



**Bureau for Private Postsecondary Education**  
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**Bureau for Private Postsecondary Education**  
**Notice of Advisory Committee Meeting and Agenda**

Wednesday, February 19, 2020, at 9:30 a.m.  
Department of Consumer Affairs  
Hearing Room, 1<sup>st</sup> Floor  
1625 North Market Blvd.,  
Sacramento, CA 95834

The Bureau plans to webcast this meeting on its website. Webcast availability cannot, however, be guaranteed due to limitations on resources or technical difficulties that may arise. If you wish to participate or to have a guaranteed opportunity to observe, please plan to attend at the physical location. To view the Advisory Committee meeting webcast, please visit the following link: <https://thedcapage.wordpress.com/webcasts/>.

**Agenda**

The public may provide appropriate comment on any issue before the Advisory Committee at the time the item is discussed. If public comment is not specifically requested, members of the public should feel free to request an opportunity to comment.

1. Welcome, Introductions and Establishment of a Quorum
2. Public Comment on Items not on the Agenda (Note: The Committee may not discuss or take action on any matter raised during this public comment section, except to decide whether to place the matter on the agenda of a future meeting (Government Code Sections 11125 and 11125.7(a))
3. Review and Approval of November 19, 2019, Advisory Committee Meeting Minutes
4. Remarks by a Representative of the Department of Consumer Affairs, which may include updates pertaining to the Bureau's Operations, Human Resources, Department's Administrative Services, Enforcement, Information Technology, Communications and Outreach, as well as Regulatory and Policy Matters.
5. Bureau Operations Update and Discussion related to the following:
  - a. Update on Advisory Committee Handbook Revisions
  - b. Update on Bureau Staffing Levels (BPPE Organization Chart)
  - c. Update on the Bureau's 2020 Strategic Plan Presented by SOLID
  - d. Update on the Bureau's IT System Project
  - e. Annual Reports (AR) Report
  - f. Quality of Education Report
  - g. Compliance and Discipline Report
    - i. School Inspections by the Bureau
    - ii. Disciplinary Highlights and Resulting Actions Statistics
    - iii. Citation and Fines

- h. Complaint and Investigation Report
    - i. Complaint and Investigation Statistics
    - ii. Update on Video Symphony
  - i. Licensing Report
    - i. Licensing Applications Status Statistics
    - ii. Report on the Number of Institutions
  - j. Office of Student Assistance and Relief (OSAR) Report
    - i. Overview of OSAR Activities Summary Report
    - ii. School Closure Outreach Update
  - k. Student Tuition Recovery Fund (STRF) Report
    - i. STRF Claims and Large Impact Closure Statistics
6. Status Updates related to the following Regulations:
- a. Update on Recently Passed Legislation Applicable to the Bureau
  - b. English as a Second Language Programs [Title 5, California Code of Regulations (CCR), Section 70000 (k)]
  - c. Application for Verification of Exempt Status (CEC Sections 94874, 94874.2, 94874.7, 94874.5, and 94927.5); Title 5, CCR Section 71395)
  - d. Compliance with Laws and Procedures (Title 5, CCR, Section 71755)
  - e. Student Records and the Maintenance of Records (Title 5, CCR Sections 71920, 71930, 71940 and 71950)
7. Future Agenda Items
8. Adjournment

### **Notice to the Public**

All times are approximate and subject to change. The meeting may be cancelled without notice. A lunch break will be taken at a time determined by the Advisory Committee members. Action may be taken on any item on the agenda. Public comments will be taken on agenda items at the time the item is heard. Total time allocated for public comment may be limited. Agenda items may be taken out of order.

**This meeting facility is accessible to the physically disabled. A person who needs a disability-related accommodation or modifications in order to participate in the meeting may make a request by contacting Richie Barnard at (916) 574-8903 or, for the hearing impaired, TDD (800) 326-2297; or by sending a written request to the Bureau at P.O. Box 980818, W. Sacramento, California 95798-0818, Attention: Richie Barnard. Providing at least five working days' notice before the meeting will help ensure the availability of accommodations or modifications.**

Interested parties should call the Bureau at (916) 574-8903 to confirm the date and specific meeting site of any Advisory Committee meeting or access the Bureau's website at <http://www.bppe.ca.gov>. Requests for further information should be directed to Richie Barnard at (916) 574-8903.

**WELCOME, INTRODUCTIONS AND ESTABLISHMENT OF A QUORUM**

**Committee Member Roster**

**Katherine Lee-Carey, Chair**

- Institutional Representative (Appointed by DCA Director)

**Margaret Reiter, Vice-Chair**

- Consumer Advocate (Appointed by Senate Committee on Rules)

**Natalie Lyons**

- Consumer Advocate (Appointed by DCA Director)

**Diana Amaya**

- Public Member (Appointed by Senate Committee on Rules)

**Thomas Wong**

- Public Member (Appointed by Speaker of the Assembly)

**Hanya Carbajal**

- Past Student of an Institution (Appointed by DCA Director)

**Dr. Robert Snowden**

- Past Student of an Institution (Appointed by DCA Director)

**Joseph Holt**

- Institutional Representative (Appointed by DCA Director)

**David Vice**

- Institutional Representative (Appointed by DCA Director)

**Assemblymember Jose Medina (Kevin Powers)**

- Non-Voting, Ex Officio Member (Appointed by Speaker of the Assembly)

**Senator Steven Glazer (Sarah Mason)**

- Non-Voting, Ex Officio Member (Appointed by the Senate Committee on Rules)

**PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA**

*(Note: The Committee may not discuss or take action on any matter raised during this public comment section, except to decide whether to place the matter on the agenda of a future meeting (Government Code Sections 11125 and 11125.7(a).)*

**Agenda Item 3**

**REVIEW AND APPROVAL OF NOVEMBER 19, 2019, ADVISORY COMMITTEE  
MEETING MINUTES**

ATTACHMENT:

Advisory Committee Draft Meeting Minutes from November 19, 2019



Business, Consumer Services and Housing Agency— Governor GGavin Newsom

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**Advisory Committee Meeting Minutes  
 Tuesday, November 19, 2019**

**Department of Consumer Affairs  
 Hearing Room, 1<sup>st</sup> Floor  
 1625 North Market Blvd.  
 Sacramento, CA 95834**

**Advisory Committee Members in Attendance**

1. Joseph Holt
2. Katherine Lee-Carey
3. Margaret Reiter
4. Kevin Powers (on behalf of Assemblymember Jose Medina)
5. Dr. Robert Snowden
6. Thomas Wong
7. Natalie Lyons
8. David Vice
9. Diana Amaya
10. Sarah Mason (on behalf of Senator Steven Glazer)

**Committee Members Absent**

Hanya Carbajal

**Bureau for Private Postsecondary Education (Bureau) and Department of Consumer Affairs (DCA) Staff in Attendance**

Dr. Michael Marion Jr., Bureau Chief  
 Leeza Rifredi, Deputy Bureau Chief  
 Beth Scott, Bureau Enforcement Chief  
 Beth Danielson, Bureau Enforcement Chief  
 Marina O'Connor, Bureau Licensing Chief  
 Scott Valverde, Office of Student Assistance and Relief (OSAR) Chief  
 Yvette Johnson, Bureau Administration Chief  
 Doug Smith, Bureau General Counsel  
 Norine Marks, DCA Legal Counsel  
 Kristy Schieldge, DCA Legal Counsel  
 Gregory Pruden, DCA Legislative Manager

## **Agenda #1 - Welcome, Introductions, and Establishment of a Quorum**

Committee Chair, Katherine Lee-Carey, called the meeting to order at 9:36 AM.

## **Agenda #2 - Public Comment on Items not on the Agenda**

Robert Johnson, with the California Association of Private Postsecondary Schools, (CAPPS) provided public comment. Mr. Johnson commented on the application of Bureau laws regarding leisure type classes offered by institutions. He noted the importance of providing clarification, during the reauthorization process, on whether the Bureau should allocate any resources to these types of classes. He referenced Title 5, CCR, Section 7000 (k) and noted that the law lacks clear direction on exemptions.

## **Agenda #3 - Review and Approval of August 21, 2019, Advisory Committee Meeting Minutes**

David Vice moved to approve the minutes; Margaret Reiter seconded the motion. (Joseph Holt: Aye; Ms. Lee-Carey: Aye; Ms. Reiter: Aye; Mr. Holt: Aye; David Vice: Aye; Dr. Robert Snowden: Aye; Natalie Lyons: Aye; Diana Amaya: Abstained; Thomas Wong: Abstained) The motion passed.

## **Agenda #4 - Remarks by Representative of the Department of Consumer Affairs**

Department of Consumer Affairs (DCA) provided a written report: Attachment 4A in the meeting packet.

### **Public Comment:**

No Public Comment.

## **Agenda #5 – Bureau Operations Update and Discussion**

### **Compliance and Discipline Report:**

BPPE's Enforcement Chief, Beth Scott provided a report on the Bureau's Compliance and Discipline units. She discussed Attachment 5A of the meeting packet.

Ms. Scott pointed out an increase of over 100% in the number of citations issued compared to the previous year. Ms. Lyons asked what caused the large increase. Ms. Scott noted that the unit added a citation analyst. She explained that streamlining the processes to increase efficiencies, and the hard work of staff, has led to the increase in the number of citations

issued. Dr. Marion added that guidance provided by the Department of Investigations helped develop more efficient processes. Ms. Lyons asked if the issues being identified were issues that would have previously been addressed. Ms. Scott noted that there has also been over a 100% increase in the number of inspections, which has contributed to the increase in citations.

Ms. Reiter asked, of the total allegations listed in Attachment 5A, for 2019, how many different institutions were involved. Ms. Scott noted that statistic is not tallied but could be included in future reports.

#### Complaint and Investigation Report:

Ms. Lee Carey moved agenda item 5(b)(i) (Update on Legal Analysis of Complaint/Investigatory Files Provided to Advisory Committee) to follow agenda item 7, to allow for the arrival of the presenter.

BPPE's Enforcement Chief, Beth Danielson, provided a report on the Bureau's Complaint and Investigation units. She outlined the statistics in Attachment 5B of the meeting packet.

Ms. Lyons referred to the closure reasons listed in Attachment 5B and asked if there is a further breakdown of the unsubstantiated category. Ms. Danielson stated that such data is not tracked.

Ms. Danielson explained that all complaints now go through an intake analyst who reviews the complaint and provides an analysis to an intake manager, who then determines the classification of the complaint and whether to assign the complaint for investigation. She added that the new process has greatly increased efficiencies in the unit. Mr. Holt asked if there are any additional checks in the process. Ms. Danielson stated that if there are any questions regarding the classification of the complaint, then she would make the determination.

Mr. Vice asked for clarification on the voucher count allegation category. Ms. Danielson explained that voucher fraud could occur when a student is overcharged for a course. She continued that a student receives a voucher for retraining, and fraud occurs when a school overcharges based on the max amount of the voucher a student receives.

Ms. Lyons asked how the classification of urgent is defined. Ms. Danielson stated an urgent classification is based on factors determined by statute. Ms. Reiter asked what statute determines urgency. Ms. Danielson stated the statute is CEC Section 94941 (Complaints, Investigations). Ms. Reiter added that CCR 75300 (Compliant Prioritization) also discusses priority of complaints.

Ms. Lee-Carey noted that the agenda item on the legal analysis of complaint/investigative files provided to the Committee, would be addressed upon the arrival of its presenter.



### Licensing Report:

Bureau's Licensing Chief, Marina O'Connor, provided a report on the licensing unit. She outlined Attachment 5C, of the meeting packet.

Ms. Lee-Carey asked how many analysts are on staff in the licensing unit. Ms. O'Connor reported that she believes there to be 14 filled positions and 3 unfilled positions.

Mr. Vice asked how an institution knows they have submitted an incomplete application. Ms. O'Connor explained that each application receives an initial review for completeness. She continued that institutions who submit an incomplete application, will receive a letter outlining what is missing from the application. She added that correspondence with the institution continues throughout the entire process.

Ms. Reiter asked to see the amount of registered schools reported. She also requested to see the number of approved institutions back to the year 2010. Mr. Vice requested a breakdown by approval type for previous years.

### Public Comment:

No comment.

### Office of Student Assistance and Relief (OSAR) Report:

OSAR Chief, Scott Valverde, provided a report on OSAR. He covered OSAR's Cumulative Report within Attachment 5D, of the meeting packet.

Sarah Mason asked if Mr. Valverde has had any discussions with the California Department of Veterans Affairs (CalVet), now that it is no longer an approving agency contracted by the U.S. Department of Veterans Affairs. Mr. Valverde stated that he has been tracking the issue, but he has not had any discussions with CalVet regarding that issue.

Mr. Valverde reported on planned outreach efforts to former Corinthian College students regarding new eligibility parameters and the changing definition of economic loss, outlined in Assembly Bill No. 1346 Student Tuition Recovery Fund (2019-2020). He noted that there are a significant number of current Student Tuition Recovery Fund (STRF) claims that are ineligible under current law that will or may become eligible, after the new bill takes affect on January 1, 2020. He stated that OSAR will be reaching out to all former Corinthian College students for whom OSAR has contact information.

Ms. Lyons asked what the total number of ineligible Corinthian College claims are, that may become eligible after January 1, 2020. Mr. Valverde responded that he did not have that number but could provide it at the next meeting. She asked what the message will be when

reaching out to former Corinthian students. He stated that the message will be that STRF eligibility requirements have changed and that they may be eligible for STRF.

Ms. Reiter asked how the Bureau is interpreting the change in the definition of economic loss regarding those who have previously applied for STRF. Kristy Schieldge, DCA Legal Counsel, responded that statute is applied prospectively, not retroactively.

Ms. Reiter questioned if OSAR will be making any attempts to get updated contract information for Corinthian students. Mr. Valverde responded that staff have an account with LexisNexis, that can be used to locate current contact information.

Leeza Rifredi, Deputy Bureau Chief, reported on STRF claim statistics, within Attachment 5D, of the meeting packet. She noted, of the 607 claims with a status of "waiting for student response," staff will attempt to contact the student at 30, 60, and 90 days. She continued that if staff is still unable to contact the student with the contact information on file, then LexisNexis will be utilized to attempt to obtain current contact information. She added that after staff are unable to contact the student three more times, up to 90 days, then the claim is closed as "unable to contact." She noted that if the student contacts OSAR, then the claim will be reopened.

Ms. Rifredi explained that, in part, due to OSAR's continuing outreach efforts, resources will need to be redirected to address the growing number of claims.

Ms. Lyons asked about the 562 claims that are in queue, and what the process is for moving those for analyst review. Ms. Rifredi explained that claims in queue are reviewed to determine if the claim should go to OSAR for assistance or go to a STRF analyst for processing.

Ms. Lyons asked if the redirecting of resources is to address the large number of claims in queue. Ms. Rifredi confirmed that is where resources will be redirected to include offering staff overtime.

Ms. Reiter requested data on the age of STRF claims and the dates they were received.

Ms. Rifredi stated that staff could look into that.

Ms. Lyons asked Mr. Valverde if a Corinthian students' eligibility for STRF was discussed with the Legal Aid Foundation of Los Angeles (LAFLA) regarding the judgement from the California Attorney General's case against Corinthian. Mr. Valverde stated that eligibility was discussed with LAFLA. Ms. Schieldge added that the judgment from State Attorney General's case against Corinthian did not include a breakdown of a specific students' economic loss. She referenced CCR Section 76212(d) (Claims by Government Agency on Behalf of Students) and pointed out that the judgment did not include an amount allocable to each student. She noted that, however, many of the students involved in the case attended Corinthian in 2010 and later and therefore could become eligible under the new law, in January 2020. Mr. Valverde added that he informed LAFLA that OSAR staff would not sit idle on Corinthian's claims until January 2020, but staff would be actively reviewing past claims for potential eligibility under the new law.

Public Comment:

No comment.

**Agenda Item #7 - Presentation by Department of Consumer Affairs Representative on the Sunset Review Process** (agenda item taken out of order to accommodate the presenter)

Gregory Pruden provided a high level overview of the sunset review process. Mr. Pruden explained the sunset review is a legislative oversight process that generally occurs every 4 years. He noted that the Bureau is set to sunset on January 1, 2021 absent a reauthorization of extension by the Legislature. He stated the Legislature provided the Bureau with a sunset questionnaire that is due on December 1, 2019. He added that the report is currently with the Governor's office for approval, and once approved will be forwarded to the Legislature and made available to the Committee.

Mr. Pruden explained that the Bureau provided the completed questionnaire to DCA for review in September 2020. He continued that following DCA's review, the report was forwarded to the Business, Consumer Services and Housing Agency (Agency), and from Agency the report was forwarded to the Governor's office in October 2019.

Mr. Pruden outlined the remaining steps in the process. He stated that the report will remain under review by the Legislature throughout the Winter. He continued that the Legislature will produce a background paper or a summary of the report a few weeks prior to the Bureau's sunset hearing. He noted that hearings usually take place towards the end of February and the beginning of March. He added that Bureau will be given 24 to 48 hours to conduct a fact check on the statistics that are contained within the background paper.

Mr. Pruden stated that the Legislature will identify a set of issues to be addressed at the sunset hearing. He explained the Bureau Chief will be asked to testify pertaining to a selection of the identified issues. He noted that the Legislature can ask all sorts of questions during the hearing. He continued that the Chief will provide a written response to all of the identified issues. He added that the written responses will require approval by Agency and the Governor's office.

Mr. Pruden explained that sometime in 2020 a sunset bill will be introduced. He stated that the initial bill will not include any substantive language, as the bill will be introduced prior to the sunset hearing. He noted that the substantive language will likely be added by Summer 2020.

Mr. Holt questioned if there is any role the Committee could or should play in the process. Mr. Pruden stated that it would be within the Committee's advisory role to discuss issues identified by the Legislature, which could be placed on the agenda at future Committee meetings.

Ms. Lyons asked if a high level description or summary of the issues that are currently being reviewed at the Governor's office could be provided to the Committee. She also asked if any of the written documents described are public. Mr. Pruden responded that the testimony and written responses are currently not public as part of the administrative process, until the Governor approves the report. He noted a few things in the report that are public, such as the licensing statistics, enforcement statistics, and Committee member attendance records.

Ms. Reiter asked if the Committee could be provided with a blank sunset review questionnaire, to get a sense of what questions are asked. Dr. Marion responded that staff would look in to that.

Public Comment:

No public comment.

**Agenda Item #5(b)(i) Update on Legal Analysis of Complaint/Investigatory Files Provided to Advisory Committee** (agenda item taken out of order awaiting the arrival of the presenter)

Norine Marks, DCA Legal Counsel, outlined a memorandum from DCA Legal Affairs, dated November 19, 2019, titled Advisory Committee Access to Records in the Investigatory Files.

Ms. Reiter questioned if complaints could be provided, with personally identifying information redacted. Ms. Marks stated the Bureau generally does not provide complaint files, even with redacted information, unless the complaint has previously been made public.

Ms. Reiter questioned if complaints that were previously provided to the Committee came from a public records request. Ms. Marks responded that those complaints were part of a public records request.

Ms. Lyons asked for clarification in regard to the Bureau's ability to disclose complaint information, if personal information is redacted. Ms. Schieldge responded that the privilege to not disclose could be waived, but it is not the general practice, in order to protect consumer privacy and to avoid compromising the Bureau's investigative process. Ms. Lyons noted that without seeing the contents of complaints the Committee's oversight capacity is limited. She added that she is concerned that the Committee is unable to address the complaint process without access to the records.

Ms. Reiter stated that privacy concerns can be addressed by redacting personal information, and the investigative process would not be compromised, if only the complaint itself is provided. She added that it would be helpful to see unsubstantiated complaints to get a sense of what the complainants are saying, and to see what complaints are being found to be unsubstantiated.

Ms. Schiedge asked if the Committee could review complaints that were previously provided to the Committee and provide the Bureau with advice and recommendations on how to best address the complaints, or what to further investigate, based on the complaint. She added that this would allow the Bureau to protect the deliberative investigative process, while allowing the Committee to fulfill its advisory role.

Ms. Lyons questioned what the process would be, for the Committee to provide advice, based on the complaints provided. Ms. Schiedge responded that members would analyze the complaints and make suggestions on what actions the Bureau should take, based on the complaint. She added that recommendations would need to be discussed at Committee meetings and would need to be voted on and passed by the Committee. Ms. Marks clarified that recommendations would need to be based on what actions could be taken in general to address a certain type of complaint and not recommendations on how to treat a single particular complaint. Ms. Reiter noted that it would be helpful for the Committee to make recommendations if they received a larger sample of unsubstantiated complaints. Dr. Marion responded that it would be helpful to the Bureau for the Committee to provide recommendations based on the complaints the Committee has already received.

Public Comment:

Mr. Johnson pointed out that the Bureau's operations are based on statutes, regulations, and input from legal counsel. He stated that it does not seem productive to further review unsubstantiated complaints when the Bureau has already gone through the process of determining the complaints to be dismissible. He noted that there are still risks to privacy when reviewing a redacted complaint. He added that the motive for requesting a larger sampling of unsubstantiated complaints seems to be to find additional ways to go after institutions.

**Agenda Item #6 - Status Updates on Regulations**

Dr. Marion provided a status update on regulations. He outlined Attachment 6A, of the meeting packet.

Public Comment:

No public comment.

**Agenda Item #8 - Discussion on AB 1313 Higher Education: Prohibited Debt Collection Practices (2019-2020)**

Ms. Lee Carey opened up the discussion on AB 1313.

Ms. Marks referenced CEC Section 94885(a)(9) (Minimum Operating Standards) which states that the Bureau shall adopt a regulation maintaining that an institution must comply with other applicable ordinances and laws. She noted that currently there is a pending regulation package, to add Section 71755 (Compliance with laws and procedures) that could include, in addition to all other applicable ordinances and laws, the civil code.

Ms. Lee Carey stated that the question is not about applicability but how to interpret the law. She provided the example of how a transcript is defined. Ms. Marks stated the Bureau would not go as far as to provide individual legal advice to institutions. Ms. Schieldge noted that if the law does not specifically define the term “transcript”, then it is to be taken as it is ordinarily understood. She added that CCR Section 71920(b)(5) (Student Records) outlines what a transcript should contain.

#### Public Comment:

Mr. Johnson asked the Committee for clarification on what laws the Bureau enforces. Ms. Mason responded that it depends if the law is applicable to the Bureau. Mr. Johnson stated that regulatory language, that broadly references compliance with other ordinances and laws, creates a less clear regulatory environment for institutions. He continued that, in reference to AB 1313, it would be more helpful if the Bureau had a concise regulation that defined a transcript and outlined the expectations. Ms. Marks stated that there are Bureau regulations that describe a transcript. Mr. Johnson responded that it is the aspect of withholding a transcript that needs to be clarified by the Bureau. Ms. Marks asked if the suggestion is to reference specific sections, instead of referencing more generally. Mr. Johnson responded that that would be helpful.

Greg Gollaher of the Fashion Institute of Design and Merchandising (FIDM) commented on AB 1313. He raised the question of what the nature of a debt is. He continued that FIDM has a substantial amount of valuable library material, that students never return, that could be considered debt. He added that there is a question of how to interpret what is considered a tool for collecting debt. He questioned whether it was a violation to ask for contact information from a student when they reach out to the school requesting a transcript. He stressed the need for clarity of the law in order to maintain compliance. Doug Smith, Bureau’s General Legal Counsel, stated that debt is defined in AB 1313. Mr. Gollaher again questioned if library materials would be considered an obligation under the law. He continued that students have an obligation to the school to return the library material. Ms. Reiter asked if the school charges the student for unreturned library material. Mr. Gollaher said the school does not charge the student but does require the student to return the materials in order to get a transcript.

#### Agenda Item #9 – Future Agenda Items

Ms. Reiter requested an update on the Bureau’s IT project. She requested an update on any recently passed legislation that may affect the Bureau. She requested an additional sample of

unsubstantiated complaints. She also requested additional discussion on whether the Bureau should adopt a specific regulation pertaining to AB 1313. She suggested a discussion on what can be done to increase the number of staff employed by the Bureau. She requested clarification on how the Bureau determines priority in regard to complaints and investigations.

Mr. Holt requested to see a Bureau organizational chart to include open positions.

**Agenda #10 – Adjournment**

Adjourn at 2:22

DRAFT

**Agenda Item 4**

**REMARKS BY A REPRESENTATIVE OF THE DEPARTMENT OF CONSUMER AFFAIRS**

*(Note: May include updates pertaining to the Bureau's Operations, Human Resources, Department's Administrative Services, Fees, Enforcement, Information Technology and BreZE, Communications and Outreach, as well as Regulatory and Policy Matters)*



**BUREAU OPERATIONS UPDATE RELATED TO THE FOLLOWING:**

- a. Update on Advisory Committee Handbook Revisions**
- b. Update on Bureau Staffing Levels (BPPE Organization Chart)**
- c. Update on the Bureau's 2020 Strategic Plan Presented by SOLID**
- d. Update on the Bureau's IT System Project**
- e. Annual Reports (AR) Report**
- f. Quality of Education Report**
- g. Compliance and Discipline Report**
- h. Complaint and Investigation Report**
- i. Licensing Report**
- j. Office of Student Assistance and Relief (OSAR) Report**
- k. Student Tuition Recovery Fund (STRF) Report**

**UPDATE ON ADVISORY COMMITTEE HANDBOOK REVISIONS**

**BPPE ORGANIZATIONAL CHART**

ATTACHMENT:

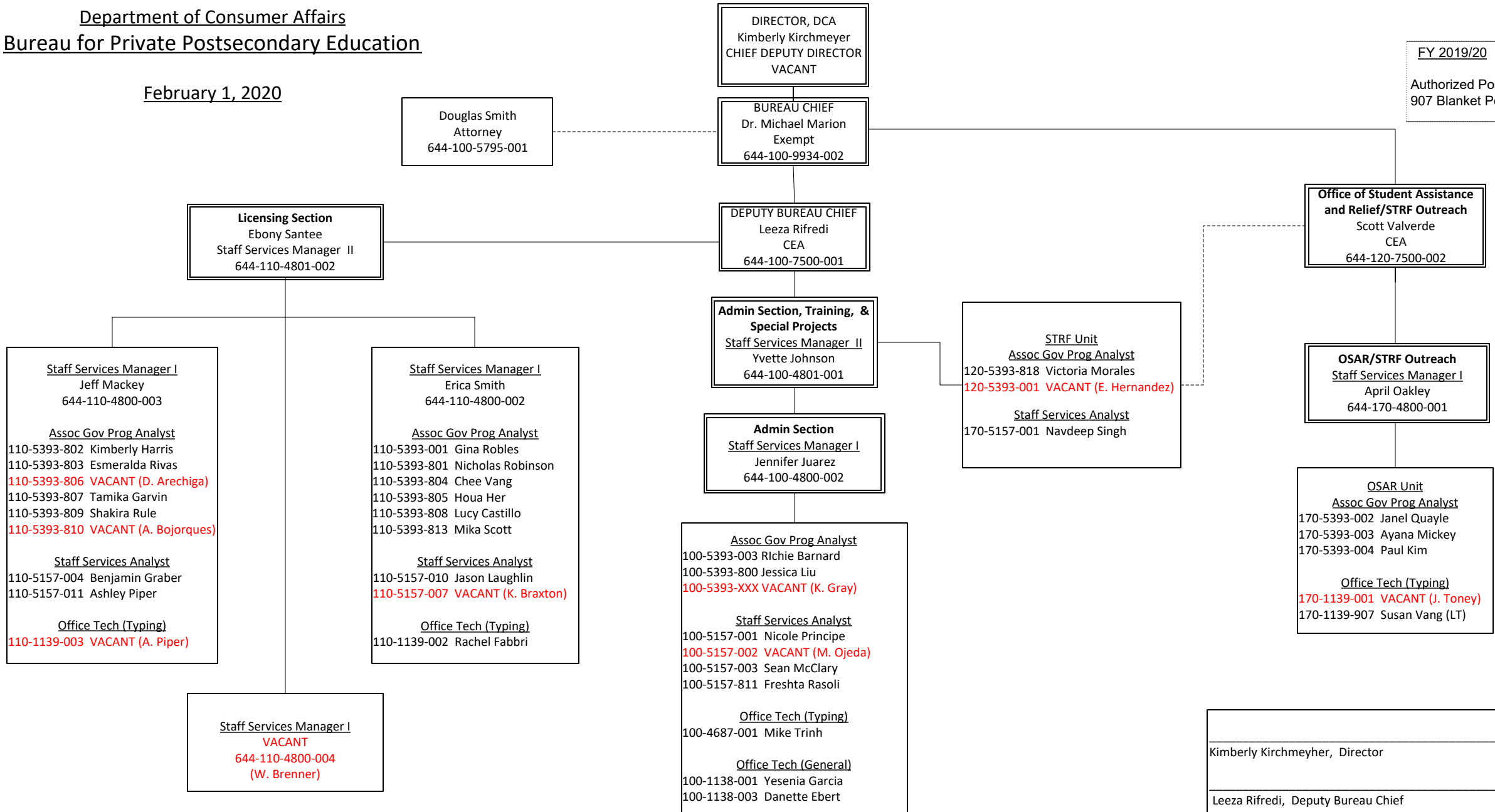
BPPE Organizational Chart

**CURRENT**

**Department of Consumer Affairs  
Bureau for Private Postsecondary Education**

February 1, 2020

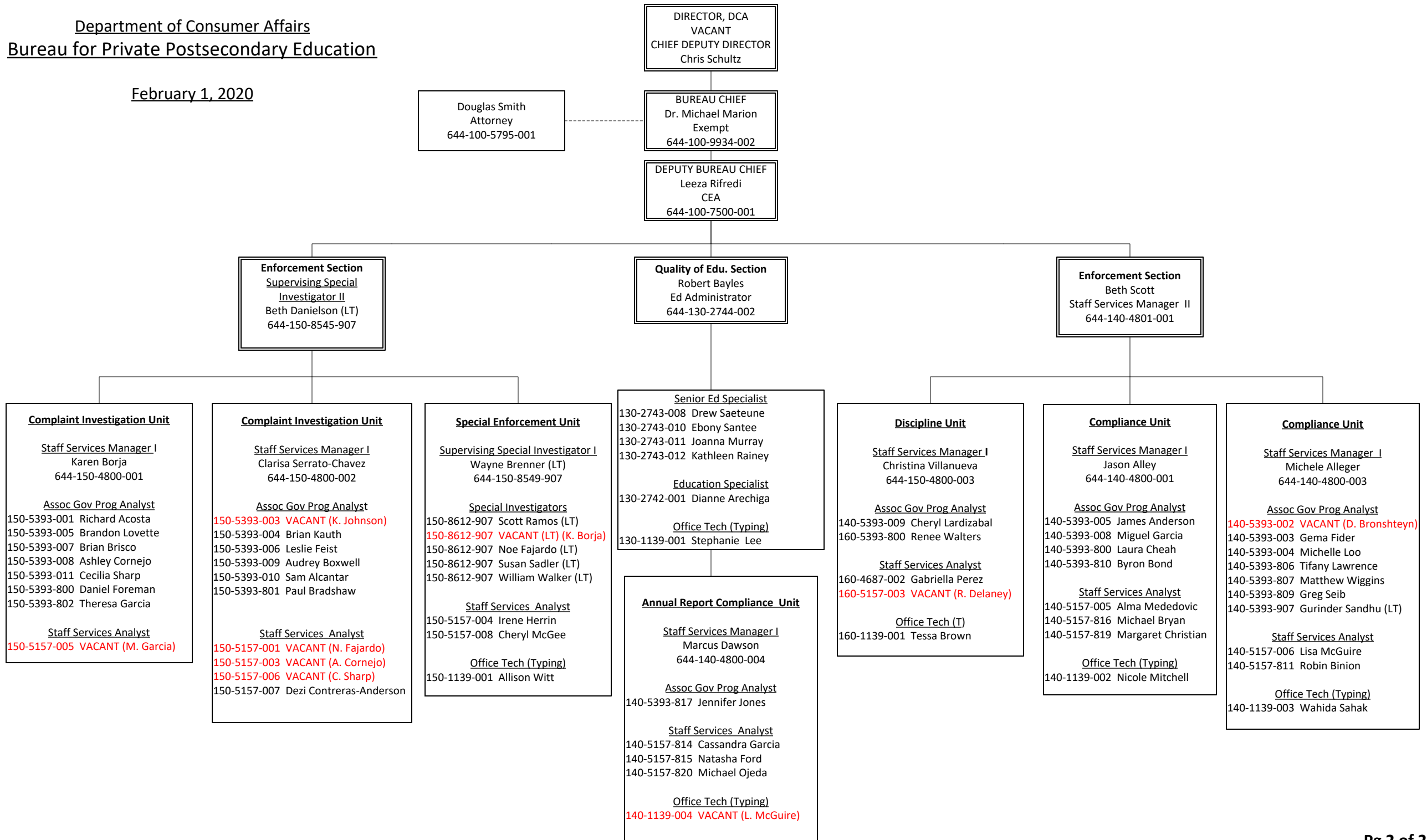
FY 2019/20  
Authorized Positions.....108  
907 Blanket Positions.....9



Kimberly Kirchmeyer, Director	Date
Leeza Rifredi, Deputy Bureau Chief	Date
Misty McDaniel, C&R Analyst	Date

Department of Consumer Affairs  
Bureau for Private Postsecondary Education

February 1, 2020



**UPDATE ON THE BUREAU'S 2020 STRATEGIC PLAN PRESENTED BY SOLID**

**UPDATE ON THE BUREAU'S IT SYSTEM PROJECT**

**ANNUAL REPORTS (AR) REPORT**

ATTACHMENT:

Annual Reports Report

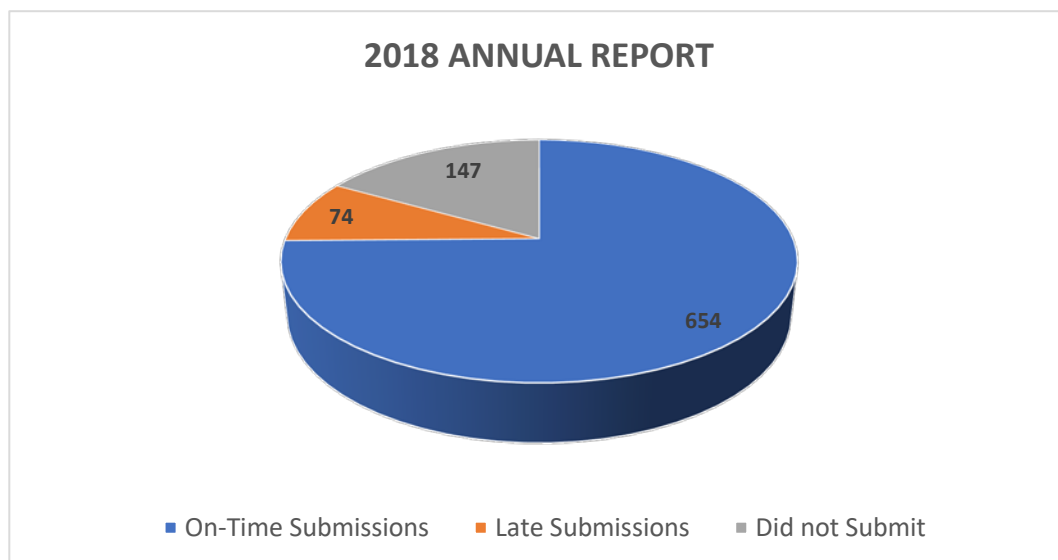


## 2018 INSTITUTION ANNUAL REPORT SUBMISSION STATS

<b>Required to Submit Annual Reports</b>	<b>875</b>
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<b>On-Time Submissions</b>	<b>654</b>
<b>Late Submissions</b>	<b>74</b>
<b>Did not Submit</b>	<b>147</b>

<b>On-Time Submission Rate</b>	<b>75%</b>
<b>Submission Rate as of Feb 1st</b>	<b>83%</b>



**QUALITY OF EDUCATION REPORT**

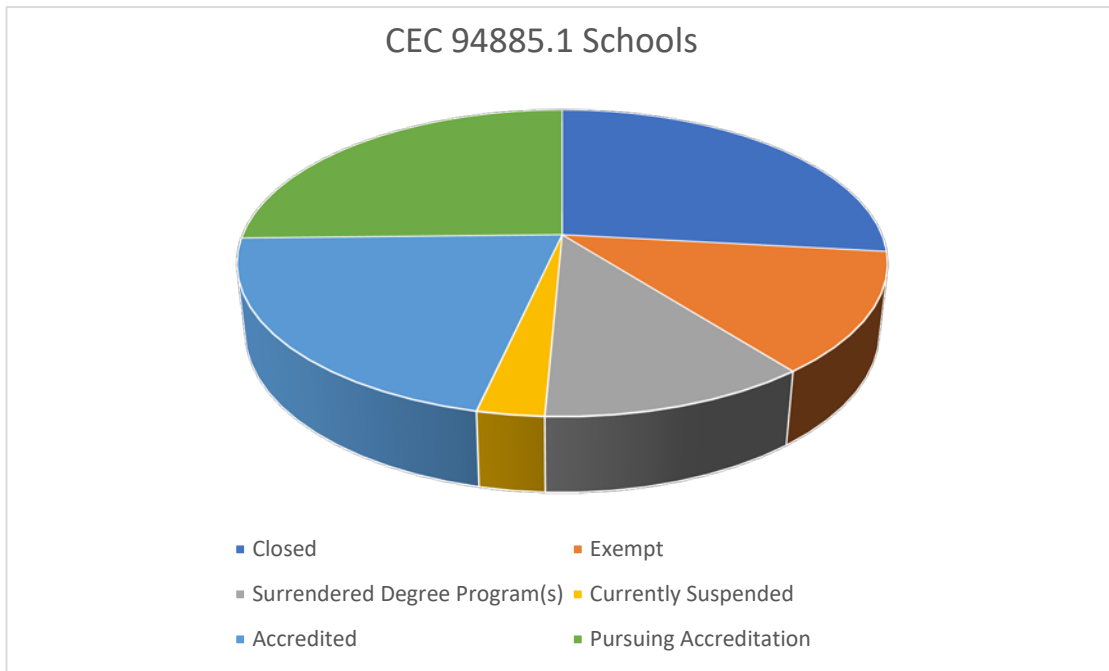
ATTACHMENT:

Quality of Education Report

### STATUS OF SB 1247 INSTITUTIONS

#### CEC \*94885.1 Schools

Closed	38
Exempt	18
Surrendered Degree Program(s)	16
Currently Suspended	4
Accredited	30
<b>Pursuing Accreditation</b>	<b><u>36</u></b>
Total	142

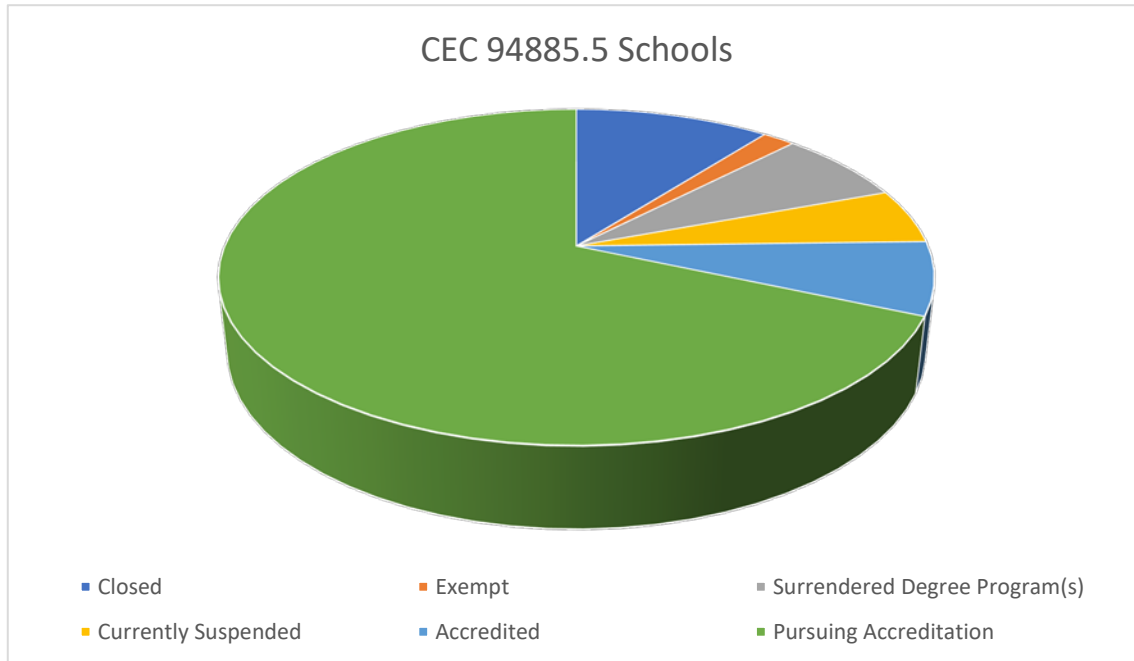


\* Unaccredited Institutions Approved as of Jan 1, 2015 and Offering Degree Programs.  
Must Achieve Accreditation by July 1, 2020

## STATUS OF SB 1247 INSTITUTIONS

### CEC \*94885.5 Schools

Closed	6
Exempt	1
Surrendered Degree Program(s)	4
Currently Suspended	3
Accredited	4
<b>Pursuing Accreditation</b>	<b><u>39</u></b>
Total	57



\*Unaccredited Institutions Provisionally-Approved After Jan 2015 to Offer Degree Programs.  
Must Achieve Pre-Accreditation Within Two Years.  
Must Achieve Accreditation Within Five Years.

**COMPLIANCE AND DISCIPLINE REPORT**

ATTACHMENT:

Compliance and Discipline Report

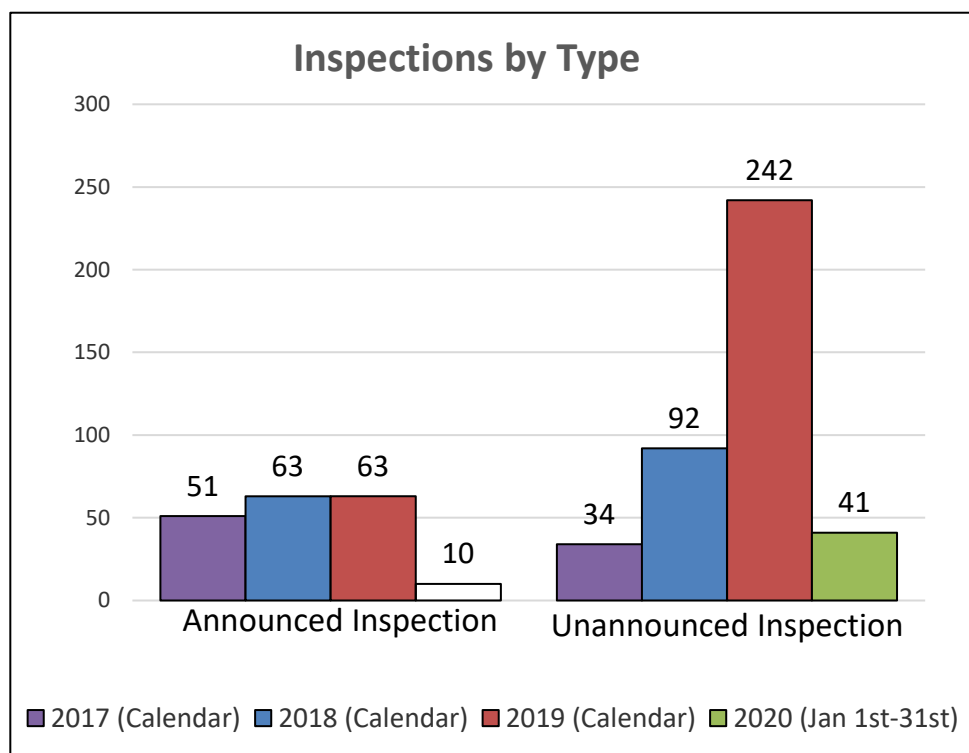
## BPPE COMPLIANCE STATS

<b>REPORTING AS OF: January 31st, 2020</b>				
<b>Compliance Stats</b>	<b>2017 (Calendar)</b>	<b>2018 (Calendar)</b>	<b>2019 (Calendar)</b>	<b>2020 (Jan 1st-31st)</b>
<b>Total Completed Inspections</b>	85	155	305	51
<b>ACI - Announced Inspections</b>	51	63	63	10
<b>UCI - Unannounced Inspections</b>	34	92	242	41
<b>Notice To Comply Issued</b>	47	65	49	5
<b>Enforcement Referral Issued</b>	36	56	93	8
<b>Inspections Cancelled *</b>	N/A**	7	18	6

\*Causes for Cancellations:

- (1) The school closed during inspection process.
- (2) The school surrendered approval.
- (3) The school refused to allow inspection resulting in further action.
- (4) The school was not at the physical location listed in SAIL.
- (5) The renewal to operate was denied.

\*\*Not Applicable because this data was not being collected in 2017.



**2017  
(Calendar)  
Percentages:**

Announced: 60.0  
Unannounced: 40.0

**2018  
(Calendar)  
Percentages:**

Announced: 40.6  
Unannounced: 59.4

**2019  
(Calendar)  
Percentages:**

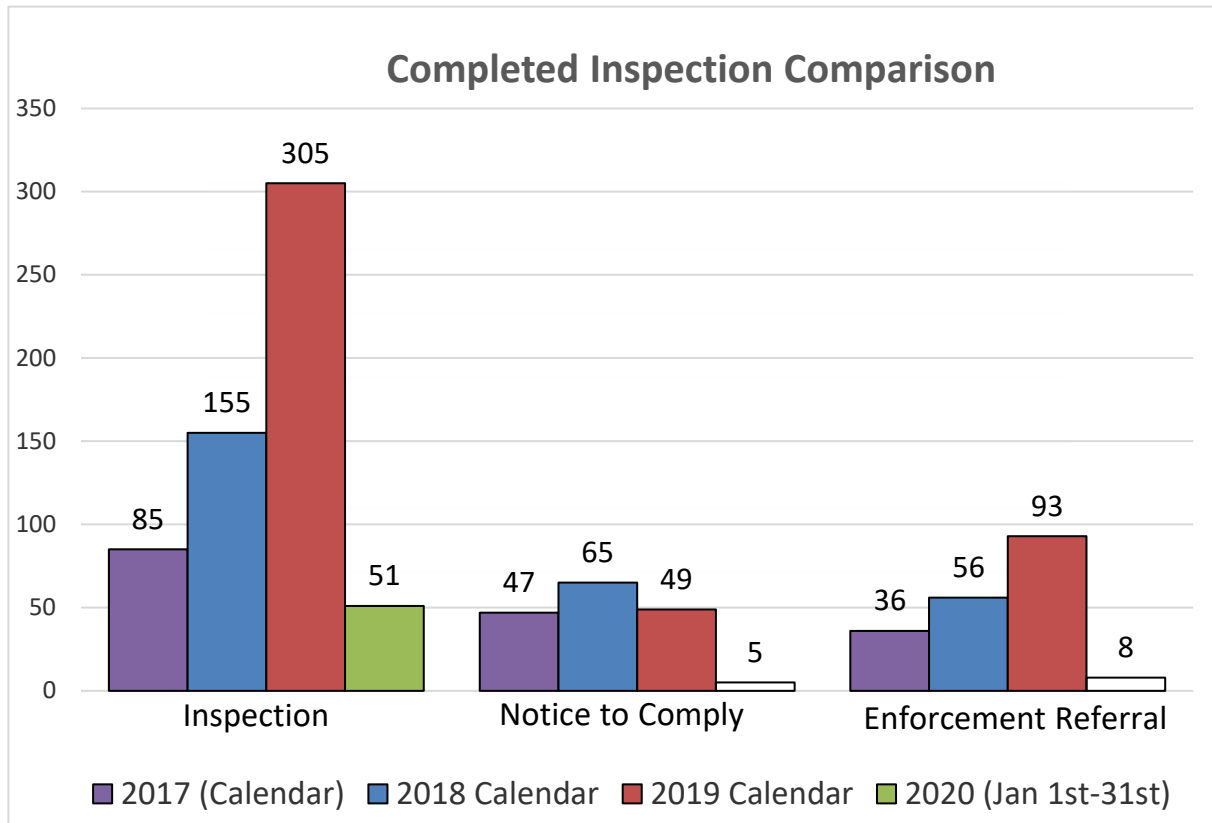
Announced: 20.7  
Unannounced: 79.3

**2020  
(Jan 1st-31st)  
Percentages:**

Announced: 19.6  
Unannounced: 80.4

**2017 (Calendar) Total Inspections: 85**  
**2018 (Calendar) Total Inspections: 155**  
**2019 (Calendar) Total Inspections: 305**  
**2020 (Jan 1st-31st) Total Inspections: 51**

BPPE COMPLIANCE STATS



	2017 (Calendar)	2018 (Calendar)	2019 (Calendar)	2020 (Jan 1st-31st)
Announced Compliance Inspection (ACI)	51	63	63	10
Unannounced Compliance Inspection (UCI)	34	92	242	41
<b>Total Compliance Inspections (ACI + UCI) Completed</b>	<b>85</b>	<b>155</b>	<b>305</b>	<b>51</b>
Notice to Comply (NTC)	47	65	49	5
Enforcement Referral (ER)	36	56	93	8

BPPE DISCIPLINE STATS

## ACCUSATIONS

<b>Actions</b>	<b>2018</b> (Calendar)	<b>2019</b> (Calendar)	<b>2020</b> (Jan 1st-Jan31st)
Default: Revocation	1	0	1
PC 23	1	1	0
Proposed Decision: Probation Granted	0	1	0
Proposed Decision: Revocation	1	0	0
Rejected by DAG	0	3	0
Stipulated Settlement Probation	0	5	0
Stipulated Surrender	2	4	1
Withdrawn By Bureau: Citation Issued	1	1	0
Withdrawn by Bureau: Renewal Granted	2	0	0
<b>Totals:</b>	<b>8</b>	<b>15</b>	<b>2</b>

<b>Automatic Suspensions</b>	<b>2018</b> (Calendar)	<b>2019</b> (Calendar)	<b>2020</b> (Jan 1st-31st)
Automatic Suspensions	1	4	1

<b>Emergency Decisions</b>	<b>2018</b> (Calendar)	<b>2019</b> (Calendar)	<b>2020</b> (Jan 1st-31st)
Emergency Decisions	4	1	1

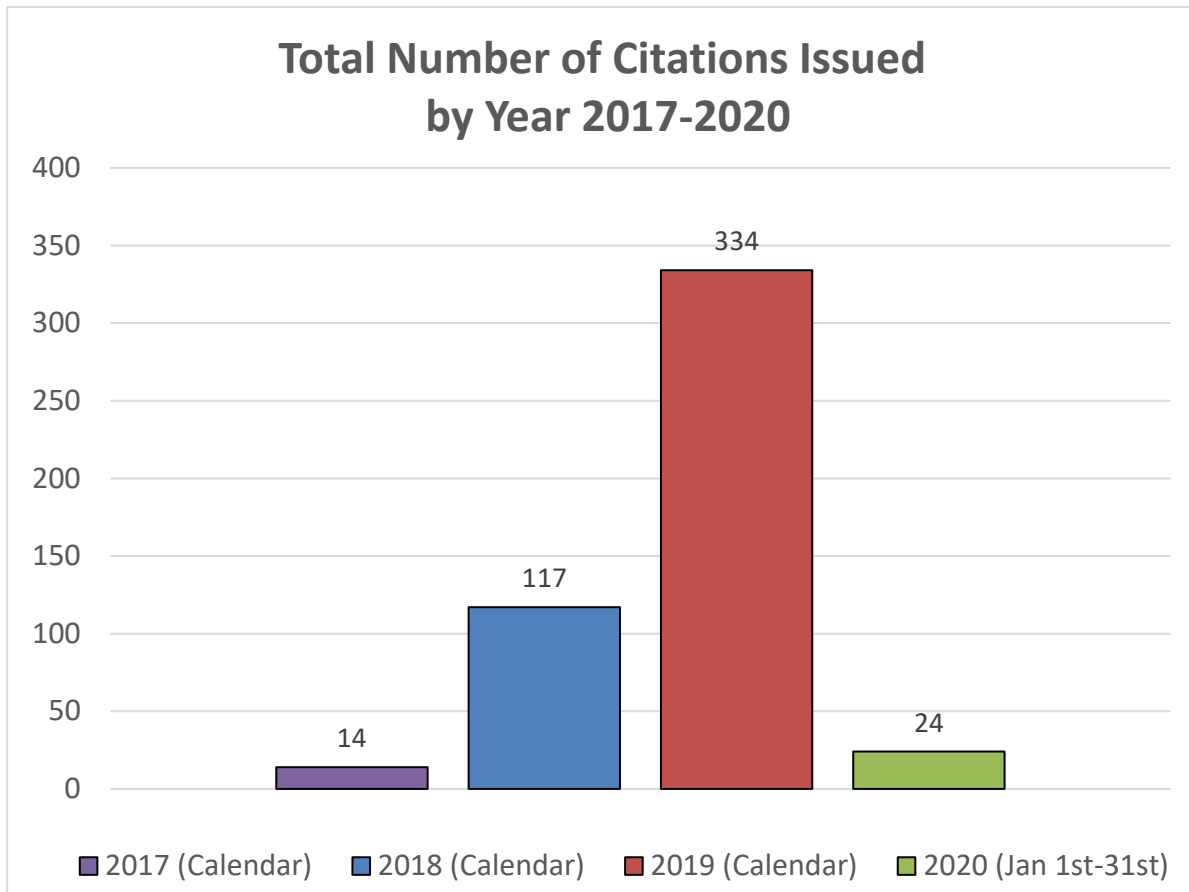
<b>Pending with AG as of 1/31/2020</b>	<b>Total Transmitted</b>	<b>Total Served of Transmitted</b>
Accusations	11	6
Statement of Issues	9	6
<b>Totals:</b>	<b>20</b>	<b>12</b>



## STATEMENT OF ISSUES

<b>Actions</b>	2018 (Calendar)	2019 (Calendar)	2020 (Jan 1st-Jan31st)
In-House Default: Denial Upheld	6	0	0
Proposed Decision: Denial Upheld	2	5	0
Proposed Decision: Conditional Approval Granted	0	1	0
Stipulated Settlement: Denial Upheld (School Closure)	1	0	0
Stipulated Settlement: Conditional Approval Granted	1	0	0
Withdrawn: Approval Granted (Mitigation cured deficiencies)	11	13	3
Withdrawn: Denial Upheld (School withdrew appeal)	7	6	1
Withdrawn: Exempt Institution	1	1	0
<b>Totals:</b>	29	26	4

## BPPE CITATION STATS



	2017 (Calendar)	2018 (Calendar)	2019 (Calendar)	2020 (Jan 1st-31st)
<b>Citations Issued</b>	14	117	334	24
<b>Number of Schools Cited</b>	14	115	308	24

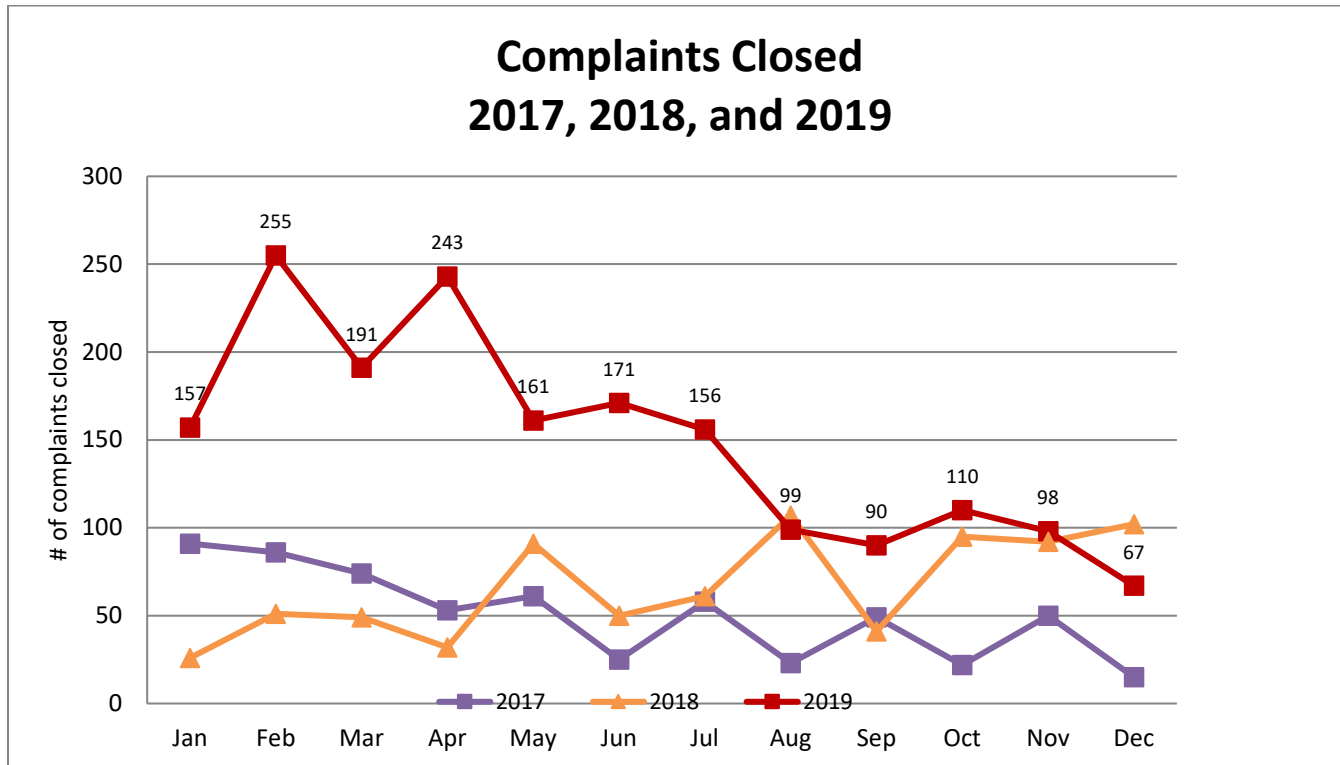
**For the past four years, the most common violations for which citations are issued are:**

- Operating an unapproved institution (unlicensed activity).
- Failure to submit annual fee and/or Student Tuition Recovery Fund Assessment.
- Failure to maintain proper financial resources.
- Improper school closure.
- Failure to submit Annual Report and/or School Performance Fact Sheet.

**COMPLAINT AND INVESTIGATION REPORT**

ATTACHMENT:

Complaint and Investigation Report



Source: CPEI Monthly Statistical Reports

#### Complaints Closed Q1-Q4

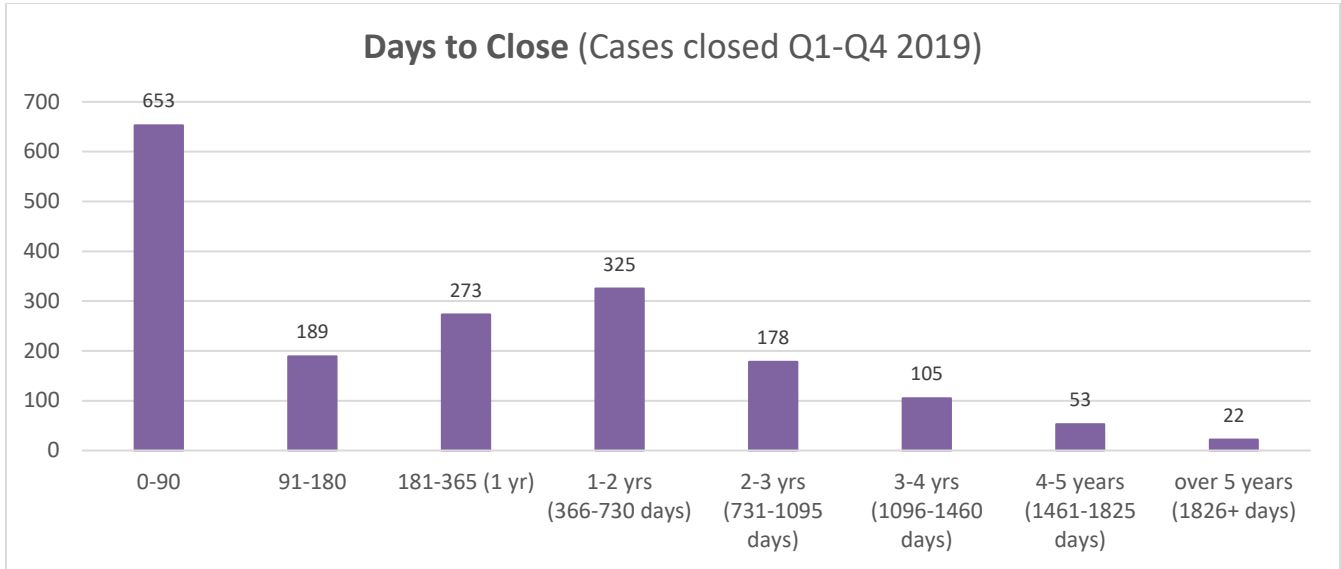
Month	2019
Jan	157
Feb	255
Mar	191
Apr	243
May	161
Jun	171
Jul	156
Aug	99
Sep	90
Oct	110
Nov	98
Dec	67
<b>Total</b>	<b>1798</b>

#### CASE DISPOSITION - Q1 – Q4

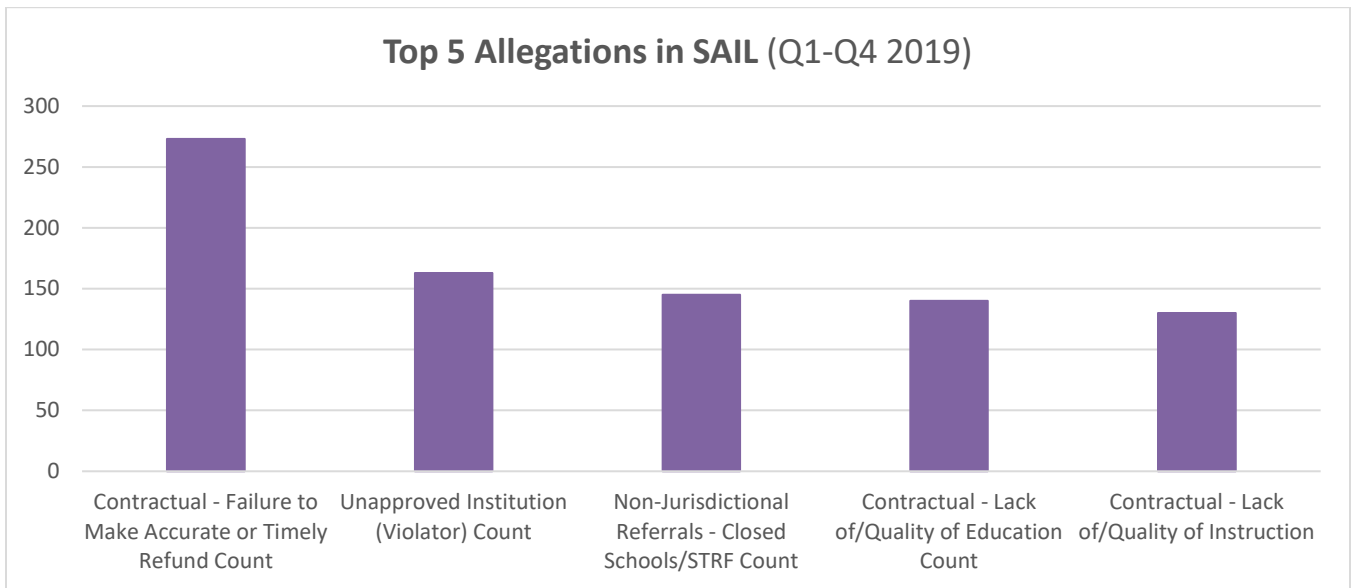
	%	#
Referral for Citation	7%	126
Referral for Disciplinary action	<1%	7
Compliance Obtained	7%	122
Mediated Settlement and Resolved by School	7%	124
Non-Jurisdictional – Closed Schools/STRF	9%	154
Non-Jurisdictional – Referrals to Other Agency and Exempt	12%	207
Not Substantiated – Unsubstantiated	32%	570
Not Substantiated – Insufficient Evidence to Confirm Violation	13%	242
Other Closure Reasons	14%	246
<b>SUBTOTAL</b>	<b>100%</b>	<b>1798</b>
Starting 6/21/19: Referrals to Discipline Unit for further action*		30

\*Transferred to the Discipline Unit and closed only after the Discipline Unit approves case for further action. Discipline Unit determines whether further action is citation or disciplinary action.

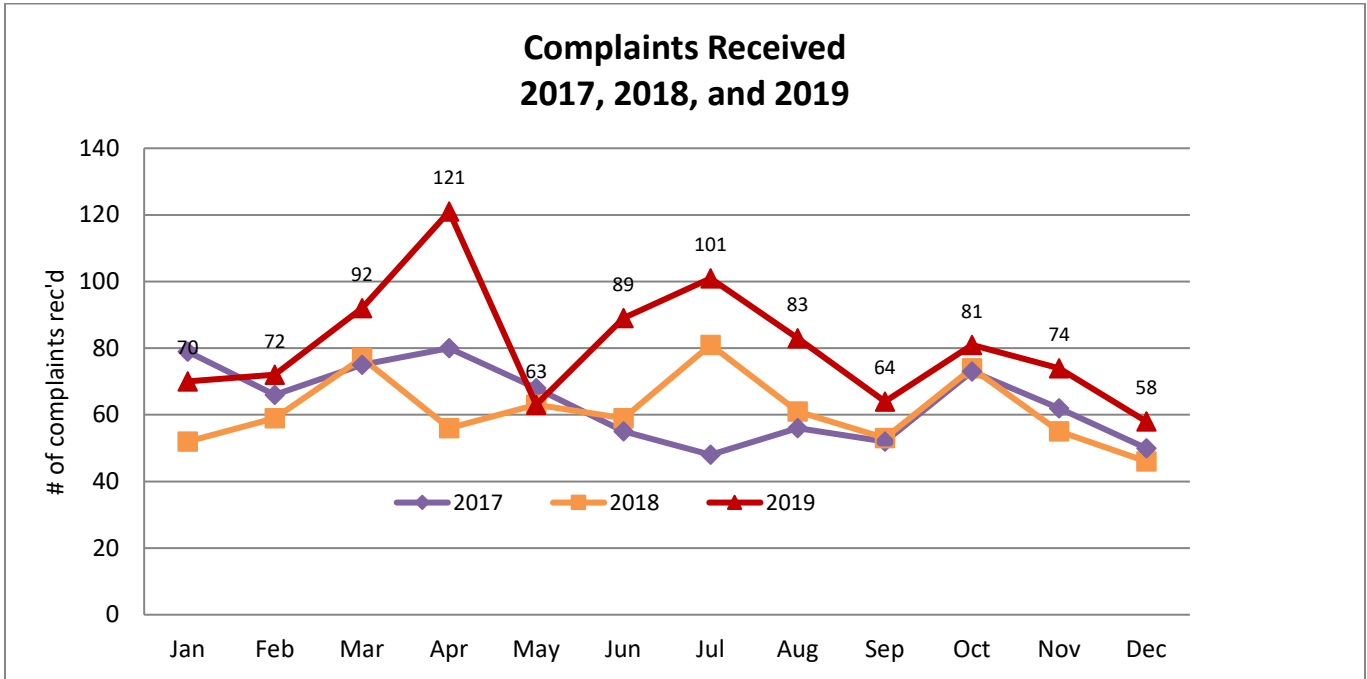
Q4 Complaints	
Total complaints received Q4	213
Total schools receiving complaints	201
Total complaints closed Q4	275



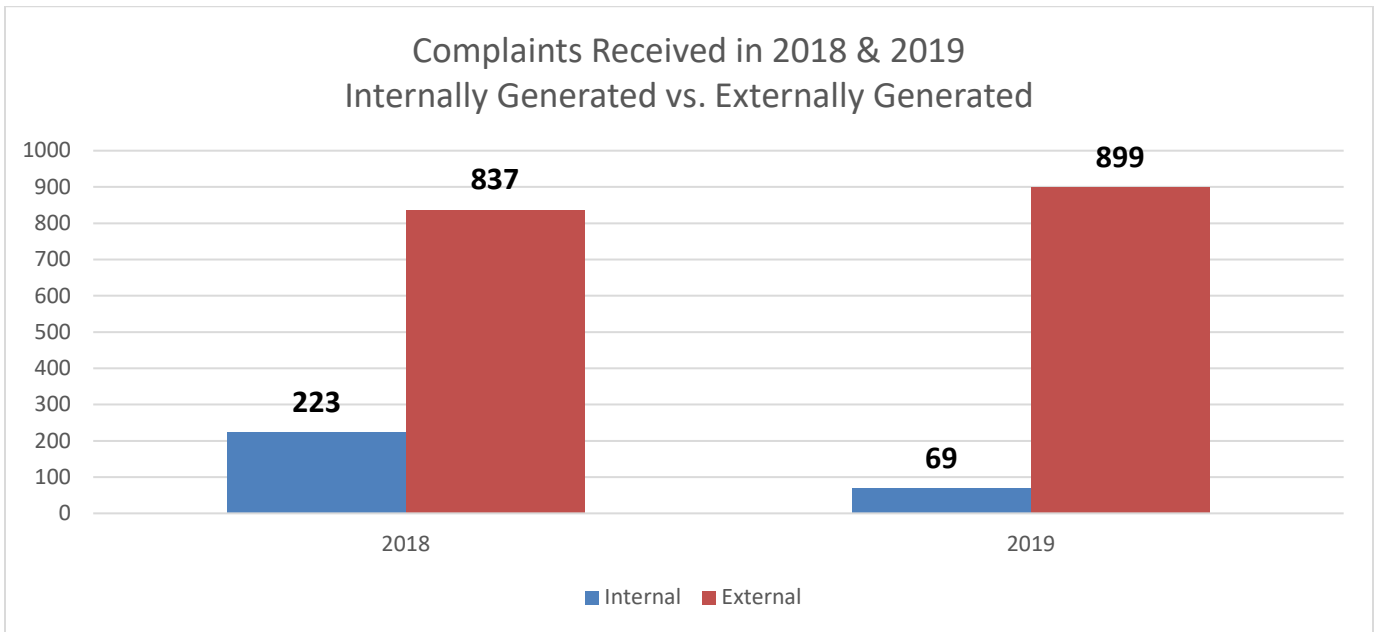
Source: BPPE Complaint Case Tracking Log



Source: Custom SAIL report provided by DCA Office of Information Services



Source: CPEI Monthly Statistical Reports



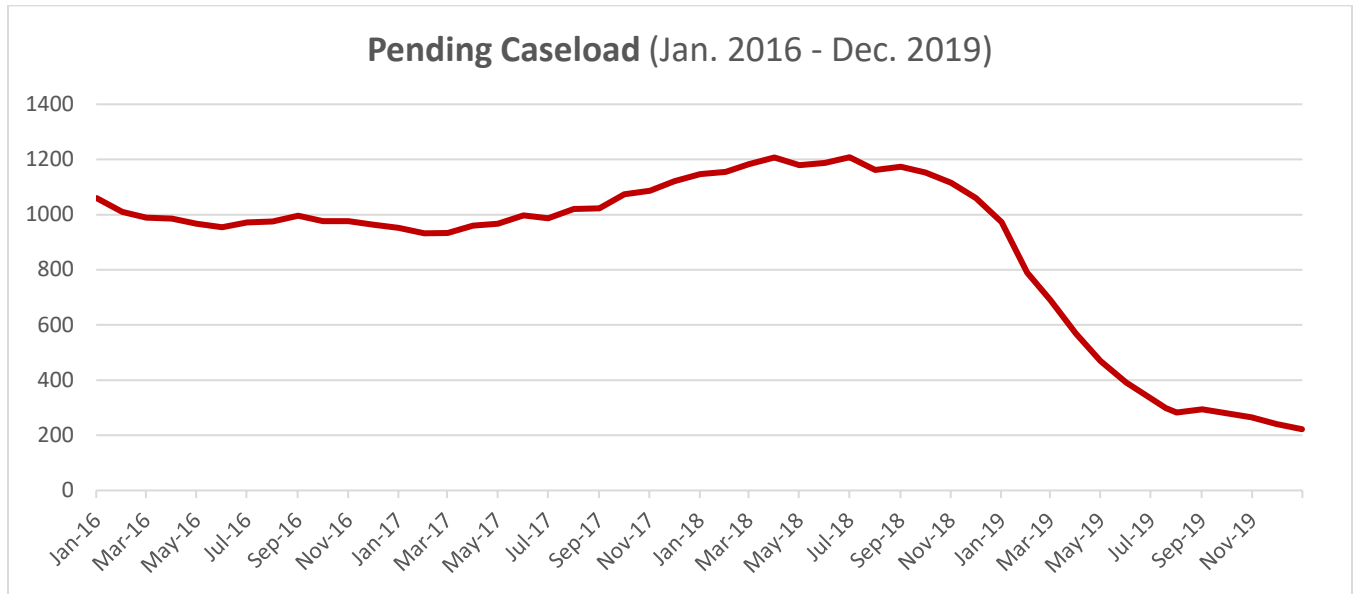
Source: CPEI Monthly Statistical Reports

**PENDING CASELOAD AS OF 12/31/19**

CASE AGE	PENDING		EXT-STUDENT		URGENT	
	#	%	#	%	#	%
0-90	105	47.3%	70	55.1%	34	60.7%
91-180	39	17.6%	22	17.3%	13	23.2%
181-365 (1 yr)	33	14.9%	14	11.0%	8	14.3%
1-2 yrs (366-730 days)	26	11.7%	14	11.0%	1	1.8%
2-3 yrs (731-1095 days)	15	6.8%	6	4.7%	0	0.0%
3-4 yrs (1096-1460 days)	3	1.4%	1	0.8%	0	0.0%
4-5 years (1461-1825 days)	1	0.5%	0	0.0%	0	0.0%
over 5 years (1826+ days)	0	0.0%	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>222</b>	<b>100%</b>	<b>127</b>	<b>100%</b>	<b>56</b>	<b>100%</b>

57% of pending                      25% of pending

Source: BPPE Complaint Case Tracking Log



Source: BPPE Complaint Cast Tracking Log

## STUDENT IMPACT (January – December 2019)

Investigators' advocacy on behalf of students resulted in the following:

- Total of **\$171,654.74** in refunds to students or to their federal student aid account.
- Restitution ordering full refund to 3 students (\$52k each).
- Students received degree, diploma, proofs-of-training, certificate, license, and transcripts.
- Student received missing equipment.
- Students re-enrolled, allowed to retake exam.
- Student account balance of \$632 cleared.
- Students referred for Student Tuition Recovery Fund.
- Negative credit report removed for student.
- Students allowed to reinstate in program.
- Students placed in externships.
- Compliance obtained or school policy updated.



**LICENSING REPORT**

ATTACHMENT:  
Licensing Report

## Licensing Applications Status as of January 1, 2020 for Fiscal Year 19/20

Type	Received FY 19/20	Pending Assignment (Queue)	Under Review	Total Pending	Approved	Withdrawn or Abandoned	Denied	Total Closed	Average Days to Approve <sup>a</sup>
New Full Approval	32	24	37	61	26	3	7	36	332
New Accreditation	21	0	8	8	18	3	0	21	93
Renewal Full	29	0	54	54	17	1	3	21	346
Renewal Accreditation	39	0	28*	28	40	6	2	48	92
Changes Full	84	0	27	27	74	6	4	84	93
Changes Accreditation	109	0	37	37	93	14	0	107	32
Verification of Exemption	131	0	30	30	103	0	63	166	52
Out of State Registration	37	0	8	8	37	0	0	37	23
<b>Totals:</b>	<b>482</b>	<b>24</b>	<b>229</b>	<b>253</b>	<b>408</b>	<b>33</b>	<b>79</b>	<b>520</b>	<b>133</b>

<sup>a</sup>Average Days to Approve is calculated from time assigned to analyst.

\*12 applications pending new term of accreditation.

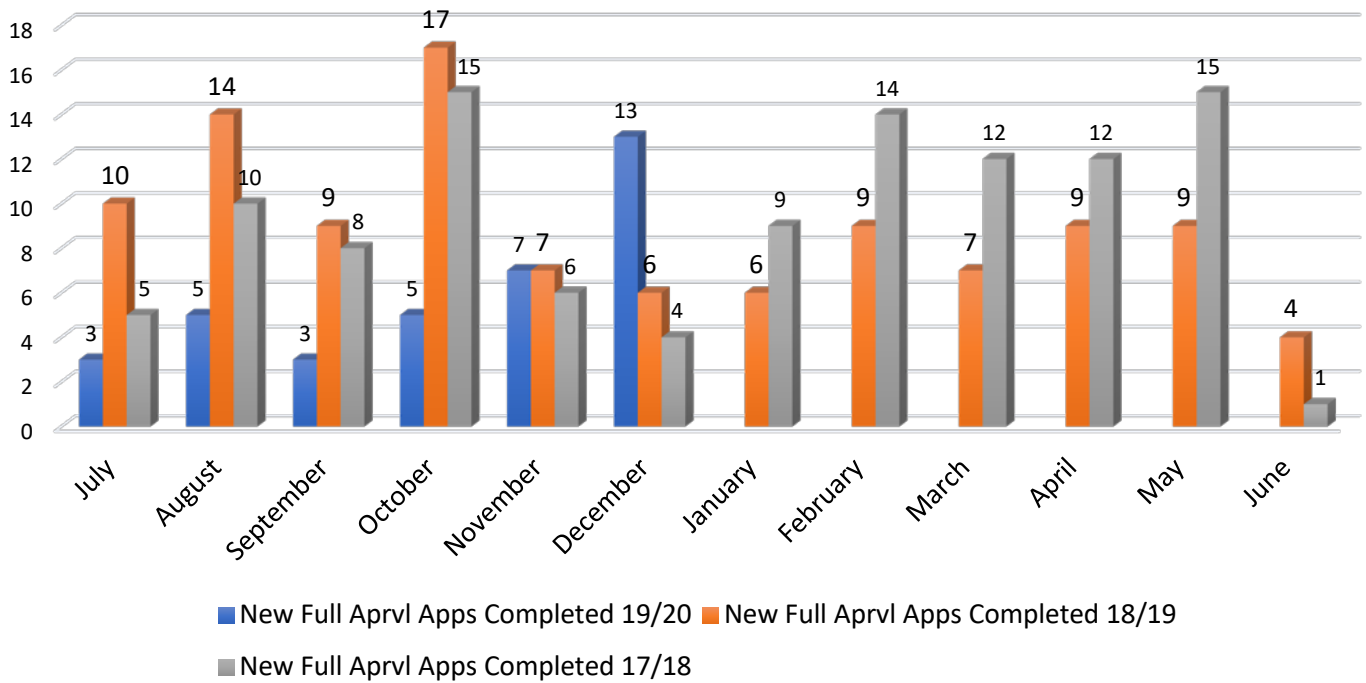
#### Total Pending Applications by Date

Total pending applications on 8/1/2019:	249
Total pending applications on 10/1/2019:	266
Total pending applications on 1/1/2020:	253

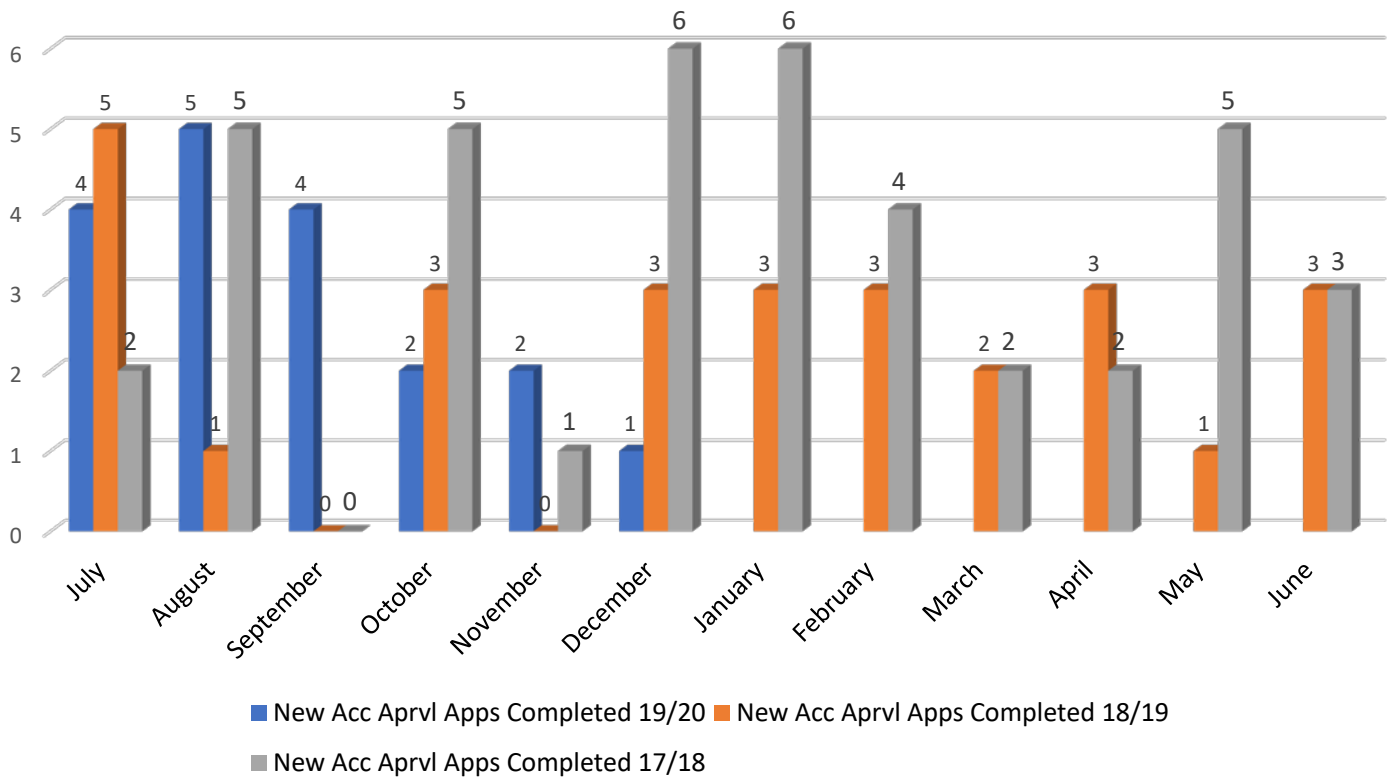
#### Oldest Pending Full Applications (as of 2/13/2020)

Oldest Full Apps in Queue:	3/25/2019
Oldest Full Apps Under Review:	9/7/2017
Oldest Renewal Full Apps Under Review:	2/3/2017
Median Date of Full Apps in Queue:	10/16/2019

## NEW FULL APPROVAL APPLICATIONS COMPLETED



## NEW ACCREDITED APPROVAL APPLICATIONS COMPLETED



<b>Total Number of Schools by Location Type &amp; Approval Type</b>				
<b>As of January 1, 2020</b>				
<b>Location Type</b>	<b>Mains</b>	<b>Branches</b>	<b>Satellites</b>	<b>Total Locations</b>
	<b>1,043</b>	<b>377</b>	<b>537</b>	<b>1,957</b>
<b>Approval Type</b>	<b>ABMA (Accredited)</b>	<b>Full</b>	<b>Conditional<sup>a</sup></b>	<b>Provisional<sup>b</sup></b>
	<b>435</b>	<b>570</b>	<b>0</b>	<b>38</b>

<sup>a</sup>Conditional Approvals are issued for a period up to six months when minor deficiencies exist but the institution is substantially in compliance with the requirements of the laws and regulations (California Code of Regulations section 71400(d)(1)).

<sup>b</sup>Provisional Approvals are issued to unaccredited institutions seeking approval to offer one or more degree programs and must satisfy the requirements under California Education Code section 94885.5.

		<b>10/30/2018</b>	<b>2/1/2019</b>	<b>5/3/2019</b>	<b>8/1/2019</b>	<b>10/1/2019</b>	<b>2/1/2020</b>
<b>Location Type</b>	Main	1,073	1,093	1,066	1,042	1,041	1043
	Branch	397	401	390	386	381	377
	Satellite	505	520	530	530	533	537
<b>Approval Type</b>	ABMA	440	442	431	433	438	435
	Full	598	607	592	568	563	570
	Conditional	21	0	1	1	0	0
	Provisional	14	44	42	39	40	38

<p>Approved Out of State Registrations as of 2/13/2020 <b>44</b></p>
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**OFFICE OF STUDENT ASSISTANCE AND RELIEF (OSAR) REPORT**

ATTACHMENT:

Office of Student Assistance and Relief (OSAR) Report

# Office of Student Assistance and Relief

2019/20 State Fiscal Year

Data as of February 7, 2020



## **CHART A: INFORMED CHOICE OUTREACH AND EDUCATIONAL ACTIVITIES**

Student Outreach Activities	Event Type	Event Date	Event Location
California Transition Assistance Program Beale Air Force Base Workshop	Student Workshop / Presentation	7/17/2019	Yuba County, CA
California Transition Assistance Program Fort Irwin Workshop	Student Workshop / Presentation	7/22/2019	Fort Irwin, CA
Student Tuition Recovery Fund Claim Acceleration Workshop	Student Workshop	7/30/2019	San Diego, CA
California Transition Assistance Program Marine Corps Recruit Depot Workshop	Student Workshop / Presentation	8/1/2019	San Diego, CA
California Transition Assistance Program Travis Air Force Base Workshop	Student Workshop / Presentation	8/2/2019	Travis AFB, CA
Assemblymember Chris Holden's 20th Annual Community Resource Fair & Block Party	College Fair	8/3/2019	Pasadena, CA
California Transition Assistance Program Marine Corps Base Camp Pendleton Workshop	Student Workshop / Presentation	9/4/2019	Oceanside, CA
California Transition Assistance Program Twentynine Palms Workshop	Student Workshop / Presentation	9/12/2019	Twentynine Palms, CA
California Transition Assistance Program Vandenberg Workshop	Student Workshop / Presentation	9/13/2019	Vandenberg AFB, CA
College Prep Workshop 2019: Hosted by the Office of Student Assistance and Relief & Natomas Unified School District	College Fair	9/28/2019	Sacramento, CA
The Hidden Genius Project	College Fair	9/29/2019	Oakland, CA
Veterans Stand Down & Resource Fair	Resource Fair	10/4/2019	Modesto, CA
California Transition Assistance Program MCAS Miramar Workshop	Student Workshop / Presentation	10/15/2019	MCAS Miramar, CA
Venture Academy College and Career Fair	College Fair	10/16/2019	Stockton, CA
California Transition Assistance Program Beale Air Force Base Workshop	Student Workshop / Presentation	10/17/2019	Yuba County, CA
Your Future LA: Beyond the Diploma	College Fair	10/18/2019 – 10/19/2019	Los Angeles, CA
2019 Camp Pendleton College Fair	College Fair	10/18/2019	Oceanside, CA
Latino College Expo	College Fair	10/19/2019	Pomona, CA
California Student Opportunity and Access Program (Cal-SOAP) Event	College Fair / Presentation	10/23/2019	San Diego, CA
TRU Hope Youth Summit	College Fair	10/29/2019	Stockton, CA

**CHART A: INFORMED CHOICE OUTREACH AND EDUCATIONAL ACTIVITIES (CONTINUED)**

Student Outreach Activities	Event Type	Event Date	Event Location
California Transition Assistance Program Presidio of Monterey	Student Workshop / Presentation	11/1/2019	Monterey, CA
Region 10 Veterans Meeting at UC San Diego	Resource Fair	11/1/2019	La Jolla, CA
California Transition Assistance Program Naval Base Ventura Workshop	Student Workshop / Presentation	11/13/2019	Port Hueneme, CA
California Transition Assistance Program Marine Corps Base Camp Pendleton Workshop	Student Workshop / Presentation	11/13/2019	Oceanside, CA
California Transition Assistance Program Los Angeles Air Force Base Workshop	Student Workshop / Presentation	11/14/2019	Los Angeles, CA
College Awareness Workshops at Clinton Middle School	College Fair	11/22/2019	Los Angeles, CA
Black College Expo (Sacramento)	College Fair	11/23/2019	Sacramento, CA
Black College Expo (Los Angeles)	College Fair	2/1/2020	Los Angeles, CA
Black College Expo (Oakland)	College Fair	2/8/2020	Oakland, CA

**CHART B: CLOSED SCHOOL OUTREACH**

Student Outreach Activities	Event Type	Event Date	Event Location
Mt Sierra College School Closure Outreach Event	Student Workshop	7/16/2019	Monrovia, CA
A-Technical College School Closure Outreach Event	Student Workshop	7/24/2019	Huntington Park, CA
A-Technical College School Closure Outreach Event	Student Workshop	8/8/2019	Huntington Park, CA
University of Philosophical Research School Closure Outreach Event	Student Teleconference Workshop	8/15/2019	Los Angeles, CA
Blue Star Learning School Closure Outreach Event	Student Workshop	8/21/2019	San Diego, CA
Commercial Drivers Learning Center Closure Outreach Event	Student Workshop	10/9/2019	Sacramento, CA
Los Angeles Beauty College School Closure Outreach Event	Student Workshop	10/25/2019	Los Angeles, CA
Paul Mitchell The School (San Jose Branch) School Closure Outreach Event	Student Workshop	10/28/2019	San Jose, CA
International Culinary Center School Closure Outreach Event	Student Workshop	10/28/2019	San Jose, CA
Technical College	Student Workshop	1/9/2020	Los Angeles, CA
The Cosmo Factory Cosmetology Academy	Student Workshop	2/7/2020	Santa Cruz, CA

**STUDENT TUITION RECOVERY FUND (STRF) REPORT**

ATTACHMENT:

Student Tuition Recovery Fund (STRF) Report



## Student Tuition Recovery Fund Claims

Student Tuition Recovery Fund (STRF) Claims Received 2019/20 State Fiscal Year		
Data as of	11/8/2019	2/5/2020
Claims Received	135	227

Claims Closed 2019/20 State Fiscal Year		
Data as of	11/8/2019	2/5/2020
Claims Paid	63	197
Claims Ineligible <sup>1</sup>	30	39
Claims Denied <sup>1</sup>	17	21
Closed - Unable to Contact <sup>2</sup>	24	74
<b>Total</b>	<b>134</b>	<b>331</b>

Current Claims		
Data as of	11/8/2019	2/5/2020
In Queue	562	230
Analyst Review	104	314
Waiting for Student Response	607	439
Analyst's First Review Complete / Recommendation Pending	181	115
<b>Total</b>	<b>1454</b>	<b>1097</b>

STRF Claims Paid 2019/20 State Fiscal Year		
Data as of	11/8/2019	2/5/2020
	\$542,148.00	\$1,547,769.51

Payment Requested From State Controller's Office		
Data as of	11/8/2019	2/5/2020
	28	60

### Definitions

Ineligible / Denied <sup>1</sup>

Student Not Eligible For Payment and/or Claim Did Not Satisfy  
The Requirements of California Education Code §94923(b)(2)

Unable to Contact <sup>2</sup>

OSAR Staff Reached Out to Student via Phone, Email &  
Written Correspondence At Least Three Times

<b>Current Fund Balance:</b>	<b>\$24,144,533</b>
<b>Historical Fund Balances (State Fiscal Year Closing):</b>	
2018-19	\$25,100,695
2017-18	\$26,295,000
2016-17	\$28,497,000
	Data as of: 02/05/2020

## Student Tuition Recovery Fund Claims

### Large Impact Closures

2019/20 State Fiscal Year

	STRF Claims Received	STRF Claims in Progress	Ineligible / Denied	Unable to Contact	Number of STRF Claims Paid <sup>1</sup>	STRF Claims Paid
ITT Tech	5	1	0	1	4	\$61,711
Heald <sup>2</sup>	23	8	0	0	12	\$82,961
WyoTech <sup>2</sup>	2	1	0	0	1	\$8,553
Everest <sup>2</sup>	21	6	0	1	3	\$43,826
Art Institute <sup>3</sup>	28	13	0	0	12	\$207,517
Argosy <sup>3</sup>	11	7	0	0	0	\$0
Brightwood <sup>4</sup>	38	34	0	0	106	\$545,223
Golf Academy <sup>4</sup>	2	1	0	0	2	\$35,564

### From School Closure to Current (Total Impact)

	STRF Claims Received	STRF Claims in Progress	Ineligible / Denied	Unable to Contact	Number of STRF Claims Paid	STRF Claims Paid
ITT Tech	298	14	149	1	54	\$354,983
Heald <sup>2</sup>	365	214	74	31	33	\$286,014
WyoTech <sup>2</sup>	146	26	41	25	51	\$286,796
Everest <sup>2</sup>	465	190	108	75	87	\$299,621
Art Institute <sup>3</sup>	82	60	3	0	12	\$207,517
Argosy <sup>3</sup>	109	98	1	0	0	\$0
Brightwood <sup>4</sup>	368	135	10	29	124	\$620,418
Golf Academy <sup>4</sup>	12	5	0	0	2	\$35,564

<sup>1</sup> These values may include STRF claims that were received prior to the 2019/20 State Fiscal Year but processed in the 2019/20 State Fiscal Year.

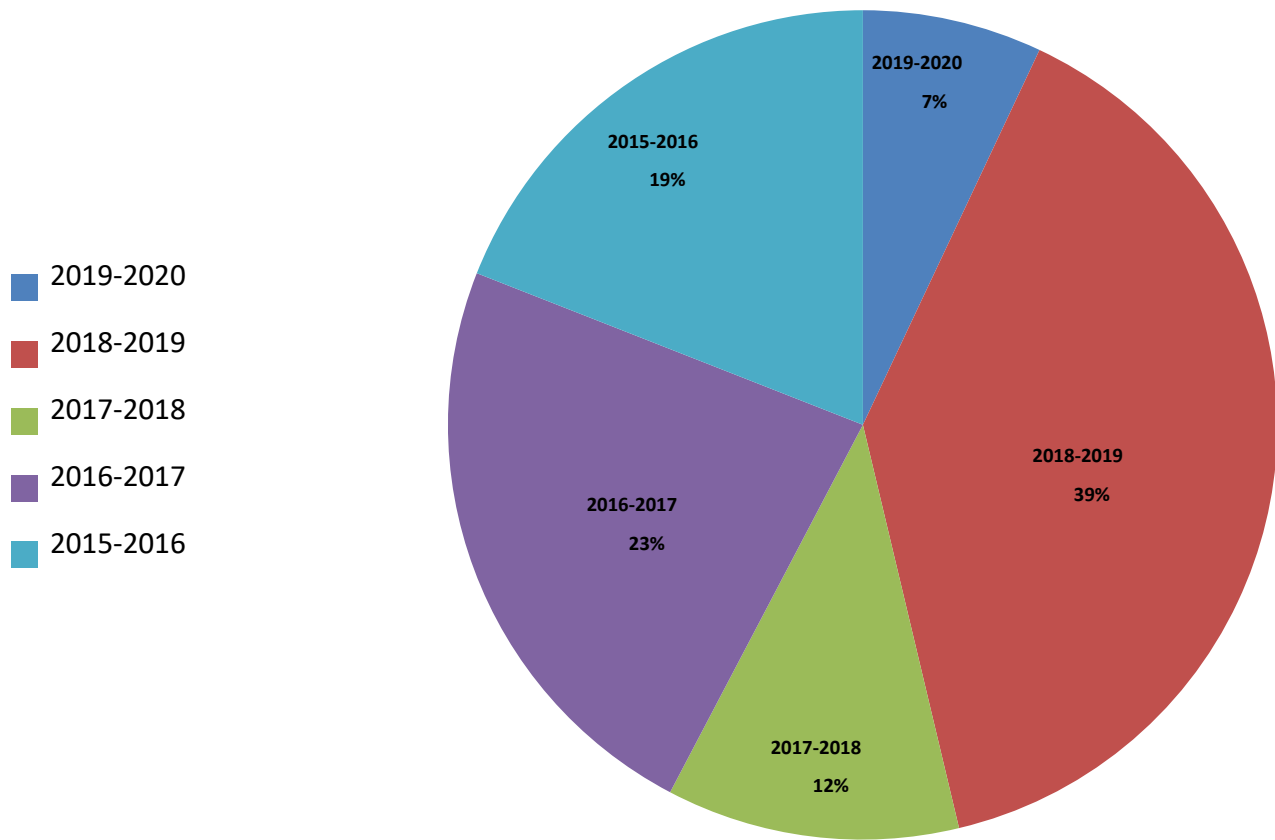
<sup>2</sup> Heald College, WyoTech, and Everest College were operated by Corinthian Colleges, Inc.

<sup>3</sup> The Art Institute of California and Argosy University were operated by Dream Center Education Holdings, LLC.

<sup>4</sup> Brightwood College and Golf Academy of America were operated by Education Corporation of America.

Data as of 02-05-2020

# STRF Claims Received (per Fiscal Year)



**Student Tuition Recovery Fund (STRF) Claims Received  
2019/20 State Fiscal Year**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>2019-2020</b>	59	38	17	32	27	22	30	4					229
<b>2018-2019</b>	37	38	18	30	22	116	105	340	237	189	95	54	1281
<b>2017-2018</b>	27	30	62	38	21	26	44	21	21	16	34	33	373
<b>2016-2017</b>	28	32	112	96	55	80	100	54	48	81	44	30	760
<b>2015-2016</b>	87	61	27	24	14	16	10	110	132	68	35	37	621
<b>Total</b>													<b>3264</b>

**Student Tuition Recovery Fund (STRF) - Age Pending**

Fiscal Year	Claims Pending
2019-2020	198
2018-2019	812
2017-2018	80
2016-2017	7
2015-2016	0
<b>Total</b>	<b>1097</b>

**STATUS UPDATES RELATED TO THE FOLLOWING REGULATIONS:**

- a. Update on Recently Passed Legislation Applicable to the Bureau**
- b. English as a Second Language Programs [Title 5, California Code of Regulations (CCR), Section 70000 (k)]**
- c. Application for Verification of Exempt Status (CEC Sections 94874, 94874.2, 94874.7, 94874.5, and 94927.5); Title 5, CCR Section 71395)**
- d. Compliance with Laws and Procedures (Title 5, CCR, Section 71755)**
- e. Student Records and the Maintenance of Records (Title 5, CCR Sections 71920, 71930, 71940 and 71950)**

**ATTACHMENT:**

BPPE Regulation Summary

## BPPE Regulation Summary

Sec #	Short Title	Action	Description	Pre-Approve	Legal Review	Dept.	Agency	OAL	Notice	Hearing	OAL Final	File SoS
70000	IELP	Amend	Intensive English Language Programs amends the definition under 70000(k) allowing institutions who meet the new criteria to be exempt.	8/14/17	1/24/18	3/8/18	12/12/18		10/18/19	12/3/19		
71395	Exempt	Amend	Verification of Exempt Status amends the form to reflect numerous statutory changes.	10/19/17	→	5/14/18	4/3/19					
71752 71755	Comply	Adopt	This fills in some loopholes for requiring compliance with minimum operating standards.	9/18/18	→	3/25/19						

**FUTURE AGENDA ITEMS**

**ADJOURNMENT**