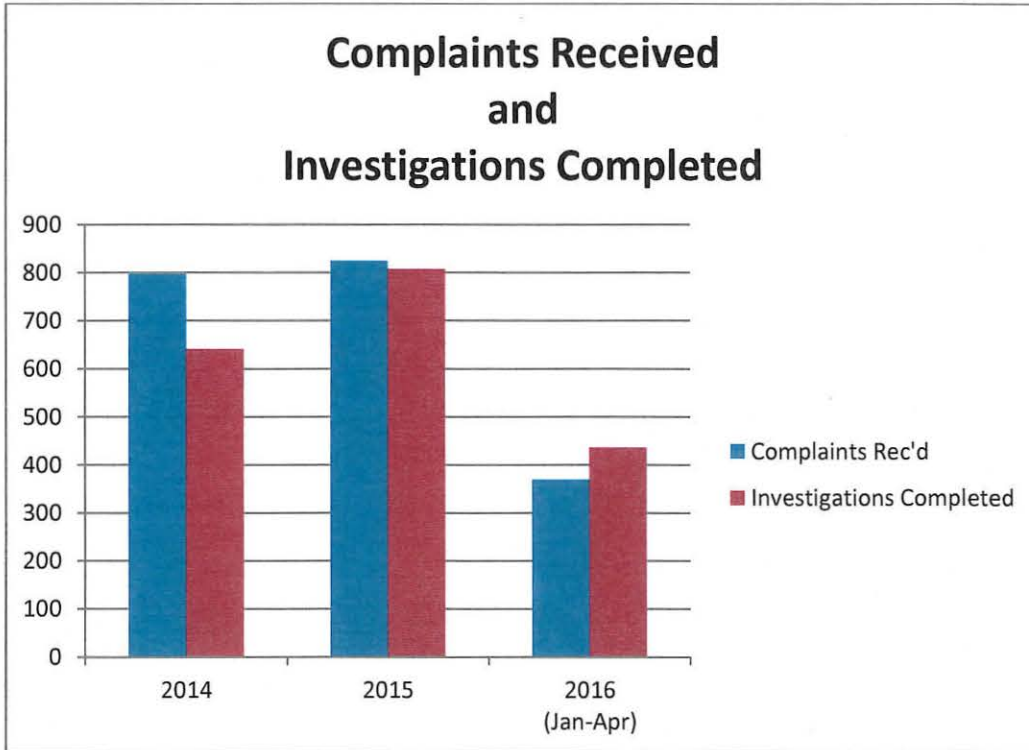


## COMPLAINT INVESTIGATIONS STATISTICS

BPPE Advisory Committee Meeting  
May 17, 2016



#### Highlights:

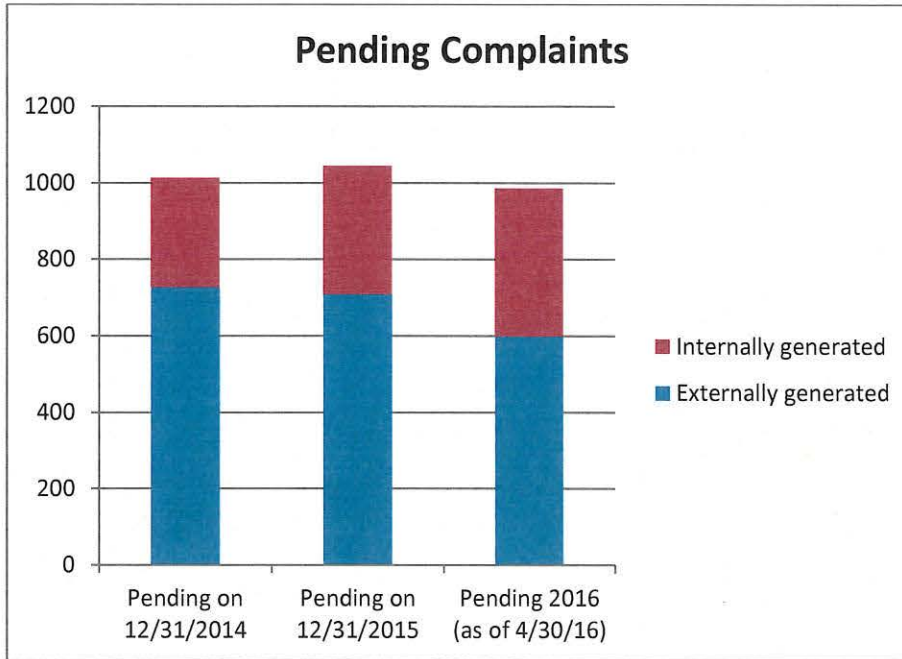
- **3.4%** increase in the # of **complaints received** between 2014 and 2015.
- **26%** increase in the # of **investigations completed** between 2014 and 2015.
- **Jan-Apr 2016:** Completing more investigations than complaints received.

## 2016

	Jan-2016	Feb-2016	Mar-2016	Apr-2016	Total
Complaints Received	70	87	98	114	369
Investigations Completed	63	137	119	117	436
Average Days to Close	430	501	453	486	
Total Pending	1060	1010	989	986	

## COMPLAINT INVESTIGATIONS STATISTICS

### BPPE Advisory Committee Meeting May 17, 2016



**Highlights:**

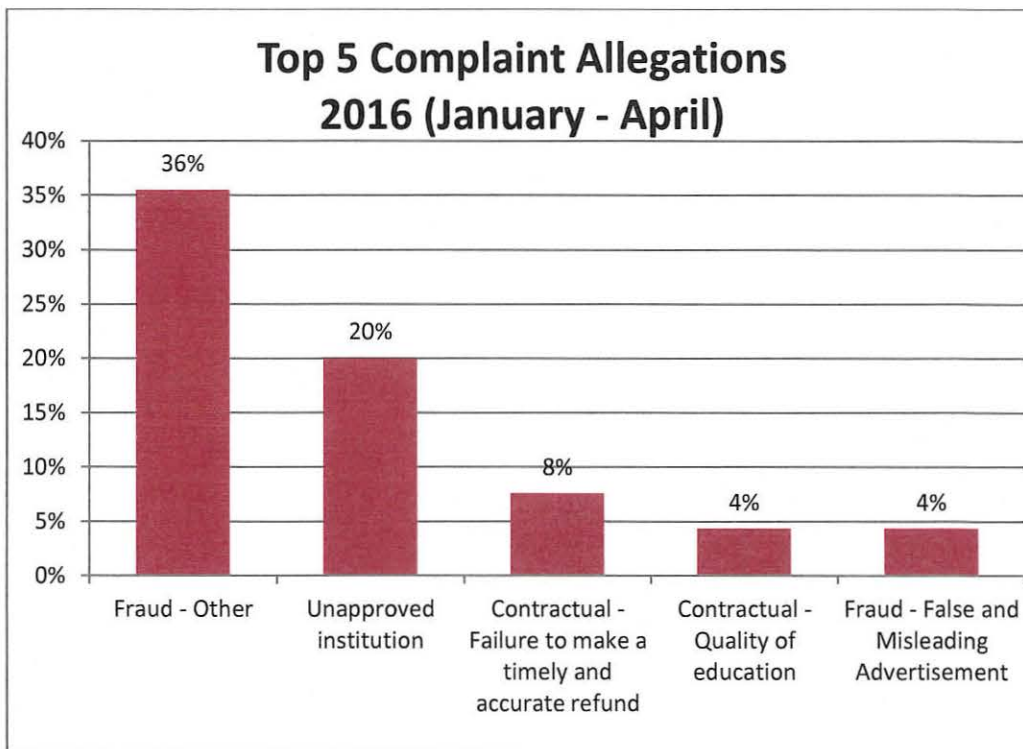
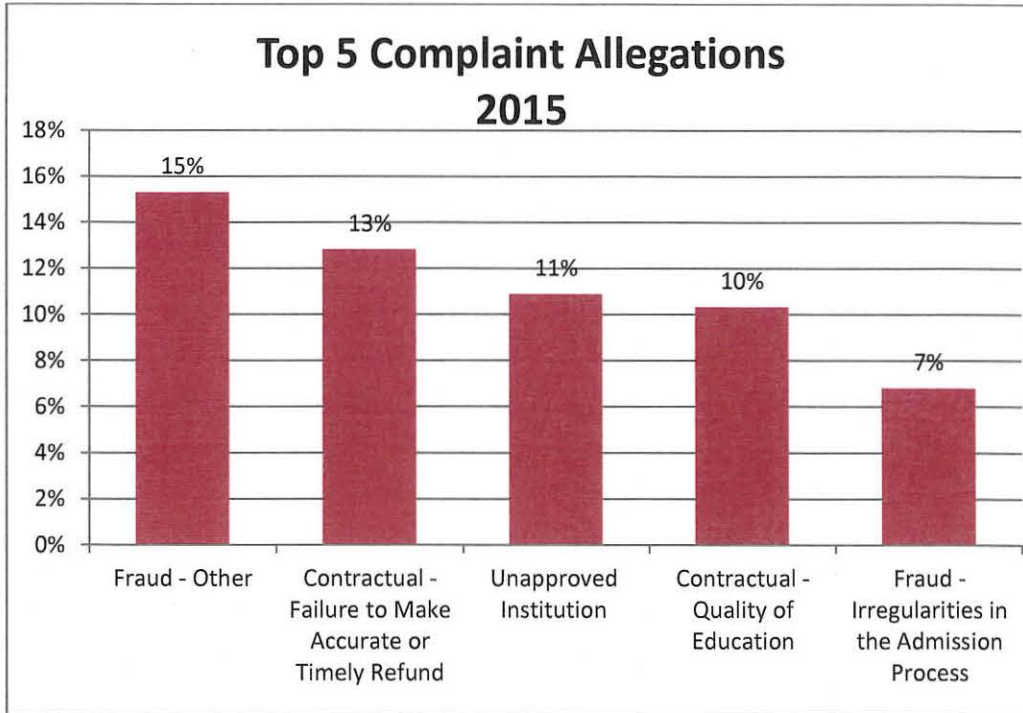
- Increase in percentage of internally generated complaints:
  - 28% on 12/31/14
  - 39% on 4/30/16
  
- **Jan – Apr 2016:** Downward trend in the number of pending complaints.

## 2016

	Jan-2016	Feb-2016	Mar-2016	Apr-2016
Total Pending	1060	1010	989	986
				Internal = 388
				External = 598

## COMPLAINT INVESTIGATIONS STATISTICS

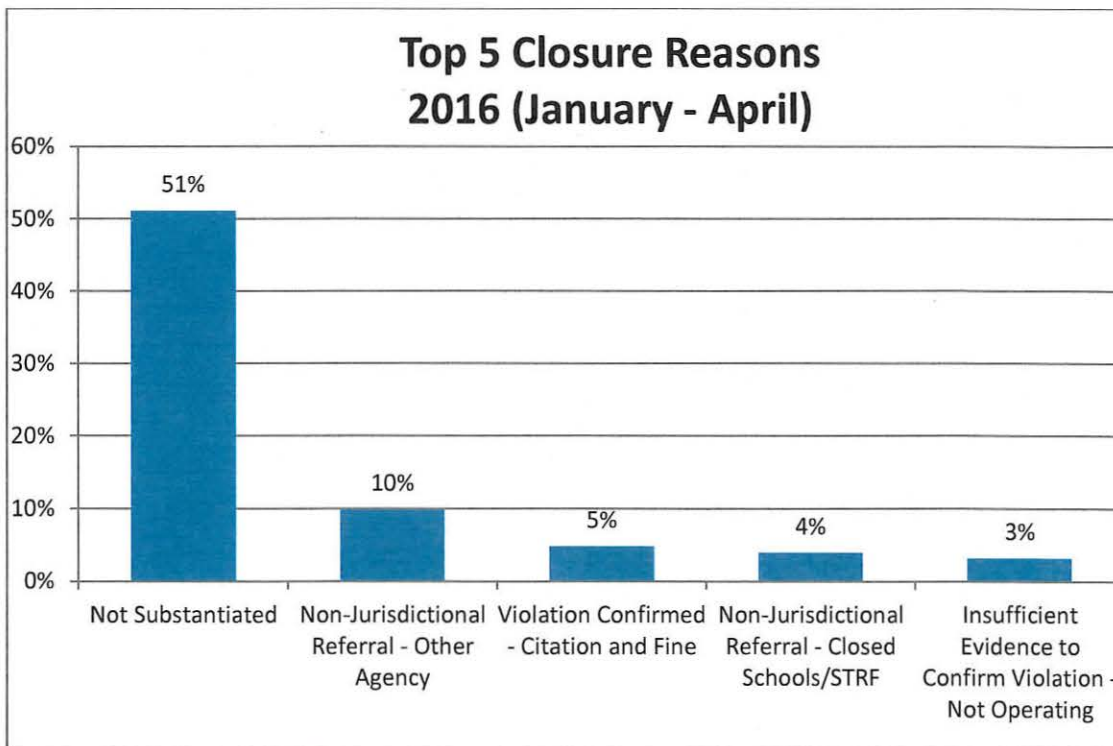
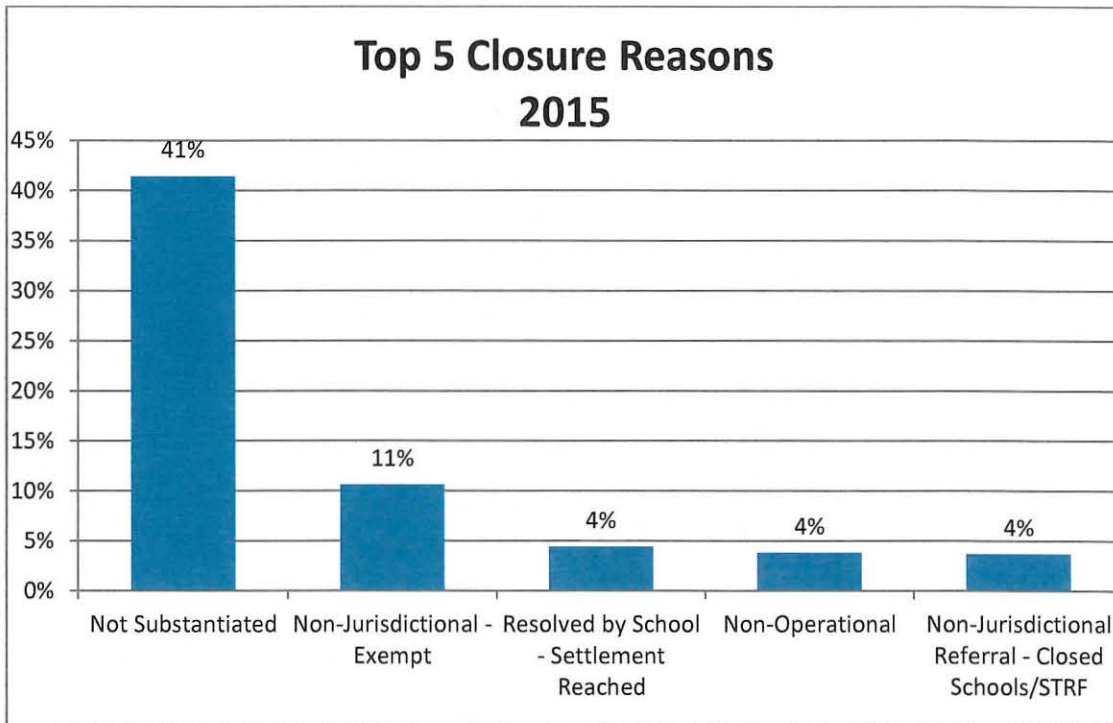
BPPE Advisory Committee Meeting  
May 17, 2016



# COMPLAINT INVESTIGATIONS STATISTICS

BPPE Advisory Committee Meeting

May 17, 2016



Compliance Unit Monthly Statistics													
Type Compliance Inspector Activity	15-Jul	15-Aug	15-Sep	15-Oct	15-Nov	15-Dec	16-Jan	16-Feb	16-Mar	16-Apr	16-May	16-Jun	YTD
Announced Compliance Inspection (ACI)	20	6	17	13	6	2	12	11	10	7			104
Unannounced Compliance Inspection (UCI)	1	0	7	3	4	6	5	5	3	8			42
Total Compliance Inspections Completed per Month	21	6	24	16	10	8	17	16	13	15	0	0	146
Accredited (UCI)	0	0	6	2	2	4	5	5	2	5			31
Non-Accredited (UCI)	2	0	1	1	2	1	0	0	1	3			11
Accredited (ACI)	4	1	5	1	1	1	1	2	2	2			20
Non-Accredited (ACI)	15	5	12	12	5	2	11	9	8	5			84
*Notice to Comply	10	3	7	6	6	7	10	13	10	9			81
**Enforcement Referral	8	6	17	11	5	5	10	6	9	8			85
<b>Total ACI to date</b>													
	902	908	925	938	940	942	954	965	975	982	982	982	
<b>Total UCI to date</b>													
	76	76	83	86	90	96	101	106	109	117	117	117	
<b>Total Inspections to date</b>													
	978	984	1008	1024	1030	1038	1055	1071	1084	1099	1099	1099	
<b>Total Active Inspectors</b>													
	8	8	8	9	10	9	9	9	8	8	0	0	
<b>Average Inspectors to Inspections</b>													
	2.625	0.75	3	1.78	1	0.89	1.89	1.7778	1.5	1.875			1.686047

\*Issued for Minor Violations

\*\*Routed to Complaint Investigations for Material Violations

**Most Common Violations Cited – November 2015 through April 2016**

<u>*Notice to Comply</u>	<u>**Reasons for Referral to Enforcement</u>
71720. Faculty Qualifications and Continuing Education – failure to maintain documentation of continuing education	71745. Financial Resources – failure to maintain ratio of current assets to current liabilities of 1.25 to 1.00 or meet USDOE composite score requirements  Failure to meet 30-day operating expense test
94911. Enrollment agreement not meeting minimum requirements or in conflict with catalog.	94902. General Enrollment Requirements-No signature of student and/or school representative
94909. Catalog not meeting minimum requirements-missing statements or disclosures	94910. Minimum Requirements for SPFS - lack of back-up documentation or documentation is incomplete
76140. STRF Record Keeping Requirements-failure to maintain 13 required elements as supporting documentation	94913. Institution Website Requirements – one or more elements not posted
71920. Student Records - Transcripts of graduated students not complete  Documentation or HS graduation or equivalent not maintained.	71770. Admission Standards – Admitting students without HS grad or equivalent  Transfer of credit policy issues  School is involved in administering ATB exam

\*A Notice to Comply is issued at the conclusion of a compliance inspection for minor violations

\*\*An Enforcement Referral is generated as a result of more serious violations discovered as a result of a compliance inspection, which require additional time and resources to investigate.