



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

Wednesday, November 13, 2024
9:30 a.m.

NOTE: The Bureau for Private Postsecondary Education will hold a public meeting via the WebEx platform in accordance with Government Code section 11123.2. Pursuant to Government Code section 11123.5(f), the Bureau is also providing the following location for members of the public to participate via WebEx:

Department of Consumer Affairs
1625 North Market Blvd., El Dorado Room Suite N-220
Sacramento, CA 95834

INSTRUCTIONS FOR OBSERVATION VIA WEBCAST:

Webcast of the meeting will be available at 9:30 a.m. on November 13, 2024, and viewable at <https://thedcapage.blog/webcasts>.

FOR PARTICIPATION VIA WEBEX, PLEASE LOG ON TO THIS WEBSITE:

<https://dca-meetings.webex.com/dca-meetings/j.php?MTID=m21d05532d2df9b8b82ba4760fc60d25a>

Event Number: 2487 998 6973 Event Password: BPPE1113

The preferred audio connection is via phone bridge. The phone number and access code will be provided as part of your connection to the meeting. General instructions for using WebEx can be found at the end of the agenda.

Important Notices to the Public: The Advisory Committee Meeting is open to the public. Members of the public may, but are not obligated to, provide their names or personal information as a condition of observing or participating in the meeting. When signing into the WebEx platform, participants may be asked for their name and email address. Participants who choose not to provide their names will need to provide a unique identifier such as their initials or another alternative, so that the meeting moderator can identify individuals who wish to make public comment; participants who choose not to provide their email address may utilize a fictitious email address like in the following sample format:
XXXXX@mailinator.com.

The Advisory Committee Meeting is accessible to the physically disabled. A person who needs a disability-related accommodation or modification in order to participate in the meeting may make a request by contacting Richie Barnard at (279) 666-5875, by emailing richie.barnard@dca.ca.gov or sending a written request to the Bureau for Private Postsecondary Education, P.O. Box 980818, West Sacramento, CA 95798-0818. Providing your request at least five business days before the meeting will help ensure availability of the requested accommodation.

Discussion and action may be taken on any item on the agenda. The time and order of agenda items are subject to change at the discretion of the Chair. In the event a quorum of the committee is unable to attend the meeting, or the committee is unable to maintain a quorum once the meeting is called to order, the members present may, at the chair's discretion, continue to discuss items from the agenda and make recommendations to the full committee at a future meeting.

Government Code section 11125.7 provides the opportunity for the public to address each agenda item during discussion or consideration by the committee or prior to the committee taking any action on said item. Members of the public will be provided appropriate opportunities to comment on any issues before the Advisory Committee, but the chair may, at the chair's discretion, apportion available time among those who wish to speak. If public comment is not specifically requested, members of the public should feel free to request an opportunity to comment. Individuals may present to the Advisory Committee on items not on the agenda, however, the committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)). The Advisory Committee plans to webcast this meeting at <https://thedcapage.blog/webcasts>. Webcast availability cannot, however, be guaranteed due to limited resources or technical difficulties. The meeting will not be cancelled if webcast is not available. Using the WebEx link will allow for participation and observation with closed captioning.

Agenda

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

1. Welcome, Introductions, and Establishment of a Quorum
2. Public Comment on Items not on the Agenda (Note: The Advisory Committee may not discuss or take action on any matter raised during this public comment section, except to decide whether to place the matter on the agenda of a future meeting (Government Code Sections 11125 and 11125.7(a))
3. Review and Approval of August 20, 2024, Advisory Committee Meeting Minutes
4. Remarks by a Representative of the Department of Consumer Affairs, which may include updates pertaining to the Bureau's Operations, Human Resources, Department's Administrative Services, Enforcement, Information Technology, Communications and Outreach, as well as Regulatory and Policy Matters
5. Bureau Operations Update and Discussion related to the following:
 - a. IT System Project
 - b. Licensing Report
 - c. Quality of Education Report
 - d. Annual Report Update
 - e. Compliance and Discipline Report
 - f. Complaint and Investigation Report
 - g. Office of Student Assistance and Relief (OSAR) Report
 - h. Student Tuition Recovery Fund (STRF) Report

6. Status Update and Discussion on the Following Regulatory Matter:
 - a. Minimum Operating Standards: Student Records (California Education Code (CEC) section 94885(a)(8), 94900, 94926, and 94927.5, 5 California Code of Regulations (CCR) sections 71310, 71920, and 71930)
7. Collaboration with the California Office of Data and Innovation to Use Data to Support Prioritization of Inspections and Investigations (CEC section 94941)
8. Future Meeting Dates
9. Future Agenda Items
10. Chair and Vice Chair Elections
11. Adjournment

1. Welcome, Introductions, and Establishment of a Quorum

Members:

- Leigh Ferrin, Chair
- Tess Kraiker, Vice Chair
- Robert Boykin
- Kansen Chu
- Melanie Delgado
- Joseph Holt
- Robyn Smith
- Tracy Tambascia
- Senator Angelique Ashby
- Assemblymember Mike Fong



2. Public Comment on Items not on the Agenda

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



3. Review and Approval of August 20, 2024, Advisory Committee Meeting Minutes





**Advisory Committee Meeting Minutes
Tuesday, August 20, 2024**

WebEx Meeting

Advisory Committee Members in Attendance

Leigh Ferrin
Robyn Smith
Tess Dubois-Carey
Melanie Delgado
Joseph Holt
Robert Boykin
Kansen Chu

Committee Members Absent

Tracy Tambascia
Assemblymember Mike Fong
Senator Angelique Ashby

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

Deborah Cochrane, Bureau Chief
Linh Nguyen, DCA Legal Counsel
Elizabeth Elias, Deputy Bureau Chief
Manila Vongmany, Deputy Bureau Chief
Greg Donkerbrook, Bureau Licensing Chief
Daniel Rangel, Bureau Enforcement Chief
Ebony Santee, Bureau Education Administrator
Scott Valverde, Office of Student Assistance and Relief Chief
Yvette Johnson, Bureau Administration Chief
Parker Strohmeyer, Bureau Legislative/Regulation Specialist
Korrina Moreno, DCA Representative
Jason Piccione, DCA Chief Information Officer

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

Committee Chair, Leigh Ferrin, called the meeting to order.

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

No public comment.

Agenda #3 - Review and Approval of May 15, 2024, Advisory Committee Meeting Minutes

Public Comment

No public comment.

Joseph Holt moved to approve the May 15, 2024, meeting minutes; Tess Dubois-Carey seconded the motion.

Vote

(Leigh Ferrin: Aye; Tess Dubois-Carey: Aye; Robert Boykin: Aye; Melanie Delgado: Aye; Joseph Holt: Aye; Kansen Chu: Abstain; Robyn Smith: Aye)

The motion passed.

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

Korrina Moreno provided an update on the Department of Consumer Affairs (Department).

Ms. Moreno reported that Workplace Violence Prevention training is required for all DCA employees and board/committee members. She also stated that Committee members must complete Board Member Orientation Training (BMOT) within one year of appointment. She noted that the next BMOT training will be offered virtually on October 22, 2024.

Public Comment

No public comment.

Agenda #5 – Bureau Operations Update and Discussion

Update on the Bureau’s IT System Project

Jason Piccione, DCA Chief Information Officer, provided an update on the Bureau’s IT system project. He reported that the targeted timeframe for conversion from the Bureau’s legacy system to the new IT system has shifted to early 2025.

Public Comment

No public comment.

Licensing Report

Greg Donkerbrook, Bureau Licensing Chief, reported on the Licensing Unit. He outlined Attachment 5(b).

Joseph Holt asked what positive impact the new IT System might have on application processing times. Mr. Donkerbrook responded that new system should help streamline the deficiency, notification, and other communication processes. He noted it should also help with tracking and data reporting.

Public Comment

One member of the public provided a comment.

Quality of Education Report

Ebony Santee, Bureau Education Administrator, reported on the Quality of Education Unit (QEU). She outlined Attachment 5(c).

Public Comment

No public comment.

Annual Report (AR) Report

Elizabeth Elias, Bureau Deputy Chief, reported on the Annual Report Unit. She outlined Attachment 5(d).

Public Comment

No public comment.

Compliance and Discipline Report

Ms. Elias reported on the Compliance and Discipline Unit. She outlined Attachment 5(e).

Robyn Smith asked if there is a way to report the number of unannounced inspections that are conducted for reasons other than routine. Ms. Elias responded that she is not sure if that data point is tracked but it is something that can be considered for future reports.

Ms. Smith asked to see the results for announced and unannounced inspections reported separately at future meetings. Ms. Elias stated that is something that could be reported on at future meetings.

Mr. Holt asked what the reason is behind the increase in the number of notices to comply being issued. Ms. Elias credited the increase to a change in business processes. She explained that inspectors were previously allowing institutions to potentially correct violations without documenting them. She continued that inspectors now issue a notice to comply when a violation is identified. She added that the notice comply still allows an institution the opportunity to correct a violation before any kind of enforcement or disciplinary action is taken.

Mr. Holt suggested future reporting on the top five notices to comply issued and reporting the number of notices to comply that are resolved or lead to some enforcement action. Ms. Smith agreed on future reports listing the top five notices to comply issued. She added that she would also like to see a breakdown of notices to comply issued to accredited and nonaccredited institutions. Ms. Elias said she would research whether these requests were feasible to include in future reports.

Public Comment

No public comment.

Complaint and Investigation Report

Daniel Rangel, Bureau Enforcement Chief over complaints and investigations, reported on the Complaint and Investigation Unit. He outlined Attachment 5(f).

Public Comment

No public comment.

Office of Student Assistance and Relief (OSAR) Report

Scott Valverde, OSAR Chief, reported on the OSAR Unit. He outlined Attachment 5(g).

Public Comment

No public comment.

Student Tuition Recovery Fund (STRF) Report

Yvette Johnson, Bureau Administration Chief, provided a report on STRF. She covered Attachment 5(h).

Mr. Holt asked to see the date range for claims in queue at future meetings.

Ms. Smith asked what the most common reason claims are denied. Ms. Johnson responded that the most common reason for a denial is a claim being submitted outside the four-year window of eligibility.

Public Comment

No public comment.

Agenda Item #6 - Status Updates and Discussion on Regulatory Proposals

Parker Strohmeyer, Bureau Legislative/Regulation Specialist, provided a status update on Bureau regulatory matters. He outlined the Bureau Regulations Tracker in the meeting materials.

Mr. Strohmeyer commented on the proposed Section 100 corrections to Applications for Verification of Exempt Status. He explained that this minor regulatory change is to remove a portion of language that references a repealed exemption.

Public Comment

No public comment.

Agenda #7 – Future Agenda Items

No suggestions for future agenda items.

Public Comment

No public comment.

Agenda #8 – Adjournment

The meeting adjourned at 11:10 am.

4. Remarks By A Representative Of The Department Of Consumer Affairs

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



5. Bureau Operations Update and Discussion related to the following:

- a. IT System Project
- b. Licensing Report
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IT System Project



Licensing Unit

Q1, FY 2024-2025

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FY 2024/25 Q1 LICENSE APPLICATIONS – PENDING APPLICATIONS


Application	Current Quarter			12 Month Rolling Average			End of Quarter
	Received	Approved	Completed	Received	Approved	Completed	Total Pending
New Full Approval	6	4	6	52	30	46	110
New Acc Approval	13	7	14	43	34	49	9
Renewal Full	11	18	27	66	75	100	83
Renewal Accredited	13	22	24	83	82	90	37
Changes Full	23	22	27	110	98	122	68
Changes Accredited	36	33	41	145	128	146	32
Verification of Exemption	95	74	105	319	250	340	25
Out of State Registration	4	15	17	56	51	58	16

FY 2024/25 Q1 APPLICATION TIMEFRAMES

Application	Current Quarter				12 Month Rolling Average	
	Avg Days To Approve	Avg Days To Complete	Days to Approve Low	Days to Approve High	Avg Days To Approve	Avg Days to Complete
New Full Approval	471	509	298	690	507	511
New Acc Approval	114	82	36	302	94	95
Renewal Full	335	449	90	867	507	581
Renewal Accredited	199	190	7	572	206	197
Changes Full	175	195	0	486	157	176
Changes Accredited	46	97	7	360	61	86
Verification of Exemption	32	32	5	146	34	35
Out of State Registration	34	54	20	47	42	49

FY 2024/25 Q1 Statewide Population by Location Type & Approval Type

Location Type for Approval to Operate	Main	Branch	Satellite	Total
	888	295	350	1533



Approval Types Population	ABMA (Accredited)	Full (Non-Accredited) ^a	Conditional ^b	Out of State Registration
	391	495	2	132

^a 26 institutions with full approvals have provisional approval to offer one or more-degree programs pursuant to California Education Code section 94885.5.

^b Conditional approvals are issued for a period up to six months when an institution is in substantial compliance, but minor deficiencies exist (California Code of Regulations section 71400(d)(1)).

Licensing Workshops

- The Bureau offers online, interactive Licensing Workshops for Institutions to help them understand how to complete a first-time application.
- Institutions may register on the Bureau's website:
https://www.bppe.ca.gov/schools/application_workshops.shtml

- FY 24/25

- Q2 Workshops

- October 22, 2024
 - November 19, 2024
 - December 17, 2024

Prior Workshop Dates	Location	Registrants	Participants
July 23, 2024	WebEx - Virtual	50	33
August 20, 2024	WebEx - Virtual	30	22
September 24, 2024	WebEx - Virtual	41	35

Submit questions and/or comments to:

Gregory Donkerbrook

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(916) 574-7216

gregory.donkerbrook@dca.ca.gov

Quality of Education Report

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Overview of Relevant Law Sections

	CEC section 94885.1	CEC section 94885.5	CEC sections 94885(c) and 94885.7
Eligibility Description	Preexisting unaccredited institutions offering degrees	Unaccredited institutions newly seeking to offer degrees	Newly unaccredited degree-granting institutions
Established	Senate Bill 1247 (2014)	Senate Bill 1247 (2014)	Senate Bill 1433 (2022)
Timeline to Achieve Accreditation	Institutions must achieve pre-accreditation or candidacy within two years and become accredited within five years. Timelines are subject to extension by the Bureau.		
Program Limitations	Preexisting degree programs may continue to be offered	Limited to two degree programs	
Institution Count	143 (Final)	94 (Ongoing)	

CEC Section 94885.1 Analysis

Initial Response to Accreditation Requirement (n=143)

1 institution each: Accrediting Bureau of Health Education Schools, Accrediting Council for Continuing Education and Training, Association of Theological Schools Commission on Accreditation, National Association of Schools of Music, and National Association of Schools of Theatre.

Accreditation Commission for Acupuncture and Oriental Medicine, 3

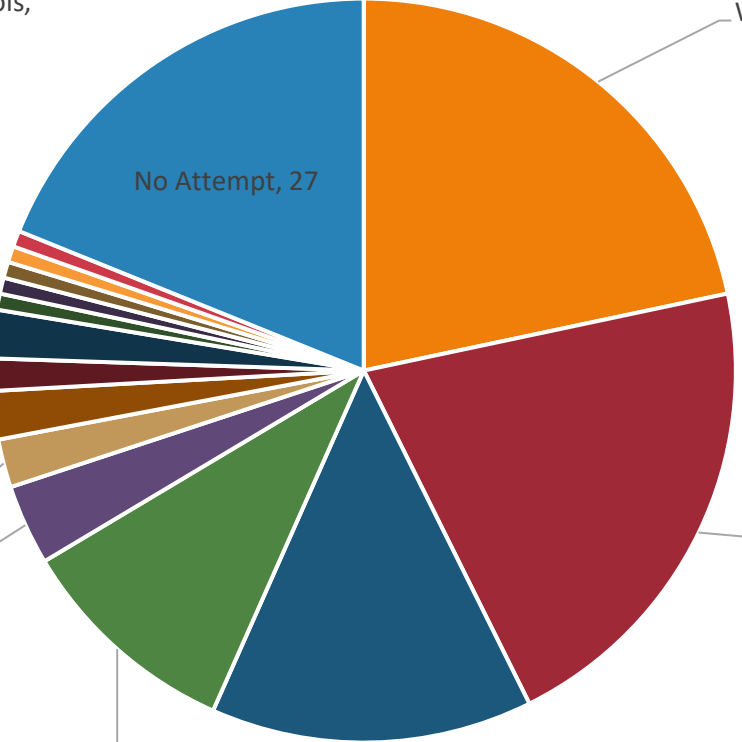
Accrediting Commission for Community and Junior Colleges, 2

Council on Occupational Education, 3

Association for Biblical Higher Education, Commission on Accreditation, 3

Accrediting Commission of Career Schools and Colleges, 5

Transnational Association of Christian Colleges and Schools, 14



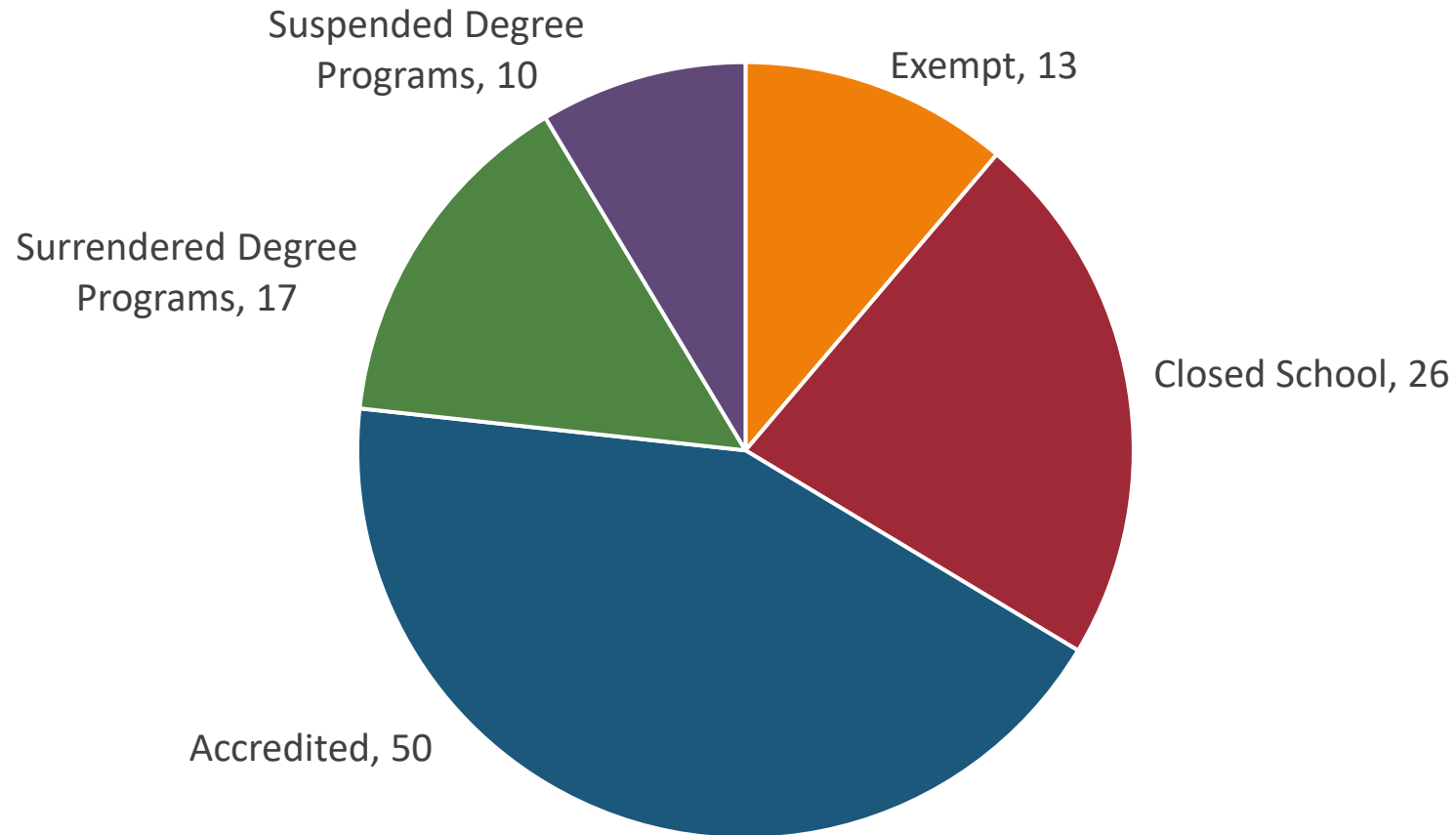
Western Association of Schools and Colleges, 31

Accrediting Council for Independent Colleges and Schools, 30

Distance Education Accrediting Commission, 20

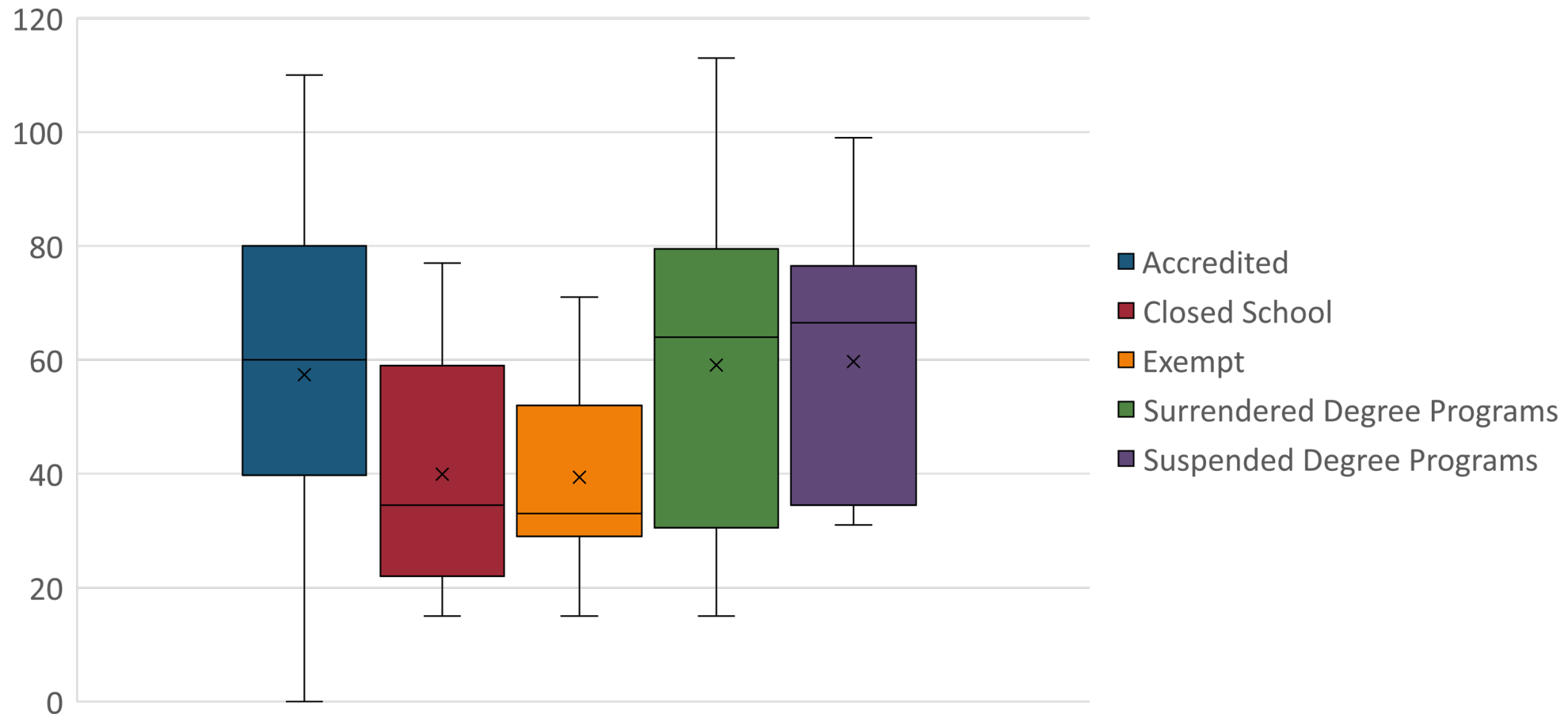
CEC Section 94885.1 Analysis

Accreditation Requirement Outcome (n=116)



CEC Section 94885.1 Analysis

Months to Accreditation Outcome (n=116)



CEC Section 94885.1 Analysis

Accredited Institutions by Extension Request (n=50)

	Number of Institutions	Months to Accreditation
Accredited Within Timeframe	29	37.9
Extension Granted	21	84.2

Status of Institutions Granted Provisional Approval for Degree Programs

Includes provisionally approved degree programs authorized under CEC sections 94885(c), 94885.5, 94885.7

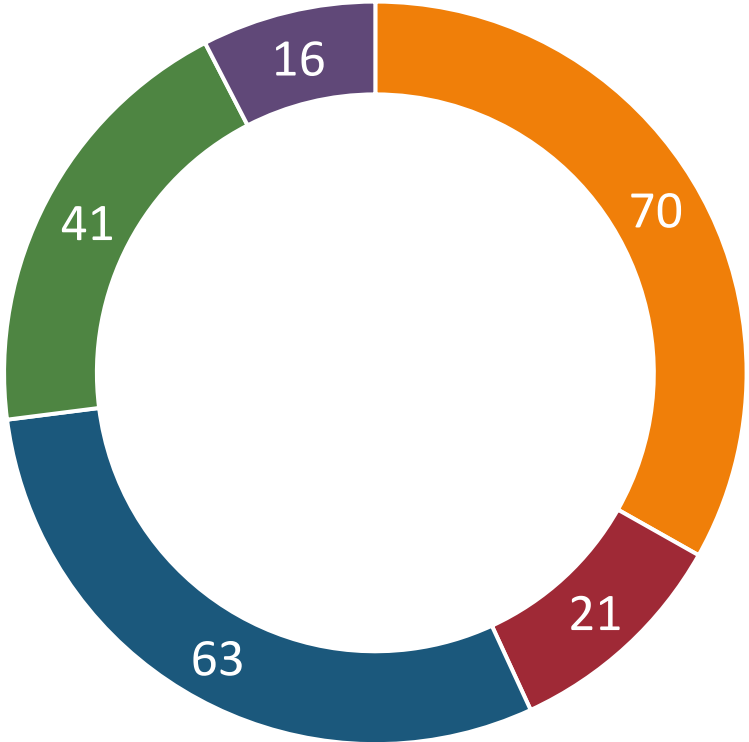
Outcome	Institution Count
Accredited	22
Closed or Approval Expired	14
Exempt	2
Surrendered Degrees	18
Suspended Degrees	12
Pursuing Accreditation	26
Total	94

Provisionally Approved Degree Program Outcomes

Includes institutions with provisionally approved degree programs that have concluded their efforts to obtain accreditation; excludes institutions still pursuing accreditation.

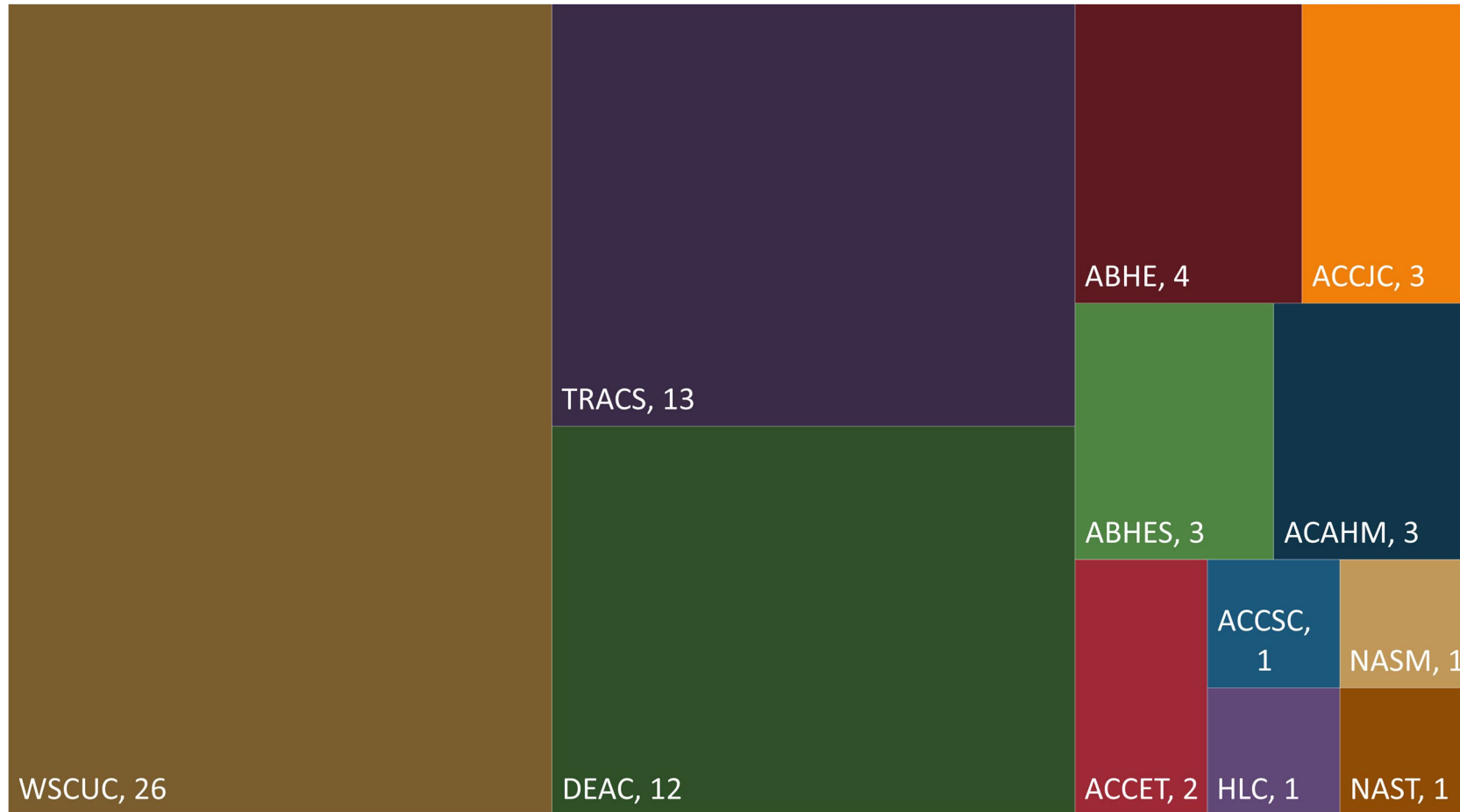
Total Institution Count: 211

- Obtained Accreditation
- Became Exempt
- Institution Closed
- Degree Programs Surrendered
- Degree Programs Suspended



Accrediting Agency Outcomes

Includes institutions that received provisional approval to offer degree programs and obtained accreditation



- ABHE: Association for Biblical Higher Education
- ABHES: Accrediting Bureau of Health Education Schools
- ACAHM: Accrediting Commission for Acupuncture & Herbal Medicine
- ACCJC: Accrediting Commission for Community and Junior Colleges
- ACCET: Accrediting Council for Continuing Education & Training
- ACCSC: Accrediting Commission of Career Schools and Colleges
- HLC: Higher Learning Commission
- DEAC: Distance Education Accrediting Commission
- NASM: National Association of Schools of Music
- NAST: National Association of Schools of Theater
- TRACS: Transnational Association of Christian Colleges and Schools
- WSCUC: WASC Senior College and University Commission

Submit questions and/or comments to:

Ebony Santee

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(279)-895-6081

Ebony.Santee@dca.ca.gov

Annual Report Update Q1, FY 2024-2025

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2023 Annual Report

- Portal opened on August 1, 2024
- **Report due December 1, 2024**
- Notification was sent to Institutions at the end of July.
- Notifications were sent to the Institution's physical and mailing address on record with the Bureau and by email to the person who submitted the 2022 Annual Report.
- **Reminder: Any changes to a physical or mailing address, contact person, agent for process and/or custodian of record must be updated timely. If your institution has had any recent changes, please reach out to the Licensing Unit at BPPE.Licensing@dca.ca.gov to update your information.**

2023 Annual Report Components

- Report Submission Must Include
 - ❖ PORTAL
 - Annual Report Data
 - School Performance Fact Sheets
 - 2022 Catalog
 - Enrollment Agreements
 - Graduate Identification Data
 - ❖ MAIL – HARD COPY
 - Financial Statements

School Performance Fact Sheet Workshops

- The Bureau offers School Performance Fact Sheet (SPFS) Workshops for Institutions to help them understand the Bureau's laws and regulations.
- Workshops are conducted in an online and interactive format.
- Institutions are encouraged to register online at the Bureau's website:
https://bppe.ca.gov/schools/school_perf_workshops.shtml
- Upcoming Workshops:
 - November 15, 2024
 - December 20, 2024

School Performance Fact Sheet Workshops FY 2024-2025

Date	Attendees
July 21, 2024	21
August 30, 2024	29
September 27, 2024	33

Submit questions and/or comments to:

Elizabeth Elias

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(279) 212-1986

elizabeth.elias@dca.ca.gov

Compliance & Discipline Report Q1, FY 2024-2025

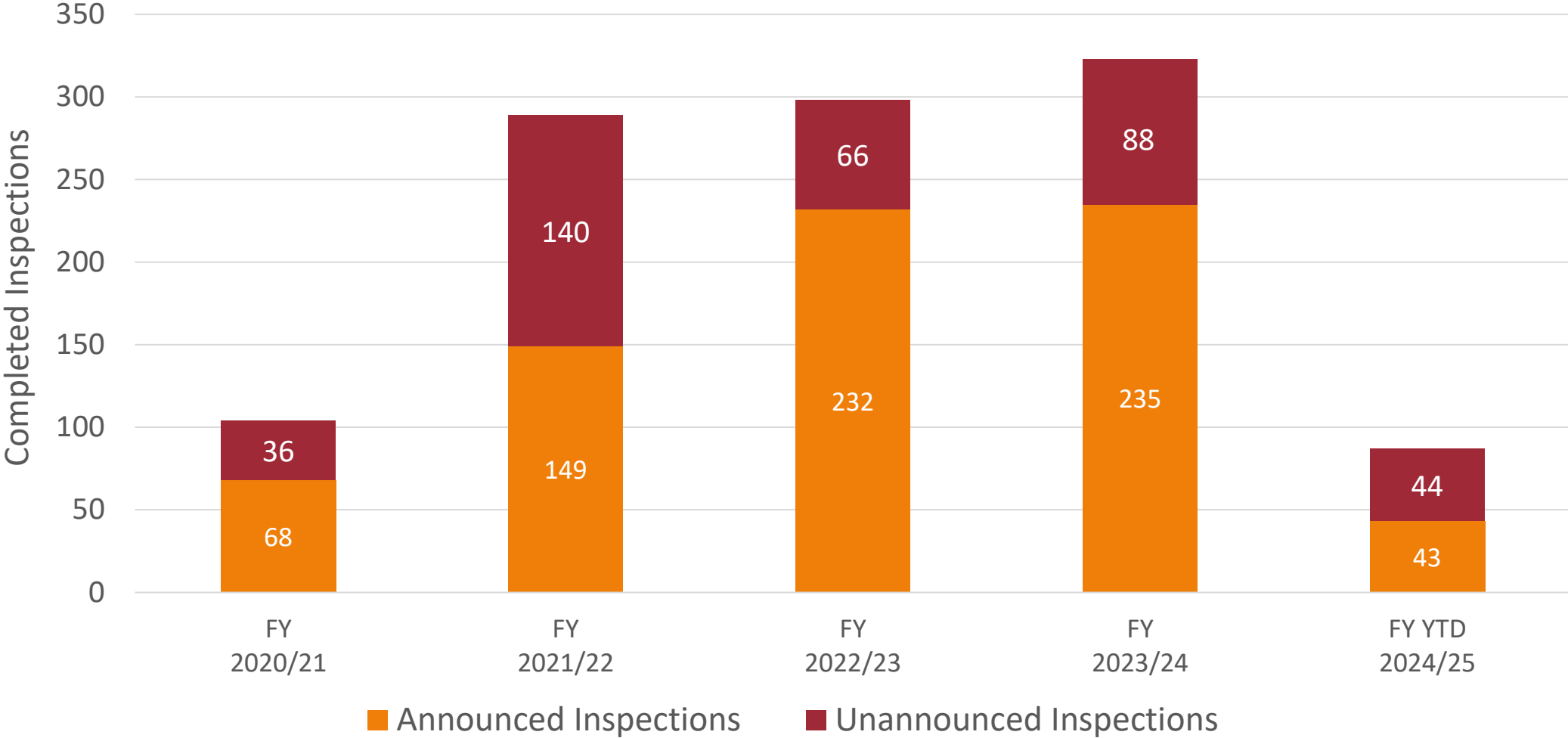
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Inspections

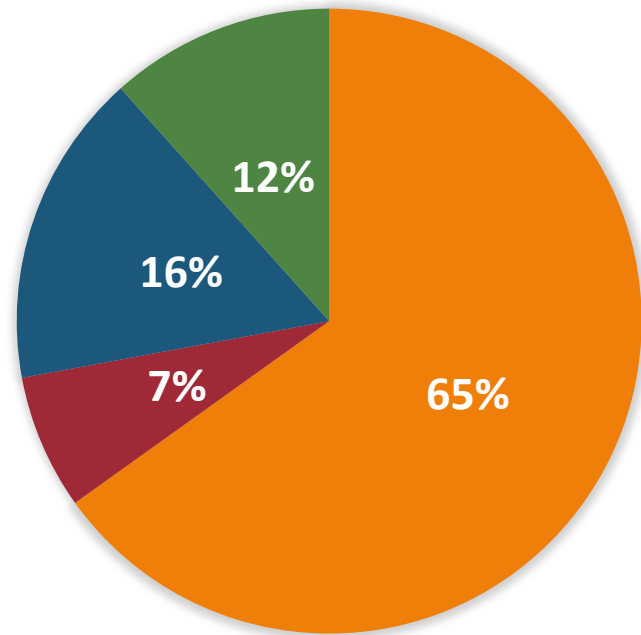
INSPECTIONS	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Total Inspections	104	289	298	323	87				87
Announced Inspections	68	149	232	235	43				43
Unannounced Inspections	36	140	66	88	44				44

Inspections by Type

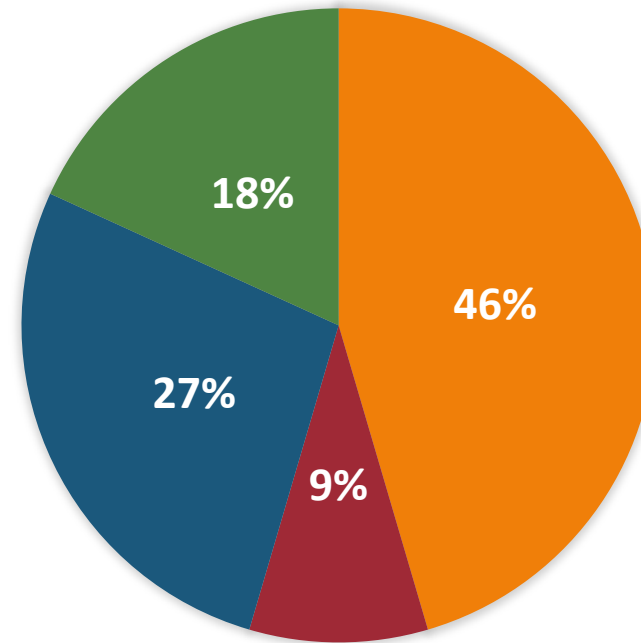


Inspection Results, FY 2024-25 YTD

Announced Inspections



Unannounced Inspections



■ No Action Required ■ Notice to Comply (NTC) ■ Enforcement Referral (ER) ■ NTC and ER

Compliance Workshops

- The Bureau offers Compliance Workshops for Institutions to help them understand the Bureau's laws and regulations.
- Workshops are held monthly and are conducted in an online and interactive format.
- Institutions are encouraged to register online at the Bureau's website: https://bppe.ca.gov/enforcement/compliance_workshops.shtml
- Upcoming Workshops
 - October 16, 2024
 - November 7, 2024
 - December 11, 2024

Compliance Workshop Attendance FY 2024-25	
Workshop Date	Attendees
July 2024	18
August 2024	34
September 2024	38

Enforcement Actions Resulting from an Accusation

Actions Taken	FY 20/21	FY 21/22	FY 22/23	FY 23/24	FY 2024-2025				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Default: Revocation	7	7	5	1	2				2
PC 23	0	0	2	0	1				1
Proposed Decision (Hearing Outcome): Order to Comply	0	0	1	0	0				0
Proposed Decision (Hearing Outcome): Revocation	1	0	3	0	1				1
Rejected by DAG	1	1	1	0	0				0
Stipulated Settlement: Probation	1	0	1	0	0				0
Stipulated Settlement: Surrender	4	2	0	1	0				0
Stipulated Settlement: Revocation	0	0	1	2	1				1
Stipulated Settlement: Public Reprimand	1	0	0	0	0				0
Withdrawn By Bureau: Citation Issued	0	0	0	0	1				1
Withdrawn by Bureau: Violations Resolved	0	1	0	0	0				0
Total Actions Taken:	15	11	14	4	6	0	0	0	6

Enforcement Actions Resulting from a Statement of Issues

Actions	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Proposed Decision (Hearing Outcome): Denial Upheld	0	2	3	0	0				0
Stipulated Settlement: Probation Extended	0	0	0	1	0				0
Withdrawn: Approval Granted (Mitigation Satisfied Deficiencies)	3	1	4	1	1				1
Withdrawn: Revocation of Approval to Operate	0	0	0	0	1				1
Withdrawn: Denial Upheld (Appeal Withdrawn by Institution)	6	2	1	1	0				0
Withdrawn: Exempt Institution	2	0	0	1	0				0
Withdrawn: Approval Granted (Citation Issued)	0	0	0	1	0				0
Total Actions Taken:	11	5	8	5	2	0	0	0	2

Additional Enforcement Actions

	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/2025				
	YTD	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Emergency Decisions	1	0	2	1	0				0
Automatic Suspensions	10	4	1	2	1				1

Open Cases at the Attorney General's Office Pending Disciplinary Action

<i>As of 9/30/2024</i>	Total Cases Transmitted (Number of Cases the Bureau has initiated Disciplinary Action)	Total Cases Filed (Cases Pending Adjudication and Public)
Accusations	20	11
Statement of Issues	9	5
Totals:	29	16

Citations Issued

	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25				
	YTD	YTD	YTD	Q1	Q2	Q3	Q4	YTD
Citations Issued	146	153	280	74				74
Number of Approved Institutions Cited	126	133	207					58
Number of Unapproved Activity Citations	15	11	24					10

¹Common Violations Cited

- Unlicensed Activity – An institution without Bureau approval to operate.
- Failure to submit annual fees.
- Failure to submit student tuition recovery fund assessments.
- Failure to submit the annual report.
- Failure to submit school performance fact sheets.

Disciplinary Actions by Month



BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY • GAVIN NEWSOM, GOVERNOR
DEPARTMENT OF CONSUMER AFFAIRS • BUREAU FOR PRIVATE POSTSECONDARY EDUCATION
1747 N. Market Blvd., Suite 225, Sacramento, CA 95834
P (916) 574-8900 | Toll-Free (888) 370-7589 | www.bppe.ca.gov



BUREAU FOR PRIVATE POSTSECONDARY EDUCATION DISCIPLINARY ACTIONS – JULY 2022

This notice displays Institutions who have had disciplinary actions filed and taken by the Bureau during July 2022. To view documents related to a disciplinary action, please follow the directions listed below:

1. Visit www.bppe.ca.gov.
2. Select [Enforcement](#) from the top menu.
3. Then select [Disciplinary Actions](#).
4. Find the Institution's name. Institutions are listed in alphabetical order.
5. Documents listed below the Institution's name include information regarding the cause(s) for violations and the disciplinary orders issued.

https://www.bppe.ca.gov/enforcement/disciplinary_actions.shtml

DISCIPLINARY ACTION FILED	
Institution Name:	California Vocational Academy
Institution Code:	41462892
Case Number:	BPPE22-043
Date Filed:	July 14, 2022
Date Served:	July 15, 2022
Disciplinary Action Filed:	Accusation
Institution Name:	Deep Creek Construction School
Institution Code:	3604681
Case Number:	BPPE21-550
Date Filed:	July 20, 2022
Date Served:	July 27, 2022
Disciplinary Action Filed:	Accusation
Institution Name:	South Bay Massage College
Institution Code:	1936381
Case Number:	BPPE21-384
Date Filed:	July 8, 2022
Date Served:	July 8, 2022
Disciplinary Action Filed:	Accusation

Submit questions and/or comments to:

Elizabeth Elias

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(279) 212-1986

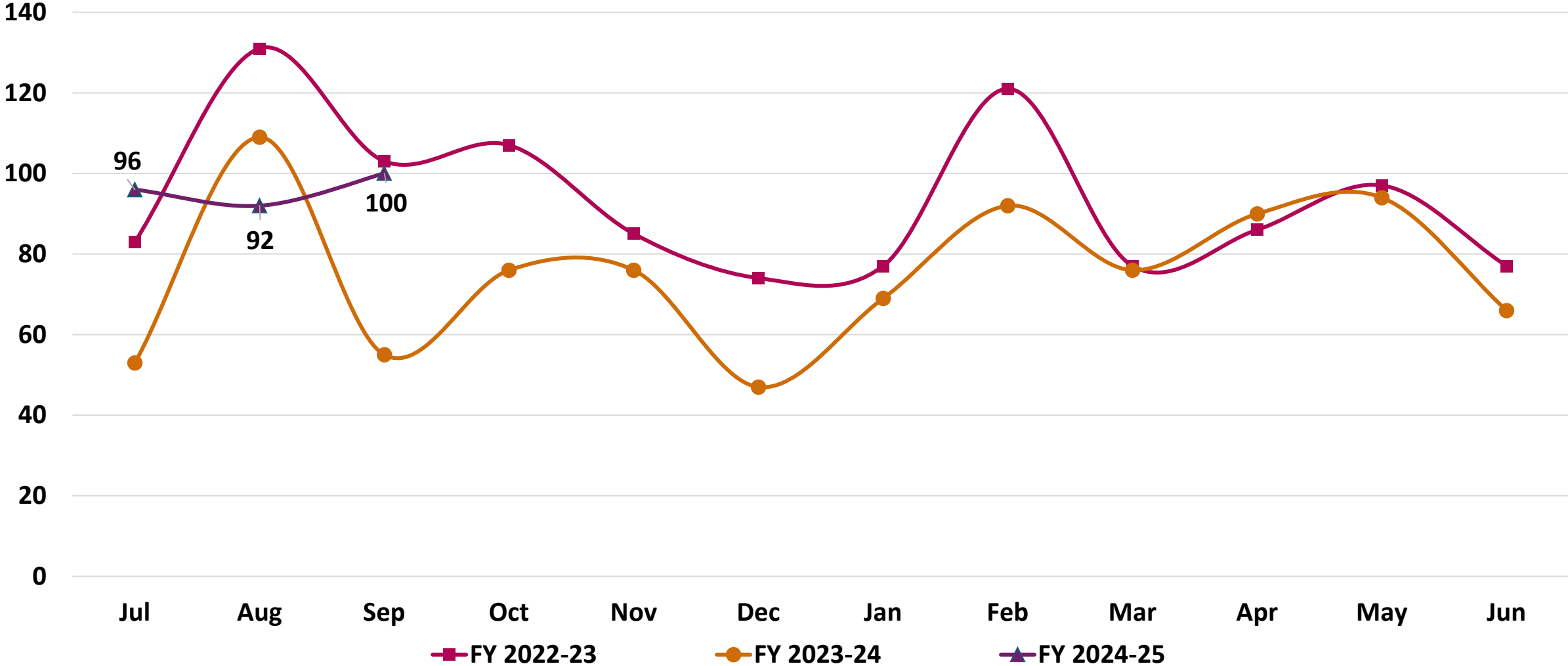
elizabeth.elias@dca.ca.gov

Complaint Investigation Report Q1, FY 2024-2025

Bureau for Private Postsecondary Education
Advisory Committee Meeting
November 13, 2024

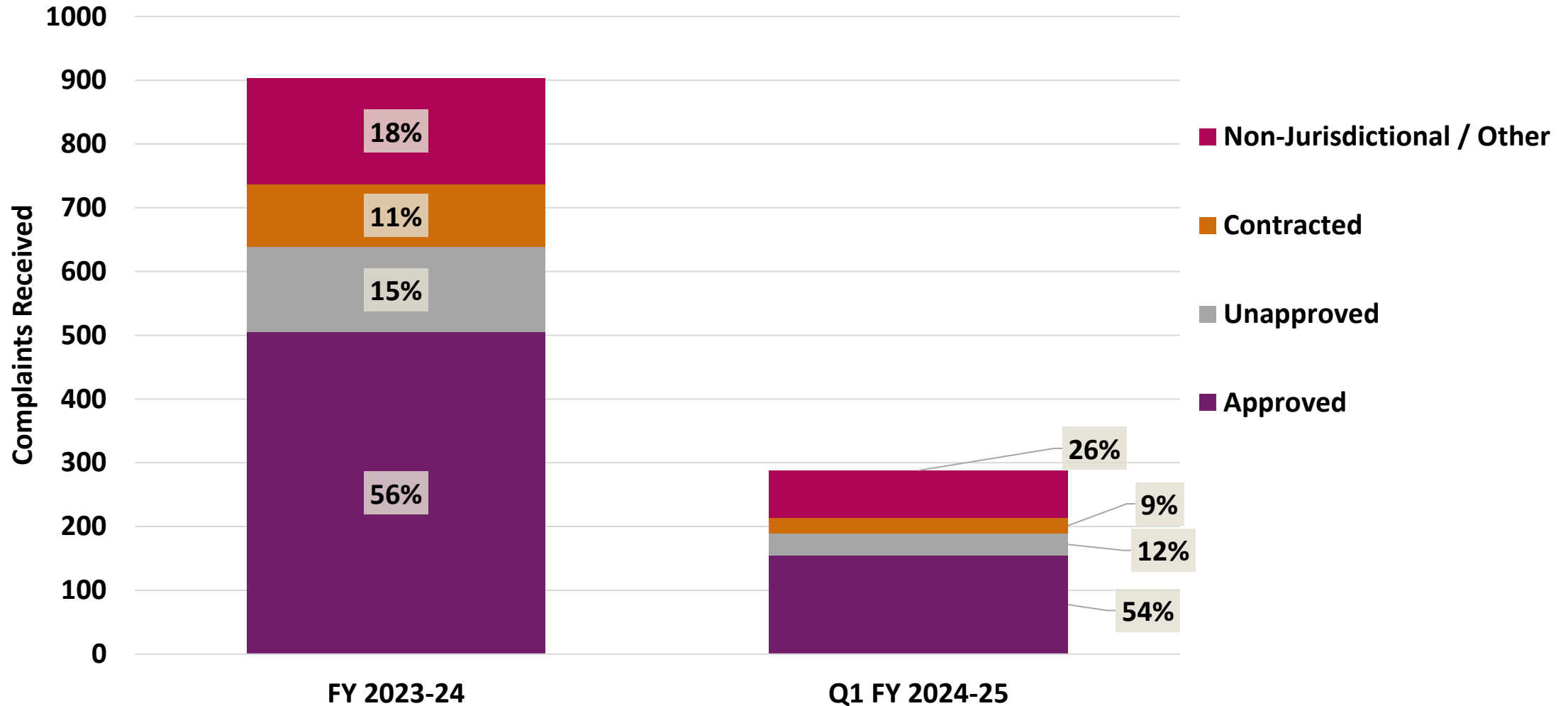


Complaints Received: FY 2022-23 to Q1 FY 2024-25

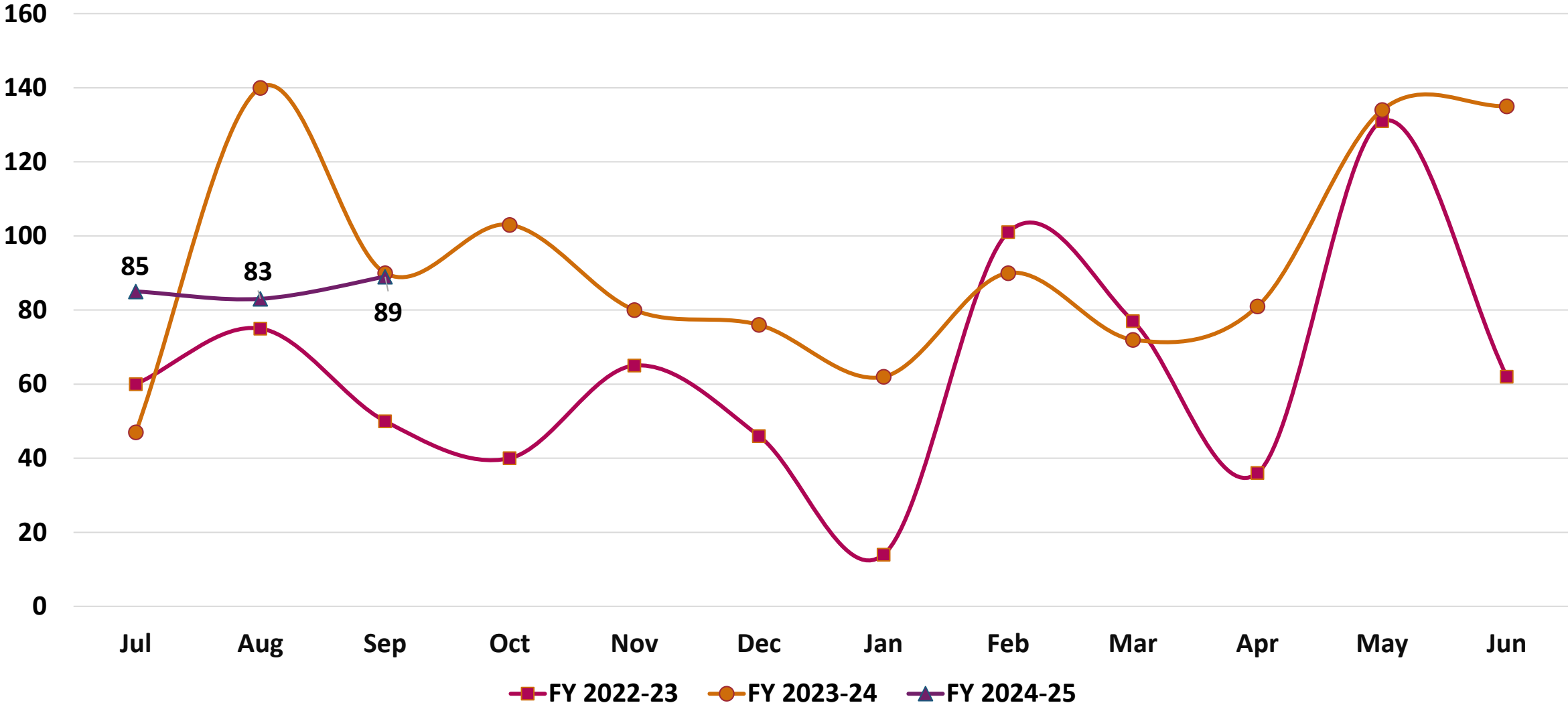


Complaints Received by School Status

FY 2023-24 to Q1 FY 2024-25

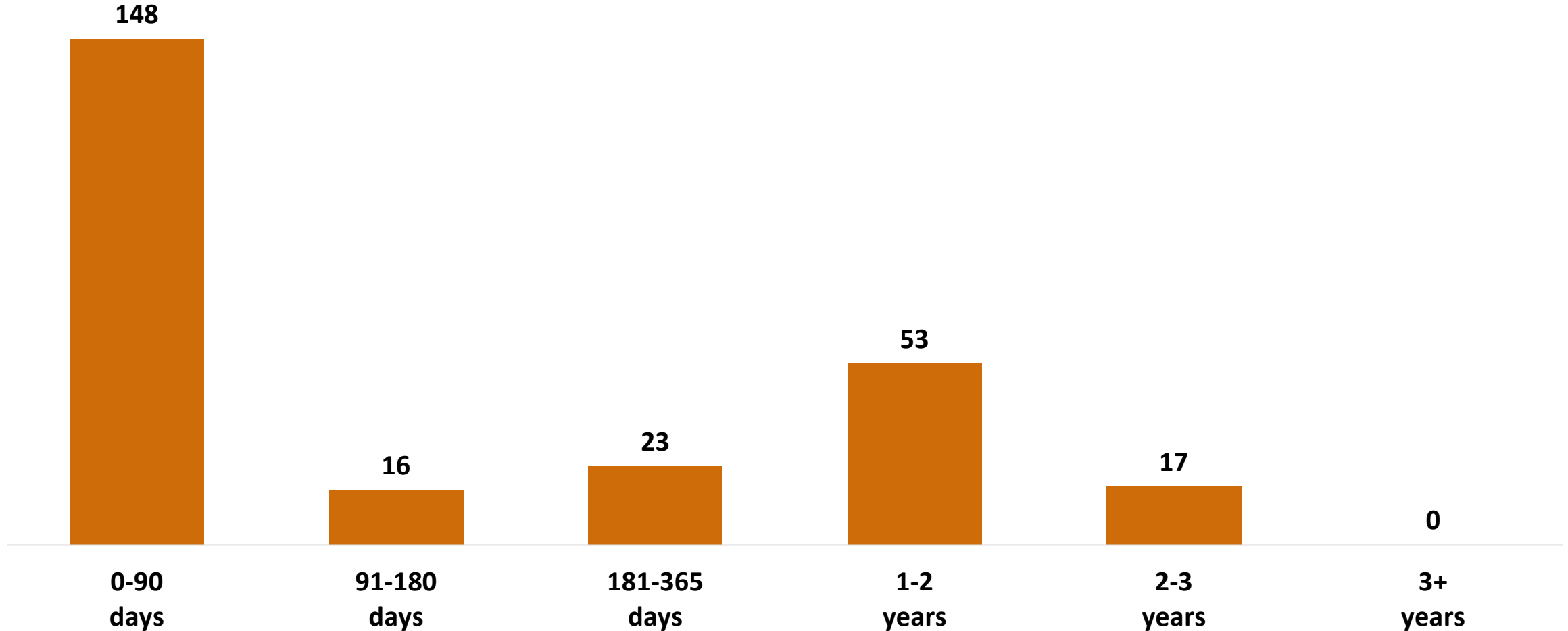


Complaints Closed: FY 2022-23 to Q1 FY 2024-25

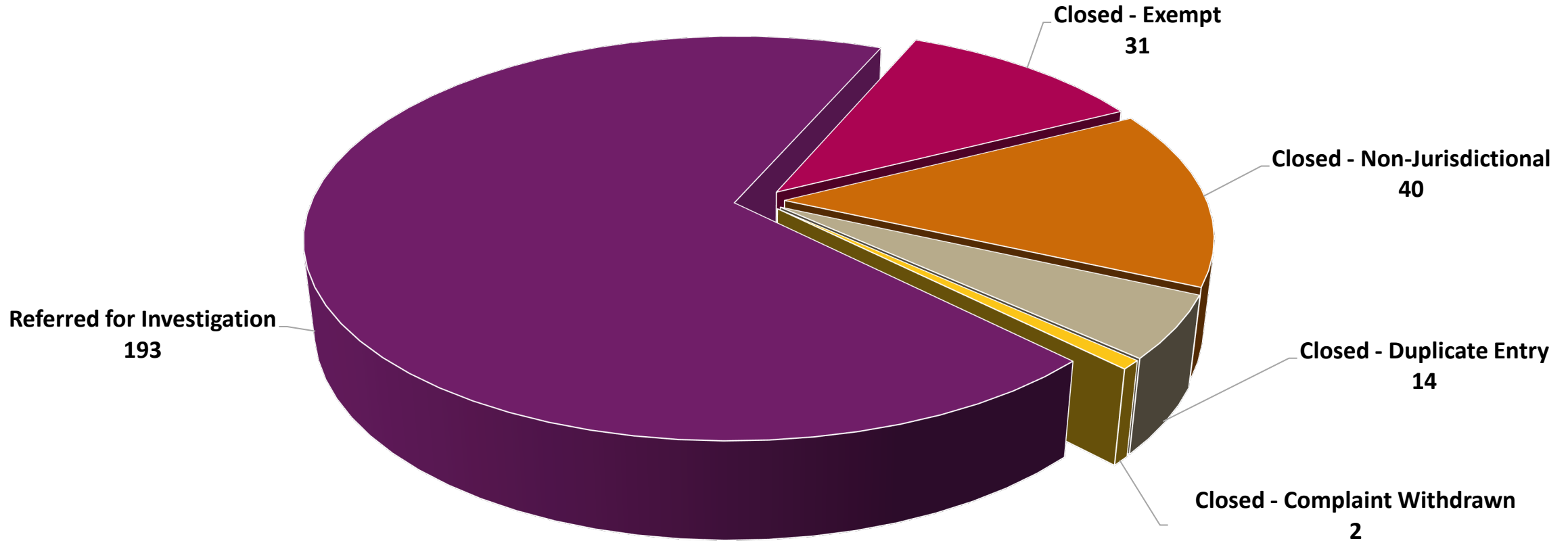


Days to Close

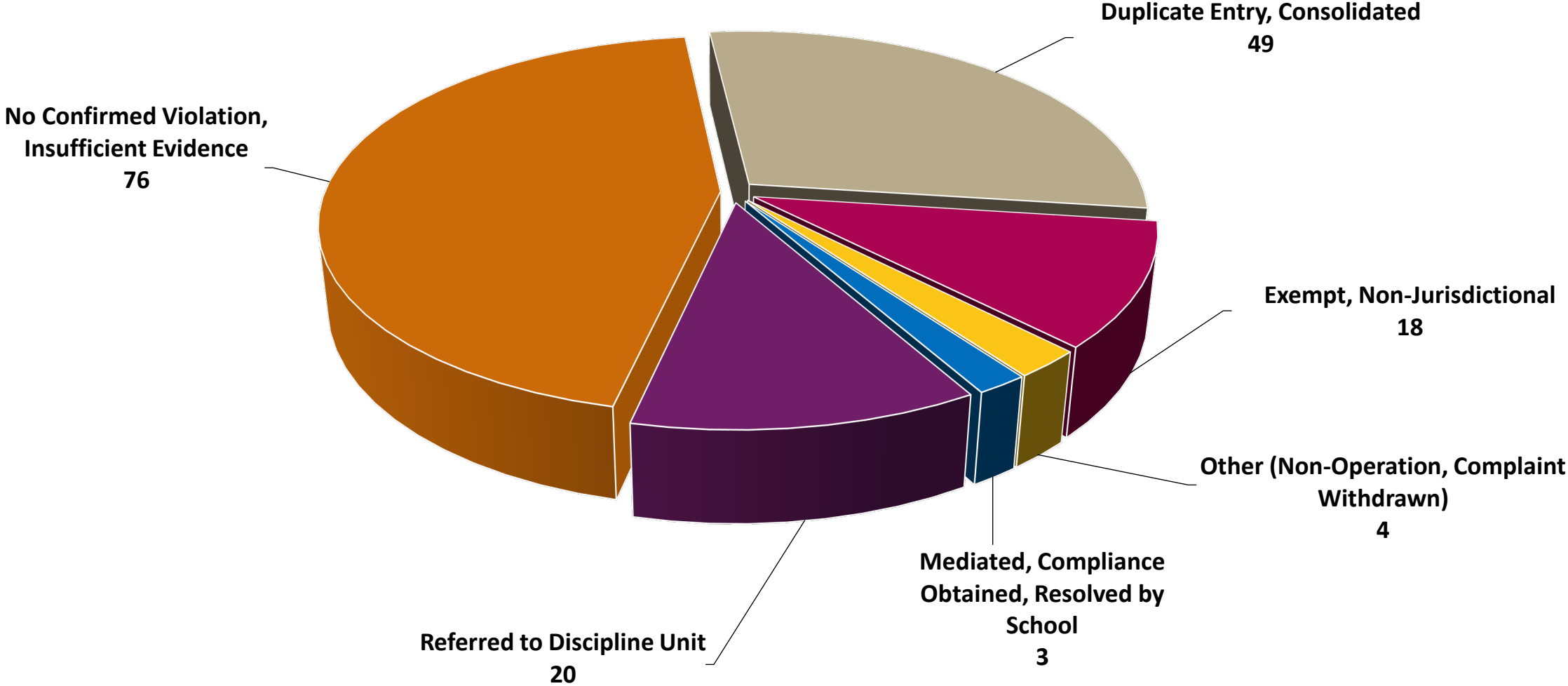
Cases Closed Q1 FY 2024-25



Complaint Intake Outcomes: Q1 FY 2024-25

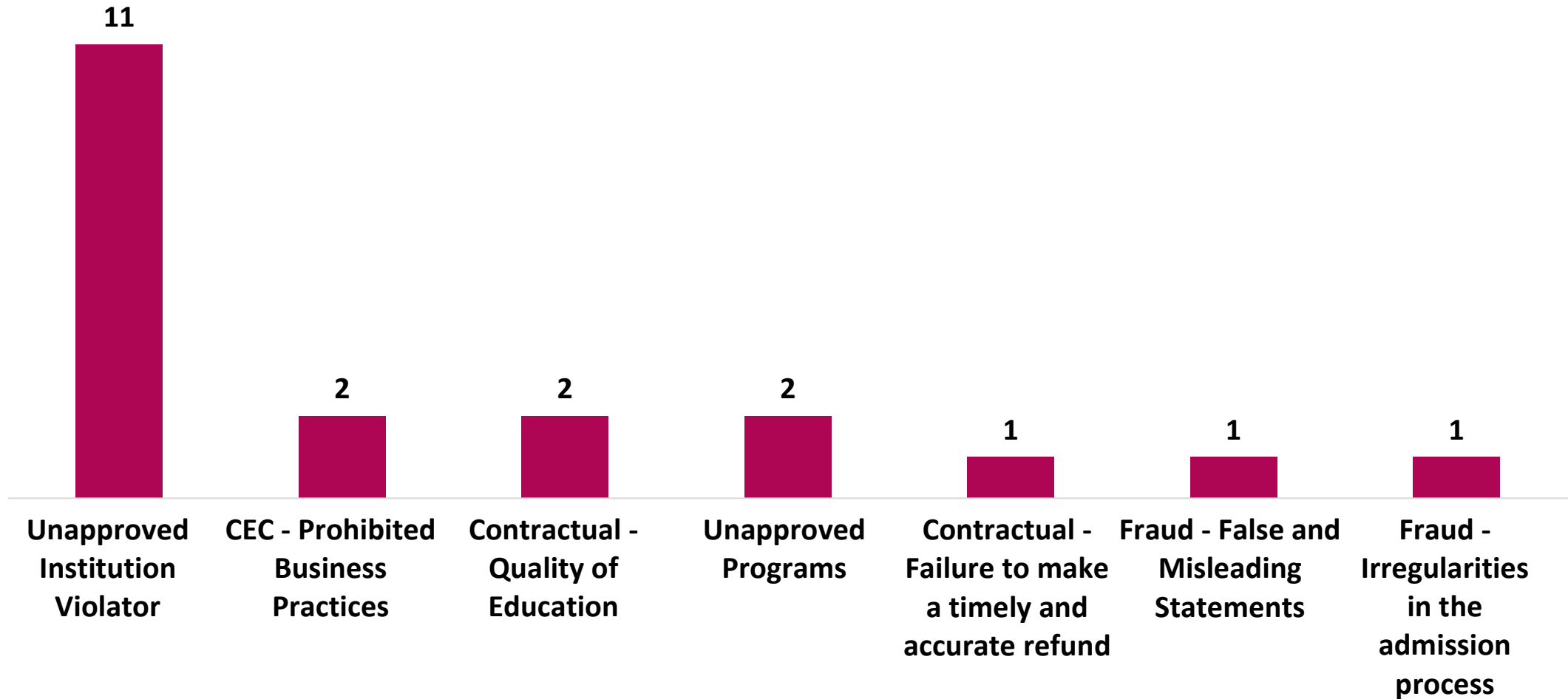


Investigation Outcomes: Q1 FY 2024-25

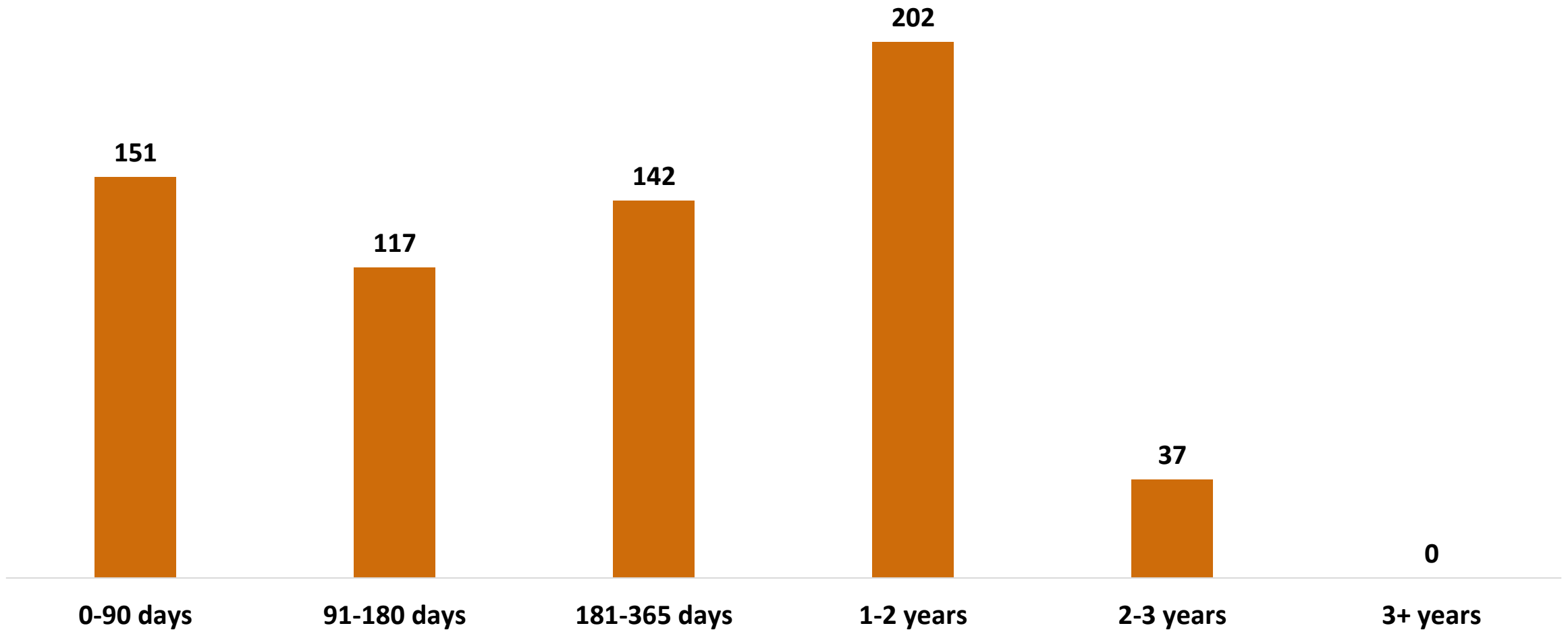


Discipline Unit Referrals: Top Allegations

Q1 FY 2024-25

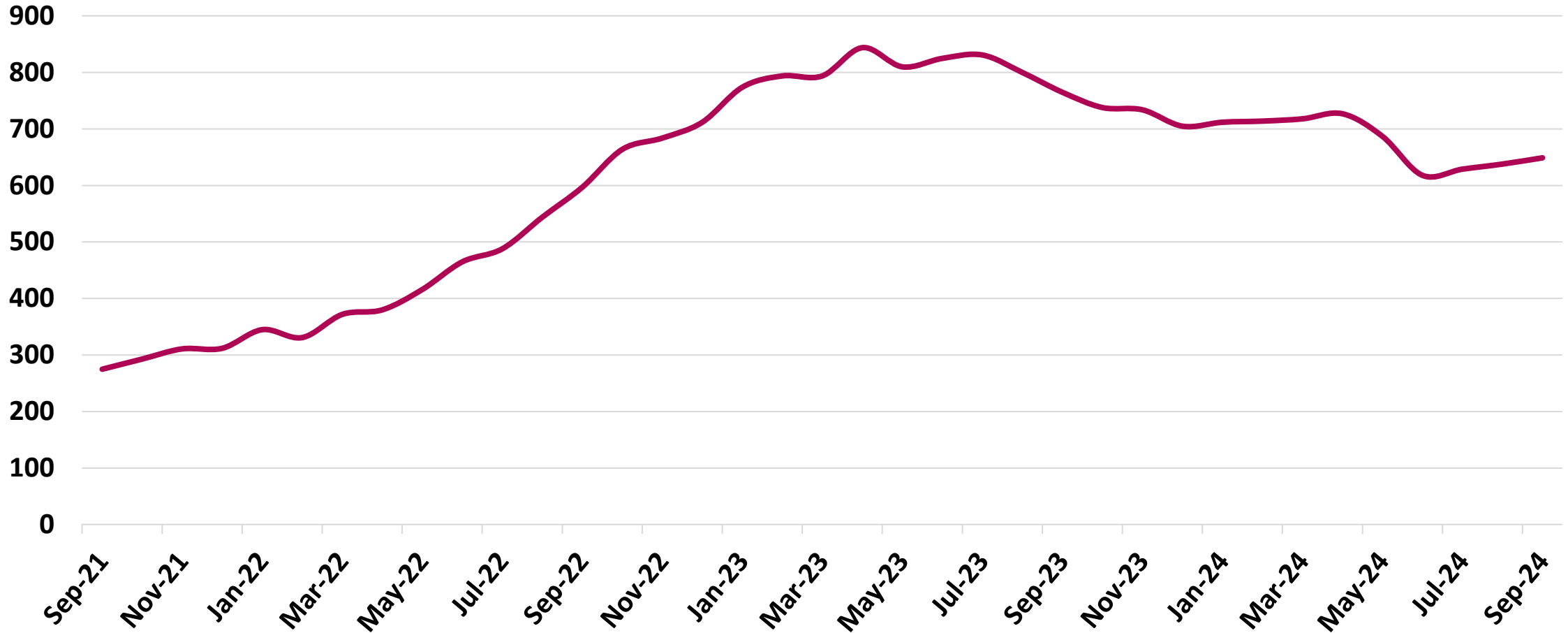


Pending Caseload Age, as of 9/30/24



Pending Caseload Count

September 2021 - September 2024



Submit questions and/or comments to:

Daniel Rangel

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(916) 879-1827

Daniel.Rangel@dca.ca.gov

Office of Student Assistance and Relief Outreach (OSAR) Report Q1, FY 2024-2025

Bureau for Private Postsecondary Education
Advisory Committee Meeting
November 13, 2024



Office of Student Assistance and Relief: Student Outreach Report

CHART A: INFORMED CHOICE OUTREACH AND EDUCATIONAL ACTIVITIES

Student Outreach Activity	Event Type	Event Date	Event Location	Total Students
California Transition Assistance Program Beale Air Force Base	Student Workshop / Presentation	7/25/2024	Yuba, CA	15
Education Fair Fort Irwin	College Fair	9/4/2024	San Bernadino, CA	4
California Transition Assistance Program Fort Irwin	Student Workshop / Presentation	9/4/20224	San Bernadino, CA	12
56 th Assembly District College and College Fair	College Fair	9/14/2024	Los Angeles, CA	150
			TOTAL	181

Office of Student Assistance and Relief: Student Outreach Report

CHART B: STUDENT OUTREACH EFFORTS

School	Outreach Type	Outreach Date	School Location	Total Students
Summit College	Email	7/24/2024	El Cajon, CA	47
Rithm Inc.	Email	9/14/2024	San Francisco, CA	7
Truck Driving Academy (Satellite)	Email	8/30/2024	Olivehurst, CA	50
Truck Driving Academy (Satellite)	Email	8/30/2024	Yuba City, CA	50
Barbosa Academy	Email	9/26/2024	Fresno, CA	10
			TOTAL	164

Office of Student Assistance and Relief: Student Outreach Report

CHART C: CLOSURE RELATED OUTREACH WORKSHOPS

Student Outreach Activity	Event Type	Event Date	Event Location	Total Students
Informational Workshop for California Trinity School of Business (Program)	Virtual	7/16/2024	Sacramento, CA	66
			TOTAL	66

Office of Student Assistance and Relief: Student Contact Report

CHART D: PHONE CALLS RECEIVED

Call Category	Jul. 2024	Aug. 2024	Sept. 2024	Total
Student Tuition Recovery Fund Application Assistance	30	34	13	77
Student Loan Relief Assistance	3	8	3	14
School / Program Closure Outreach	20	16	6	42
Informed Choice Consultation	0	0	1	1
Transcript Assistance	4	0	5	9
Other	7	9	6	22
TOTAL CALLS	64	67	34	165

Office of Student Assistance and Relief: Student Contact Report

CHART E: EMAILS RECEIVED

Email Category	Jul. 2024	Aug. 2024	Sept. 2024	Total
Student Tuition Recovery Fund Application Assistance	75	63	35	173
Student Loan Relief Assistance	44	18	11	73
School / Program Closure Outreach	139	38	31	208
Informed Choice Consultation	0	0	2	2
Transcript Assistance	27	22	15	64
Other	27	43	21	91
TOTAL EMAILS	312	184	115	611

Office of Student Assistance and Relief: Student Appointment Report

CHART F: STUDENT APPOINTMENTS CONDUCTED

	Jul. 2024	Aug. 2024	Sept. 2024	Total
Student Appointments	11	12	7	30

Submit questions and/or comments to:

Office of Student Assistance and Relief

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(888) 370-7589, Option #5

osar@dca.ca.gov

Student Tuition Recovery Fund (STRF) Report Q1, FY 2024-2025

Bureau for Private Postsecondary Education
Advisory Committee Meeting
November 13, 2024



Student Tuition Recovery Fund (STRF) Claims

STRF Claims Received		
State Fiscal Year	FY 23/24	FY 24/25 Q1
Total Claims Received	286	63
Claims Received via Connect	195	50
Claims Received via Paper Applications	91	13

Student Tuition Recovery Fund (STRF) Claims

STRF Claims Closed		
State Fiscal Year	FY 23/24	FY 24/25 Q1
Claims Approved	403	21
Claims Ineligible	17	4
Claims Denied	95	3
Unable to Contact	7	4
TOTAL	522	32

Student Tuition Recovery Fund (STRF) Claims

Current STRF Claims as of 6/30/2024

Current STRF Claims ¹	
Analyst's First Review Complete/Recommendation Pending	111
Analyst Review	78
Waiting for Student Response	46
In Queue	608
TOTAL	843

¹ Current claim count does not include claims on hold pending external determinations (e.g., borrower defense discharges, litigation).

Student Tuition Recovery Fund (STRF) Claims

STRF Claims Pending Payment – State Controller’s Office

State Fiscal Year	FY 23/24 Q4	FY 24/25 Q1
Amount	\$366,798.18	\$484,822.03
Claims	24	32

STRF Claims Paid Amount

State Fiscal Year	FY 23/24	FY 24/25 Q1
Amount	\$6,913,795.51	\$224,453.77
Claims	400	18

STRF Current Balance as of 9/30/2024

\$35,841,776.43

Student Tuition Recovery Fund (STRF) Claims

Large Impact Closures (From School Closure to Current – Total Impact)

School	STRF Claims Received	STRF Claims Pending	Ineligible / Denied	Unable to Contact	Number of STRF Claims Approved	Dollar Amount Paid to Student/Loan	Dollar Amount Paid - Ed Credit (To New School)	Total Dollar Amount Paid
Heald ¹	516	173	109	120	114	\$890,471.39	\$32,708.96	\$923,180.35
WyoTech ¹	181	27	50	39	65	\$353,156.94	\$0.00	\$353,156.94
Everest ¹	596	150	143	140	163	\$621,186.13	\$0.00	\$621,186.13
Silicon Valley	1376	364	140	29	843	\$15,155,770.26	\$0.00	\$15,155,770.26

¹ Heald College, WyoTech, and Everest College were operated by Corinthian Colleges, Inc. - "STRF Claims Pending" includes claims that are awaiting a decision on their Federal Borrower Defense applications.

Submit questions and/or comments to:

Yvette Johnson

Bureau for Private Postsecondary Education

1747 N. Market Blvd, Suite 225

Sacramento, CA 95834

(279) 895-6099

Yvette.Johnson@dca.ca.gov

6. Status Updates and Discussion on Regulatory Proposals



Regulations Tracker

Title	Status Summary	ACM	DCA	Agency	Public Comment	OAL	Final
		(text only)	(full package)				
Signature Requirements	Effective 10/1/2024	5/24/2023	6/26/2023, 9/26/2023 12/22/2023	3/4/2024	4/12/2024- 5/29/2024	7/26/2024	8/1/2024
Verification of Exempt Status Application	Effective 1/1/2025 (Section 100 only)	8/26/2021, 5/24/2023, 8/20/2024	10/1/2024	N/A	N/A	10/3/2024	10/21/2024
Identifying Date of Closure	Effective 1/1/2025	2/16/2023, 5/24/2023	5/31/2023, 6/19/2023, 10/09/2023 01/05/2024 02/13/2024	3/4/2024	4/19/2024- 6/4/2024 (45-days) 8/29/2024- 9/13/2024 (15- days)	7/26/2024 (Response) 8/2/2024 (Withdrawn) 9/19/2024 (Resubmitted)	10/31/2024
Expired Approvals	Submitted to DCA	11/8/2023	10/21/2023 12/7/2023, 1/24/2024, 10/14/2024				
Min Ops: Financial Resources, Statements, and Annual Report Filing	Submitted to DCA	11/8/2023	1/4/2024 3/5/2024 3/20/2024				
Min Ops: Refund Policies	Submitted to DCA	2/7/2024	3/20/2024, 10/10/2024				
Min Ops: Student Records	Advisory Committee Discussion	11/13/2024					

6a. Minimum Operating Standards:
Student Records (California Education
Code (CEC) section 94885(a)(8),
94900, 94926, and 94927.5, 5
California Code of Regulations (CCR)
sections 71310, 71920, and 71930)



MEMORANDUM

DATE	November 13, 2024
TO	Advisory Committee Members
FROM	Bureau for Private Postsecondary Education
SUBJECT	Ensuring Students’ Access to Records After Institutional Closure

The Bureau for Private Postsecondary Education (Bureau) is responsible for regulating private postsecondary educational institutions operating in California and monitoring their compliance with the Private Postsecondary Education Act (Act). The law includes several provisions regarding the maintenance and storage of student records, including a requirement to maintain specified records permanently. See California Education Code (CEC) section 94900. At the point of licensure, institutions are required to describe their plans for storing and maintaining records, along with providing the name of and contact information for a custodian of records. See Title 5, California Code of Regulations (CCR) section 71310. Should an institution close, its owners are responsible for ensuring that records remain stored and available for as long as they must be maintained, including assuming the expense to do so. See 5 CCR section 71930(f).

While these rules are intended to ensure that former students can obtain documentation related to their education, they are not always successful in doing so. Many institutions are uncommunicative at or soon after the point of closure. The custodian of records previously identified is no longer responsive to outreach or explicitly say they do not have the records. Plans or intentions previously made for the permanent storage and accessibility of records are deemed infeasible, for financial or other reasons.

The consequences for students unable to access their records can be severe and long-lasting. Student transcripts are often required to secure employment, obtain licenses, or transfer credits. Financial documents, showing payments made or loans disbursed, may be necessary to obtain loan discharges or other financial relief, including but not limited to the Student Tuition Recovery Fund.

The Bureau is considering whether and how regulatory changes might better support students’ ability to access needed records post-closure. Regulatory gaps already identified include the lack of specificity in the role of a custodian of records as well as how students are intended to access records maintained in perpetuity. Additionally, although the Bureau has the authority under CEC section 94927.5 to adopt regulations regarding the submission of transcripts and other pertinent records before an institution closes, there are no current regulations addressing this issue.

In addition to exploring and learning from its historical experience with institutional closure and the provision of student records, the Bureau is also in discussions with peer postsecondary education regulators in other states as well as institutions that operate across states to learn from their



approaches and experiences. The Bureau further invites Advisory Committee input and suggestions on opportunities to better protect students’ records and ensure students’ investment in higher education is fully realized. The table below outlines some common challenges related to student records availability and offers discussion questions to guide the conversation.

Challenge	Discussion Questions
<p><i>Thin Closure Plans:</i> Institutions do not generally plan to close, and previously stated plans to maintain student records in the event of a closure often fail to come to fruition. Records are often lost or disorganized when an institution is closing while simultaneously preparing an alternate method to maintain student records.</p>	<p>Institutions must provide to the Bureau a plan for maintenance of records in accordance with the law. What can be done in advance of a closure to ensure post-closure plans will pan out?</p> <p>How can the Bureau ensure institutional compliance with a requirement that extends beyond the time of an institution’s approval to operate?</p>
<p><i>Indefinite Obligations:</i> The institution’s custodian of records is the primary point of contact for records requests, but sometimes the person identified as the custodian of records is unaware, unsupported, or unwilling to maintain records indefinitely for an institution which is no longer operating.</p>	<p>Should the Bureau further define the role and obligations of a custodian of records?</p> <p>Currently, the Bureau collects information about plans for the maintenance of records at the point of licensure and collects contact information for the custodian of records at the times of licensure and closure. Should the Bureau consider collecting this information more routinely?</p> <p>What additional support can the Bureau provide to institutions or their custodian of records, either during the time of approval or during the time of closure, to maximize the protection and permanent storage of certain student records?</p>
<p><i>Individuals in Multiple Roles:</i> Very small schools may have a single individual serving in multiple or all key roles, including as custodian of records. If that individual passes away or otherwise becomes unavailable, there is no one available to maintain records or make them available.</p>	<p>Should the Bureau require that the institution’s custodian of records be someone other than the institution’s owner, or that records be maintained in a separate location?</p>
<p><i>Limited Bureau Capacity to Collect Records Historically:</i> In instances where it becomes apparent that the institution is unable or unwilling to provide for continued records maintenance, yet also</p>	<p>Given challenges with ensuring ongoing compliance with record-keeping requirements post-closure, should the Bureau consider ways to</p>



has the records available to pass along, the Bureau has stepped in to recover and store student records itself. This action ensures that relevant records are preserved. However, the Bureau has not historically seen this as a core function and is not currently set up to do this on a routine basis.

assume a more routine record-collection or recordkeeping role for closed schools?¹

Currently, in cases where the Bureau has obtained student records, it manages and provides those records to students directly for no charge. In some states, peer agencies work with a private vendor to digitize, store, and provide records to students. This reduces burden on the agency but increases costs to students. Is this an option the Bureau should explore?

The law directs the Bureau to collect transcripts and other “pertinent student records” from institutions at the point of closure. Currently, 5 CCR section 71920 defines what constitutes pertinent student records for the purpose of student files. Should a definition related to the provision of records at the point of closure be the same or narrower?

¹ The Bureau has previously recommended to the Legislature that the Bureau be authorized to use Student Tuition Recovery Fund (STRF) monies to fund the Bureau’s maintenance and provision of transcripts to students, given the alignment of this function with the purpose of STRF to mitigate the economic loss of school closure. Adoption of such a recommendation would expand the range of options that would be feasible in this area if it supported additional workload.

-
7. Collaboration with the California Office of Data and Innovation to Use Data to Support Prioritization of Inspections and Investigations (CEC section 94941)



Optimizing Inspections and Investigations through data: A Collaboration with the California Office of Data and Innovation



Bureau for Private Postsecondary Education
Advisory Committee Meeting
November 13, 2024

Project Partners

BPPE Project Champion

Elizabeth Elias

Deputy Bureau Chief of
Enforcement

Office of Data and Innovation (ODI)

Kim Hicks, Deputy Director,

Advanced Analytics and Evaluation

Rocio Mora, Senior Data Analyst

Esa Eslami, Analytics Manager

Overview

BPPE partnered with the California Office of Data and Innovation (ODI) and the Data Science Accelerator team to create a sophisticated, data-driven model and dashboard to optimize prioritization of enforcement activities.

Agenda

- Project Background
- Office of Data and Innovation
- Data Science Accelerator Engagement
- Impact and Outcomes

Project Background

BPPE's paramount objective is to protect students by regulating private postsecondary institutions across California and conducts its enforcement through inspections and investigations.

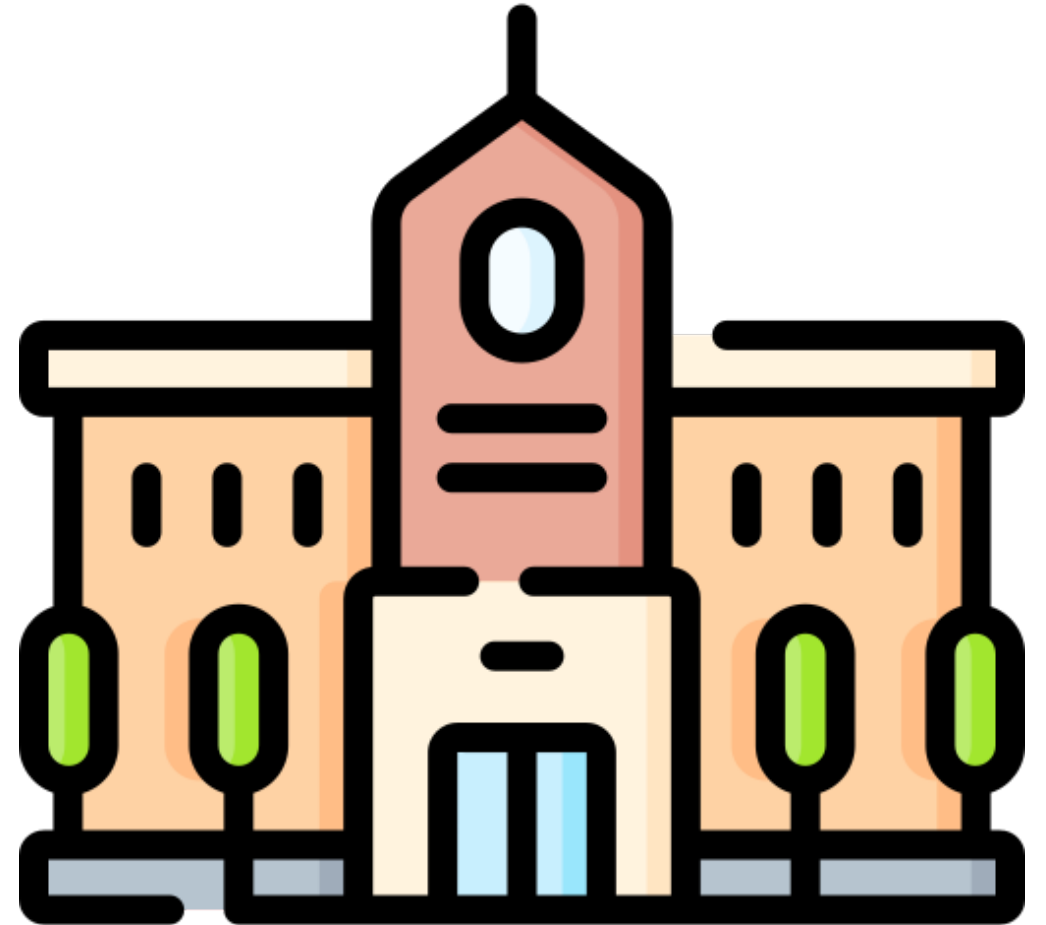
Unannounced Inspections



Announced Inspections



Investigations



Annual Report

Each year, institutions are required to submit comprehensive data on institutional and program performance. This data is then used to direct prioritization of the Bureau's enforcement activities.



California Education Code § 94941

In developing its priorities for inspection, investigation and enforcement activities regarding institutions, the Bureau shall consider heightened risk factors of institutions.



Data Challenges

- Substantial amount of data to consider
- Data can be incomplete, inaccurate and can lead to more questions



Collaboration with ODI

BPPE sought ODI's assistance to help manage data challenges and to deliver the following:

- A proactive and consistent process to flagging institutions with a high-risk using a data model and tool.
- Organized data to inform prioritization of institutions to inspect and investigate according to severity.
- A comprehensive view of institutional risk factors across the ecosystem.



Office of Data and Innovation

Meet the Office of Data and Innovation (ODI)

ODI works toward a state government that is:

- Modern
- Effective
- Provides exceptional customer service to all Californians

We serve other state departments by helping them adopt tools and processes based on:

- User research
- Human-centered design
- Data
- Analytics



What is the Data Science Accelerator?



Data Science

Applying advanced statistical tools to existing data to generate new insights



Service Change

Converting new data insights into (often small) changes to state processes



Data-Driven Decision Making

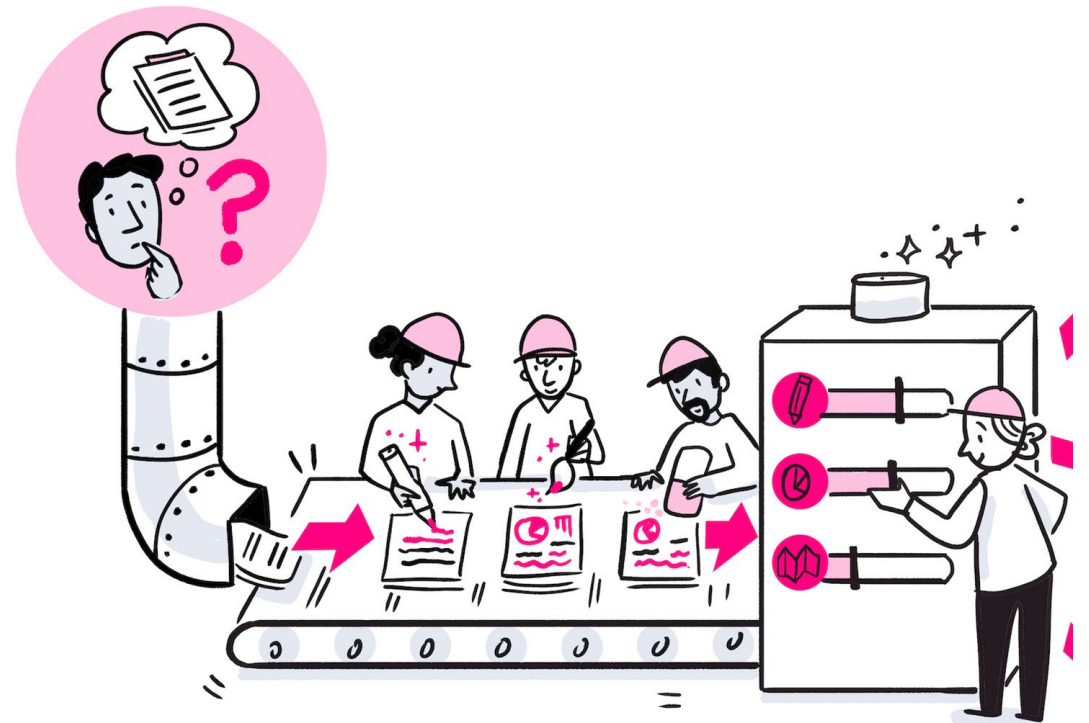
More efficient, effective, and equitable use of resources
More sustainable and safer practices

Data Science Accelerator Engagement

ODI and BPPE Collaboration

Our approach: Create a process to analyze data as it comes in

- Leverage data and the California Education Code to develop a risk assessment framework
- Ensure consistency in analysis
- Data quality improvement



[The Turing Way Community & Scriberia, 2020](#)

Our solution: Funnel the streamlined data into a prioritization tool

The prioritization tool enables BPPE staff to have:

- Realtime data-driven insights on risk factors to support decision-making
- Ability to quickly address emerging issues
- Flexibility to zoom in on individual institutions as well as zoom out to see trends across institutions

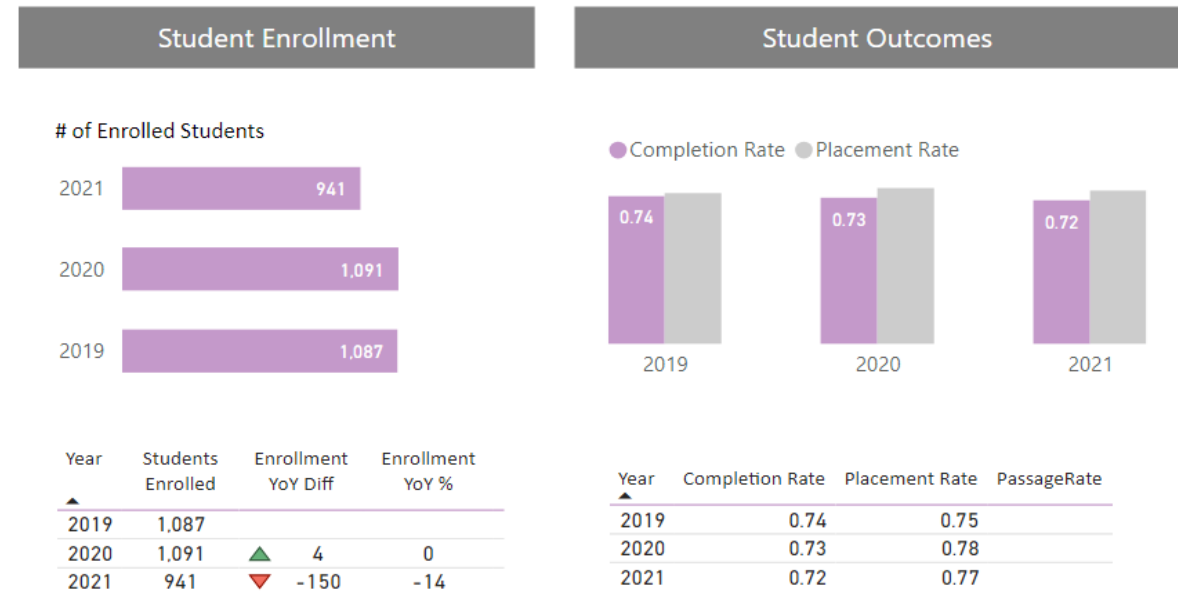
Robust data profile for each institution

- Easily see risk factors for each institution
- Organized data to inform prioritization of institutions to inspect and investigate

Risk Factor	Institution X	College Y	College Z
Financial Ratio	0.08	1.8	1.8
Income Public Funding	0	30%	30%
Accreditation Action	No	No	No
Enrollment YoY	75%	75%	7%
Programs YoY	1	1	0
Branch-Satellite YoY	0	0	0
Completion Rate	25%	50%	50%
	HIGH	MODERATE	LOW

Additional context for each institution

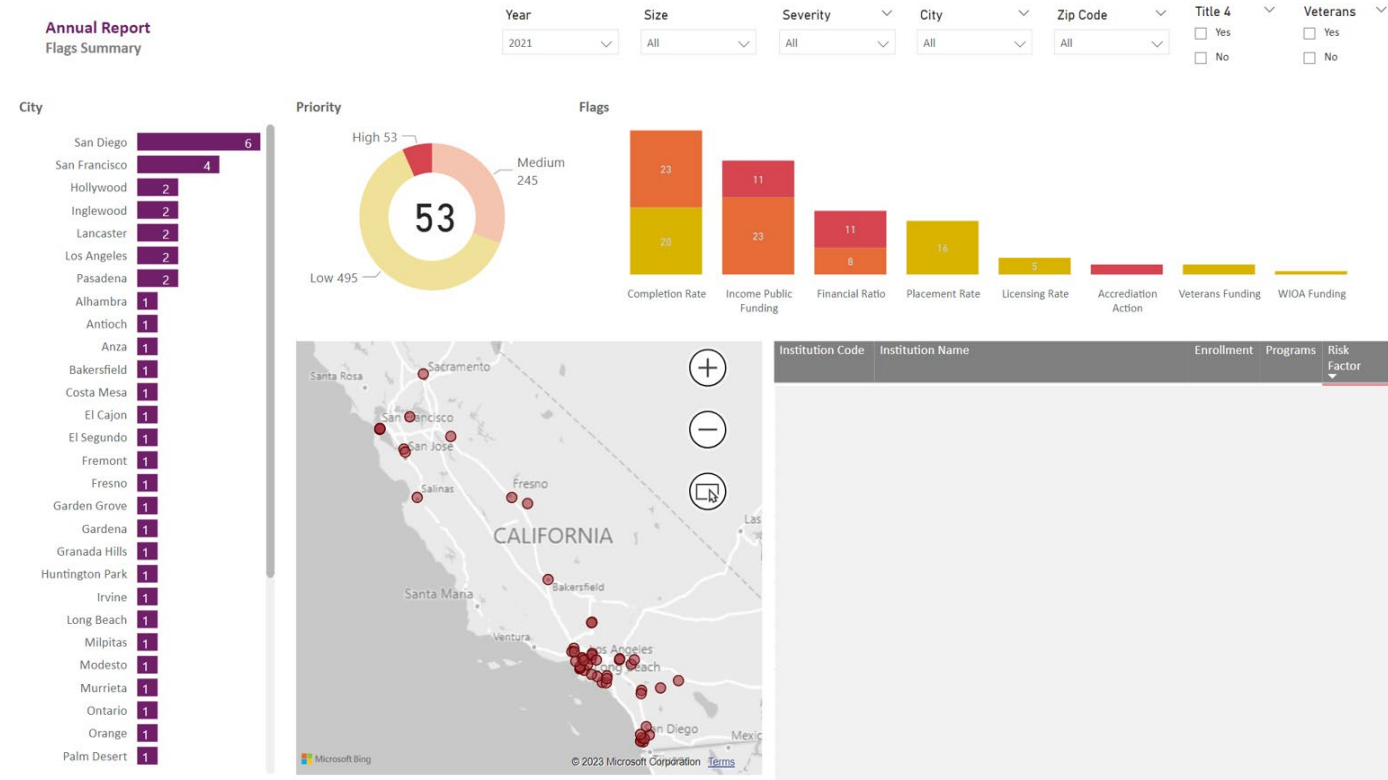
Ability to drill down to individual institution to get historical trends over time for a deeper analysis of risk factors



High level overview of institutional trends

Easily gauge:

- Total number of institutions by inspection priority
- Totals for each type of risk factor
- Locations with highest totals
- Geographic trends



Impact and Outcomes

Impact and Outcomes

- Real-time monitoring allowing the Bureau to quickly respond to emerging issues and provides for more robust data-driven insights that support informed decision making.
- Improved accuracy of data by addressing data errors as reports come in which will improve the quality of the data over time.
- Automation of business process reduces time spent on manual reviews allowing staff to focus on institutions with the highest risk factors.
- Improved educational quality and student outcomes by ensuring institutions meet and maintain high standards of performance.



Questions?

Elizabeth Elias,
Deputy Bureau Chief of Enforcement
Elizabeth.Elias@dca.ca.gov

8. Future Agenda Items



9. Future Meeting Dates

- February 26, 2025
- May 28, 2025
- August 27, 2025 (tentative/in-person)
- November 5, 2025



10. Chair and Vice Chair Elections



11. Adjournment

