



**CITATION: ASSESSMENT OF FINE AND ORDER OF ABATEMI**

To: The Los Altos Software Testing House  
Luiza Yusupova, Owner  
Portnov Computer School  
4966 El Camino Real #123  
Los Altos, CA 94022

**INSTITUTION CODE: 4306131**  
**CITATION NUMBER: 2122136**  
**CITATION ISSUANCE/SERVICE DATE: March 30, 2022**  
**DUE DATE: April 29, 2022**  
**FINE AMOUNT: \$500.00**  
**ORDER OF ABATEMENT INCLUDED: Yes**

Christina Villanueva issues this Citation: Assessment of Fine and Order of Abatement (Citation) in her official capacity as Discipline Manager of the Bureau for Private Postsecondary Education (Bureau) of the California Department of Consumer Affairs.

CITATION

A Citation is hereby issued to The Los Altos Software Testing House, Luiza Yusupova, Owner of Portnov Computer School (Institution) located at 4966 El Camino Real #123, Los Altos, CA 94022, pursuant to Business and Professions Code section 125.9; California Education Code (CEC) sections 94936 and 94932; and Title 5 of the California Code of Regulations (5, CCR) section 75020 for the violations described below.

BACKGROUND

On August 19, 2021, Bureau staff conducted an unannounced Compliance inspection at the Institution. As a result, a potential material violation was found related to student records.

VIOLATION

#	Below you will find the California Education Code (CEC) and/or Title 5 of the California Code of Regulations (5, CCR code) section(s) of law you are charged with violating.
1.	<p><b>Violation:</b>  <b>5, CCR Section 71920 (b)(3) – Student Records</b>  <i>“(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:</i>  <i>(3) Copies of all documents signed by the student, including contracts, instruments of indebtedness, and documents relating to financial aid;”</i></p> <p><b>During the inspection, Bureau staff found that School Performance Fact Sheets (SPFS) were provided to students prior to enrolling, however the student files did not contain a copy of a SPFS signed by the students. In addition, Institution staff stated that students enroll entirely online, and</b></p>

	<p style="color: red;">the appropriate enrollment documents are provided to them through the website.</p> <p><b><u>Order of Abatement:</u></b> The Bureau orders the Institution to submit copies of School Performance Fact Sheets (SPFS) signed by its students that are currently enrolled. In addition, the Bureau orders the Institution to submit a written policy, or procedure, of how future compliance will be maintained in accordance with 5, CCR Section 71920.</p> <p><b><u>Assessment of Fine</u></b> The fine for this violation is <u>\$500.00</u></p>
<b>TOTAL ADMINISTRATIVE FINE DUE: \$500.00</b>	

ASSESSMENT OF A FINE

In accordance with CEC section 94936; and 5, CCR sections 75020 and 75030, the Bureau hereby orders this assessment of fine in the amount of **\$500.00** for the violations described above. **Payment must be made, to the Bureau, within 30 days from the date of service of the Citation.**

COMPLIANCE WITH ORDER OF ABATEMENT

In accordance with the provisions of CEC section 94936 and 5, CCR section 75020 the Bureau hereby issues the order(s) of abatement described above. **Evidence of compliance with the order(s) of abatement must be submitted, to the Bureau, within 30 days from the date of service of the Citation.**

APPEAL OF CITATION

You have the right to contest this Citation through an informal conference with the Bureau; and/or through an administrative hearing in accordance with Chapter 5 (Commencing with Section 11500) of Part 1 of Division 3 of Title 2 of the Government Code.

If you wish to contest this Citation, you must submit the 'Notice of Appeal of Citation – Request for Informal Conference and/or Administrative Hearing' form (enclosed) within 30 days from the date of service of the Citation. *If you do not request an informal conference and/or an administrative hearing within 30 days from the service of the Citation, you will not be able to request one at a later time.*

Unless a written request for an informal conference and/or an administrative hearing is signed by you and delivered to the Bureau by **April 29, 2022**, you will be deemed to have waived or forfeited your right to appeal this matter.

EFFECTIVE DATE OF CITATION

If you do not request an informal conference and/or an administrative hearing, this Citation shall become effective on **March 30, 2022**. Payment of the administrative fine and evidence of compliance with the order(s) of abatement shall be due by **April 29, 2022**. Your payment of the administrative fine shall not constitute an admission of the violation(s) charged.

If a hearing is requested, you will not be required to comply with this Citation until 30 days after a final order is entered against you.

**Payment of the administrative fine and/or written request for appeal must be mailed to:**

Gabriella Perez, Discipline Citation Program  
Bureau for Private Postsecondary Education  
1747 N. Market Blvd., Suite 225  
Sacramento, CA 95834

Failure for an applicant or institution to abate the violation(s) listed above or to pay the administrative fine within the time allowed may result in denial of an application for an approval or renewal to operate; disciplinary action, and/or collection action. The Bureau will promptly take all appropriate action to enforce this Citation and recover the civil penalties prescribed therein or found to be due after a hearing.

CONTACT INFORMATION

If you have any questions regarding this Citation, or desire further information, please contact Gabriella Perez, Citation Analyst, at (916) 574-7429 or [Gabriella.Perez@dca.ca.gov](mailto:Gabriella.Perez@dca.ca.gov).

“Original Signature on File”

“3/30/2022”

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**Christina Villanueva**  
**Discipline Manager**

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**Date**

Enclosures

- Applicable Laws Violated
- Statement of Rights: Appeal Process Information Sheet
- Notice of Appeal of Citation: Request for Informal Conference and/or Administrative Hearing
- Payment of Fine – Waiver of Appeal
- Declaration of Service by Certified and First- Class Mail