppe-compliance/) contains a catalog with violations identified in this NTC. Correction: Once the institution's catalog has been updated to remedy the violations, the institution shall update its website to provide the current/updated school catalog pursuant to CEC § 94913 (a)(1).
2	CEC § 94909 (a)(8)(B) in conjunction with CEC §94920 (b)	Violation Description: The institution's 2025 catalog contains cancellation and refund policies that fail to comply with the Bureau's minimum requirements. On page 4, "Accommodation Placement Fee" are non-refundable. On page 7, "...You will receive a full refund of all tuition charges minus your \$160 registration fee <i>or any other non-refundable fees (e.g. SEVIS, express mail)</i>" On page 7, "Airport pickup fee is not refundable..."

Violation	Code Section Violated	Description of the violation and required correction.
		On page 7, “Express Mail Charges are not refundable.” <u>If these fees are paid directly to the institution, the fee is an institutional charge and cannot be non-refundable during the cancellation period.</u> The Bureau’s cancellation policy includes the first day of instruction, or the 7th day after signing the enrollment agreement, whichever is later. If students sign the enrollment agreement on the course start date, they have the right to cancel within 7 days. The Bureau’s cancellation and refund policy also states that the institution can only withhold a “reasonable deposit or application fee” <u>not to exceed two hundred fifty dollars.</u> Correction: The institution shall update its catalog to specify the institution will NOT withhold institutional charges exceeding \$250 if cancellation is made through the 1st class session or the 7th day after enrollment, whichever is later.
3	CEC §94870 and §94909 (a)(9)	Violation Description: The institution’s 2025 catalog fails to identify the schedule of total charges for a period of attendance AND an estimated schedule of total charges for the entire educational program “Total charges” means the sum of institutional and noninstitutional charges. Correction: The institution shall update its catalog to contain the schedule of total charges for a period of attendance AND an estimated schedule of total charges for the entire educational program.

Violation	Code Section Violated	Description of the violation and required correction.
4	CEC § 94911 (e)(1) in conjunction with CEC §94920 (b)	Violation Description: The institution's enrollment agreement contains cancellation and refund policies which fail to comply with the Bureau's minimum requirements. On page 3, <i>"If you cancel your course prior to the first day of class, you will receive a full refund of all tuition charges minus our \$150 registration fee or any other non-refundable fees (e.g. SEVIS, express mail)."</i> If these fees are paid directly to the institution, the fee is an institutional charge and cannot be non-refundable during the cancellation period. The cancellation policy includes the first day of instruction, or the 7th day after signing the enrollment agreement, whichever is later. If students sign the enrollment agreement on the course start date, they have the right to cancel within 7 days. Correction: The institution shall update its enrollment agreement to specify the institution will NOT withhold institutional charges exceeding \$250 if cancellation is made through the 1st class session or the 7th day after enrollment, whichever is later.
5	5 CCR §76140 (a)(4)(5)(6)(8)(9)(10)(11)(12)(13)	Violation Description: The institution's 2024 4th and 2025 1st Quarter STRF supporting documentation failed to contain record of the student's: (4) Local or mailing address, (5) Address at the time of enrollment, (6) Home address, (2025 1st quarter only) (8) course costs, (9) Amount of STRF assessment collected, (10) Quarter in which the STRF assessment was remitted to the Bureau, (11) Third-party payer identifying information, (12) Total institutional charges charged, and (13) Total institutional charges paid. Correction: The institution shall update the 2024 4th & 2025 1st quarter STRF supporting documentation, pursuant to 5 CCR § 76140 (a)(4)(5)(6)(8)(9)(10)(11)(12)(13)

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:	Susan Russo, Accreditation Coordinator
Bureau Compliance Analyst Name:	Beverly Tjokrosoeharto
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.

Signature

Date

Print Name and Title