

**BUREAU FOR PRIVATE POSTSECONDARY EDUCATION**

# **Sunset Review Report 2013**

Presented to the Senate Committee on Business, Professions, and Economic Development





Bureau for Private Postsecondary Education

Bureau for Private Postsecondary Education

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# **Bureau for Private Postsecondary Education**

## **BACKGROUND INFORMATION AND OVERVIEW OF THE CURRENT REGULATORY PROGRAM**

*November 1, 2013*

### **Section 1 – Background and Description of the Bureau and Regulated Profession**

Beginning January 1, 1998, regulation of private postsecondary educational institutions was carried out by the Bureau for Private Postsecondary and Vocational Education (BPPVE), within the Department of Consumer Affairs (Department or DCA). On June 30, 2007, following criticisms of inadequate student protection and overly burdensome regulations, the Legislature and the Governor allowed the BPPVE to sunset. Between July 1, 2007, and December 31, 2009, private postsecondary educational institutions were unregulated.

Enacted January 1, 2010, Assembly Bill 48 (Portantino, Chapter 310, Statutes of 2009) established the California Private Postsecondary Education Act (Act) and created the Bureau for Private Postsecondary Education (Bureau or BPPE) to provide oversight of private postsecondary educational institutions operating in California. Specifically, the Act directs the Bureau to:

- Create a structure that provides an appropriate level of oversight, including approval of private postsecondary educational institutions and programs;
- Establish minimum operating standards for California private postsecondary educational institutions to ensure quality education for students;
- Provide students a meaningful opportunity to have their complaints resolved;
- Ensure that private postsecondary educational institutions offer accurate information to prospective students on school and student performance, thereby promoting competition between institutions that rewards educational quality and employment success; and,
- Ensure that all stakeholders have a voice and are heard in the operations and rulemaking process of the Bureau.

The Bureau also actively investigates and combats unlicensed activity, administers the Student Tuition Recovery Fund, and conducts outreach and education activities for private postsecondary educational institutions and students within the state.

While the Act became effective on January 1, 2010, it was not until passage of the 2010-11 Budget Act on October 8, 2010, that the Bureau was given the funding to support its operations.

**1. Describe the make-up and functions of each of the bureau's committees (cf., Section 12, Attachment B).**

California Education Code Section 94880 established the Bureau's 12-member Advisory Committee, to be appointed before July 1, 2010, as follows:

- Three members, who shall have a demonstrated record of advocacy on behalf of consumers, of which the Director of Consumer Affairs, the Senate Committee on Rules, and the Speaker of the Assembly shall each appoint one member.
- Two members, who shall be current or past students of institutions, appointed by the Director of Consumer Affairs.
- Three members, who shall be representatives of institutions, appointed by the Director of Consumer Affairs.
- Two members, which shall be employers that hire students, appointed by the Director of Consumer Affairs.
- One public member appointed by the Senate Committee on Rules.
- One public member appointed by the Speaker of the Assembly.

The Advisory Committee is tasked with advising the Bureau on matters relating to private postsecondary education and the administration of the statute, including annually reviewing the fee schedule, licensing, and enforcement provisions of the statute.

The Bureau is tasked with actively seeking input from, and consulting with, the Advisory Committee regarding the development of regulations to implement this statute.

**Table 1a. Attendance**

<b>Margaret Reiter, Student Advocate, Vice Chair</b>			
Date Appointed: April 5, 2010			
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Advisory Committee Meeting	October 15, 2012	Sacramento	Y

<b>Katherine Lee-Carey, Institutional Representative</b>			
Date Appointed: January 25, 2010			
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Advisory Committee Meeting	October 15, 2012	Sacramento	Y

<b>Marie De La Parra, Past Member, Student of Institutions</b>			
Date Appointed: January 25, 2010			
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Advisory Committee Meeting	October 15, 2012	Sacramento	Y

<b>Marvin Andrade, Public Member</b>			
Date Appointed: August 26, 2010			
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Advisory Committee Meeting	October 15, 2012	Sacramento	N

<b>Ken McEldowney, Consumer Advocate</b>			
Date Appointed: January 25, 2010			
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Advisory Committee Meeting	October 15, 2012	Sacramento	N

<b>Mitchell Fuerst, Institutional Representative</b>			
Date Appointed: January 26, 2010			
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Advisory Committee Meeting	October 15, 2012	Sacramento	N

<b>Table 1b. Advisory Committee Member Roster</b>					
Member Name (Include Vacancies)	Date First Appointed	Date Re-appointed	Date Term Expires	Appointing Authority	Type (public or professional)
Shawn Crawford, Institutional Representative, Chair	February 10, 2010	N/A	N/A	DCA Director	Professional
Margaret Reiter, Student Advocate, Vice Chair	March 10, 2010	N/A	N/A	Senate Committee on Rules	Advocate
Katherine Lee-Carey, Institutional Representative	January 25, 2010	N/A	N/A	DCA Director	Professional
Marie De La Parra, Past Student of Institutions	January 25, 2010	N/A	N/A	DCA Director	Public
Tamika Butler, Public Member	February 26, 2013	N/A	N/A	Speaker of the Assembly	Public
Ken McEldowney, Consumer Advocate	January 25, 2010	N/A	N/A	DCA Director	Advocate
Patrick Uetz, Consumer Advocate	February 26, 2013	N/A	N/A	Speaker of the Assembly	Advocate
Mitchell Fuerst, Institutional Representative	January 26, 2010	N/A	N/A	DCA Director	Professional
Maria R. Anguiano Representing: Public Member	May 8, 2013	N/A	N/A	Senate Committee on Rules	Public
(Vacant) Current or Past Student of Institution	Vacant	N/A	N/A	DCA Director	Public
(Vacant) Employer Member	Vacant	N/A	N/A	DCA Director	Professional
(Vacant) Employer Member	Vacant	N/A	N/A	DCA Director	Professional

**2. In the past four years, was the Bureau unable to hold any meetings due to lack of quorum? If so, please describe. Why? When? How did it impact operations?**

BPPE does not have any statutory requirements for a quorum, so the question regarding quorum does not apply. The Bureau works with an Advisory Group to facilitate discussions.

**3. Describe any major changes to Bureau since the last Sunset Review, including:**

- **Internal changes (i.e., reorganization, relocation, change in leadership, strategic planning)**

- a. STAFFING: While the Act became effective on January 1, 2010, it was not until the passage of the 2010-11 Budget Act on October 8, 2010, that the Bureau was given the funding to support its operations. Beginning July 1, 2013, the Bureau was provided funding for an additional eight positions on a three-year limited term basis to help relieve the Bureau's backlog of pending applications and one additional limited term position to carry out the provisions of AB 2296 (Block, Chapter 585, Statutes of 2012). AB 2296 requires institutions regulated by the Bureau to provide additional disclosures to prospective students on their website, in published materials, and in a Student Performance Fact Sheet.

- b. OFFICES: The Bureau relocated to new offices in November, 2010.

- c. **LEADERSHIP:** The first Bureau Chief was Renee Zito who served from January 2011 through March 2011. Laura Metune was subsequently appointed and served as Chief from April 2012 until June 2013. Joanne Wenzel was recently appointed the new Bureau Chief on July 12, 2013. Ms. Wenzel previously served as Deputy Chief.
  - d. **STRATEGIC PLAN:** The Bureau's Strategic Plan has been completed, covering the period from 2012 through 2015.
- **All legislation sponsored by the Bureau and affecting the Bureau since the last sunset review.**

The Bureau does not sponsor legislation; however the following legislation has had an impact on the Bureau and its activities.

- SB 71 (Committee on Budget and Fiscal Review, Chapter 28, Statutes of 2013) enacted various budget-related items, among which was a provision allowing exempt institutions to voluntarily seek operating approval from the Bureau.
  - AB 2296 (Block, Chapter 585, Statutes of 2012) requires institutions regulated by the Bureau to provide additional disclosures to prospective students on their website, in published materials, and in a Student Performance Fact Sheet.
  - SB 1289 (Corbett, Chapter 623, Statutes of 2012) requires higher education institutions to disclose certain student loan information in appropriate online and printed financial aid materials.
  - AB 611 (Gordon, Chapter 103, Statutes of 2011) prohibits a private postsecondary institution from offering an unaccredited doctoral degree program without making certain disclosures to students prior to enrollment.
  - AB 1013 (Committee on Higher Education, Chapter 167, Statutes of 2011) authorizes the Bureau to publish its own list of acceptable ability-to-benefit examinations if the U.S. Department of Education does not have a list of relevant examinations that pertain to the intended occupational training. It also requires a refund to be paid by the first class session or within seven days of enrollment, as opposed to seven class days.
  - SB 619 (Fuller, Chapter 309, Statutes of 2011) exempts flight instructors and flight schools that do not require students to enter into contracts of indebtedness and will not require prepayment of fees in excess of \$2,500 from regulation by the Bureau.
  - AB 48 (Portantinto, Chapter 310, Statutes of 2009) reestablished the Bureau and codified its new governing statutes.
  - SB 123 (Liu, Chapter 32, Statutes of 2009) recasts the California Career Resource Network, a stand-alone state agency composed of representatives from various state agencies, including the Bureau, as the California Career Resource Network Program, within the Department of Education. Also establishes the State Agency Partners Committee to advise the Program.
  - SB 599 (Negrete McLeod, Chapter 642, Statutes of 2009) requires the Bureau to transmit specified data to the California Postsecondary Education Commission.
- **All regulation changes approved by the bureau since the last sunset review. Include the status of each regulatory change approved by the bureau.**

The following six regulation packages have been approved. They are listed below in reverse chronological order.

- Citations and Fines; Annual Reports; Emergency Decisions 8/5/11 (Adopted 9/19/11, Effective 10/19/11). This package contained regulations for the issuance of citations and assessment of fines, the format and requirements for the Institutional Annual Report and Performance Fact Sheet and regulations for issuing emergency decisions.
- Notice to Comply & Disciplinary Guidelines 7/9/2010 (Adopted 3/28/2011, Effective 4/27/2011). This package implemented the requirements for the Notice to Comply and the appeal process associated with that package. This package also included disciplinary guidelines.

- o Student Tuition Recovery Fund (STRF) 11/16/2010 (Adopted 4/12/2011, Effective 4/12/2011). The STRF regulations describe how STRF is collected and how STRF claims are submitted and paid – these were split out from the regular rulemaking package.
- o Applications, Operating Standards & STRF 4/23/2010 (Adopted in part 11/18/2010, Effective 11/18/2010). This package made the Emergency Regulations permanent – contained the same information except the STRF was put through separately.
- o Emergency Regulations: Applications, Operating Standards & STRF 2/1/2010. This package was an Emergency Regulation Package that included Minimum Operating Standards, Applications and application processing, general provisions, and regulations for the STRF.
- o California Code of Regulations - Title 5. California Code of Regulations Division 7.5. General regulations implementing the Statute.

#### **4. Describe any major studies conducted by the Bureau (cf. Section 12, Attachment C).**

The Bureau has not conducted any major studies.

#### **5. List the status of all national associations to which the Bureau belongs.**

The only national association that the Bureau belongs to is the National Association of State Administrators and Supervisors of Private Schools (NASASPS).

- **Does the Bureau’s membership include voting privileges?**

Yes, the Bureau’s membership in NASASPS includes voting privileges.

- **List committees, workshops, working groups, task forces, etc., on which Bureau participates.**

The Bureau has worked on NASASPS’ Conference Planning Committee for the past two years. This Committee reviews proposals for the content of breakout sessions at the Association’s annual conference.

- **How many meetings did Bureau representative(s) attend? When and where?**

NASASPS: April 2011 in Denver, April 2012 in Herndon, and April 2013 in Sacramento.

- **If the Bureau is using a national exam, how is the Bureau involved in its development, scoring, analysis, and administration?**

The Bureau does not require an examination, national or otherwise, prior to receiving institutional approval.

## **Section 2 – Performance Measures and Customer Satisfaction Surveys**

#### **6. Provide each quarterly and annual performance measure report as published on the DCA website.**

The Bureau was established in 2010. Because the Bureau is still a new program, it has not reported performance measures to date. However, the Bureau is currently working with DCA to begin the process for reporting quarterly data. The Bureau has provided available quarterly enforcement statistics included in Attachment A.

#### **7. Provide results for each question in the customer satisfaction survey broken down by fiscal year. Discuss the results of the customer satisfaction surveys.**

The Bureau has not completed any customer satisfaction surveys to date. The Bureau is in the initial development phase of such a survey.

**Fiscal Issues**

**8. Describe the Bureau’s current reserve level, spending, and if a statutory reserve level exists.**

At the end of FY 2012-13, the Bureau had a reserve balance of 13.8 months. The Bureau’s six-month fund reserve limit, codified in Education Code section 94930, was suspended in Budget Bill language until January 1, 2015.

**9. Describe if/when a deficit is projected to occur and if/when fee increase or reduction is anticipated. Describe the fee changes (increases or decreases) anticipated by the Bureau.**

The Bureau does not expect a fund deficit. The majority of the Bureau’s revenue comes from a 0.75% assessment on an institution’s annual revenue, up to \$25,000, from students in California. As a result, the Bureau’s revenue is heavily dependent on the performance of postsecondary institutions. Due to the short time the Bureau has been operating, more information must be collected before any changes to the existing fees are considered.

**Table 2. Fund Condition - BPPE**

(Dollars in Thousands)	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14*	FY 2014/15*
Beginning Balance	\$1,028	\$1,397	\$6,473	\$8,350	\$10,548	\$11,458
Revenues and Transfers	\$393	\$8,411	\$10,696	\$9,928	\$10,516	\$10,713
<b>Total Revenue</b>	\$393	\$8,411	\$10,696	\$9,928	\$10,516	\$10,713
Budget Authority	\$0	\$10,904	\$9,368	\$7,730	\$9,606	\$9,678
Expenditures	\$18	\$3,399	\$5,825	\$7,730	\$9,606	\$9,678
Loans to General Fund	\$0	\$0	-\$3,000	\$0	\$0	\$0
Accrued Interest, Loans to General Fund	\$0	\$0	\$0	\$0	\$0	\$0
Loans Repaid From General Fund	\$0	\$0	\$0	\$0	\$0	\$0
<b>Fund Balance</b>	\$1,403	\$6,409	\$8,334	\$10,548	\$11,458	\$12,493
<b>Months in Reserve</b>	5	13.2	12.2	13.2	14.2	15.2

\* Projection

**10. Describe history of general fund loans. When were the loans made? When were payments made? What is the remaining balance?**

A loan of \$3.0 million was made from the Bureau to the General Fund in FY 2011-12 and is still outstanding.

**11. Describe the amounts and percentages of expenditures by program component. Use Table 3. Expenditures by Program Component to provide a breakdown of the expenditures by the Bureau in each program area. Expenditures by each component (except for pro rata) should be broken out by personnel expenditures and other expenditures.**

Enforcement expenditures have risen from a low of 13 percent in FY 2010-11 to 42 percent in the last two fiscal years. Licensing expenditures started off at 16 percent since licensing institutions was determined to be the highest priority; it has since tapered off to approximately 11 percent of the Bureau’s budget. Additionally, Pro Rata expenditures were at a high of 47 percent in FY 2010-11 and dropped to 23 percent in FY 2012-13. This drop is because Pro Rata is calculated by authorized and not filled positions; therefore, Pro Rata appears to be higher in FY 2010-11 when not all of the positions were filled.

<b>Table 3. Expenditures by Program Component</b>								
	FY 2009/10		FY 2010/11		FY 2011/12		FY 2012/13 (Projected)	
	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E
Enforcement	N/A	N/A	\$291,364	\$142,797	\$2,094,341	\$286,751	\$2,498,486	\$780,482
Examination	N/A	N/A	0	0	0	0	0	0
Licensing	N/A	N/A	\$374,611	\$183,596	\$589,033	\$80,649	\$661,364	\$206,598
Administration *	N/A	N/A	\$541,104	\$265,194	\$981,722	\$134,414	\$1,469,698	\$459,107
DCA Pro Rata	N/A	N/A	0	1,590,529	0	1,497,999	0	1,770,677
Diversion (if applicable)	N/A	N/A	0	0	0	0	0	0
<b>TOTALS</b>	N/A	N/A	\$1,207,079	\$2,182,116	\$3,665,096	\$3,343,857	\$4,629,548	\$3,216,864

\* Administration includes costs for executive staff, bureau, administrative support, and fiscal services.

**12. Describe license renewal cycles and history of fee changes in the last 10 years. Give the fee authority (Business and Professions Code and California Code of Regulations citation) for each fee charged by the Bureau.**

The Bureau's fees have not changed since the fees were established in the Act. They are laid out as follows in statute:

Article 17 of the California Private Postsecondary Education Act of 2009  
(California Education Code, Title 3, Division 10, Part 59, Chapter 8)

*94930.5. Fee Schedule*

*An institution shall remit to the bureau for deposit in the Private Postsecondary Education Administration Fund the following fees, in accordance with the following schedule:*

- (a) The following fees shall be remitted by an institution submitting an application for an approval to operate, if applicable:*
  - (1) Application fee for an approval to operate: five thousand dollars (\$5,000).*
  - (2) Application fee for the approval to operate a new branch of the institution: three thousand dollars (\$3,000).*
  - (3) Application fee for an approval to operate by means of accreditation: seven hundred fifty dollars (\$750).*
- (b) The following fees shall be remitted by an institution seeking a renewal of its approval to operate, if applicable:*
  - (1) Renewal fee for the main campus of the institution: three thousand five hundred dollars (\$3,500).*
  - (2) Renewal fee for a branch of the institution: three thousand dollars (\$3,000).*
  - (3) Renewal fee for an institution that is approved to operate by means of accreditation: five hundred dollars (\$500).*
- (c) The following fees shall apply to an institution seeking authorization of a substantive change to its approval to operate, if applicable:*
  - (1) Processing fee for authorization of a substantive change to an approval to operate: five hundred dollars (\$500).*
  - (2) Processing fee in connection with a substantive change to an approval to operate by means of accreditation: two hundred fifty dollars (\$250).*
- (d) (1) In addition to any fees paid to the bureau pursuant to subdivisions (a) to (c), inclusive, each institution that is approved to operate pursuant to this chapter shall remit both of the following:*
  - (A) An annual institutional fee, in an amount equal to three-quarters of 1 percent of the institution's annual revenues derived from students in California, but not exceeding a total of twenty-five thousand dollars (\$25,000) annually.*
  - (B) An annual branch fee of one thousand dollars (\$1,000) for each branch or campus of the institution operating in California.*
  - (2) The amount of the annual fees pursuant to paragraph (1) shall be proportional to the bureau's cost of regulating the institution under this chapter.*
- (e) If the bureau determines that the annual cost of providing oversight and review of an institution, as required by this chapter, is less than the amount of any fees required to be paid by that institution pursuant to this article, the bureau may decrease the fees applicable to that institution to an amount that is proportional to the bureau's costs associated with that institution.*

Below is the table of fees.

**Table 4. Fee Schedule and Revenue**

Fee	Current Fee Amount	Statutory Limit	FY 2009/10 Revenue	FY 2010/11 Revenue	FY 2011/12 Revenue	FY 2012/13 Revenue	% of Total Revenue
New Institution	\$ 5,000	\$ 5,000	\$ -	\$ 739,550	\$ 468,015	\$ 625,000	6%
New Branch - Non Accredited	\$ 3,000	\$ 3,000	\$ -	\$ 52,500	\$ 152,975	\$ 108,000	1%
New Branch - Accredited	\$ 750	\$ 750	\$ -	\$ 85,000	\$ 75,375	\$ 81,750	1%
Verification of Exemption	\$ 250	\$ 250	\$ -	\$ 60,750	\$ 40,250	\$ 51,000	1%
Change in Education Objective	\$ 500	\$ 500	\$ 25,750	\$ 62,165	\$ 42,500	\$ 53,500	1%
Minor Change	\$ 500	\$ 500	\$ 19,250	\$ 30,000	\$ 26,250	\$ 29,500	0%
Change in Location	\$ 500	\$ 500	\$ -	\$ 23,750	\$ 18,750	\$ 22,500	0%
Change of Name	\$ 500	\$ 500	\$ 112,250	\$ 24,500	\$ 17,750	\$ 22,500	1%
Change in Approval - Accreditation	\$ 250	\$ 250	\$ 93,420	\$ 32,000	\$ 40,000	\$ 36,500	1%
Change in Method	\$ 500	\$ 500	\$ 110,000	\$ 6,500	\$ 70,000	\$ 7,500	1%
Renewal - Main Campus	\$ 3,500	\$ 3,500	\$ 14,000	\$ 242,350	\$ 752,750	\$ 770,000	6%
Renewal - Branch	\$ 3,000	\$ 3,000	\$ -	\$ 30,000	\$ 24,000	\$ 75,000	0%
Renewal - Accredited	\$ 500	\$ 500	\$ 11,500	\$ 21,750	\$ 61,500	\$ 62,500	1%
Annual Institution Fee	up to \$25,000	up to \$25,000	\$ -	\$ 6,848,954	\$ 8,531,189	\$ 8,272,000	80%
Annual Branch Fee	\$ 1,000	\$ 1,000	\$ -	\$ 3,000	\$ 27,149	\$ 306,000	1%

**13. Describe Budget Change Proposals (BCPs) submitted by the Bureau in the past four fiscal years.**

**Table 5. Budget Change Proposals (BCPs)**

BCP ID #	Fiscal Year	Description of Purpose of BCP	Personnel Services				OE&E	
			# Staff equested (include classification)	# Staff Approved (include classification)	\$ Requested	\$ Approved	\$ Requested	\$ Approved
1111-09L	10-11	Support and Student Tuition Recover Fund	63.0 (Various)	63.0 (Various)	\$4,799,000	\$4,799,000	\$3,253,000	\$3,253,000
1111-01L	13-14	AB 2296 Position	1.0 (AGPA)	1.0 (AGPA)	\$81,000	\$81,000	\$0	\$0
1111-01 SFL	13-14	Staffing Augmentation	8.0 (3.0 Ed. Spec and 5.0 AGPA)	8.0 (3.0 Ed. Spec and 5.0 AGPA)	\$725,000	\$725,000	\$128,000	\$128,000

## Staffing Issues

### **14. Describe any staffing issues/challenges, i.e., vacancy rates, efforts to reclassify positions, staff turnover, recruitment and retention efforts, succession planning.**

The Bureau has had the task of staffing all new positions; however, due to hiring restrictions that coincided with the creation of the Bureau, the Bureau had difficulty filling allocated positions in a timely manner. In addition, the Bureau has used permanent intermittent staff to fortify areas of deficiency. Finally, the Bureau just finished its third recruitment for a Bureau Chief in the last three years, as well as its third recruitment for an Enforcement Chief. There were also some delays in the approval of the Education Specialist Classification for use by the Bureau.

### **15. Describe the Bureau's staff development efforts and how much is spent annually on staff development (cf., Section 12, Attachment D).**

The Bureau is a newly established program, and therefore, it has been important to invest in the training of new staff. Most of the staff development has been focused on on-the-job training. The Licensing Unit has held several week-long training classes for the majority of staff that included the review of at least one application from start to finish. In addition, DCA has an extensive list of classes that staff can attend for training on a variety of subjects. In FY 2012-13, Bureau staff attended 125 training classes provided by DCA.

As mentioned, almost all of the training has been on-the-job training. To date, the only expense for training has been the travel costs to bring the 11 staff located outside of Sacramento to Headquarters. The total expended on training was approximately \$50,000 in Fiscal Year 2012-13.

## Section 4 – Licensing Program

### **16. What are the Bureau's performance targets/expectations for its licensing<sup>1</sup> program? Is the Bureau meeting those expectations? If not, what is the Bureau doing to improve performance?**

The objective set in the Strategic Plan is to review and streamline the application processes to eliminate backlog and achieve:

- (i) A 30-day initial application review and response by July 1, 2014; and,
- (ii) Ensure a secondary review and response within 60 days of receipt of a complete application, by January 1, 2015.

The Bureau has met the expectation of item (i). All applications receive a 30-day initial application review and a notification is sent if the application is incomplete. The Bureau is currently able to meet the expectation of the 60-day review of a completed application for eight of the 12 application types currently accepted by the Bureau.

The Bureau has submitted budget change proposals for additional staff and has been approved for 8.0 additional positions in July, 2013. The additional staff should assist the Bureau in fully achieving the expectation in item (ii).

The Bureau has adopted formal written procedures to increase consistency and efficiency among licensing staff. The Licensing Unit has developed and implemented regular and ongoing in-service trainings for Bureau staff to ensure institutions, students, and consumers are provided with clear, consistent and accurate information from all Bureau staff.

The policies and procedures of the Bureau are still a work in progress. As we learn from our experiences and develop best practices, we are constantly updating the procedures to ensure that our processes are the most efficient and effective possible.

<sup>1</sup> The term "license" in this document includes a license certificate or registration.

**17. Describe any increase or decrease in average time to process applications, administer exams and/or issue licenses. Have pending applications grown at a rate that exceeds completed applications? If so, what has been done to address them? What are the performance barriers and what improvement plans are in place? What has the Bureau done and what is the Bureau going to do to address any performance issues, i.e., process efficiencies, regulations, BCP, legislation?**

The average time to process applications is decreasing due to staff gaining institutional knowledge and experience.

Application inventory continues to grow. While the Act became effective on January 1, 2010, it was not until passage of the 2010-11 Budget Act, on October 8, 2010, that the Bureau was appropriated funding to support its operations. However, applications were submitted to the Bureau starting in February 2010. The Bureau’s Licensing Unit did not achieve full staffing until March 2011.

Other factors that contribute to long processing times include the complexity of the law and the time it takes to evaluate specific subject areas in order to grant an approval to operate. In addition to other items listed above, the Bureau is continuing to review the licensing process and compliance processes to develop and implement additional procedures to streamline and remove unnecessary duplication.

**18. How many licenses or registrations does the Bureau issue each year? How many renewals does the Bureau issue each year?**

<b>Table 6. Total Number of Approved Institutions</b>					
		Jan 2010 To Jul 2010**	FY 2010/11**	FY 2011/12**	FY 2012/13
Main Location	Active	N/A	N/A	N/A	954
	Active Referred to Specialist*	N/A	N/A	N/A	153
Branch Locations	Active	N/A	N/A	N/A	338
	Active Referred to Specialist	N/A	N/A	N/A	2
Satellite Locations	Active	N/A	N/A	N/A	512
	Active Referred to Specialist	N/A	N/A	N/A	1

\* "Active Referred to Specialist" could mean that the institution has been flagged because the renewal came in late, but before the six month cut off that would require a new school application or that there are outstanding enforcement issues with the institution.

\*\* The Bureau utilizes a different database (S.A.I.L.) than the majority of DCA entities which use the Consumer Affairs System (CAS), as such the Bureau does not have a date associated with the "Active" and "Active Refer to Specialist" fields that would show the status in each year. Therefore we can only show Institution data as of this date.

<b>Table 7. Application Status</b>				
	January 2010 to July 2010	FY 2010/11	FY 2011/12	FY 2012/13
<b>Approval to Operate an Institution Non-Accredited</b>				
Received	40	163	106	93
Approved	3	42	70	39
Average Days	44	231	350	405
Denied	0	1	6	12
Average Days	0	311	520	653
Closed	0	2	7	14

Average Days	0	28	260	766
Under Review	4	55	56	53
Pending Review	0	0	15	28
<b>Approval to Operate an Accredited Institution</b>				
Received	159	136	130	83
Approved	28	157	142	55
Average Days	54	245	144	105
Denied	0	1	2	0
Average Days	0	282	198	0
Closed	2	11	40	18
Average Days	81	236	163	311
Under Review	0	7	5	41
Pending Review	0	0	0	0
<b>Renewal to Operate an Institution Non-Accredited</b>				
Received	9	62	203	144
Approved	2	2	28	23
Average Days	33	223	293	474
Denied	0	0	2	11
Average Days	0	0	384	460
Closed	0	2	3	6
Average Days	0	99	229	453
Under Review	2	27	79	16
Pending Review	0	0	88	128
<b>Renewal of Approval to Operate an Accredited Institution</b>				
Received	11	30	98	134
Approved	0	3	36	95
Average Days	0	95	82	103
Denied	0	0	0	2
Average Days	0	0	0	257
Closed	1	21	32	26
Average Days	15	167	109	201
Under Review	0	0	10	50
Pending Review	0	0	0	0
<b>Application for Changes</b>				
Received	133	552	519	519
Approved	43	296	462	414
Average Days	33	94	122	126
Denied	0	4	10	18
Average Days	0	31	231	425
Closed	2	40	36	57
Average Days	10	150	219	389
Under Review	6	45	74	142
Pending Review	0	0	12	71
<b>Verification of Exemption</b>				
Received	83	221	161	173
Approved	7	78	150	72
Average Days	37	263	250	225

Denied	1	20	66	40
Average Days	21	260	374	198
Closed	1	7	34	11
Average Days	21	173	135	344
Under Review	3	21	22	12
Pending Review	0	0	0	92

## 19. How does the Bureau verify information provided by the applicant?

The Bureau requires the applicant to provide documentation for each section of the application. Additional documentation is requested from the applicant when necessary. An analysis of the documents is performed to verify compliance with the minimum operating standards. When necessary, the Bureau will consult with subject matter experts and contact other state agencies to verify information provided by the applicant. The Bureau also uses all available Internet search resources.

### a. What process is used to check prior criminal history information, prior disciplinary actions, or other unlawful acts of the applicant?

For all new applications, the Bureau conducts a database review of all listed owners to determine prior ownerships and disciplinary actions. All applications are reviewed to ensure that the financial data was overseen by a certified public accountant (CPA). When necessary, Bureau staff conduct additional research into the background of owners via Lexis Nexis. Owners must also sign under penalty of perjury that they have no criminal record.

### b. Does the Bureau fingerprint all applicants?

Not part of Bureau requirements since we approve institutions, not individuals.

### c. Have all current licensees been fingerprinted? If not, explain.

Not part of Bureau requirements since we approve institutions, not individuals.

### d. Is there a national databank relating to disciplinary actions? Does the Bureau check the national databank prior to issuing a license? Renewing a license?

There is no national databank relating to disciplinary actions for institutions. However, the bureau conducts a Web search to determine if the institution is/was operating in any other state(s). If the institution is found to have operated, or is operating in another state, the Bureau may contact the other states to determine if any actions were taken.

### e. Does the Bureau require primary source documentation?

Depending on the type of application and level of income of the applicant institution, the Bureau requires applicants to provide either reviewed financial statements or audited financial statements conducted by a licensed CPA. The financial statements must show that the institution can maintain a ratio of current liabilities to current assets of 1.25 to 1.00.

## 20. Describe the Bureau's legal requirement and process for out-of-state and out-of-country applicants to obtain licensure.

The law requires a private postsecondary school operating in California to have a California contact and a physical location in California. The Bureau only has jurisdiction over institutions with a physical presence in the State of California.

**21. Does the Bureau send No Longer Interested notifications to DOJ on a regular and ongoing basis? Is this done electronically? Is there a backlog? If so, describe the extent and efforts to address the backlog.**

This section is not applicable as it relates to sending notifications to the Department of Justice. Since the Bureau does not have the authority to fingerprint applicants, there is no reason to make this type of notification.

**Examinations** – Not Applicable to the Bureau as there is no examination for institutions to become approved.

<b>Table 8. Examination Data</b>			
<b>California Examination (include multiple language) if any:</b>			
License Type			
Exam Title			
FY 2009/10	# of 1 <sup>st</sup> Time Candidates		
	Pass %		
FY 2010/11	# of 1 <sup>st</sup> Time Candidates		
	Pass %		
FY 2011/12	# of 1 <sup>st</sup> Time Candidates		
	Pass %		
FY 2012/13	# of 1 <sup>st</sup> time Candidates		
	Pass %		
Date of Last OA			
Name of OA Developer			
Target OA Date			
<b>National Examination (include multiple language) if any:</b>			
License Type			
Exam Title			
FY 2009/10	# of 1 <sup>st</sup> Time Candidates		
	Pass %		
FY 2010/11	# of 1 <sup>st</sup> Time Candidates		
	Pass %		
FY 2011/12	# of 1 <sup>st</sup> Time Candidates		
	Pass %		
FY 2012/13	# of 1 <sup>st</sup> time Candidates		
	Pass %		
Date of Last OA			
Name of OA Developer			
Target OA Date			

**22. Describe the examinations required for licensure. Is a national examination used? Is a California specific examination required?**

There is no examination for licensure of an institution.

**23. What are pass rates for first time vs. retakes in the past 4 fiscal years? (Refer to Table 8: Examination Data)**

There is no examination for licensure of an institution.

**24. Is the Bureau using computer based testing? If so, for which tests? Describe how it works. Where is it available? How often are tests administered?**

There is no examination for licensure of an institution.

**25. Are there existing statutes that hinder the efficient and effective processing of applications and/or examinations? If so, please describe.**

There is no examination for licensure of an institution.

### School approvals

**26. Describe legal requirements regarding school approval. Who approves your schools? What role does the Bureau have in approving schools? How does the Bureau work with BPPE in the school approval process?**

Not Applicable. This report is about the Bureau (also known as BPPE). The Bureau has oversight of all the non-exempt, private postsecondary institutions located in California.

**27. How many schools are approved by the Bureau? How often are schools reviewed?**

As of June 30, 2013, the Bureau has approved 1,960 institutional locations throughout California, including 1,107 main campus locations, 340 branch locations, and 513 satellite locations.

Renewal of schools' approval occurs every five years. In addition, institutions are reviewed when changes occur that require an application, such as change of ownership or program offerings. Schools are also reviewed through the compliance process and may be investigated if the Bureau becomes aware of a violation.

**28. What are the Bureau's legal requirements regarding approval of international schools?**

The Bureau requires a school operating in California to have a California contact and a physical location in California.

### Continuing Education/Competency Requirements

**29. Describe the Bureau continuing education/competency requirements, if any. Describe any changes made by the bureau since the last review.**

Not Applicable for 29(a) through 29(i). There is no continuing education requirement for institutions approved by the Bureau.

**a. How does the Bureau verify CE or other competency requirements?**

Not Applicable

**b. Does the Bureau conduct CE audits on its licensees? Describe the Bureau's policy on CE audits.**

Not Applicable

**c. What are consequences for failing a CE audit?**

Not Applicable

**d. How many CE audits were conducted in the past four fiscal years? How many fails?**

Not Applicable

**e. What is the Bureau’s course approval policy?**

Not Applicable

**f. Who approves CE providers? Who approves CE courses? If the Bureau approves them, what is the bureau application review process?**

Not Applicable

**g. How many applications for CE providers and CE courses were received? How many were approved?**

Not Applicable

**h. Does the Bureau audit CE providers? If so, describe the Bureau’s policy and process.**

Not Applicable

**i. Describe the Bureau’s effort, if any, to review its CE policy for purpose of moving toward performance based assessments of the licensees’ continuing competence.**

Not Applicable

## Section 5 – Enforcement Program

**30. What are the Bureau’s performance targets/expectations for its enforcement program? Is the Bureau meeting those expectations? If not, what is the Bureau doing to improve performance?**

In 2010, DCA developed enforcement performance measures for various licensing programs. DCA established a goal that consumer complaints should be completed in a 12 to 18 month cycle. The Bureau uses the DCA’s model as its goal in resolving consumer complaints.

The Bureau is averaging 196 days to complete consumer complaints. To ensure proper training of staff, all investigators attend the DCA Enforcement Academy. In addition, the Bureau has utilized the services of the Attorney General’s Office regarding how to process a complaint, including the collection of evidence.

**31. Explain trends in enforcement data and the Bureau’s efforts to address any increase in volume, timeframes, ratio of closure to pending, or other challenges. What are the performance barriers? What improvement plans are in place? What has the Bureau done and what is the Bureau going to do to address these issues, i.e., process efficiencies, regulations, BCP, legislation?**

Performance Barriers

The Bureau has enforcement barriers that impact the processing time of complaints. At this time, the Bureau has five permanent full time desk investigators, two permanent intermittent desk investigators, and 2.5 field investigators housed in Sacramento to process complaints against institutions throughout the state. The process for complaints and the staff are new, so the process has taken some time to be adopted and implemented. In addition, some cases are necessarily more complex and time consuming.

The Bureau is implementing a case review process with the analysts to review cases that are over 90 days old. During the case review the analyst is provided with instruction/clarification on how to move forward with the case and given a target completion date. The case review will be conducted on a monthly basis.

The Bureau is implementing a new complaint intake process. To avoid inundating analysts with complaints without supporting documents, the intake analyst is responsible for sending an acknowledgement letter to the complainant requesting supporting documents. The complainant will be provided a date by which the documents should be received. If the information is not received by that date, the complaint will be closed. This process will help to eliminate the lapse of time between complaint case assignment and the receipt of supporting documents from the complainant.

**Table 9a. Enforcement Statistics**

	FY 2010/11	FY 2011/12	FY 2012/13
<b>COMPLAINT</b>			
<i>Intake</i>			
Received	575	819	636
Closed	0	0	0
Referred to INV	575	819	636
Average Time to Close	0	0	0
Pending (close of FY)	0	0	0
<i>Source of Complaint*</i>			
Public	unavailable	unavailable	unavailable
Licensee/Professional Groups	unavailable	unavailable	unavailable
Governmental Agencies	unavailable	unavailable	unavailable
Other	unavailable	unavailable	unavailable
<i>Conviction / Arrest</i>			
CONV Received	N/A	N/A	N/A
CONV Closed	N/A	N/A	N/A
Average Time to Close	N/A	N/A	N/A
CONV Pending (close of FY)	N/A	N/A	N/A
<b>LICENSE DENIAL</b>			
License Applications Denied	26	86	83
SOIs Filed	0	3	6
SOIs Withdrawn	0	3	3
SOIs Dismissed	0	0	0
SOIs Declined	0	0	0
Average Days SOI	N/A	93	156
<b>ACCUSATION</b>			
Accusations Filed	1	5	1
Accusations Withdrawn	0	1	0
Accusations Dismissed	0	0	0
Accusations Declined	0	0	0
Average Days Accusations	54	109	337
<b>COMPLIANCE</b>			
<i>Announced</i>			
Selected	0	737	1
Completed	0	189	254
Referred to NTC	0	38	104
Referred to Enforcement	0	1	35
Removed from Compliance process due to closure/surrender	0	272	2
Pending	0	757	0
<i>Unannounced</i>			
From completed Announced	0	0	1

Completed	0	0	1
Referred to NTC	0	0	0
Referred to Enforcement	0	0	0
Pending	0	0	0

\* The Bureau utilizes a different database (S.A.I.L.) than the majority of DCA entities which use the Consumer Affairs System (CAS), as such a complaint source category is not entered into the database and no report can be run to provide this information.

<b>Table 9b. Enforcement Statistics (continued)</b>			
	FY 2010/11	FY 2011/12	FY 2012/13
<b>DISCIPLINE</b>			
<i>Disciplinary Actions</i>			
Proposed/Default Decisions	0	1	1
Stipulations	0	1	2
Average Days to Complete	N/A	268	413
AG Cases Initiated	2	12	22
AG Cases Pending (close of FY)	1	7	18
<i>Disciplinary Outcomes</i>			
Revocation	0	0	1
Voluntary Surrender	0	1	1
Suspension	0	0	0
Probation with Suspension	0	0	0
Probation	0	0	0
Probationary License Issued	0	0	0
Other	0	1	1
<b>PROBATION</b>			
New Probationers	0	0	0
Probations Successfully Completed	0	0	0
Probationers (close of FY)	0	0	0
Petitions to Revoke Probation	0	0	0
Probations Revoked	0	0	0
Probations Modified	0	0	0
Probations Extended	0	0	0
Probationers Subject to Drug Testing	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A
Petition for Reinstatement Granted	N/A	N/A	N/A
<b>DIVERSION</b>			
New Participants	N/A	N/A	N/A
Successful Completions	N/A	N/A	N/A
Participants (close of FY)	N/A	N/A	N/A
Terminations	N/A	N/A	N/A
Terminations for Public Threat	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A

**Table 9c. Enforcement Statistics (continued)**

	FY 2010/11	FY 2011/12	FY 2012/13
<b>INVESTIGATION</b>			
<i>All Investigations</i>			
First Assigned	575	819	636
Closed	430	510	503
Average days to close	241	122	179
Pending (close of FY)	270	568	707
<i>Desk Investigations</i>			
Closed	418	449	324
Average days to close	125	112	145
Pending (close of FY)	179	303	451
<i>Non-Sworn Investigation</i>			
Closed	12	61	179
Average days to close	111	194	242
Pending (close of FY)	91	259	256
<i>Sworn Investigation</i>			
Closed	2	4	6
Average days to close	117	51	200
Pending (close of FY)	0	6	19
<b>COMPLIANCE ACTION</b>			
ISO & TRO Issued	0	0	0
PC 23 Orders Requested	0	0	0
Other Suspension Orders	0	0	0
Public Letter of Reprimand	0	0	0
Cease & Desist/Warning	0	0	0
Referred for Diversion	N/A	N/A	N/A
Compel Examination	N/A	N/A	N/A
<b>CITATION AND FINE</b>			
Citations Issued	0	3	16
Average Days to Complete	N/A	130	191
Amount of Fines Assessed	0	\$100,050	\$459,208
Reduced, Withdrawn, Dismissed	0	0	1
Amount Collected	0	\$50	\$12,255
<b>CRIMINAL ACTION</b>			
Referred for Criminal Prosecution	0	0	0

<b>Table 10. Enforcement Aging</b>					
	January 2010 to July 2010	FY 2010/11	FY 2011/12	FY 2012/13	Cases Closed
<b>Attorney General Cases</b>					
Closed Within:					
1 Year	0	0	1	0	1
2 Years	0	0	1	3	4
3 Years	0	0	0	0	0
4 Years	0	0	0	0	0
Over 4 Years	0	0	0	0	0
Total Cases Closed	0	0	2	3	5
<b>Investigations</b>					
Closed Within:					
90 Days	71	227	266	223	787
180 Days	4	128	135	100	367
1 Year	0	67	77	95	239
2 Years	0	2	31	78	111
3 Years	0	0	1	7	8
Over 3 Years	0	6	0	0	6
Total Cases Closed	75	430	510	503	1,518

**32. What do overall statistics show as to increases or decreases in disciplinary action since last review.**

The Bureau was established in 2010. This is the first oversight hearing of the Bureau by the Legislature, therefore, there are no statistics to compare.

**33. How are cases prioritized? What is the Bureau’s compliant prioritization policy? Is it different from DCA’s Complaint Prioritization Guidelines for Health Care Agencies (August 31, 2009)? If so, explain why.**

The Bureau was established in 2010; therefore, the Bureau has not been reviewed in the past, and a comparison cannot be drawn.

**34. Are there mandatory reporting requirements? For example, requiring local officials or organizations, or other professionals to report violations, or for civil courts to report actions taken against a licensee. Are there problems with receiving the required reports? If so, what could be done to correct the problems?**

There are no mandatory reporting requirements for or by the Bureau.

**35. Does the Bureau operate with a statute of limitations? If so, please describe and provide citation. If so, how many cases were lost due to statute of limitations? If not, what is the Bureau’s policy on statute of limitations?**

The Bureau does not operate with a statute of limitations. The Bureau accepts and investigates complaints, regardless of the year the student attended the institution.

**36. Describe the Bureau’s efforts to address unlicensed activity and the underground economy.**

The Bureau has established an unlicensed activity unit within the Complaint Investigations Enforcement Division that addresses all unlicensed activity. Institutions that are found operating without Bureau approval who should have obtained Bureau approval, are issued an Order of Abatement/Cease and Desist Letter. Institutions that do not comply with the letter are issued a citation up to \$50,000 for unlicensed activity, pursuant to California Education Code Section 94944.

**Cite and Fine**

**37. Discuss the extent to which the Bureau has used its cite and fine authority. Discuss any changes from last review and last time regulations were updated. Has the Bureau increased its maximum fines to the \$5,000 statutory limit?**

The Bureau has the authority to issue citations that contain orders of abatement and/or administrative fines against approved private postsecondary institutions that have violated the California Education Code and any adopted regulations. The fine for these violations is not to exceed \$5,000 per violation. In addition, the Bureau has the authority to issue a citation, not to exceed \$50,000, against persons who do not have proper approval to operate a private postsecondary institution.

**38. How is cite and fine used? What types of violations are the basis for citation and fine?**

As a consequence of an investigation, and upon a finding that the institution has committed a violation of the California Education Code, the Bureau has the authority to issue citations. In addition to issuing a citation for violations found during an investigation, the Bureau has the authority to issue citations to institutions that do not comply with the “Notice to Comply” issued during a compliance inspection.

**39. How many informal office conferences, Disciplinary Review Committees reviews and/or Administrative Procedure Act appeals in the last 4 fiscal years?**

The Bureau had one informal office conference in FY 2011-12 and nine in FY 2012-13. The Bureau does not have a Disciplinary Review Committee and has not had any APA appeals.

**40. What are the 5 most common violations for which citations are issued?**

1. Education Code Section 94886: Operating without Bureau approval.
2. Education Code Section 94909 (a)(15): Minimum requirements for school catalog/transferability of school credits disclosure.
3. Education Code Section 71760: Self-Monitoring Procedures.
4. Education Code Section 71920 (b)(1)(a): Student records/verification of high school completion or equivalency.
5. Education Code Section 91920(b)(5)(a): Student records/transcripts with courses or educational programs.

**41. What is average fine pre and post appeal?**

Pre-Appeal - \$50,000

Post-Appeal - \$30,000

**42. Describe the Bureau’s use of Franchise Tax Board intercepts to collect outstanding fines.**

The Bureau has not utilized the Franchise Tax Board intercepts, but is in the process of developing procedures to collect outstanding fines with the Franchise Tax Board.

**Cost Recovery and Restitution**

**43. Describe the Bureau’s efforts to obtain cost recovery. Discuss any changes from the last review.**

The Bureau seeks cost recovery for cases that are heard before an administrative law judge as well as cases where stipulated settlements are reached. The costs requested include investigative and enforcement costs up to the date of the hearing, if a case is heard in an administrative hearing, including but not limited to charges imposed by the Attorney General.

**44. How many and how much is ordered for revocations, surrenders and probationers? How much do you believe is uncollectable? Explain.**

The amount of cost recovery and/or restitution is dependent upon the amount of time spent on the investigation, including the classification of the investigator. In addition, the amount of restitution requested is dependent on the amount of tuition and fees the student(s) paid to the institution.

As of June 30, 2013, the Bureau has had one revocation and two surrenders, as follows:

Revocation:	\$7,259.92
Surrender 1:	\$3,022.50
Surrender 2:	\$393.50

The Bureau has not had any institutions placed on probation.

The amount that is uncollectible is \$7,416. For the two cases involving the surrender of Approval to Operate, the Bureau’s costs are not recoverable unless the respondents later apply for and are granted an approval to operate by the Bureau.

**45. Are there cases for which the Bureau does not seek cost recovery? Why?**

Whenever possible, the Bureau seeks cost recovery.

**46. Describe the Bureau’s use of Franchise Tax Board intercepts to collect cost recovery.**

The Bureau has not utilized the Franchise Tax Board intercepts, but is in the process of developing procedures.

**47. Describe the Bureau’s efforts to obtain restitution for individual consumers, any formal or informal bureau restitution policy, and the types of restitution that the Bureau attempts to collect, i.e., monetary, services, etc. Describe the situation in which the Bureau may seek restitution from the licensee to a harmed consumer.**

The Bureau has referred cases to district attorney offices when criminal charges are warranted.

The Bureau has a Student Tuition Recovery Fund that is used to relieve or mitigate economic losses suffered by students in educational programs. This most commonly occurs when a student has made payments toward an educational program and a school closes.

To qualify students must be California residents, or enrolled in a residency program attending certain schools regulated by the Bureau, have prepaid their tuition, paid the Student Tuition Recovery Fund assessment to the school, and suffered an economic loss as result of:

- The school closing before the course of instruction was completed;
- The school failing to pay refunds or charges on behalf of a student to a third-party for license fees or any other purposes, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school;
- The school failing to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs;
- A material failure to comply with the Act within 30 days before the school closed or if the material failure began earlier than 30 days prior to closure;
- An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

## Section 6 – Public Information Policies

### **48. How does the Bureau use the Internet to keep the public informed of Bureau activities? Does the Bureau post Bureau meeting materials online? When are they posted? How long do they remain on the website? When are draft meeting minutes posted online? When does the Bureau post final meeting minutes? How long do meeting minutes remain available online?**

E-blasts, electronic communications regarding policy and procedural changes, are the primary way the Bureau communicates with the public. The e-blasts are sent to an email subscription list for those interested in updates to Bureau laws, policies and procedures. The Bureau also posts updates to Facebook and Twitter and is now beginning to blog. The Bureau updates its website with all pertinent information, including agendas and minutes to the Advisory meetings. The Bureau does not post draft minutes since they do not need board approval; instead, final minutes are posted shortly after the meeting and remain posted indefinitely.

### **49. Does the Bureau webcast its meetings? What is the Bureau’s plan to webcast future bureau and committee meetings?**

Two of the Advisory meetings have been webcast. Whenever possible, the Bureau has webcast the Advisory meetings. The Bureau endeavors to have all future Advisory meetings conducted at a site where webcasting capability is available. In addition, the Bureau will be developing webinars on specific topics to be broadcast.

### **50. Does the Bureau establish an annual meeting calendar, and post it on the bureau’s web site?**

The Bureau’s Advisory Group must meet once a year and as deemed necessary.

### **51. Is the Bureau’s complaint disclosure policy consistent with DCA’s *Recommended Minimum Standards for Consumer Complaint Disclosure*? Does the Bureau post accusations and disciplinary actions consistent with DCA’s *Web Site Posting of Accusations and Disciplinary Actions (May 21, 2010)*?**

The Bureau is consistent with the standards and does post them. The Bureau must adhere to Education Code Section 94878 that requires the following web postings related to disciplinary actions against schools:

- (iii) *The disciplinary history of the institution, which shall include, but shall not be limited to, all of the following:*
  - (l) *Pending formal accusations filed by the bureau.*

- (II) *Suspensions, revocations, citations, fines, infractions, probations, pending litigation filed by the bureau, and final judgments resulting from litigation filed by the bureau.*
- (III) *Pending or final criminal cases filed by the Attorney General, a city attorney, a district attorney, or a federal law enforcement official, of which the bureau has received notice.*
- (IV) *Final administrative actions by the United State Department of Education, including orders requiring restitution to students.*
- (V) *Final disciplinary actions by an accreditation agency, of which the bureau has received notice pursuant to Section 94934.*

**52. What information does the Bureau provide to the public regarding its licensees (i.e., education completed, awards, certificates, certification, specialty areas, disciplinary action, etc.)?**

The Bureau provides a list of approved institutions and posts the annual reports of the institutions, including specific data on their programs, completion and placement rates, as well as other pertinent data. The Bureau also posts compliance inspection results, formal disciplinary actions and citations.

**53. What methods are used by the Bureau to provide consumer outreach and education?**

The Bureau sends e-blasts, Facebook, Twitter, Workshops, and posts information to the Bureau’s website.

**Section 7 – Online Practice Issues**

**54. Discuss the prevalence of online practice and whether there are issues with unlicensed activity. How does the Bureau regulate online practice? Does the Bureau have any plans to regulate Internet business practices or believe there is a need to do so?**

Review of Internet websites occurs during the application review process. An institution is not allowed to have a website and begin advertising until they have been approved. An institution cannot provide distance learning courses over the internet without approval. In addition, during the compliance inspection, website information is reviewed.

**Section 8 – Workforce Development and Job Creation**

**55. What actions has the Bureau taken in terms of workforce development?**

The Bureau participates in the Employment Development Department Labor Market Information Advisory Group. One task has been to update the occupational guides for 100+ occupations. The Bureau has been working with the Workforce Investment Board as well as the Department of Industrial Relations, the Division of Apprenticeship Standards.

Existing law prohibits institutions from overstating or advertising job expectations that they cannot fulfill.

**56. Describe any assessment the Bureau has conducted on the impact of licensing delays.**

The Bureau has assessed its staffing needs and obtained approval to hire 8.0 additional positions in July 2013 to address the Licensing backlogs. In addition to the complexity of the law and the challenges of reviewing materials, our delays center around processing initial approvals to operate for non-accredited institutions and changes in educational objectives. The reason these applications take so much longer to process is the need for in-depth review of the programs prior to approval. Reviewing an educational program is time consuming since the education specialist or analyst must examine the curriculum for compliance with the objectives of the program. Usually,

analyzing the curriculum entails locating and interviewing a subject matter expert or having an education specialist do extensive research in the subject matter area. Institutions that are accredited have the shortest timeframe for approval since the Bureau knows that the accrediting commission has completed at least one site visit of the institution and has reviewed the educational programs prior to accrediting the institution.

**57. Describe the Bureau’s efforts to work with schools to inform potential licensees of the licensing requirements and licensing process.**

During the application process for institutions and through compliance visits, the Bureau makes sure institutions understand the examination and licensing implications of the programs they teach, and that this information must be clearly spelled out to the student in the enrollment agreement and the catalog.

**58. Provide any workforce development data collected by the Bureau, such as:**

**a. Workforce shortages:** Bureau staff is working on a taskforce with the Workforce Investment Board to address the policy changes of the Workforce Investment Act.

**b. Successful training programs:** The Bureau reports the annual reports of the schools showing program outcomes including completion and placement rates.

**Section 9 –  
Current Issues**

**59. What is the status of the Bureau’s implementation of the Uniform Standards for Substance Abusing Licensees?**

The uniform standards do not apply since the Bureau does not license individuals.

**60. What is the status of the Bureau’s implementation of the Consumer Protection Enforcement Initiative (CPEI) regulations?**

The Bureau reports its overall complaint statistics to DCA headquarters.

**61. Describe how the Bureau is participating in development of BreEZe and any other secondary IT issues affecting the Bureau.**

The Bureau is scheduled for Release III. Once Release II nears implementation, the Bureau anticipates taking a more active role in preparation for Release III.

**Section 10 –  
Bureau Action and Response to Prior Sunset Issues**

**Include the following:**

- 1. Background information concerning the issue as it pertains to the Bureau.**
- 2. Short discussion of recommendations made by the Committee/Joint Committee during prior sunset review.**
- 3. What action the Bureau took in response to the recommendation or findings made under prior sunset review.**

**4. Any recommendations the Bureau has for dealing with the issue, if appropriate.**

The Bureau was created in 2010. This is the first oversight hearing of the Bureau by the Legislature.

## Section 11 – New Issues

**This is the opportunity for the Bureau to inform the Committee of solutions to issues identified by the Bureau and by the Committee. Provide a short discussion of each of the outstanding issues, and the Bureau’s recommendation for action that could be taken by the Bureau, by DCA or by the Legislature to resolve these issues (i.e., legislative changes, policy direction, budget changes) for each of the following:**

**1. Issues that were raised under prior Sunset Review that have not been addressed.**

The Bureau was created in 2010. This is the first oversight hearing of the Bureau by the Legislature, so there are no previous issues.

**2. New issues that are identified by the Bureau in this report.**

Number of Applications

The number of applications from new schools and existing schools needing to make changes has far exceeded the estimated numbers by approximately 30%. Staffing for this volume of workload was not anticipated, and therefore it has been difficult to review applications in a timely manner. In addition, the amount of time necessary to thoroughly process an application was underestimated. Currently it is taking about six months to review an application for a new school. However, the Bureau was just allocated 8.0 three-year limited term positions to help complete the review of applications.

**3. New issues not previously discussed in this report.**

State Authorization and Title IV Monies

Changes in federal law require all private postsecondary institutions to comply with the state authorization requirements in order to be eligible for Title IV federal financial aid. In order for an institution to receive federal financial aid eligibility, it must be authorized and regulated by the state in which it is located. However, the U.S. Department of Education has granted three one-year extensions (in 2011, 2012 and 2013) to delay these requirements in order to allow time for exempt institutions to come into compliance.

DCA issued guidance to currently exempt private postsecondary institutions informing them that they could voluntarily apply for approval to operate from the Bureau in order to comply with federal requirements for state authorization. As with any institution granted an approval to operate, the institution would be required to comply with all applicable laws and regulations.

SB 71 was passed with this year’s budget in order to codify the voluntary pathway for oversight by the Bureau. The Bureau is currently working with several exempt institutions that have chosen to utilize the available path to approval.

In July 2014, the Bureau will begin to see an influx of workload from previously exempt institutions that will likely now seek approval to operate from the Bureau in order to meet state authorization requirements. This workload was not anticipated and will require additional staff. There is no backlog of applications for approval by accreditation, so the Bureau expects that it will require up to 2.2 full-time positions to address this workload.

**4. New issues raised by the Committee.**

Not Applicable

## Section 12 – Attachments

Please provide the following attachments:

**A. Bureau’s Policy and Procedures manual.**

See Attachment B

**B. Current organizational chart showing relationship of committees to the Bureau and membership of each committee (cf., Section 1, Question 1).**

See Attachment C

**C. Major studies, if any (cf., Section 1, Question 4).**

Not Applicable

**D. Year-end organization charts for last four fiscal years. Each chart should include number of staff by classifications assigned to each major program area (licensing, enforcement, administration, etc.) (cf., Section 3, Question 15).**

See Attachment D

**Performance Measures**



## 2012/2013 Bureau for Private Postsecondary Education Quarterly Enforcement Statistics Measure Workbook

Please note: if your program's enforcement data is available and correct in the CAS system,  
you may skip this tab and only fill out the Probation Monitoring Worksheet.



### Volume

*Number of complaints and convictions received.*

	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	July	August	September	October	November	December	January	February	March	April	May	June
Q1 Total	78	47	56	48	57	37	55	56	54	55	53	40
Q2 Total	181	142	142	165	165	148	Q4 Total	148	148	148	148	148
Convictions	N/A	N/A	N/A	N/A	N/A	N/A	Convictions	N/A	N/A	Convictions	N/A	N/A
Complaints	181	142	142	165	165	148	Complaints	165	165	Complaints	148	148

## Intake

*Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.*

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	3	October	12	January	7	April	5
August	3	November	13	February	4	May	3
September	3	December	10	March	3	June	3
Q1 Avg	3	Q2 Avg	12	Q3 Avg	5	Q4 Avg	4
Record Counts		Record Counts		Record Counts		Record Counts	
July	78	October	48	January	55	April	55
August	47	November	57	February	56	May	53
September	56	December	37	March	54	June	40

## Investigation Cases

*Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.*

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	164	October	144	January	194	April	289
August	132	November	44	February	262	May	162
September	106	December	206	March	198	June	244
Q1 Avg	134	Q2 Avg	131	Q3 Avg	218	Q4 Avg	232
Record Counts		Record Counts		Record Counts		Record Counts	
July	127	October	32	January	64	April	28
August	45	November	14	February	42	May	35
September	38	December	35	March	8	June	35

### Formal Discipline Cases

*Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)*

Quarter 1		Quarter 2			Quarter 3			Quarter 4		
July	N/A	October	N/A	January	N/A	April	N/A	April	N/A	
August	464	November	N/A	February	401	May	N/A	May	N/A	
September	N/A	December	N/A	March	N/A	June	374	June	374	
Q1 Avg	464	Q2 Avg	N/A	Q3 Avg	401	Q4 Avg	374	Q4 Avg	374	
Record Counts		Record Counts			Record Counts			Record Counts		
July	N/A	October	N/A	January	N/A	April	N/A	April	N/A	
August	1	November	N/A	February	1	May	N/A	May	N/A	
September	N/A	December	N/A	March	N/A	June	1	June	1	



**Bureau for Private Postsecondary Education  
Policies and Procedures Manual**



**Policies and Procedures Manuals  
are available in some copies of this report.**

**Additional copies are available upon request.**



**Bureau for Private Postsecondary Education  
Organizational Chart  
Fiscal Year 13-14**



**DEPARTMENT OF CONSUMER AFFAIRS  
BUREAU FOR PRIVATE POSTSECONDARY EDUCATION  
OCTOBER 2013**

DIRECTOR, DCA

BUREAU CHIEF

DEPUTY BUREAU CHIEF

Office Technician (T)

FY 13/14  
Authorized Positions: 66  
Blanket Positions: 12

**Enforcement**  
Staff Services Manager II

**Compliance Inspections**  
Staff Services Manager I

Assoc Gov Prog Analyst  
Staff Services Analyst  
Office Technician (Typing)  
Office Technician (Typing)

**Complaints/Investigations**  
Staff Services Manager I

Assoc Gov Prog Analyst  
Assoc Gov Prog Analyst  
Assoc Gov Prog Analyst  
Assoc Gov Prog Analyst (Pt)  
Staff Services Analyst  
Staff Services Analyst  
Staff Services Analyst  
Staff Services Analyst  
Staff Services Analyst (Pt)  
Staff Services Analyst (Pt)  
Office Technician (Typing)

**Quality of Education**  
Education Administrator

P P Senior Education Spec  
P P Education Specialist  
P P Education Specialist  
P P Education Specialist  
P P Education Specialist (LT)  
P P Education Specialist (LT)  
Office Technician (Typing)

**Discipline**

Assoc Gov Prog Analyst  
Staff Services Analyst  
Office Technician (Typing)

**Licensing**  
Staff Services Manager II

**Licensing**  
Staff Services Manager I

Assoc Gov Prog Analyst  
Assoc Gov Prog Analyst  
Assoc Gov Prog Analyst (Pt)  
Assoc Gov Prog Analyst (Pt)  
Assoc Gov Prog Analyst (LT)  
Assoc Gov Prog Analyst (LT)  
Assoc Gov Prog Analyst (LT)  
Staff Services Analyst  
Staff Services Analyst  
Staff Services Analyst (Pt)  
Office Technician (Typing)  
Office Technician (Typing)

**Admin Support & STRE**  
Staff Services Manager I

**Student Tuition Recovery Fund**  
Assoc Gov Prog Analyst  
Assoc Gov Prog Analyst (Pt)  
Staff Services Analyst  
Staff Services Analyst  
Staff Services Analyst (Pt)

**Administration & Support**

Assoc Gov Prog Analyst  
Assoc Gov Prog Analyst (LT)  
Staff Services Analyst  
Staff Services Analyst  
Staff Services Analyst  
Office Technician (Typing)  
Office Technician (Typing)

**Licensing**  
Staff Services Manager I

Assoc Gov Prog Analyst  
Assoc Gov Prog Analyst  
Assoc Gov Prog Analyst  
Assoc Gov Prog Analyst (LT)  
Assoc Gov Prog Analyst (LT)  
Assoc Gov Prog Analyst (LT)  
Staff Services Analyst  
Staff Services Analyst  
Staff Services Analyst  
Office Technician (Typing)

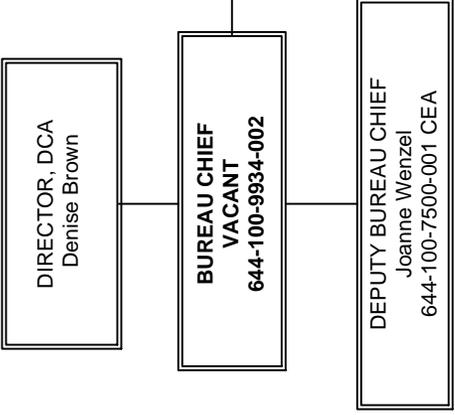


# Attachment D

## **Bureau for Private Postsecondary Education Organizational Charts Fiscal Years 10-13**



DEPARTMENT OF CONSUMER AFFAIRS  
 ORGANIZATION CHART  
 BUREAU FOR PRIVATE POSTSECONDARY  
 EDUCATION  
 2013



- Advisory Committee Members**
- Shawn Crawford, Chair  
- Institutional Representative (Appointed by DCA Director)
  - Margaret Reiter, Vice-Chair  
- Student Advocate (Appointed by Senate Committee on Rules)
  - Maria R. Anguiano  
- Public Member (Appointed by Senate Committee on Rules)
  - Tamika Bulter  
- Public (Appointed by Speaker of the Assembly)
  - Ken McEldowney  
- Consumer Advocate (Appointed by DCA Director)
  - Mitchell Fuerst  
- Institutional Representative (Appointed by DCA Director)
  - Katherine Lee-Carey  
- Institutional Representative (Appointed by DCA Director)
  - Marie Roberts De La Parra  
- Past Student of Institutions (Appointed by DCA Director)
  - Patrick Uetz  
- Consumer Advocate (Appointed by Speaker of the Assembly)

**DEPARTMENT OF CONSUMER AFFAIRS**  
**ORGANIZATION CHART**  
**BUREAU FOR PRIVATE POSTSECONDARY**  
**EDUCATION**

June 2013

**DIRECTOR, DCA**  
Denise Brown

**BUREAU CHIEF**  
Laura Mettune  
644-100-9934-002

**DEPUTY BUREAU CHIEF**  
Joanne Wenzel  
644-100-7500-001 CEA

Stephanie Lee  
644-100-1139-003 OT Typ.

**ENFORCEMENT**  
Connie Bouvia  
644-100-4801-001 SSM II

**N. California COMPLIANCE INSPECTIONS**  
Fayne Boyd  
644-140-4800-001 - SSM I

**S. California COMPLIANCE INSPECTIONS**  
Sandra (Santee) Sheely  
644-140-4800-002 SSM I

**COMPLIANCE INSPECTIONS**  
John L. Bruce Jr.  
644-140-5393-806 AGPA  
Richard Acosta  
644-140-5393-807 AGPA  
David Lui  
644-140-5393-808 AGPA  
Greg Selb  
644-140-5393-809 AGPA  
Janice Joy  
644-140-5393-810 AGPA  
Matthew Wiggins  
644-140-5157-001 SSA  
Laura Cheah  
644-140-1139-001 OT Typ.

**COMPLIANCE INSPECTIONS**  
Roxana Aliberts  
644-140-5393-800 AGPA  
Michelle Loo  
644-140-5393-801 AGPA  
Jeanne Matsumoto  
644-140-5393-802 AGPA  
Nicole Vinh  
644-140-5393-803 AGPA  
Diana Bronshiteyn  
644-140-5393-804 AGPA  
Melanie Otsuji  
644-140-5157-003 SSA  
Jeanette Johnson  
644-140-5157-005 SSA  
Nicholas Robinson  
644-140-5157-004 SSA  
Tia Brooks  
644-140-1139-002 OT Typ.

**COMPLAINTS & INVESTIGATIONS/ DISCIPLINE**  
Yvette Johnson  
644-150-4800-001 SSM I

**COMPLAINTS & INVESTIGATIONS**  
Wayne Brenner  
644-150-5393-800 AGPA  
Jennifer Jones  
644-150-5393-801 AGPA  
VACANT  
644-150-5393-XXX AGPA  
Lloyd Seeley  
644-150-5157-001 SSA  
Lori Kent  
644-150-5157-002 SSA  
Houa Her  
644-150-5157-004 SSA  
Ashley Windsor (Cornejo)  
644-150-5157-003 SSA  
Dedria Evans  
644-150-1139-001 OT Typ.  
Victoria (Tori) Gaines  
644-150-5393-907 AGPA - PI  
VACANT  
644-150-5157-907 SSA - PI  
Julissa Silva-Garcia  
644-150-5157-907 SSA - PI

**EDUCATION SPECIALIST UNIT**  
Alicia Colby  
644-130-2743-006 Ed Sr. Specialist  
Reginaid Mitchell Jr.  
644-130-2742-001 Ed Specialist  
Lalu (Drew) Saeteune  
644-130-2742-003 Ed Specialist  
VACANT  
644-130-2742-002 Ed Specialist  
Seyed Dibaji  
644-130-2742-004 Ed Specialist

**DISCIPLINE**  
Jennifer Fulton  
644-160-5393-802 AGPA  
Janel Quayle  
644-160-5157-001 SSA

**LICENSING**  
Leeza Rifredi  
644-110-4800-001 SSM I

**LICENSING**  
Erica Smith  
644-110-5393-800 AGPA  
Angela Smith  
644-110-5393-801 AGPA  
Revonna Roper  
644-110-5393-802 AGPA  
Jeff Mackey  
644-110-5393-803 AGPA  
Alicia Newcomb  
644-110-5157-004 SSA  
Audria Arceo  
644-110-5157-007 SSA  
Kimberly Harris  
644-110-1139-002 OT Typ.  
Delliah Esquivel  
644-110-1139-907 OT Typ.  
Marianne Bjorkmann  
644-110-5393-804 AGPA  
Louman Cheung  
644-110-5393-907 AGPA - PI  
VACANT  
644-110-5393-907 AGPA - PI

**ADMIN/SUPPORT & STRE**  
Michele Alleger  
644-100-4800-001 SSM I

**Student Tuition Recovery Fund**  
Susan Harrove  
644-120-5393-001 AGPA  
Shane Schoeesser  
644-120-5157-001 SSA  
Susan Hertle  
644-120-5157-803 SSA  
VACANT  
644-120-5393-XXX AGPA - PI  
VACANT  
644-120-5157-XXX SSA - PI

**ADMIN/SUPPORT**  
Jennifer Juarez  
644-100-5393-800 AGPA  
Jessica Liu  
644-100-5157-003 SSA  
Mandy Duron  
644-100-5157-001 SSA  
Michael Ojeda  
644-100-5157-002 SSA  
Valerie McZeek  
644-100-1139-002 OT Typ.  
VACANT  
644-100-1139-001 OT Typ.  
Kelly Piccone  
644-100-5157-907 SSA - PI

**Current**  
**ORG CHART**

- FY 2012-13: 57 PY / Positions**  
 1.0 Bureau Chief  
 1.0 Deputy Bureau Chief  
 5.0 Staff Services Manager I  
 1.0 Education Senior Specialist  
 4.0 Education Specialists  
 20.0 Associate Governmental Program Analysts  
 17.0 Staff Services Analysts  
 7.0 Office Technicians - Typing
- BPPE Blanket Funded Positions**  
 2.0 Office Technician (Typing)  
 3.0 Associate Governmental Program Analysts  
 3.0 Staff Services Analyst  
 1.0 Education Administrator

Human Resources  
Denise Brown, Director

Bureau Chief

Date

DEPARTMENT OF CONSUMER AFFAIRS  
 ORGANIZATION CHART  
 BUREAU FOR PRIVATE POSTSECONDARY  
 EDUCATION

June 2012

CURRENT  
 ORG CHART

DIRECTOR, DCA  
 Denise Brown

BUREAU CHIEF  
 Laura Metune  
 644-100-9934-002

DEPUTY BUREAU CHIEF  
 Joanne Wenzel  
 644-100-7500-001 CEA

VACANT  
 644-100-1139-003 OT Typ.

**FY 2011-12: 60 PY / Positions**  
 1.0 Bureau Chief  
 1.0 Deputy Bureau Chief  
 1.0 Staff Services Manager II  
 5.0 Staff Services Manager I  
 1.0 Education Senior Specialist  
 4.0 Education Specialist  
 20.0 Associate Governmental Program Analysts  
 17.0 Staff Services Analysts  
 10.0 Office Technicians - Typing

**BPPE Blanket Funded Positions**  
 1.0 Staff Services Analyst (PI)  
 1.0 Office Technician (Typing) (PI)  
 1.0 Retired Annuitant  
 2.0 Student Assistance

**EDUCATION SPECIALIST UNIT**  
 Alicia Colby  
 644-130-2743-006 Ed Sr. Specialist  
 Reginald Mitchell Jr.  
 644-130-2742-001 Ed Specialist  
 Lulu (Drew) Saeteune  
 644-130-2742-003 Ed Specialist  
 Gina Brougham  
 644-130-2742-002 Ed Specialist  
 Seyyed Dibajji  
 644-130-2742-004 Ed Specialist

**ENFORCEMENT**  
 Connie Bouvia  
 644-100-4801-001 SSM II

**N. California COMPLIANCE INSPECTIONS**  
 Fayne Boyd  
 644-140-4800-001 - SSM I

**COMPLIANCE INSPECTIONS**  
 Wayne Brenner  
 644-140-5393-806 AGPA  
 Richard Acosta  
 644-140-5393-807 AGPA  
 David Lui  
 644-140-5393-808 AGPA  
 Greg Seib  
 644-140-5393-809 AGPA  
 Janice Joy  
 644-140-5393-810 AGPA  
 Matthew Wiggins  
 644-140-5157-001 SSA  
 Danielle Scott  
 644-140-5157-002 SSA  
 Laura Cheah  
 644-140-1139-001 OT Typ.

**S. California COMPLIANCE INSPECTIONS**  
 Sandra (Sande) Sheely  
 644-140-4800-002 SSM I

**COMPLIANCE INSPECTIONS**  
 Roxana Alberts  
 644-140-5393-800 AGPA  
 VACANT  
 644-140-5393-801 AGPA  
 Jeanne Matsumoto  
 644-140-5393-802 AGPA  
 Nicole Vnith  
 644-140-5393-803 AGPA  
 Diana Bronshteyn  
 644-140-5393-804 AGPA  
 Gary Catalano  
 644-140-5393-805 AGPA  
 Melanie Otsuji  
 644-140-5157-003 SSA  
 Jeanette Johnson  
 644-140-5157-005 SSA  
 Nicholas Robinson  
 644-140-5157-004 SSA  
 Tia Brooks  
 644-140-1139-002 OT Typ.

**COMPLAINTS & INVESTIGATIONS/ DISCIPLINE**  
 Yvette Johnson  
 644-150-4800-001 SSM I

**COMPLAINTS & INVESTIGATIONS**  
 Victoria (Tori) Gaines  
 644-150-5393-800 AGPA  
 Jennifer Jones  
 644-150-5393-801 AGPA  
 Lloyd Sealey  
 644-150-5157-001 SSA  
 Lori Kent  
 644-150-5157-002 SSA  
 Brian Castro  
 644-150-5157-004 SSA  
 Ashley Windsor (Corneyo)  
 644-150-5157-003 SSA  
 Dedria Evans  
 644-150-1139-001 OT Typ.

**DISCIPLINE**  
 Jennifer Fulton  
 644-160-5393-802 AGPA  
 Janel Quayle  
 644-160-5157-001 SSA  
 Susan Herlte  
 644-160-1139-001 OT Typ.

**ADMIN/SUPPORT & STRE**  
 Michele Alleger  
 644-100-4800-001 SSM I

**Student Tuition Recovery Fund**  
 Susan Haigrove  
 644-120-5393-001 AGPA  
 Shane Schloesser  
 644-120-5157-001 SSA  
 VACANT  
 644-120-5157-803 SSA

**ADMIN/SUPPORT**  
 Jennifer Juarez  
 644-100-5393-800 AGPA  
 Jessica Liu  
 644-100-5157-003 SSA  
 Houa Her  
 644-100-5157-001 SSA  
 Michael Ojeda  
 644-100-5157-002 SSA  
 Valerie McZeak  
 644-100-1139-002 OT Typ.  
 Angela Brady  
 644-100-1139-004 OT Typ.  
 VACANT  
 644-100-1139-001 OT Typ.

**BPE BLANKET FUND**  
 Carol Gochanour  
 644-100-1139-907 - OT Typ. (RA)  
 VACANT  
 644-100-5157-907 SSA (PI)  
 VACANT  
 644-100-1139-907 OT (Typing) (PI)  
 Thai Nguyen Ngo  
 644-100-4870-907 SA  
 John Gordillo  
 644-100-4870-907 SA

**LICENSING**  
 Leeza Rifeidi  
 644-110-4800-001 SSM I

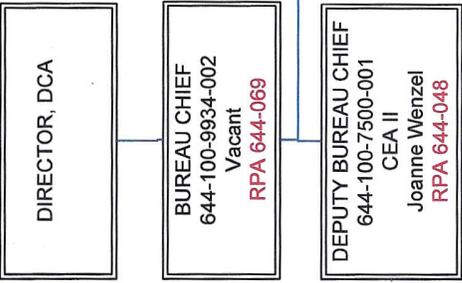
**LICENSING**  
 Erica Smith  
 644-110-5393-800 AGPA  
 Angela Smith  
 644-110-5393-801 AGPA  
 Revonna Roper  
 644-110-5393-802 AGPA  
 Jeff Mackey  
 644-110-5393-803 AGPA  
 Alicia Newcomb  
 644-110-5157-004 SSA  
 VACANT  
 644-110-5157-007 SSA  
 Deliah Esquivel  
 644-110-1139-001 OT Typ.  
 Audria Arceo  
 644-110-1139-002 OT Typ.

Human Resources  
 Denise Brown, Director  
 Date

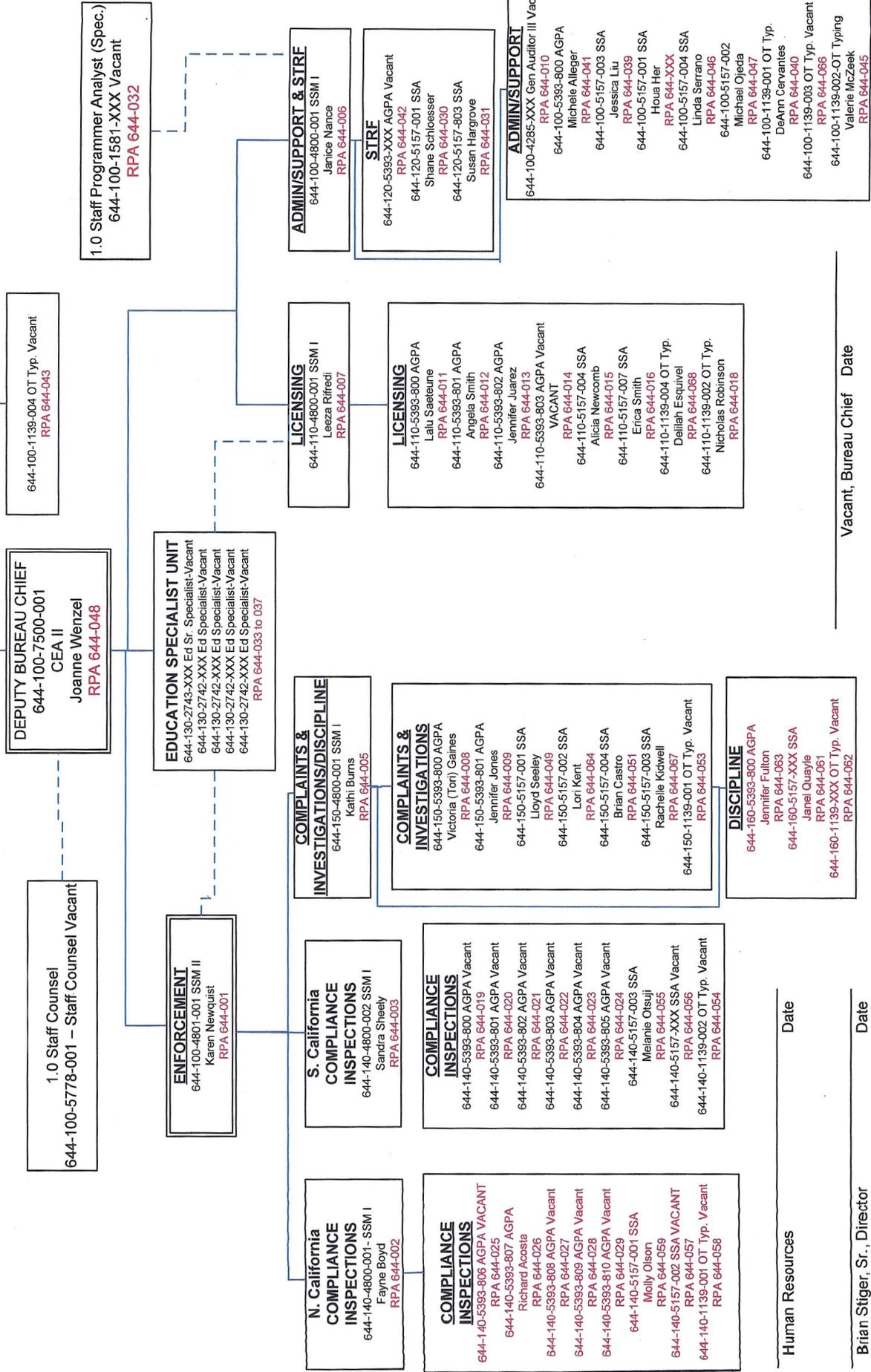
Bureau Chief  
 Date

**DEPARTMENT OF CONSUMER AFFAIRS**  
**ORGANIZATION CHART**  
**BUREAU FOR PRIVATE POSTSECONDARY**  
**EDUCATION**

July 2011



- CURRENT**  
 FY 2010-11: 63 Positions
- 1.0 Bureau Chief
  - 1.0 Deputy Bureau Chief
  - 1.0 Staff Services Manager II
  - 5.0 Staff Services Manager I
  - 1.0 Education Senior Specialist
  - 4.0 Education Specialist
  - 1.0 Staff Counsel
  - 1.0 General Auditor III
  - 1.0 Staff Programmer Analyst (Specialist)
  - 20.0 Associate Governmental Program Analysts
  - 17.0 Staff Services Analysts
  - 10.0 Office Technicians - Typing



Vacant, Bureau Chief Date

Human Resources Date

Brian Stiger, Sr., Director Date



