



Bureau for Private Postsecondary Education
 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
 P.O. Box 980818, West Sacramento, CA 95798-0818
 P (916) 431-6959 F (916) 263-1897 www.bppe.ca.gov



NOTICE TO COMPLY - CU 1927001 1116 (Ed. Code § 94935, 5 CCR § 75010)

Institution Name:	Charter College	Institution Telephone:	661-252-1864
Institution Code:	1927001	Administrator Name:	Christina Albert
Street Address:	19034 Soledad Canyon Rd. Canyon Country, CA 91351	Date of Inspection:	11/1/16

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:

Education Code	Subsection, Description, and Required Correction
§94897 - Prohibited Business Practices.	<p>(1) Use the terms “approval,” “approved,” “approval to operate,” or “approved to operate” without stating clearly and conspicuously that approval to operate means compliance with state standards as set forth in this chapter. If the bureau has granted an institution approval to operate, the institution may indicate that the institution is “licensed” or “licensed to operate,” but may not state or imply either of the following:</p> <p>(1) The institution or its educational programs are endorsed or recommended by the state or by the bureau.</p> <p>(2) The approval to operate indicates that the institution exceeds minimum state standards as set forth in this chapter.</p> <p>The institution’s catalog failed to include a complete statement.</p> <p>To remedy this violation the institution shall revise their catalog including the complete required statement: (see example)</p> <p>This institution is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.</p> <p>In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution’s website.</p> <p>A copy of the e-mail sent to students and revised catalog shall be submitted with the institution’s response to the NTC and the</p>

Notice to Comply – CU 1927001 1116
 Inspector’s Initial: *AB*
 Administrator’s Initial: *CA*

§94897 - Prohibited Business Practices.	<p>last page of this document within the specified time frame.</p> <p>(j) In any manner make an untrue or misleading change in, or untrue or misleading statement related to, a test score, grade or record of grades, attendance record, record indicating student completion, placement, employment, salaries, or financial information, including any of the following: (3) Any other record or document required by this chapter or by the bureau.</p> <p>The institution's catalog failed to state that the Institution's accreditor has not accredited all programs being offered by the institution.</p> <p>To remedy the violation the institution shall list in their catalog the Programs recognized by their accreditor ACICS.</p> <p>In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution's website.</p> <p>A copy of the e-mail sent to students and revised catalog shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
§94909 - Minimum Requirements for School Catalog.	<p>(a)(7) Information regarding the faculty and their qualifications.</p> <p>The institution's catalog failed to include a complete list of faculty and their qualifications. The institution's addendum lists instructors without listing their experience.</p> <p>To remedy the violation the institution shall include a complete list of instructors and their qualifications.</p> <p>In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution's website.</p> <p>A copy of the e-mail sent to students and revised catalog shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
§94909 - Minimum Requirements for School Catalog.	<p>(a)(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>

Notice to Comply – CU 1927001 1116

Inspector's Initial: *VM*

Administrator's Initial: *CA*

The institution's catalog failed to indicate whether the institution was providing the ATB exams it accepts for admissions. If an ATB exam is being offered then the name of the exam and passing scores shall be included.

To remedy the violation, the institution shall provide their institution's policy relative to ATB exams as noted above.

In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution's website.

A copy of the e-mail sent to students and revised catalog shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.

§94909 - Minimum Requirements for School Catalog.

(a)(9) The schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.

The institution's catalog failed to contain a statement for the total charges for a period of attendance and total charges for entire program. The catalog also failed to include the schedule of charges for the following advertised programs; Academic Associates (AA) in Allied Health, AA in Technology, AA in Business Administration, AA in Computer Networking Systems, AA in Computer Science AA Network Security, AA Computerized Accounting, AA Criminal Justice, AA Health Information Technology, AA Medical Office Administration, AA Paralegal Studies, AA Pharmacy Tech, certificate in accounting, Business Office Administration, Hospitality, Marketing through Digital and Social Media, Medical Office Administrative Assistant, and Paralegal Studies.

To remedy the violation the institution shall add the total charges for a period of attendance and total charges for the entire program for all advertised programs listed above.

In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution's website.

A copy of the e-mail sent to students and revised catalog shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.

§94909 - Minimum Requirements for School Catalog.

(a)(11) A statement specifying that, if a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received

federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

The institution's catalog failed to include a statement specifying if a student obtains a loan the student will have the responsibility to repay the loan.

To remedy the violation the institution shall add the required statement to their catalog.

In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution's website.

A copy of the e-mail sent to students and revised catalog shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.

§94909 - Minimum Requirements for School Catalog.

(a)(15) The following statement:

"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

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 (degree, diploma, or certificate) you earn in (name of educational program) is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) 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 (credits or degree, diploma or certificate) will transfer."

The institution's catalog failed to contain the required verbatim statement. The title of the section must be in all caps.

To remedy the violation the institution shall correct the statement as shown above.

In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution's website.

A copy of the e-mail sent to students and revised catalog shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.

Notice to Comply – C.S. 1927001 1116
Inspector's Initial: *MA*
Administrator's Initial: *CA*

<p>§94911 - Minimum Requirements for Enrollment Agreement.</p>	<p>An enrollment agreement shall include, at a minimum, all of the following: (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 Institution's Enrollment Agreement failed to include 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 remedy the violation, the institution shall provide a corrected enrollment agreement to include the required statement.</p> <p>A copy of the revised enrollment agreement shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
--	--

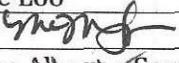
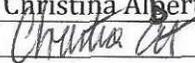
Code of Regulations	Subsection, Description, and Required Correction
<p>§74117- Website.</p>	<p>In addition to the requirement in Section 94913(b) of the Code, an institution that maintains a website shall provide on the homepage of that website clear and conspicuous links to all the items required in Section 94913(a) of the Code.</p> <p>94913. Institutional Web Site Requirements (a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following: (1) The school catalog. (2) A School Performance Fact Sheet for each educational program offered by the institution. (3) Student brochures offered by the institution. (4) A link to the bureau's Internet Web site. (5) The institution's most recent annual report submitted to the bureau.</p> <p>The institution's website failed to include clear and conspicuous links to all the items required in section 94913(a).</p> <p>To remedy the violation, the institution shall provide clear and conspicuous links to all the items required to be maintained in section 94913 on the institution's home page.</p> <p>A printout of or a link to the updated website shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
<p>§71810 - Catalog.</p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following: (1) The specific beginning and ending dates defining the time period covered by the catalog.</p>

Notice to Comply – CU 1927001 1116
Inspector's Initial: *EM*
Administrator's Initial: *CA*

		<p>The institution's catalog failed to contain specific beginning and ending dates.</p> <p>To remedy the violation, the institution shall add the specific beginning and ending dates in a month, date, year format.</p> <p>In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution's website.</p> <p>A copy of the e-mail sent to students and revised catalog shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
§71810 - Catalog.		<p>(b)(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>The institution's catalog failed to indicate whether the institution will provide visa services or whether the institution will vouch for student status.</p> <p>To remedy the violation the institution shall add a statement indicating whether visa services will be offered or if the institution will vouch for student status.</p> <p>In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution's website.</p> <p>A copy of the e-mail sent to students and revised catalog shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
§71810 - Catalog.		<p>(b)(13) Housing information including all of the following: (A) Whether the institution has dormitory facilities under its control; (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 (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> <p>The institution's catalog failed to include all the requirements of the regulation. The catalog is missing a statement indicating whether the institution has dormitory facilities under its control and the availability of housing and approximate cost or cost of the housing located reasonably close to the institution.</p>

	<p>To remedy the violation, the institution shall include all required housing in their school catalog.</p> <p>In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution's website.</p> <p>A copy of the e-mail sent to students and revised catalog shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
§71810 - Catalog.	<p>(b)(14) Policies on student rights, including the procedure for addressing student grievances.</p> <p>The institution's catalog failed to include a statement in their grievance policy allowing students to contact the bureau to file a grievance prior to filing a grievance with the school.</p> <p>To remedy the violation the institution shall update their catalog allowing students to file a complaint with the bureau prior to an internal grievance procedure.</p> <p>In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution's website.</p> <p>A copy of the e-mail sent to students and revised catalog shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
§71810 - Catalog.	<p>(b)(15) Policies on the retention of student records.</p> <p>The institution's retention of records policy failed to contain a statement indicating all required records would be maintained for five years.</p> <p>To remedy the violation the institution shall add a statement indicating all records required to be maintained will be maintained for five years.</p> <p>In addition, the institution shall send an email to all current California students informing them of the revised version of the catalog with a hyperlink to where the revised catalog can be found on the institution's website.</p> <p>A copy of the e-mail sent to students and revised catalog shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>

Only minor violations are listed on a Notice to Comply.

Inspector's Name	Michelle Loo
Inspector's Signature	
Institution Administrator Name/Title:	Christina Albert / Campus Manager
Institution Administrator's Signature:	

Education Code can be located at: http://www.bppe.ca.gov/lawsregs/ppe_act.shtml

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

Notice to Comply – CU 1927001 1116

Inspector's Initial: 

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 **12/2/2016**

Notice to Comply – CU 1927001 1116

Inspector's Initial: *ly*

Administrator's Initial: *CA*