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).

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.

<u>Public Comment</u>

No public comment.

Agenda #8 – Adjournment

The meeting adjourned at 11:10 am.