



**Bureau for Private Postsecondary Education**  
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**NOTICE TO COMPLY** – CU 41462826 0418 (Ed. Code § 94935, 5 5, CCR § 75010)

Institution Name:	California Northstate University, LLC	Institution Telephone:	(916) 686-7300
Institution Code:	41462826	Administrator Name:	Grant Lackey, for Paul Wagstaffe
Street Address:	3700 West Taron Drive Elk Grove, CA 95737	Date of Inspection:	4/26/2018

Nature and Facts of the Violation(s), Including a Reference to the Statute or Regulation Violated, and Manner in Which the Institution Must Correct the Violation to Achieve Compliance:

**STUDENT TUITION RECOVERY FUND**

	Education Code (CEC) or Code of Regulations (5, CCR)	Subsection, Description, and Required Correction
1	<b>5, CCR §76130. Collection and Submission of Assessment</b>	<p>(b) A qualifying institution shall complete the STRF Assessment Reporting Form (Rev. 2/10) and remit it with the STRF assessments collected from students to be received by the Bureau no later than the last day of the month following the close of the quarter as follows:</p> <ul style="list-style-type: none"> <li>(1) April 30 for the first quarter,</li> <li>(2) July 31 for the second quarter,</li> <li>(3) October 31 for the third quarter, and</li> <li>(4) January 31 for the fourth quarter. If the due date falls on a Saturday, Sunday or State or federal holiday, the due date shall be extended to the next regular business day for the Bureau.</li> </ul> <p>If the due date falls on a Saturday, Sunday, or State or federal holiday, the due date shall be extended to the next regular business day for the Bureau.</p> <p><b>The institution did not provide the Bureau with the following Student Tuition Recovery Fund (STRF) Assessment Reporting Forms:</b></p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> Quarters 2015</li> <li>• 1<sup>st</sup> Quarter 2016</li> <li>• 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> Quarters 2017</li> <li>• 1<sup>st</sup> Quarter 2018</li> </ul> <p><b>To remedy this violation and document compliance, the institution shall provide the missing STRF Assessment Reporting Forms with the institution’s</b></p>

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2	<p><b>5, CCR §76140. Record-Keeping Requirements</b></p>	<p><b>response to the NTC and the last page of this document within the specified time frame.</b></p> <p>(a) A qualifying institution shall collect and maintain records of student information to substantiate the data reported on the STRF Assessment Reporting Form and records of the students' eligibility under the Fund. Such records shall include the following for each student:</p> <ol style="list-style-type: none"> <li>(1) Student identification number,</li> <li>(2) First and last names,</li> <li>(3) Email address,</li> <li>(4) Local or mailing address,</li> <li>(5) Address at the time of enrollment,</li> <li>(6) Home address,</li> <li>(7) Date enrollment agreement signed,</li> <li>(8) Courses and course costs,</li> <li>(9) Amount of STRF assessment collected,</li> <li>(10) Quarter in which the STRF assessment was remitted to the Bureau,</li> <li>(11) Third-party payer identifying information,</li> <li>(12) Total institutional charges charged, and</li> <li>(13) Total institutional charges paid.</li> </ol> <p>(b) The qualifying institution shall maintain the data required under this section in an electronic format that is readily available and open to inspection by the Bureau upon request. The institution shall make the records immediately available to a Bureau representative conducting a site inspection or, upon written request, shall provide a copy within 14 calendar days of the request. All records shall be provided to the Bureau in an intelligible and orderly manner and in an electronic format.</p> <p><b>The institution did not provide upon request the 13 required data points for each student to document STRF eligibility.</b></p> <p><b>To remedy this violation, the institution shall maintain and provide the required data points in an electronic format and in an intelligible and orderly manner. The institution shall submit their written policy for maintaining documentation of STRF eligibility for each student.</b></p> <p><b>To document compliance, the institution shall submit STRF eligibility documentation for the 4<sup>th</sup> Quarter 2017 and the 1<sup>st</sup> Quarter 2018 and the institution's written policy for maintaining documentation of STRF eligibility for each student with the institution's response to the NTC and the last page of this document within the specified time frame.</b></p>
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**INSTITUTIONAL WEBSITE AND ADVERTISEMENTS**

	Education Code (CEC) or Code of Regulations (5, CCR)	Subsection, Description, and Required Correction
3	<b>CEC §94913. Institutional Web Site Requirements</b>	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following:                      (1) The school catalog.</p> <p><b>The institution’s website does not contain a link to the updated school catalog.</b></p> <p><b>To remedy the violation, the institution’s website shall be updated to provide a current school catalog. A link to the catalog shall be made available on the homepage of the institution’s website pursuant to 5, CCR §74117.</b></p> <p><b>To document compliance, the institution shall provide the link to the corrected catalog on the institution’s website with the institution’s response to the NTC and the last page of this document within the specified time frame.</b></p>
4	<b>CEC §94913. Institutional Web Site Requirements</b>	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following:                      (2) A School Performance Fact Sheet for each educational program offered by the institution.</p> <p><b>The institution’s website does not contain the corrected 2015/2016 School Performance Fact Sheets for each approved educational program.</b></p> <p><b>To remedy the violation, the institution’s website shall be updated to contain the updated and corrected 2015/2016 School Performance Fact Sheets for each approved educational program. A link to the School Performance Fact Sheets shall be made available on the homepage of the institution’s website pursuant to 5, CCR §74117.</b></p> <p><b>To document compliance, the institution shall provide the link to the corrected School Performance Fact Sheets for each approved program on the institution’s website with the institution’s response to the NTC and the last page of this document within the specified time frame.</b></p>
5	<b>CEC §94913. Institutional Web Site Requirements</b>	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following:                      (3) Student brochures offered by the institution.</p> <p><b>The institution’s website does not contain documentation of student brochures offered by the institution.</b></p> <p><b>To remedy the violation, the institution’s website shall be updated to include student brochures offered by the institution. A link to the brochures shall be made available on the homepage of the institution’s website pursuant to 5, CCR §74117.</b></p> <p><b>To document compliance, the institution shall provide the link to the brochures on the institution’s website with the institution’s response to the NTC and the last page of this document within the specified time frame.</b></p>

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6	<p><b>CEC §94913. Institutional Web Site Requirements</b></p>	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following:  (4) A link to the bureau’s Internet Web site.</p> <p><b>The institution’s website does not contain a link to the bureau’s internet website. The link to the bureau’s internet website shall be made available on the homepage of the institution’s website pursuant to 5, CCR §74117.</b></p> <p><b>To remedy this violation, the institution shall update their website to include a link to the bureau’s internet website, <a href="http://www.bppe.ca.gov">www.bppe.ca.gov</a>. The link to the bureau’s internet website shall be made available on the homepage of the institution’s website pursuant to 5, CCR §74117.</b></p> <p><b>To document compliance, the institution shall provide the link to the bureau’s internet website found on the institution’s website with the institution’s response to the NTC and the last page of this document within the specified time frame.</b></p>
7	<p><b>CEC §94913. Institutional Web Site Requirements</b></p>	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following:  (5) The institution’s most recent annual report submitted to the bureau.</p> <p><b>The institution’s website does not contain the most recent updated annual report submitted to the Bureau.</b></p> <p><b>To remedy the violation, the institution’s website shall be updated to contain the resubmitted Section 1 of the 2016 Annual Report containing the weblinks to the institution’s catalog, SPFS’s, and Annual Report. The link to the updated Annual Report shall be made available on the homepage of the institution’s website pursuant to 5, CCR §74117.</b></p> <p><b>To document compliance, the institution shall provide the link to the most recent Annual Report submitted to the Bureau found on the institution’s website with the institution’s response to the NTC and the last page of this document within the specified time frame.</b></p>
8	<p><b>CEC §94913. Institutional Web Site Requirements</b></p>	<p>(b) An institution shall include information concerning where students may access the bureau’s Internet Web site anywhere the institution identifies itself as being approved by the bureau.</p> <p><b>The institution identifies itself as being approved by the bureau on the Accreditation and Licensing page of its website, but does not include information concerning where students may access the bureau’s internet website.</b></p> <p><b>To remedy this violation, the institution’s website shall include information concerning where students may access the bureau’s internet website anywhere the institution identifies itself as being approved by the bureau.</b></p>

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		<b>To document compliance, the institution shall provide the link to the updated Accreditation and Licensing page of the institution’s website with the institution’s response to the NTC and the last page of this document within the specified time frame.</b>
9	<b>5, CCR §74140. Retention of Advertising</b>	<p>Every institution shall retain, for a minimum of five years, copies of all advertising, including</p> <p>(a) flyers, brochures, newspaper, and other print advertisements,</p> <p>(b) scripts for, and audio and video recordings of, broadcast advertisements, and</p> <p>(c) internet content, and</p> <p>(d) scripts for telephone solicitations.</p> <p>The institution shall make these records immediately available for inspection and copying during normal business hours to site visit teams and the Bureau.</p> <p>The institution did not maintain records of advertisements, including flyers, brochures, and other print advertisements; audio and video scripts for broadcast advertisements; internet advertisements or content; or telephone solicitation scripts.</p> <p>To remedy the violation, the institution shall retain and maintain for a minimum period of 5 years, copies of all advertising. The institution shall provide documentation of their current advertisements in any of the formats identified above.</p> <p><b>The institution did not have the staff available to provide documentation of the current advertising.</b></p> <p><b>To remedy this violation and document compliance, the institution shall submit evidence of advertising from the past five (5) years with the institution’s response to the NTC and the last page of this document within the specified time frame.</b></p>

**SCHOOL CATALOG**

	<b>Education Code (CEC) or Code of Regulations (5, CCR)</b>	<b>Subsection, Description, and Required Correction</b>
10	<b>CEC §94909. Minimum Requirements for School Catalog</b>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(4) The address or addresses where class sessions will be held.</p> <p><b>The catalog contains the address or addresses where class sessions will be held; however, also stated occasional class sessions may be held offsite following reasonable notice to students in that class.</b></p> <p><b>To remedy this violation, the catalog shall be updated with the removal of the statement from all parts of the catalog. The institution shall establish a policy</b></p>

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		<p>and procedure for providing all locations where class sessions will be held at enrollment.</p> <p>To document compliance, the institution shall submit the corrected catalog identifying the address or addresses where class sessions will be held and the removal of all references to the statement that class sessions may be held offsite following reasonable notice to students in that class. Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
11	<p><b>CEC §94909. Minimum Requirements for School Catalog</b></p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(12) A statement specifying whether the institution has a pending petition in bankruptcy, is operating as a debtor in possession, has filed a petition within the preceding five years, or has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).</p> <p><b>The catalog does not contain a statement specifying whether the institution has a pending petition in bankruptcy, is operating as a debtor in possession, has filed a petition within the preceding five years, or has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).</b></p> <p>To remedy this violation, the catalog shall be updated to contain a statement specifying whether the institution has a pending petition in bankruptcy, is operating as a debtor in possession, has filed a petition within the preceding five years, or has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).</p> <p>To document compliance, the institution shall submit the corrected catalog containing the institution's bankruptcy statement. Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
12	<p><b>5, CCR §71810. Catalog.</b></p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(9) A description of the facilities and of the types of equipment and materials that will be used for instruction</p>

		<p>The catalog does not contain a description of the facilities and of the types of equipment and materials that will be used for instruction.</p> <p>To remedy the violation, the catalog shall be updated to include a description of the facilities and all equipment and materials that will be used to support the instruction offered.</p> <p>To document compliance, the institution shall submit the corrected catalog containing the description of the facilities and of the types of equipment and materials that will be used for instruction. Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
13	<p><b>5, CCR §71810. Catalog.</b></p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(10) A description of library and other learning resources and the procedures for student access to those resources</p> <p>The catalog does not contain the procedures for student access to the library and other learning resources. The catalog describes the library and learning resources, but does not include a description of how the students access those resources.</p> <p>To remedy the violation, the catalog shall be updated to include a description of the procedures for students to access the library materials and other learning resources.</p> <p>To document compliance, the institution shall submit the corrected catalog containing a description of the procedures for students to access the library and other learning resources. Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
14	<p><b>CEC §94909. Minimum Requirements for School Catalog</b></p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(8) A detailed description of institutional policies in the following areas:</p> <p>(A) Admissions policies, including the institution's policies regarding the acceptance of credits earned at other institutions or through challenge examinations and achievement tests, admissions requirements for ability-to-benefit students, and a list describing any transfer or articulation agreements between the institution and any other college or university that provides for the transfer of credits earned in the program of instruction. If the institution has not</p>

	<p><b>5, CCR §71770. Admission Standards and Transferred Credits Policy.</b></p>	<p>entered into an articulation or transfer agreement with any other college or university, the institution shall disclose that fact.</p> <p>(a) The institution shall establish specific written standards for student admissions for each educational program. These standards shall be related to the particular educational program. An institution shall not admit any student who is obviously unqualified or who does not appear to have a reasonable prospect of completing the program. In addition to any specific standards for an educational program, the admissions standards must specify as applicable that:</p> <p>(1) Each student admitted to an undergraduate degree program, or a diploma program, shall possess a high school diploma or its equivalent, or otherwise successfully take and pass the relevant examination as required by section 94904 of the Code.</p> <p>(2) Each student admitted into a post-baccalaureate degree program shall possess a bachelor's degree or its equivalent. If a graduate program leads to a profession or an occupation requiring state licensure and the licensing agency does not require that a member of the profession or occupation possess a Bachelor's degree or its equivalent, this subdivision does not apply.</p> <p><b>The catalog contains admissions policies which do not meet the minimum standards set forth by 5, CCR §71770(a)(1)(2).</b></p> <p><b>The admissions policy for the Doctor of Pharmacy and Doctor of Medicine programs do not indicate applicants shall possess a bachelor's degree or its equivalent.</b></p> <p><b>To remedy the violation, the catalog shall be updated to include admissions policies for the Doctor of Pharmacy and Doctor of Medicine programs requiring applicant to possess a bachelor's degree or equivalent.</b></p> <p><b>If the licensing agency regulating the Doctor of Pharmacy and Doctor of Medicine programs does not require that a member of the profession or occupation possess a bachelor's degree or its equivalent, the institution shall provide documentation stating that fact.</b></p>
<p>15</p>	<p><b>5, CCR §71810. Catalog.</b></p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(3) If the institution admits students from other countries, whether visa services are provided or whether the institution will vouch for student status, and any associated charges</p> <p><b>The catalog does not state whether any charges are associated with vouching for student status.</b></p>

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		<p>To remedy the violation, the catalog shall be updated to state whether any charges are associated with vouching for student status.</p> <p>To document compliance, the institution shall submit the corrected catalog stating whether any charges are associated with vouching for student status. Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
16	<p><b>CEC §94909. Minimum Requirements for School Catalog</b></p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(6) If the educational program is designed to lead to positions in a profession, occupation, trade, or career field requiring licensure in this state, a notice to that effect and a list of the requirements for eligibility for licensure.</p> <p><b>The catalog does not contain a notice indicating the Doctor of Pharmacy and Doctor of Medicine programs lead to licensure and a list of the requirements for eligibility for licensure for each profession.</b></p> <p>To remedy this violation, the catalog shall be updated to include a notice indicating the Doctor of Pharmacy and Doctor of Medicine programs lead to licensure and a list of the requirements for eligibility for licensure for each profession.</p> <p>To document compliance, the institution shall submit the corrected catalog containing the requirements for eligibility for licensure for each profession. Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
17	<p><b>CEC §94909. Minimum Requirements for School Catalog</b></p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(9) The schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.</p> <p><b>The catalog does not contain a scheduled of total charges for a current period of attendance <u>and</u> an estimated schedule of total charges for the entire educational program for each approved program. The schedule of charges identified in the catalog does not identify the Student Tuition Recovery Fund (STRF) amount and the nonrefundable notice of acceptance deposit.</b></p>

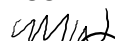
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		<p>The catalog states tuition may increase 3% to 5% per year; however, the enrollment agreement period is the entire educational program.</p> <p>To remedy the violation, the catalog shall be updated to contain both a scheduled of total charges for a current period of attendance <u>and</u> an estimated schedule of total charges for the entire educational program. The catalog shall be updated to reflect the current STRF fee of \$0.00 per \$1,000 of institutional charges, included in the schedule of charges. The schedule of charges in the catalog shall be updated to include a description of any fees the institution may charge the student for the completion of the program.</p> <p>To document compliance, the institution shall submit the corrected catalog containing a schedule of total charges for a current period of attendance and an estimated schedule of total charges for the entire educational program. The schedule of total charges shall identify any charges a student may incur during enrollment, including non-refundable charges and the student's obligation the STRF assessment fee. Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
18	<p><b>5, CCR §76215. Student Tuition Recovery Fund Disclosures.</b></p>	<p>(a) A qualifying institution shall include the following statement on both its enrollment agreement and school catalog:          "The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.</p> <p>You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program."</p> <p>(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog:          "It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.</p>

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To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

		<p>However, no claim can be paid to any student without a social security number or a taxpayer identification number.”</p> <p><b>The catalog does not contain the updated specific required STRF disclosures in quotations.</b></p> <p><b>To remedy the violation, the current catalog shall be updated to contain the updated specific required disclosures verbatim to the language in quotations in 5, CCR §76215(a)(b).</b></p> <p><b>To document compliance, the institution shall submit the corrected catalog containing the updated specific required STRF disclosures. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</b></p>
19	<p><b>CEC §94909. Minimum Requirements for School Catalog</b></p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(8) A detailed description of institutional policies in the following areas:</p> <p>(B) Cancellation, withdrawal, and refund policies, including an explanation that the student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. The text shall also include a description of the procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund consistent with the requirements of Article 13 (commencing with Section 94919).</p> <p><b>The catalog contained a cancellation policy which indicated the institution would retain the separate \$250.00 nonrefundable enrollment fee deposit. The schedule of charges identified in the catalog and enrollment agreement does not identify a \$250.00 nonrefundable enrollment fee deposit.</b></p> <p><b>The catalog contained a withdrawal refund policy which stated institutional charges included a \$250.00 nonrefundable enrollment fee deposit and all other nonrefundable fees as described in the current General Catalog. The schedule of charges in the catalog and enrollment agreement does not identify a \$250.00 nonrefundable enrollment fee deposit or any other nonrefundable fees.</b></p> <p><b>To remedy this violation, the catalog shall be updated to include the \$250.00 nonrefundable enrollment fee deposit in the schedule of charges.</b></p>

20	<p><b>CEC §94909. Minimum Requirements for School Catalog</b></p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following: (7) Information regarding the faculty and their qualifications.</p> <p><b>The catalog failed to contain information regarding faculty and their qualifications. The catalog referred readers to the institution’s website for information regarding faculty members.</b></p> <p><b>To remedy this violation, the catalog shall be updated to include information regarding faculty and their qualifications; referring readers to the institution’s website is insufficient.</b></p> <p><b>To document compliance, the institution shall submit the corrected catalog containing information regarding faculty and their qualifications. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</b></p>
21	<p><b>CEC §94909. Minimum Requirements for School Catalog</b></p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following: (10) A statement reporting whether the institution participates in federal and state financial aid programs, and if so, all consumer information that is required to be disclosed to the student pursuant to the applicable federal and state financial aid programs.</p> <p><b>The catalog does not contain a statement reporting whether the institution participates in federal and state financial aid programs, and if so, all consumer information that is required to be disclosed to the student pursuant to the applicable federal and state financial aid programs.</b></p> <p><b>To remedy this violation, the catalog shall be updated to contain a statement reporting whether the institution participates in federal and state financial aid programs, and if so, all consumer information that is required to be disclosed to the student pursuant to the applicable federal and state financial aid programs.</b></p> <p><b>To document compliance, the institution shall submit the corrected catalog containing a statement reporting whether the institution participates in federal and state financial aid programs. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</b></p>

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Inspector’s Initial: *MMW*

Administrator’s Initial: *EB*

22	5, CCR §71810. Catalog.	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(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.</p> <p><b>The catalog does not contain the institution’s policies and practices regarding all forms of financial aid; the catalog refers readers to the institution’s website.</b></p> <p><b>To remedy this violation, the catalog shall be updated to contain the policies and practices regarding any form of financial aid. Referring readers to the institution’s website is insufficient.</b></p> <p><b>To document compliance, the institution shall submit the corrected catalog containing the institution’s policies and procedures regarding any form of financial aid. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</b></p>
23	5, CCR §71810. Catalog	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(12) A description of all student services;</p> <p><b>The catalog does not contain a description of all student services; the catalog refers readers to the institution’s website.</b></p> <p><b>To remedy this violation, the catalog shall be updated to contain a description of all student services. Referring readers to the institution’s website is insufficient.</b></p> <p><b>To document compliance, the institution shall submit the corrected catalog containing a description of all student services. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</b></p>
24	5, CCR §71810. Catalog	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(13) Housing information including all of the following:</p> <p>(B) The availability of housing located reasonably near the institution's facilities and an estimation of the approximate cost or range of cost of the housing; and</p> <p>(C) If the institution has no responsibility to find or assist a student in finding housing, a clear and conspicuous statement so indicating. A statement that the program is “non-residential” does not satisfy this subparagraph.</p>

Notice to Comply – CU 41462826 0418

Inspector’s Initial: *mw*

Administrator’s Initial: *D*

		<p>The catalog does not contain the availability of housing located reasonably near the institution and an estimated cost or range of cost, and does not state whether the institution will find or assist a student in finding housing. The catalog refers readers to the institution’s website for off-campus housing resources.</p> <p>To remedy this violation, the catalog shall be updated to state the availability of housing located reasonably near the institution and an estimated cost or range of cost, and does not state whether the institution will find or assist a student in finding housing.</p> <p>To document compliance, the institution shall submit the corrected catalog containing the availability of housing located reasonably near the institution and an estimated cost of the housing. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</p>
25	<p><b>5, CCR §71810. Catalog</b></p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(15) Policies on the retention of student records.</p> <p>The catalog does not contain the institution’s policies on the retention of student records. Student records shall be maintained for a minimum of five years of separation from the institution and transcripts shall be maintained permanently.</p> <p>To remedy this violation, the catalog shall be updated to contain institution’s policies on the retention of student records consistent with the minimum standards set forth by 5, CCR §71930(b)(1).</p> <p>To document compliance, the institution shall submit the corrected catalog containing the institution’s policies on the retention of student records. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</p>

**ENROLLMENT AGREEMENT**

	Education Code (CEC) or Code of Regulations (5, CCR)	Subsection, Description, and Required Correction
26	<p><b>5, CCR §71800. Enrollment Agreement.</b></p>	<p>(a) The name and address of the institution and the addresses where instruction will be provided.</p> <p>The enrollment agreement contains the address where instruction will be provided; however, the College of Health Sciences enrollment agreement does</p>

Notice to Comply – CU 41462826 0418

Inspector’s Initial: *MW*  
 Administrator’s Initial: *(Signature)*

		<p>not identify some class sessions may held at 9700 West Taron Drive in Elk Grove, as stated in the catalog.</p> <p>In addition, the enrollment agreement stated occasional class sessions may be held offsite following reasonable notice to students in that class.</p> <p>The institution may only conduct instruction at locations approved by the Bureau, and may not convert the educational program to another method of delivery, such as distance education pursuant to CEC §94898(c).</p> <p>To remedy this deficiency, the enrollment agreement shall contain the address or addresses where instruction will be provided. The institution shall remove the statement regarding occasional class sessions may be held office following reasonable notice to students in that class from the enrollment agreement.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement containing the address or addresses where class sessions are held. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</p>
27	5, CCR §71800. Enrollment Agreement.	<p>(b) Period covered by the enrollment agreement.</p> <p>The enrollment agreement identifies the “Enrollment Agreement Period of Attendance... Until Completion of Entire Program” and “Enrollment Period of Attendance for First Year students.”</p> <p>The enrollment agreement shall contain a period covered by the enrollment agreement, and the program start date and scheduled completion date. The period identified in the enrollment agreement are unclear.</p> <p>To remedy this deficiency, the enrollment agreement shall identify the Period Covered by the Enrollment Agreement and the Program Start Date and Scheduled Completion Date.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement containing the Period Covered by the Enrollment Agreement. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</p>
28	5, CCR §71800. Enrollment Agreement.	<p>(c) Program start date and scheduled completion date.</p>



		<p>The enrollment agreement identifies the “Enrollment Agreement Period of Attendance... Until Completion of Entire Program” and “Enrollment Period of Attendance for First Year students.”</p> <p>The enrollment agreement shall contain a period covered by the enrollment agreement, and the program start date and scheduled completion date. The period identified in the enrollment agreement are unclear.</p> <p>To remedy this deficiency, the enrollment agreement shall identify the Period Covered by the Enrollment Agreement and the Program Start Date and Scheduled Completion Date.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement containing the Program Start Dated and Scheduled Completion Date. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</p>
29	<p><b>5, CCR §71800. Enrollment Agreement.</b></p>	<p>(d) Date by which the student must exercise his or her right to cancel or withdraw, and the refund policy, including any alternative method of calculation if approved by the Bureau pursuant to section 94921 of the Code.</p> <p>The enrollment agreement does not identify the date by which the student must exercise his or her right to cancel or withdraw.</p> <p>To remedy this deficiency, the enrollment agreement shall be updated to contain the date by which the student must exercise his or her right to cancel or withdraw.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement containing the date by which the student must cancel or withdraw. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</p>
30	<p><b>5, CCR §71800. Enrollment Agreement.</b></p>	<p>(e) Itemization of all institutional charges and fees including, as applicable: (2) Registration fee (non-refundable);</p> <p>The enrollment agreement does not identify the pre-enrollment deposit or registration fee in the itemization of charges.</p> <p>To remedy this deficiency, the enrollment agreement shall be updated to contain the pre-enrollment deposit or registration fee in the itemization of charges.</p>

		<p>To document compliance, the institution shall submit the corrected enrollment agreement containing Registration Fee in the itemization of charges. Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
31	<p><b>CEC §94911. Minimum Requirements for Enrollment Agreement.</b></p>	<p>(b) A schedule of total charges, including a list of any charges that are nonrefundable and the student's obligations to the Student Tuition Recovery Fund, clearly identified as nonrefundable charges.</p> <p><b>The enrollment agreement failed to contain a list of nonrefundable charges and the student's obligation to STRF, clearly identified as nonrefundable charges.</b></p> <p><b>To remedy this deficiency, the itemization of charges shall clearly identify any nonrefundable charges as a nonrefundable charge, and shall clearly identify the \$0.00 Nonrefundable STRF fee.</b></p> <p><b>To document compliance, the institution shall submit the corrected enrollment agreement containing a list of any nonrefundable charges, including the \$0.00 STRF Fee. Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</b></p>
32	<p><b>CEC §94911. Minimum Requirements for Enrollment Agreement.</b></p>	<p>(h) The transferability disclosure that is required to be included in the school catalog, as specified in paragraph (15) of subdivision (a) of Section 94909.</p> <p style="text-align: center;">"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION</p> <p>The transferability of credits you earn at (name of institution) is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the <b>(degree, diploma, or certificate)</b> you earn in <b>(name of educational program)</b> is also at the complete discretion of the institution to which you may seek to transfer. If the <b>(credits or degree, diploma, or certificate)</b> that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending (name of institution) to determine if your <b>(credits or degree, diploma, or certificate)</b> will transfer."</p> <p><b>The enrollment agreement did not contain the transferability disclosure verbatim. The disclosure added "if any," in the following sentence:</b></p>

		<p>Acceptance of the (degree, diploma, or certificate) you earn in (name of educational program), <u>if any</u>, is also at the complete discretion of the institution to which you may seek to transfer.</p> <p>In addition, the institution did not specify the educational program and the credits, degree, diploma, or certificated identified in the parenthetical choices.</p> <p>To remedy the deficiency, the enrollment agreement shall be updated with the removal of “, if any,” shall specify the educational program enrolled in, and shall specify the information in the parenthetical choices.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement containing corrected Transferability Disclosure. Documentation of compliance shall be submitted with the institution’s response to the NTC and the last page of this document within the specified time frame.</p>
33	<p><b>CEC §94911. Minimum Requirements for Enrollment Agreement.</b></p>	<p>(i) (1) The following statement: “Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement.”</p> <p>(2) <b>Immediately following the statement required by paragraph (1), a line for the student to initial, including the following statement:</b> “I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet.”</p> <p>The enrollment agreement contains the space for the student to initial following paragraph required in subsection two.</p> <p>To remedy this deficiency, the space for the student to initial shall be immediately following the paragraph in subsection one and preceding the paragraph in subsection two.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement containing the properly placed line for the student to initial. Documentation of compliance shall be submitted with the institution’s</p>

		response to the NTC and the last page of this document within the specified time frame.
34	<b>CEC §94911. Minimum Requirements for Enrollment Agreement.</b>	<p>(d) A clear and conspicuous statement that the enrollment agreement is legally binding when signed by the student and accepted by the institution.</p> <p>The enrollment agreement does not contain a statement that the enrollment agreement is legally binding when signed by the student and accepted by the institution. The statement in the enrollment agreement is combined with the specific verbatim statement required by CEC §94911(k).</p> <p>To remedy this deficiency, the enrollment agreement shall be updated to contain a clear and conspicuous statement that the enrollment agreement is legally binding when signed by the student and accepted by the institution.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement containing a clear and conspicuous statement that the enrollment agreement is legally binding when signed by the student and accepted by the institution. Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
35	<b>CEC §94911. Minimum Requirements for Enrollment Agreement.</b>	<p>(k) The following statement above the space for the student's signature: "I understand that this is a legally binding contract. My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution's cancellation and refund policies have been clearly explained to me."</p> <p>The enrollment agreement does not contain the specific required statement verbatim. The statement in the enrollment agreement is combined with the specific verbatim statement required by CEC §94911(d).</p> <p>To remedy this deficiency, the enrollment agreement shall be updated to contain the specific required statement verbatim to the language identified above. The statement shall be above the space for the student's signature.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement containing specific required statement above the space for the student's signature verbatim. Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>

**INSTITUTIONAL RECORDS**

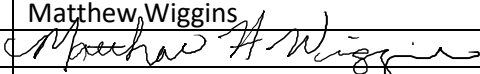
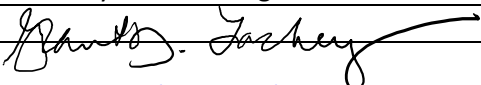
	Education Code or Code of Regulations	Subsection, Description, and Required Correction
36	<p><b>CEC §94900.5. Required Institutional Records.</b></p> <p><b>5, CCR §71720. Faculty</b></p>	<p>An institution shall maintain, for a period of not less than five years, at its principal place of business in this state, complete and accurate records of all of the following information:</p> <p>(b) The names and addresses of the members of the institution’s faculty and records of the educational qualifications of each member of the faculty.</p> <p>(a) An Educational Program Leading to a Degree.</p> <p>(4) The faculty shall have sufficient expertise to support the institution's awarding of a degree identifying a specialty or major field of emphasis, demonstrated by, at a minimum:</p> <p>(A) That the person possesses one of the following:</p> <p>1. A degree from: an institution approved by the Bureau or previously approved by a predecessor agency of the Bureau; or an accredited institution in the United States or Canada; or other state approved institution that documents that the institution at which the faculty member earned his or her degree is equivalent to an institution that is approved by the Bureau; or an institution outside the United States or Canada and in addition provides a comprehensive evaluation of the degree performed by a foreign credential evaluation service that is a member of the National Association of Credential Evaluation Services (NACES).</p> <p><b>Faculty records reviewed in which faculty held degrees from outside the United States or Canada did not all contain evidence of foreign degrees and transcripts evaluated by an evaluation service recognized by a member of the National Association of Credential Evaluation Services.</b></p> <p><b>To remedy this violation, the institution shall provide documentation of the institution’s established policy and procedure for requiring faculty educational qualifications from outside the United States or Canada be evaluated by an evaluation servicer recognized by NACES, and documentation of the evaluation shall be maintained in the faculty’s file.</b></p>
37	<p><b>5, CCR §71760. Self-Monitoring Procedures</b></p>	<p>Each institution shall develop and maintain adequate procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division.</p> <p><b>The institution did not provide documentation of self-monitoring procedures upon request.</b></p> <p><b>To remedy this violation and document compliance, the institution shall provide documentation of the institution’s established self-monitoring procedures.</b></p>

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

Notice to Comply – CU 41462826 0418

Inspector’s Initial: *mmw*

Administrator’s Initial: *B*

Inspector's Name	Matthew Wiggins
Inspector's Signature	
Institution Administrator Name/Title:	Grant Lackey for Paul Wagstaffe
Institution Administrator's Signature:	

Education Code can be located at: [http://www.bppe.ca.gov/lawsregs/ppe\\_act.shtml](http://www.bppe.ca.gov/lawsregs/ppe_act.shtml)

Code of Regulations can be located at: <http://www.bppe.ca.gov/lawsregs/regs.shtml>

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Notice to Comply – CU 41462826 0418

Inspector's Initial: *MW*

Administrator's Initial: *GL*

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

**IMPORTANT COMPLIANCE NOTICE**

California Education Code §94935 and California Code of Regulations §75010 provide that the Bureau for Private Postsecondary Education (Bureau) shall issue a Notice to Comply for minor violations detected during a compliance inspection by the Bureau.

By no later than 30 days from the date of the inspection, you must either: 1) Remedy the noncompliance item(s), sign the below declaration and submit this form to the Bureau, along with documentation describing how compliance was achieved; or 2) File with the Bureau a written notice of disagreement, specifying the minor violation(s) described in the Notice to Comply with which you disagree, and appealing it by requesting an informal office conference. If a written notice of disagreement is not timely filed with the Bureau, the right to appeal is deemed to have been waived.

**Failure to timely remedy the noncompliance item(s) or file a written request for an informal office conference may result in the Bureau taking administrative enforcement action.**

**DECLARATION**

Attached to this document is a list describing how compliance was achieved for each violation and supporting documentation. I declare under penalty of perjury that all violations identified in this Notice to Comply are corrected as described in the attachment.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name and Title

**THIS DECLARATION OR A NOTICE OF DISAGREEMENT MUST BE SUBMITTED TO THE BUREAU BY **May 28, 2018.****

Notice to Comply – CU 41462826 0418

Inspector's Initial: *MW*

Administrator's Initial: *[Signature]*