



**Bureau for Private Postsecondary Education**  
 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833  
 P.O. Box 980818, West Sacramento, CA 95798-0818  
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**NOTICE TO COMPLY** – CU-89689179-0518 (Ed. Code §94935 & 5, CCR §75010)

Institution Name:	Straight Perm Beauty School.com	Institution Telephone:	213-387-3040
Institution Code:	89689179	Administrator Name:	Victoria Hwang
Street Address:	3863 West 6 <sup>th</sup> Street Los Angeles CA 90020	Date of Inspection:	5/15/18

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:

Referenced Law	Subsection , Description, and Required Correction
§71810 - Catalog.	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(1) The specific beginning and ending dates defining the time period covered by the catalog;</p> <p><b>The institution’s catalog failed to include the specific beginning and ending dates defining the period covered by the catalog. The cover of the catalog says “2017-2018”</b></p> <p><b>To remedy the violation, the institution shall revise the catalog to include specific beginning and ending dates in a month, date, year format</b></p>
§71810 - Catalog.	<p>(15) Policies on the retention of student records.</p> <p>94900(a)(b)(1-3)</p> <p>(b) An institution shall maintain, for each student granted a degree or certificate by that institution, permanent records of all of the following:</p> <p>(1) The degree or certificate granted and the date on which that degree or certificate was granted.</p> <p>(2) The courses and units on which the certificate or degree was based.</p> <p>(3) The grades earned by the student in each of those courses.</p> <p><b>The institution’s retention of student records policy failed to include a statement indicating the institution would keep permanent records of the certificate awarded, the courses and units on which the certificate was awarded, and the grades earned by the student in each of those courses.</b></p> <p><b>To remedy the violation, the institution shall revise the catalog to include a statement indicating the institution would keep permanent records of a students’ transcripts.</b></p>

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Inspector’s Initial: *JK*

Administrator’s Initial: *VH*

<p>§94909 - Minimum Requirements for School Catalog.</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 entered into an articulation or transfer agreement with any other college or university, the institution shall disclose that fact.</p> <p><b>The institution’s catalog failed to include a complete policy regarding the acceptance of credits earned at other institutions. Page 7 of the catalog mentions a transfer of credits for training and experience but doesn’t mention whether they accept transfer credits from other institutions.</b></p> <p><b>To remedy the violation, the institution shall provide their policy on accepting transfers from other institutions. If the institution only uses a determination from the Board of Barbering and Cosmetology, then the institution should include the Board of Barbering and Cosmetology’s complete transfer credit policy.</b></p>
<p>§94909 - Minimum Requirements for School Catalog.</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 institution’s catalog failed to include the total charges for a period of attendance. On pages 3 and 15 of the catalog it lists charges for the total program but failed to include the total charges for a period of attendance.</b></p> <p><b>To remedy the violation, the institution shall include a statement indicating the total charges for a period of attendance. If the charges for a period of attendance and the total charges for the entire program are the same, a statement indicating this will meet compliance.</b></p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(a)(14) A description of the student’s rights and responsibilities with respect to the Student Tuition Recovery Fund. This statement shall specify that it is a state requirement that a student who pays his or her tuition is required to pay a state-imposed assessment for the Student Tuition Recovery Fund.</p> <p>76215. Student Tuition Recovery Fund Disclosures</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.

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."

(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.

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.

	<p>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.</p> <p>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.</p> <p>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.</p> <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 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> <p>However, no claim can be paid to any student without a social security number or a taxpayer identification number."</p> <p><b>The institution's catalog failed to include the new STRF language adopted in 8/10/2017.</b></p> <p><b>To remedy the violation, the institution shall replace the current STRF disclosure in their catalog and replace it with the above language.</b></p>
§71800 - Enrollment Agreement.	<p>(e) Itemization of all institutional charges and fees including, as applicable: (1) Tuition; (2) Registration fee (non-refundable); (3) Equipment; (4) Lab supplies or kits; (5) Textbooks, or other learning media; (6) Uniforms or other special protective clothing; (7) in-resident housing; (8) Tutoring; (9) Assessment fees for transfer of credits; (10) Fees to transfer credits; (11) Student Tuition Recovery Fund fee (non-refundable); (12) Any other institutional charge or fee.</p> <p><b>The institution's enrollment agreement failed to itemize all the charges listed in the school's catalog. The catalog lists the following fees not found on the enrollment agreement:</b>  <b>Transfer Fee: \$25</b>  <b>Schedule Changes/Leave Of Absence Fees: \$25</b>  <b>N.S.F Fee: \$25</b>  <b>Transcripts: \$25</b></p>

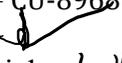
	<p><b>ATB Fee: \$25</b>  <b>Extra Instruction Charges (hourly rate)</b>  <b>Cosmetology: \$9.00</b>  <b>Esthetician: \$11.00</b>  <b>Manicurist: \$5.00</b>  <b>Brush-up class: Hourly rate plus \$75.00 registration fee.</b></p> <p><b>The institution's enrollment agreement failed to itemize all the charges listed in the school's catalog.</b></p> <p><b>To remedy the violation, the institution shall itemize all charges and fees associated with the school's approved programs.</b></p>
<p>§76215 - Student Tuition Recovery Fund Disclosures.</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>The institution's enrollment agreement failed to include the new STRF language adopted in 8/10/2017.</b></p> <p><b>To remedy the violation, the institution shall replace the current STRF disclosure in their enrollment agreement and replace it with the above language.</b></p>
<p>§94911 - Minimum Requirements for Enrollment Agreement.</p> <p style="text-align: center;">7</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> <p><b>The institution's enrollment agreement failed to include the required statements in capital letters as required.</b></p> <p><b>To remedy the violation, the institution shall revise their enrollment agreement to include the required statements in capital letters.</b></p>

§94913 - Website.	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following:</p> <ol style="list-style-type: none"> <li>(1) The school catalog.</li> <li>(2) A School Performance Fact Sheet for each educational program offered by the institution.</li> <li>(3) Student brochures offered by the institution.</li> <li>(4) A link to the bureau's Internet Web site.</li> <li>(5) The institution's most recent annual report submitted to the bureau.</li> </ol> <p>74117</p> <p>In addition to the requirement in Section 94913(b) of the Code, an institution that maintains a website shall provide on the homepage of that website clear and conspicuous links to all the items required in Section 94913(a) of the Code.</p> <p><b>The institution's website failed to include: the school catalog, school performance fact sheets for all programs offered by the institution, student brochures if applicable and a link to the bureau's internet website.</b></p> <p><b>To remedy the violation, the institution shall provide on the homepage of their website all the items required to be maintained as listed above.</b></p>
§71730 - Administration.	<p>(a) Each institution shall have a chief executive officer, a chief operating officer and chief academic officer. One person may serve more than one function.</p> <p>(b) The duties, responsibilities, and performance evaluation criteria for each administrator shall be set forth in a personnel manual or other writing maintained by the institution.</p> <p><b>The institution failed to have the duties, responsibilities and performance evaluation criteria for each administrator set forth in a personnel manual.</b></p> <p><b>To remedy the violation, the institution shall provide the duties, responsibilities and performance evaluation criteria for the institution's chief executive officer, chief operating officer and chief academic officer.</b></p>

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

Inspector's Name	Michelle Loo
Inspector's Signature	
Institution Administrator Name/Title:	owner/ Victoria Hwang
Institution Administrator's Signature:	

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Inspector's Initial: 

Administrator's Initial: 

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>

**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 **JUNE 16, 2018****

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Inspector's Initial: *MB*

Administrator's Initial: *VS*