



**NOTICE TO COMPLY – CU-3404281-0419 (Ed. Code §94935 & 5, CCR §75010)**

Institution Name:	California Institute of the Healing Arts and Sciences	Institution Telephone:	916-484-1700
Institution Code:	3404281	Administrator Name:	Carol DiGirolamo
Street Address:	2377 Gold Meadow Way, Suite 100, Gold River, CA 95670	Date of Inspection:	<b>Saturday, April 6, 2019</b>

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 (STRF) MINIMUM REQUIREMENTS**

Item No.	Education Code (CEC) or Regulation (5, CCR)	Deficiency – Requested Submission
	<b>5, CCR §76130</b>	<p>(b) A qualifying institution shall complete the STRF Assessment report 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> <p>(1) April 30 for the first quarter,</p> <p>(2) July 31 for the second quarter,</p> <p>(3) October 31 for the third quarter, and</p> <p>(4) January 31 for the fourth quarter.</p> <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 school failed to provide the Bureau with its 2015 2<sup>nd</sup> quarter STRF assessment form, 2015 3<sup>rd</sup> quarter STRF assessment form, 2015 4<sup>th</sup> quarter STRF assessment form, 2016 1<sup>st</sup> quarter STRF assessment form, 2016 2<sup>nd</sup> quarter STRF assessment form, 2016 3<sup>rd</sup> quarter STRF assessment form, 2016 4<sup>th</sup> quarter STRF assessment form, 2017 1<sup>st</sup> quarter STRF assessment form, 2017 2<sup>nd</sup> quarter STRF assessment form, 2017 3<sup>rd</sup> quarter STRF assessment form, 2017 4<sup>th</sup> quarter STRF assessment form, 2018 1<sup>st</sup> quarter</b></p>

Notice to Comply – California Institute of the Healing Arts and Sciences

Inspector's Initial: *WLW*

Administrator's Initial: *CA*

		<p>STRF assessment form, 2018 2<sup>nd</sup> quarter STRF assessment form, 2018 3<sup>rd</sup> quarter STRF assessment form, and 201 4<sup>th</sup> quarter STRF assessment form. 2016 1<sup>st</sup> quarter STRF assessment form.</p> <p>To remedy these violations, the school shall provide the Bureau with its 2015 2<sup>nd</sup> quarter STRF assessment form, 2015 3<sup>rd</sup> quarter STRF assessment form, 2015 4<sup>th</sup> quarter STRF assessment form, 2016 1<sup>st</sup> quarter STRF assessment form, 2016 2<sup>nd</sup> quarter STRF assessment form, 2016 3<sup>rd</sup> quarter STRF assessment form, 2016 4<sup>th</sup> quarter STRF assessment form, 2017 1<sup>st</sup> quarter STRF assessment form, 2017 2<sup>nd</sup> quarter STRF assessment form, 2017 3<sup>rd</sup> quarter STRF assessment form, 2017 4<sup>th</sup> quarter STRF assessment form, 2018 1<sup>st</sup> quarter STRF assessment form, 2018 2<sup>nd</sup> quarter STRF assessment form, 2018 3<sup>rd</sup> quarter STRF assessment form, and 201 4<sup>th</sup> quarter STRF assessment form. 2016 1<sup>st</sup> quarter STRF assessment form.</p> <ul style="list-style-type: none"> <li>➤ The schools 2015 2<sup>nd</sup> quarter STRF assessment form, 2015 3<sup>rd</sup> quarter STRF assessment form, 2015 4<sup>th</sup> quarter STRF assessment form, 2016 1<sup>st</sup> quarter STRF assessment form, 2016 2<sup>nd</sup> quarter STRF assessment form, 2016 3<sup>rd</sup> quarter STRF assessment form, 2016 4<sup>th</sup> quarter STRF assessment form, 2017 1<sup>st</sup> quarter STRF assessment form, 2017 2<sup>nd</sup> quarter STRF assessment form, 2017 3<sup>rd</sup> quarter STRF assessment form, 2017 4<sup>th</sup> quarter STRF assessment form, 2018 1<sup>st</sup> quarter STRF assessment form, 2018 2<sup>nd</sup> quarter STRF assessment form, 2018 3<sup>rd</sup> quarter STRF assessment form, and 201 4<sup>th</sup> quarter STRF assessment form. 2016 1<sup>st</sup> quarter STRF assessment form are attached to this preliminary review letter if needed.</li> </ul> <p><b>Please submit to:</b></p> <p><b>Attn: Administrative Support Unit Bureau for Private Postsecondary Education P.O. Box 980818 West Sacramento, CA 95798-0818</b></p> <p style="text-align: center;">Or</p> <p><b>Student Tuition Recovery Fund</b> Email: <a href="mailto:strf@dca.ca.gov">strf@dca.ca.gov</a></p>
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		RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT
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**CATALOG MINIMUM REQUIREMENTS**

Item No.	Education Code (CEC) or Regulation (5, CCR)	Deficiency – Requested Submission
	CEC §94909	<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 school failed to include in its catalog the address or addresses where class sessions will be held.</b></p> <p><b>To remedy this violation the school shall include in its catalog the address or addresses where class sessions will be held.</b></p> <p>RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT</p>
	CEC §94909	<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 school failed to include in its catalog the schedule of total charges for a period of attendance and an estimated schedule of total charges for its programs.</b></p> <p><b>To remedy this violation the school shall include in its catalog the schedule of total charges for a period of attendance and an estimated schedule of total charges for its programs.</b></p> <p>➤ <b>STRF Fee shall reflect the student’s current responsibility of \$ 0.00</b></p>

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Inspector’s Initial: *WLW*  
 Administrator’s Initial: *CD*

		<p><b>RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT</b></p>
	<p><b>5, CCR §76215</b></p>	<p>(a) A qualifying institution shall include the following statement on both its enrollment agreement and school catalog:</p> <p>“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>The school failed to update the required Student Recovery Fund language in its catalog. The language was updated in September 2017.</b></p> <p><b>To remedy this violation the school shall update the language to read exactly as stated in §76215(a) in its catalog.</b></p> <p><b>RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT</b></p>
	<p><b>5, CCR §76215</b></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:</p> <p>“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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Inspector’s Initial:

Administrator’s Initial:

	<p>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:</p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> <li>4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.</li> <li>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.</li> <li>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.</li> <li>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.</li> </ol> <p>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.</p> <p>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</p>
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		<p>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. However, no claim can be paid to any student without a social security number or a taxpayer identification number.”</p> <p><b>The school failed to update the required Student Recovery Fund language in its catalog. The language was updated in September 2017.</b></p> <p><b>To remedy this violation the school shall update the language to read exactly as stated in §76215(b) in its catalog.</b></p> <p><b>RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT</b></p>
	<p><b>CEC §94909</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>(C) Probation and dismissal policies.</p> <p><b>The school failed to include in its catalog its dismissal policies.</b></p> <p><b>To remedy this violation the school shall include in its catalog its dismissal policies.</b></p> <p><b>RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT</b></p>
	<p><b>CEC §94909</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>

*WHL*  
*CD*

		<p>(E) Leave-of-absence policies.</p> <p><b>The school failed to include in its catalog its Leave-of-absence policies.</b></p> <p><b>To remedy this violation the school shall include in its catalog its Leave-of-absence policies.</b></p> <p><b>RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT</b></p>
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**ENROLLMENT AGREEMENT MINIMUM REQUIREMENTS**

Item No.	Education Code (CEC) or Regulation (5, CCR)	Deficiency – Requested Submission
	5, CCR §71800	<p>In addition to the requirements of section 94911 of the Code, an institution shall provide to each student an enrollment agreement that contains at the least the following information:</p> <p>(a) The name and address of the institution and the addresses where instruction will be provided.</p> <p><b>The school failed to include in its Enrollment Agreement the address or addresses where instruction will be provided.</b></p> <p><b>To remedy this violation the school shall include in its Enrollment Agreement the address or addresses where instruction will be provided.</b></p> <p><b>RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT</b></p>
	CEC §94911	<p>An enrollment agreement shall include, at a minimum, all of the following:</p> <p>(c) In underlined capital letters on the same page of the enrollment agreement in which the student’s signature is required, the total charges for the current period of attendance, the estimated total charges for the entire educational program, and the total charges the student is obligated to pay upon enrollment.</p>

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Inspector’s Initial: *W L W*

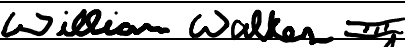
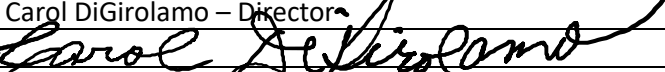
Administrator’s Initial: *W L W*

		<p>The school failed to include in its Enrollment Agreement the following verbiage underlined in capital letters on the same page of the student’s signature:</p> <p><b><u>TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE:</u></b></p> <p><b><u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM:</u></b></p> <p><b><u>THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT:</u></b></p> <p>To remedy this violation the school shall include the exact above verbiage underlined in capital letters on the same page of the student’s signature in its enrollment agreement.</p> <p>RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT</p>
	<p><b>5, CCR §76215</b></p>	<p>(a) A qualifying institution shall include the following statement on both its enrollment agreement and school catalog:</p> <p>“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>The school failed to update the required Student Recovery Fund language in its enrollment agreement. The language was updated in September 2017.</b></p>



		<p><b>To remedy this violation the school shall update the language to read exactly as stated in §76215(a) in its enrollment agreement.</b></p> <p><b>RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT</b></p>
	CEC §94911	<p>(g) A statement specifying that, if the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:</p> <p>(1) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.</p> <p><b>The school failed to include the above language in its enrollment agreement.</b></p> <p><b>To remedy this violation the school shall include the above language in its enrollment agreement.</b></p> <p><b>RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT</b></p>
	CEC §94911	<p>(g) A statement specifying that, if the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:</p> <p>(2) The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.</p> <p><b>The school failed to include the above language in its enrollment agreement.</b></p> <p><b>To remedy this violation the school shall include the above language in its enrollment agreement.</b></p> <p><b>RETURN THIS FORM BY: Friday, May 17, 2019 TO THE NTC ANALYST WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT</b></p>

Only minor violations are listed on a Notice to Comply.

Inspector's Name	William Walker III
Inspector's Signature	
Institution Administrator Name/Title:	Carol DiGirolamo – Director
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 – California Institute of the Healing Arts and Sciences

Inspector's Initial: *WW*

Administrator's Initial:

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 17, 2019**