



Bureau for Private Postsecondary Education
 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
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NOTICE TO COMPLY - CU-25448491-0618 (Ed. Code §94935 & 5, CCR §75010)

Institution Name:	Orange County Dental Careers	Institution Telephone:	(714) 253-3204
Institution Code:	25448491	Administrator Name:	Dr. George Eliades
Street Address:	15541 Beach Blvd, Suite D Westminster, CA 92683	Date of Inspection:	6/23/2018

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:

CATALOG MINIMUM REQUIREMENTS

Item No.	Referenced Law	Deficiency - Requested Submission
1	5, CCR §76215(a)	<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. 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>The school failed to update the Student Tuition Recovery Fund Disclosures in its catalog, in accordance with new regulations implemented on August 10, 2017.</p> <p>To remedy this violation, the school shall include above statements verbatim in its catalog.</p>
2	5, CCR §76215 (b)	<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</p>

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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.
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

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		<p>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>The school failed to update the Student Tuition Recovery Fund Disclosures in its catalog, in accordance with new regulations implemented on August 10, 2017.</p> <p>To remedy this violation, the school shall include above statements verbatim in its catalog.</p>
3	CEC §94920(b)	<p>An institution that does not participate in the federal student financial aid programs shall do all of the following:</p> <p>(b) Institutions shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, whichever is later.</p> <p>The cancellation policy on page 4 of the catalog, failed to identify what the \$250 non-refundable fee covers. The cancelation policy states, "Students have the right to cancel their enrollment and obtain a refund of all charges paid through attendance at the first class, or the seventh (7th) day after enrollment, whichever is later, minus \$250 (non refundable fees). No refunds will be given after the completion of the sixth week (60%). See page 6 of the enrollment agreement for a description of these charges."</p> <p>To remedy this violation, the school shall identify within its catalog's cancellation disclosure on page 4, that the \$250 non-refundable charge is referencing the registration fee.</p>
4	CEC §94909 (a)(8)(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>(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</p>

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		<p>institution and obtain a refund consistent with the requirements of Article 13 (commencing with Section 94919).</p> <p>The catalog's procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution is not consistent with the procedure identified in the enrollment agreement. According to page 4 of the catalog, "The student requesting, completing, signing and submitting to Dr. Eliades a "Withdrawal or Leave of Absence" form initiates the Refund procedure." The cancellation procedures identified on page 11 of the enrollment agreement does not make any mention that a "Withdrawal or Leave of Absence" form initiates the Refund procedure."</p> <p>To remedy this violation, the school must be consistent with its 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. If the Withdrawn or Leave of Absence form <u>is not</u> required to initial the cancellation/withdrawal process, the school shall remove this procedure from its catalog. Otherwise, if the Withdrawn or Leave of Absence form <u>is</u> required to initial the cancellation/withdrawal process, the school shall add this procedures to its enrollment agreement.</p>
5	5, CCR §71810(b)(13)(B)	<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>The catalog failed to identify the availability of housing located reasonably near the school and the estimated cost or range of cost for the housing.</p> <p>To remedy this violation, the school shall identify in its catalog the availability of housing located reasonably near the school <u>and</u> the estimated cost or range of cost for the housing.</p>

ENROLLMENT AGREEMENT MINIMUM REQUIREMENTS

Item No.	Referenced Law	Deficiency - Requested Submission
6	5, CCR §71800(d)	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:

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		<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 Summer Class enrollment agreement is missing the date the student must exercise his or her right to cancel or withdraw from the enrollment agreement.</p> <p>To remedy this violation, the school shall specify on the enrollment agreement the date (month/date/year format) by which a student must exercise his or her right to cancel or withdraw for the corresponding session. As an alternate solution, the school can insert a line as a placeholder and insert the date at the time of the student's enrollment.</p>
7	5, CCR §71800(e)(5)	<p>(e) Itemization of all institutional charges and fees including, as applicable:</p> <p>(5) Textbooks, or other learning media;</p> <p>The enrollment agreement failed to separately itemize the cost for textbooks. According to the Summer Class enrollment agreement, "Everything is included, including all books, supplies and materials. The tuition is "all inclusive."</p> <p>To remedy this violation, the enrollment agreement must include in its itemization of charges and fees the cost for books.</p>
8	5, CCR §71800(e)(12)	<p>(e) Itemization of all institutional charges and fees including, as applicable:</p> <p>(12) Any other institutional charge or fee.</p> <p>The enrollment agreement failed to include on page 6 within its itemization of charges and fees, the \$100 charge for every patient that is scheduled after the end of week eight (8), which was identified on page 1 of the enrollment agreement.</p> <p>To remedy this violation, the enrollment agreement must include in its itemization of charges and fees, the \$100 charge for every patient that is scheduled after the end of week 8.</p>
9	CEC §94911(c)	<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,</p>

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		<p>and the total charges the student is obligated to pay upon enrollment.</p> <p>The enrollment agreement contains conflicting charges regarding what the student is obligated to pay upon enrollment. According to page 2 of the enrollment agreement, "The tuition is paid with a \$695.00 down payment, and then \$230.00 at the beginning of each class (10 payments)", where as page 8 states "THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT IS \$2,995".</p> <p>To remedy this issue, the school shall amend the total charges the student is obligated to pay upon enrollment found on page 8 of the enrollment agreement to be consistent with the information on page 2 which references the down payment.</p>
10	5, CCR §76215(a)	<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. 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>The school failed to update the Student Tuition Recovery Fund Disclosures in its enrollment agreement, in accordance with new regulations implemented on August 10, 2017.</p> <p>To remedy this violation, the school shall include above statements verbatim in the enrollment agreement.</p>
11	CEC §94920(b)	<p>An institution that does not participate in the federal student financial aid programs shall do all of the following:</p> <p>(b) Institutions shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, whichever is later.</p>

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		<p>The cancellation policy on page 4 of the enrollment agreement, failed to identify what the \$250 non-refundable fee covers. The cancellation policy states, "Students have the right to cancel their enrollment and obtain a refund of all charges paid through attendance at the first class, or the seventh (7th) day after enrollment, whichever is later, minus \$250 (non refundable fees). No refunds will be given after the completion of the sixth week (60%) October 7th for the fall session. See page 6 of this enrollment agreement for a description of these charges."</p> <p>To remedy this violation, the school shall identify within its enrollment agreement cancellation disclosure on page 4, that the \$250 non-refundable charge is referencing the registration fee.</p>
12	CEC §94911 (i)(1)	<p>An enrollment agreement shall include, at a minimum, all of the following:</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>The school failed to include the above statement verbatim on page 5 of the enrollment agreement. The phrase "and the most recent three-year cohort default rate, if applicable" was missing from the statement.</p> <p>To remedy this violation, the school shall include the above disclosure exactly as written in its enrollment agreement.</p>
13	CEC §94911 (i)(2)	<p>An enrollment agreement shall include, at a minimum, all of the following:</p> <p>(i) (2) Immediately following the statement required by paragraph (1), a line for the student to initial, including the following statement: "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>

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		<p>The school failed to include the above statement verbatim on page 5 of the enrollment agreement. Alternate wording "(NOT APPLICABLE since this institution does not participate in Federal or State loan programs)" was inserted within the statement.</p> <p>To remedy this violation, the school shall include the above disclosure exactly as written in its enrollment agreement.</p>
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WEBSITE MINIMUM REQUIREMENTS

Item No.	Referenced Law	Deficiency - Requested Submission
14	<p>CEC §94913(a)(4)</p> <p>Reference 5, CCR §74117</p>	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following:</p> <p>(4) A link to the bureau's Internet Web site.</p> <p>The school's website does not contain a link to the Bureau's internet website.</p> <p>To remedy this violation, the school shall include a link on its homepage to the Bureau's Internet website (http://bppe.ca.gov/).</p> <p>5, CCR §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>
15	<p>CEC §94913(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>On Orange County Dental Careers' website/homepage (http://www.ocdentalcareers.com/), the school identifies itself as being approved by the Bureau, however website failed to include information where the students may access the Bureaus Internet website.</p> <p>To remedy this violation, the school shall include a link on its website, to the Bureaus internet website (http://bppe.ca.gov/) anywhere that the institution identifies itself as being approved by the bureau.</p>

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Only minor violations are listed on a Notice to Comply.

Inspector's Name	Gema Fider
Inspector's Signature	
Institution Administrator Name/Title:	Dr. George Eliades, Owner
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>

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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 JULY 23, 2018

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