



ACCREDITING COUNCIL FOR CONTINUING EDUCATION & TRAINING  
1722 N. Street, N.W., Washington, D.C. 20036  
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<http://www.accet.org>

December 12, 2016

VIA EMAIL  
(terickson@milaninstitute.edu)

Dr. Tami Erickson  
Corporate Director of Compliance  
Milan Institute  
75-030 Gerald Ford Drive, Ste 203  
Palm Desert, CA 92211

***Re: Interim Report Reviewed;  
Quality Assurance Visit Reviewed;  
Programmatic Show Cause Continued –  
Medical Assisting (Evening), Amarillo, TX;  
Interim Report Required  
ACCET ID #863***

Dear Dr. Erickson,

At its December 2016 meeting, the Accrediting Commission of the Accrediting Council for Continuing Education & Training (ACCET) reviewed the institution's interim report response, received November 18, 2016, submitted in response to a Commission Action Letter dated August 11, 2016. That action, which was based upon a review of the US ED Report response, dated July 28, 2016, and the institution's Annual Completion and Placement Report response, dated July 29, 2016, that placed the institution on Programmatic Probation for its Medical Assisting (Evening) program at the Amarillo, Texas campus for below benchmark completion and placement rates for calendar year 2015 and year-to-date 2016; and directed the institution to submit the following specific items: 1) Quarterly financial reporting (balance sheet and income statement) due within 30 calendar days of the end of each quarter, along with a signed attestation from the CEO or CFO that attested to the truth and accuracy of the statements; 2) a narrative update on the institution's operational changes that accommodated the institution's HCM2 status and that addressed issues outlined in the institution's Program Review, including the independent file review mentioned in the institution's letter to ACCET; 3) written policy and procedures that supported the narrative provided in the institution's July 29, 2016 response regarding its operational career plan for students, as well as documentation that demonstrated systematic and effective implementation of the plan; and 4) updated Document 28.1 – Completion and Placement Statistics for calendar year 2015 and for the period January 1 through May 31, 2016, to include: (i) the attached On-Site Verification: Completion, Placement, and Academic Data form (OSVF) completed for each monthly student cohort and (ii) supporting documentation for all newly placed graduates and waivers recorded since the July 28<sup>th</sup>, 2016 submission for the following programs: Administrative Medical Assistant (Day), Accounting

(Evening), Massage Therapy (Day) at the Palm Desert, CA campus; and Administrative Medical Assistant (Day and Evening), Medical Assistant (Evening), Dental Assistant (Day and Evening), Massage Therapy (Day) at the Amarillo, Texas campus.

Additionally, the Accrediting Commission reviewed the report of the Quality Assurance Visit (QAV) that was conducted on September 14, 2016, and the institution's response to that report, dated October 18, 2016. Upon its review, the Commission voted to continue the Programmatic Probation directive for the Medical Assistant (Evening) program at the Amarillo, Texas campus as no 2015 updates were provided and the 2016 (January – May) placement rate was 30.76% (13 eligible/4 placed), and directed the institution to submit an additional interim report to include the following items:

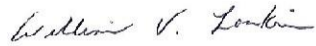
1. Quarterly financial reporting (balance sheet and income statement) due within 30 calendar days of the end of each quarter, along with a signed attestation from the CEO or CFO attesting to the truth and accuracy of the statements.
2. Updated Document 28.1 – Completion and Placement Statistics for calendar year 2015 and for the period January 1 through October 31, 2016, to include: (i) the attached On-Site Verification: Completion, Placement, and Academic Data form (OSVF) completed for each monthly student cohort and (ii) supporting documentation for all newly placed graduates and waivers recorded since the October 28, 2016 submission, for the following programs at the Palm Desert campus: Administrative Medical Assistant (Day), Accounting (Evening), Massage Therapy (Day), Medical Assistant (Evening), Registered Dental Assistant (Day and Evening) and Computer and Network Technician (Evening); and Administrative Medical Assistant (Day and Evening), Medical Assistant (Evening), and Dental Assistant (Day and Evening) at the Amarillo, Texas campus.

A copy of this report, including the attached interim report cover sheet, must be emailed to **interimreports@accet.org** for receipt at the ACCET office no later than **February 24, 2017**. Quarterly financial reporting is due to **frc@accet.org** within 30 calendar days of the end of each quarter.

As a reminder, please be advised that late submission and receipt of documents and reports are subject to significant late fees in accordance with Commission policy. These fees are outlined in ACCET Document 10, which can be found at [www.accet.org](http://www.accet.org).

Your demonstrated capabilities and commitment in support of the institution's accredited status are essential to a favorable outcome in this process. Should you have any questions or need further assistance regarding this letter, please contact the ACCET office at your earliest opportunity.

Sincerely,



William V. Larkin, Ed.D.  
Executive Director

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Enclosures: Interim Report Cover Sheet  
On-Site Sampling Verification Form

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