1 2 3 4 5 6 7 8 9 10	DEPARTMENT OF C FOR THE BUREAU FOR PRIVATI	RE THE ONSUMER AFFAIRS 2 POSTSECONDARY EDUCATION ALIFORNIA	
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12 13	In the Matter of the Statement of Issues Against:	Case No. 1002256	
	AU LAC INSTITUTE,		
14 15	Application for Renewal of Approval to Operate an Institution Non-Accredited	STATEMENT OF ISSUES	
16	Institution No. 4307321		
17	Respondent.		
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19	Complement elleges		
	Complainant alleges:		
20		<u>TIES</u>	
21	1. Leeza Rifredi (Complainant) brings this Statement of Issues solely in her official		
22	capacity as the Deputy Chief of the Bureau for Private Postsecondary Education, Department of		
23	Consumer Affairs.	· · ·	
24	2. On or about March 26, 2012, the Bur	eau for Private Postsecondary Education	
25.	received an Application for Renewal of Approval to Operate an Institution Non-Accredited from		
26	Au Lac Institute (Respondent). On or about March 19, 2012, Daniel Vien certified under penalty		
27	of perjury to the truthfulness of all statements, answers, and representations in the application.		
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		STATEMENT OF ISSUES (AU LAC INSTITUTE)	

On or about April 26, 2012, the Bureau issued a deficiency letter to Respondent. On
 or about May 14, 2012, the Bureau received a response to its April 26, 2012 letter. On or about
 August 12, 2015, the Bureau issued a deficiency letter to Respondent. On or about June 20 and
 27, 2016, the Bureau received from Respondent a response to its August 12, 2015 deficiency
 letter.

6 4. On or about September 20, 2016, the Bureau issued Respondent a Notice of Denial of
7 Application for Renewal of Approval to Operate. On or about November 21, 2016, the Bureau
8 received a request for an administrative hearing from Respondent.

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## JURISDICTION

5. This Statement of Issues is brought before the Director of the Department of
 Consumer Affairs (Director) for the Bureau for Private Postsecondary Education, under the
 authority of the following laws. All section references are to the Education Code unless
 otherwise indicated.

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6. Section 94886 provides:

"Except as exempted in Article 4 (commencing with Section 94874) or in compliance with
the transition provisions in Article 2 (commencing with Section 94802), a person shall not open,
conduct, or do business as a private postsecondary educational institution in this state without
obtaining an approval to operate under this chapter."

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7. Section 94887 provides:

"An approval to operate shall be granted only after an applicant has presented sufficient
evidence to the bureau, and the bureau has independently verified the information provided by the
applicant through site visits or other methods deemed appropriate by the bureau, that the applicant
has the capacity to satisfy the minimum operating standards. The bureau shall deny an
application for an approval to operate if the application does not satisfy those standards."
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1	STATUTORY AND REGULATORY PROVISIONS <sup>1</sup>
2	8. Section 94891 provides, in part:
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4	(b) To be granted a renewal of an approval to operate, the institution shall demonstrate its
5	continued capacity to meet the minimum operating standards."
6	9. Section 94893 provides:
7	"If an institution intends to make a substantive change to its approval to operate, the
8	institution shall receive prior authorization from the bureau. Except as provided in subdivision (a)
9	of Section 94896, if the institution makes the substantive change without prior bureau
10	authorization, the institution's approval to operate may be suspended or revoked."
11	10. Section 94909 provides, in part:
12	"(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a
13	prospective student, either in writing or electronically, with a school catalog containing, at a
.14	minimum, all of the following:
15	· · · · · · · · · · · · · · · · · · ·
16	(5) A description of the programs offered and a description of the instruction provided in
17	each of the courses offered by the institution, the requirements for completion of each program,
18	including required courses, any final tests or examinations, any required internships or
19	externships, and the total number of credit hours, clock hours, or other increments required for
20	completion.
21	•••
22	(9) The schedule of total charges for a period of attendance and an estimated schedule of
23	total charges for the entire educational program.
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27 28	<sup>1</sup> The California Private Postsecondary Education Act of 2009 was recently amended, effective January 1, 2017. <i>See</i> Senate Bill No. 1192. This Statement of Issues is based on the post-amendment version of the Act.
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	STATEMENT OF ISSUES (AU LAC INSTITUTE)

(15) The following statement:

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"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

4 The transferability of credits you earn at (name of institution) is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or 5 certificate) you earn in (name of educational program) is also at the complete discretion of the 6 institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that 7 you earn at this institution are not accepted at the institution to which you seek to transfer, you 8 may be required to repeat some or all of your coursework at that institution. For this reason you 9 should make certain that your attendance at this institution will meet your educational goals. This 10 11 may include contacting an institution to which you may seek to transfer after attending (name of institution) to determine if your (credits or degree, diploma, or certificate) will transfer." 12

(16) A statement specifying whether the institution, or any of its degree programs, are 13 accredited by an accrediting agency recognized by the United States Department of Education. If 14 the institution is unaccredited and offers an associate, baccalaureate, master's, or doctoral degree, 15 or is accredited and offers an unaccredited program for an associate, baccalaureate, master's, or 16 doctoral degree, the statement shall disclose the known limitations of the degree program, 17 including, but not limited to, all of the following: 18

19 (A) Whether a graduate of the degree program will be eligible to sit for the applicable licensure exam in California and other states or become certified or registered as required for the applicable profession, occupation, trade, or career field in California.

(B) A degree program that is unaccredited or a degree from an unaccredited institution is 22 23 not recognized for some employment positions, including, but not limited to, positions with the State of California. 24

(C) That a student enrolled in an unaccredited institution is not eligible for federal financial 25 aid programs. 26

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11. Section 94911 provides, in part:

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"An enrollment agreement shall include, at a minimum, all of the following:

"(i)(1) The following statement: 'Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, salaries or wages, and the most recent threeyear cohort default rate, if applicable, prior to signing this agreement.'

"(2) Immediately following the statement required by paragraph (1), a line for the student to
initial, including the following statement: 'I certify that I have received the catalog, School
Performance Fact Sheet, and information regarding completion rates, placement rates, license
examination passage rates, salary or wage information, and the most recent three-year cohort
default rate, if applicable, included in the School Performance Fact sheet, and have signed,
initialed, and dated the information provided in the School Performance Fact Sheet."

12. Section 94913 provides:

18 "(a) An institution that maintains an Internet Web site shall provide on that Internet Web
19 site all of the following:

(1) The school catalog.

(2) A School Performance Fact Sheet for each educational program offered by the
institution.

(3) Student brochures offered by the institution.

(4) A link to the bureau's Internet Web site.

(5) The institution's most recent annual report submitted to the bureau.

26 "(b) An institution shall include information concerning where students may access the
27 bureau's Internet Web site anywhere the institution identifies itself as being approved by the
28 bureau."

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1	13. Section 94916 provides:
2	"An institution extending credit or lending money to an individual for institutional and
3	noninstitutional charges for an educational program shall cause any note, instrument, or other
4	evidence of indebtedness taken in connection with that extension of credit or loan to be
5	conspicuously marked on its face in at least 12-point type with the following notice:
6	'NOTICE'
7	'You may assert against the holder of the promissory note you signed in order to finance the
8	cost of the educational program all of the claims and defenses that you could assert against this
9	institution, up to the amount you have already paid under the promissory note."
10	14. California Code of Regulations, title 5, section 71700 states:
11	"The Bureau may request that an institution document compliance with the standards set
12	forth in the Act and this Division to obtain and maintain an approval to operate."
13	15. California Code of Regulations, title 5, section 71800 states, in part:
14	"In addition to the requirements of section 94911 of the Code, an institution shall provide to
15	each student an enrollment agreement that contains at the least the following information:
16	••••
17	"(d) Date by which the student must exercise his or her right to cancel or withdraw, and the
18	refund policy, including any alternative method of calculation if approved by the Bureau pursuant
19	to section 94921 of the Code"
20	16. California Code of Regulations, title 5, section 71810 states, in part:
21	••••
22	"(b) The catalog shall contain the information prescribed by Section 94909 of the Code and
23	all of the following:
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25	(4) Language proficiency information, including: (A) the level of English language
26	proficiency required of students and the kind of documentation of proficiency, such as the Test of
27	English as a Foreign Language (TOEFL), that will be accepted; and (B) whether English
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	STATEMENT OF ISSUES (AU LAC INSTITUTE)

language services, including instruction such as ESL, are provided and, if so, the nature of the service and its cost;

(5) Whether any instruction will occur in a language other than English and, if so, the level of proficiency required and the kind of documentation of proficiency, such as the United States
 Foreign Service Language Rating System, that will be accepted;

7 (9) A description of the facilities and of the types of equipment and materials that will be
8 used for instruction;

(13) Housing information including all of the following:

(C) If the institution has no responsibility to find or assist a student in finding housing, a
clear and conspicuous statement so indicating. A statement that the program is "non- residential"
does not satisfy this subparagraph.

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"(15) Policies on the retention of student records."

17. Code of Regulations, title 5, section 74112 states:

"(a) Format. The format for the Performance Fact Sheet shall be in at least 12 pt. type, in an
easily readable font, with 1.15 line spacing and all titles and column headings shall be in bold 14
pt. type, which shall also identify the program for which the Performance Fact Sheet pertains. The
Performance Fact Sheet shall contain all and only the information required or specifically
permitted by sections 94910 and 94929.5 of the Code or this chapter. A separate Performance
Fact Sheet shall be prepared for each program.

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"(b) An institution offering educational programs that are too new to provide the required two years of data shall include the date the program began as well as the statement required by section 94910(e) of the Code. The Performance Fact Sheet shall also disclose the estimated date of availability for two full years of data for those programs.

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"(d) In addition to the definitions contained in section 94928 of the Code:

(1) 'Number of Students Who Began the Program' means the number of students who began a program who were scheduled to complete the program within 100% of the published program length within the reporting calendar year, and excludes all students who cancelled during the cancellation period.

(2) 'Number of On-time Graduates' means the number of students who completed the program within 100% of the published program length within the reporting calendar year.

(3) 'Gainfully Employed' means:

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(A)(i) The graduate is employed in a job classification under the United States Department 9 of Labor's Standard Occupational Classification codes, using the Detailed Occupation (six-digit) 10 level, for which the institution has identified in its catalog and in its employment positions list 12 required by section 94910(f)(2) of the Code that the program prepares its graduates; and

(ii) The graduate is employed in a single position or concurrent aggregated positions 13 totaling at least 30 hours per week for 5 weeks (35 calendar days), or totaling at least 20 hours per 14 week for 5 weeks (35 calendar days) with a statement signed by the graduate stating that he or she 15 chose to seek part-time employment rather than fulltime employment after graduation; or 16

(B) The graduate is employed by the same employer that employed the graduate before 1718 enrollment, and any of the following conditions are met:

(i) the graduate is employed in an occupation with a different Detailed Occupation (six-19 digit) level Standard Occupational Classification code than applies to the position in which the 20graduate was employed before enrollment; or 21

(ii) the employer or the graduate provides a statement to the effect that the employment 22 23 after graduation was the result of a promotion with increased pay, due at least in part to 24 graduation from the program; or

(iii) the employer or the graduate provides a statement to the effect that the degree or the 25 completed program was required as a condition of continued employment; or 26

(C) The graduate is self-employed or working freelance as reasonably evidenced by, but not 27 limited to, a business license, fictitious business name statement, advertising (other than business 28

cards), website, or business receipts or other evidence of income from business; or an attestation signed by the graduate of self-employment or freelance work and dated after graduation.

"(e) Reporting periods:

(1) An Annual Report shall include data for all educational programs as defined in section94837 of the Code for the previous one calendar year.

6 (2) A Performance Fact Sheet shall be current and available not later than December 1st,
7 and shall report data for the previous two calendar years based upon the 'number of students who
8 began the program,' as defined in subdivision (d)(1) of this section and were scheduled to
9 graduate in the reported year(s).

"(h) Completion Rates. Reporting of completion rates for an institution's Annual Report and 11 Performance Fact Sheet shall include, for each educational program, the number of students who 12 began the program as defined in subdivision (d)(1) of this section, the number of students 13 available for graduation, number of on-time graduates, and completion rate(s). An optional table 14 may be added to include completion rate data for students completing within 150% of the 15 published program length. For an institution reporting completion data pursuant to section 16 94929(b) of the Code, completion data shall be separately reported for each program and the 17 Performance Fact Sheet shall disclose, if true, that the completion data is being reported for 18 students completing within 150% of the published program length, and that data is not being 19 separately reported for students completing the program within 100% of the published program 20 length. Programs that are more than one year in length which are reporting 150% Completion 21 Rate will provide four calendar years of data. 22

Completion rates shall be included in the Performance Fact Sheet in a format substantially

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similar to the chart below (dates, numbers, and other data shown are for example only):

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On-time Completion Rates (Graduation Rates) (includes data for the two calendar years 1 prior to reporting) 2 Name of Educational Program (Program Length) 3 4 5 Calendar Number of Students Number of On-time Year Students Who 6 Available for On-time Completion 7 Began the Graduation -Graduates Rate 8 Program 9 20XX 100 98 70 71% 20XY80 10 80 55 69% 11 Students Completing Within 150% of the Published Program Length 12 Name of Educational Program (Program Length) 13 14 Calendar Number of Students 150% 150% 15 Year Students Who Available for Graduates Completion 16 Began the Graduation Rate 17 Program 18 20XX 100 98 95 97% 19 80 20XY 80 78 98% 20 \*20XZ 90 90 87 97% 21 87 \*20YA 85 74 87% 22 23 \*Included only if program is more than one year in length 24 Student's Initials: Date: 25 Initial only after you have had sufficient time to read and understand the information. 26 27 111 28 /// 10

"(i) Job Placement Rates.

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(1) Any placement data required by sections 94910(b) and 94929.5(a) of the Code shall be
 reported for the number of students who began the program as defined in subdivision (d)(1) of
 this section for each reported calendar year.

(2) Placement is measured six months from the graduation date of each student. For
programs that require passage of a licensing examination, placement shall be measured six
months after the announcement of the examination results for the first examination available after
a student completes an applicable educational program. Reporting of placement rates shall
include for each educational program: the number of students who began the program, the
number of graduates as defined in section 94842 of the Code, the graduates available for
employment, graduates employed in the field and job placement rate(s).

(3) If the institution makes any claim related to preparing students for a job or regarding job
placement, the list required by section 94910(f)(2) of the Code shall identify the employment
positions by using the Detailed Occupation or six-digit level of the Standard Occupational
Classification codes.

(4) Placement rate shall be calculated as follows: the number of graduates employed in the
field as defined in section 94928(e)(1) of the Code in conjunction with section 74112(d)(3)
divided by the number of graduates available for employment as defined in section 94928(d) of
the Code.

Job Placement rates and related disclosures shall be included in the Performance Fact Sheet in a format substantially similar to the charts below, (dates, numbers, and other data shown are for example only):

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Job Placement Rates (includes data for the two calendar years prior to reporting) 1 Name of Educational Program (Program Length) 2 3 Calendar 4 Number of Number of Graduates Graduates Placement · 5 Year Students Who Graduates Available for Employed in Rate % Began the Employment the Field 6 Employed in Program 7 the Field 20XX 8 100 70 70 55 79% 9 20XY 80 55 55 20 36% 10 11 Gainful Employment Categories (includes data for the two calendar years prior to reporting) 12 13 Name of Educational Program (Program Length) 14 Part Time vs. Full Time Employment 15 16 Graduates Employed in the Graduates Employed in the Total Graduates 17 field 20 to 29 hours per week field at least 30 hours per week Employed in the 18 Field 19 20XX 15 40 55 20 20XY 5 15 20 21 22 23 111 24 /// 25 111 26 27 28 12

	Graduates Employed in the Graduates Employed i			Total Graduates	
	field in a single position concurrent aggregated positions		d positions	Employed in the	
				Field	
20XX	52	3		55	
20XY	19	19 1		20	
	Self-Er	nployed/Freelance Pos	itions		
				<b>.</b>	
	Graduates Employed who a	d who are self-employed or Tot		Total Graduates Employed in	
	working free	blance	tł	the Field	
20XX	3			55	
20XY	5	5		20	
·			:	20	
·	In	stitutional Employmen	t	20	
	In Graduates Employed in the fi		•	20 nates Employed ir	
		eld who are employed	Total Gradu		
	Graduates Employed in the fi	eld who are employed loyer owned by the	Total Gradu	ates Employed in	
	Graduates Employed in the fi by the institution, an empl	eld who are employed loyer owned by the who shares ownership	Total Gradu	ates Employed in	
20XX	Graduates Employed in the fi by the institution, an empl institution, or an employer v	eld who are employed loyer owned by the vho shares ownership tution	Total Gradu	ates Employed in	

1	(5) The following self-employment/freelance worker disclosure shall be initialed by		
2	students entering any programs in which the majority of graduates who obtain jobs obtain in this		
3	type of work:		
4	This program may result in freelance or self-employment.		
. 5	• The work available to graduates of this program is usually for freelance or self-		
6	employment.		
7	• This type of work may not be consistent.		
8	• The period of employment can range from one day to weeks to several months.		
9	• Hours worked in a day or week may be more or less than the traditional 8 hour work day		
10	ot 40 hour work week.		
11	• You can expect to spend unpaid time expanding your networks, advertising, promoting		
12	your services, or honing your skills.		
13	• Once graduates begin to work freelance or are self-employed, they will be asked to		
14	provide documentation that they are employed as such so that they may be counted as placed for		
15	our job placement records.		
16	• Students initialing this disclosure understand that either a majority or all of this school's		
17	graduates are employed in this manner and understand what comprises that work style.		
18	Student's Initials: Date:		
19	Only initial after you have had sufficient time to read and understand the information.		
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21	"(k) Salary and Wage Information.		
22	All Salary and Wage Information shall be reported to the Bureau pursuant to sections		
23	94910(d) and 94929.5(a)(3) of the Code and shall be included in the Performance Fact Sheet, for		
24	each educational program, in a format substantially similar to the chart below (dates, numbers,		
25	salaries, and other data shown are for example only).		
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ł	STATEMENT OF ISSUES (AU LAC INSTITUTE)		

Nan	Salary and Wage Information (includes data for the two calendar years prior to reporting) Name of Educational Program (Program Length)							
Annual Salary and Wages Reported for Graduates Employed in the Field								
Calendar	Graduates	Graduates	\$15,000-	\$20,001-	\$25,001-	\$30,001-	No Salary	
Year	Available	Employed	\$20,000	\$25,000	\$30,000	\$35,000	   Information	
	for	in the					Reported	
	Employment	Field						
20XX	100	70	5	40	6	. 3	16	
20XY	80	55	· 5	7	3	5	35	
A lis	t of sources use	ed to substan	tiate salary	disclosures	is available	from the sc	hool. (Insert	
how stude	nt can obtain th	is informatio	•n.)					
Stud	ent's Initials:		Date:					
Initi	al only after y	ou have had	sufficient	time to read	l and unde	rstand the	information.	
"(l) I	Definitions. De	finitions for a	all terms co	ntained on t	he Perform	ance Fact Sl	neet shall be	
included as part of the Performance Fact Sheet, in the same format as required in subdivision (a).								
The	following are tl	ne definitions	s for the Pei	formance F	act Sheet:			
'Nur	nber of Student	ts Who Bega	n the Progra	am' means t	he number	of students	who began a	
program who were scheduled to complete the program within 100% of the published program								
length with	nin the reporting	g calendar ye	ear and excl	udes all stud	lents who c	ancelled du	ing the	
cancellatio	n period.		v		• • •			
<b>'</b> Stuc	lents Available	for Graduat	ion' is the n	umber of st	udents who	began the p	rogram	
minus the	number of stud	ents who hav	ve died, beer	n incarcerat	ed, or been	called to act	ive military	
duty.								
'Nur	nber of On-tim	e Graduates'	is the numl	per of stude	nts who con	npleted the	orogram	
within 100	% of the publis	hed program	length with	nin the repo	rting calend	ar year.	•	
'On-	time Completio	on Rate' is th	e number o	f on-time gr	aduates div	ided by the	number of	
'On-time Completion Rate' is the number of on-time graduates divided by the number of students available for graduation.								

'150% Graduates' is the number of students who completed the program within 150% of the program length (includes on-time graduates).

'150% Completion Rate' is the number of students who completed the program in the reported calendar year within 150% of the published program length, including on-time graduates, divided by the number of students available for graduation.

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'Graduates Available for Employment' means the number of graduates minus the number of graduates unavailable for employment.

6 'Graduates Unavailable for Employment' means the graduates who, after graduation, die,
become incarcerated, are called to active military duty, are international students that leave the
United States or do not have a visa allowing employment in the United States, or are continuing
their education in an accredited or bureau-approved postsecondary institution.

'Graduates Employed in the Field' means graduates who beginning within six months after
a student completes the applicable educational program are gainfully employed, whose
employment has been reported, and for whom the institution has documented verification of
employment. For occupations for which the state requires passing an examination, the six month
period begins after the announcement of the examination results for the first examination
available after a student completes an applicable educational program.

18 'Placement Rate Employed in the Field' is calculated by dividing the number of graduates19 gainfully employed in the field by the number of graduates available for employment.

20 'Number of Graduates Taking Exam' is the number of graduates who took the first
21 available exam in the reported calendar year.

22 'First Available Exam Date' is the date for the first available exam after a student
23 completed a program.

24 'Passage Rate' is calculated by dividing the number of graduates who passed the exam by
25 the number of graduates who took the reported licensing exam.

26 'Number Who Passed First Available Exam' is the number of graduates who took and
27 passed the first available licensing exam after completing the program.

'Salary' is as reported by graduate or graduate's employer.

1	'No Salary Information Reported' is the number of graduates for whom, after making	
2	reasonable attempts, the school was not able to obtain salary information.	
3	, , , , , , , , , , , , , , , , , , ,	
4	18. California Code of Regulations, title 5, section 74115 states:	
- 5	"(a) This section applies to every set of financial statements required to be prepared or filed	
6	by the Act or by this chapter.	
7	"(b) A set of financial statements shall contain, at a minimum, a balance sheet, an income	
8	statement, and a cash flow statement, and the preparation of financial statements, shall comply	
9	with all of the following:	
10	(1) Audited and reviewed financial statements shall be conducted and prepared in	
11	accordance with the generally accepted accounting principles established by the American	
12	Institute of Certified Public Accountants by an independent certified public accountant who is not	
13	an employee, officer, or corporate director or member of the governing board of the institution.	
14	(2) Financial statements prepared on an annual basis as required by section 74110(b) shall	
15	be prepared in accordance with the generally accepted accounting principles established by the	
16	American Institute of Certified Public Accountants. Nonprofit institutions shall provide annual	
17	financial statements as required under generally accepted accounting principles for nonprofit	
18	organizations.	
19	(3) The financial statements shall establish that the institution meets the requirements for	
20	financial resources required by Section 71745.	
21	(4) If an audit performed to determine compliance with any federal or state student financial	
22	aid program reveals any failure to comply with the requirements of the program and the	
23	noncompliance creates any liability or potential liability for the institution, the financial	
24	statements shall reflect the liability or potential liability.	
25	(5) Any audits shall demonstrate that the accountant obtained an understanding of the	
26	institution's internal financial control structure, assessed any risks, and has reported any material	
27	deficiencies in the internal controls.	
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"(c) Work papers for the financial statements shall be retained for five years from the date of the statements and shall be made available to the Bureau upon request.

"(d) "Current" with respect to financial statements means completed no sooner than 120 days prior to the time it is submitted to the Bureau, and covering no less than the most recent complete fiscal year. If more than 8 months will have elapsed between the close of the most recent complete fiscal year and the time it is submitted, the fiscal statements shall also cover no less than five months of that current fiscal year.

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19. California Code of Regulations, title 5, section 76215 states, in part:

"(b) In addition to the statement described under subdivision (a) of this section, a qualifying institution shall include the following statement on its current schedule of student charges:

"The State of California created the Student Tuition Recovery Fund (STRF) to relieve or 12 mitigate economic losses suffered by students in educational programs who are California 13 residents, or are enrolled in a residency programs attending certain schools regulated by the 14 Bureau for Private Postsecondary and Vocational Education. 15

You may be eligible for STRF if you are a California resident or are enrolled in a residency 16 program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of 17 any of the following: 18

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1. The school closed before the course of instruction was completed.

2. The school's failure to pay refunds or charges on behalf of a student to a third party for 20license fees or any other purpose, or to provide equipment or materials for which a charge was 21collected within 180 days before the closure of the school. 22

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3. The school's failure 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 24 prior to closure in excess of tuition and other costs. 25

4. There was a material failure to comply with the Act or this Division within 30 days 26 before the school closed or, if the material failure began earlier than 30 days prior to closure, the 27 period determined by the Bureau. 28

.1	5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against
2	the institution for a violation of the Act."
3	However, no claim can be paid to any student without a social security number or a
4	taxpayer identification number."
5	FIRST CAUSE FOR DENIAL OF APPLICATION
6	(Exemplars of Enrollment Agreements) (Ed. Code, §§ 94911, subd. (i)(1) and (2); 94916; and
7	Cal. Code Regs., tit. 5, §§ 71800, subd. (d); 76215, subd. (b))
8	20. Respondent's application is subject to denial because its proposed enrollment
9	agreements fail to comply with the law on the following grounds:
10	a. The enrollment agreement did not include the date by which the student must
-11	exercise his or her right to cancel or withdraw. (Cal. Code Regs., tit. 5, § 71800, subd. (d).).
12	b. The enrollment agreement did not include the specific required language related
13	to the Student Tuition Recovery Fund (STRF). (Cal. Code Regs., tit. 5, § 76215, subd. (b).).
14	c. The enrollment agreement did not include the required language specified in
15	Education Code section 94911, subdivisions (i)(1) and (2). (Ed. Code, § 94911, subds. (i)(1) and
16 <sup>-</sup>	(2).).
17	d. The enrollment agreement did not include the required language specified in
18	Education Code section 94916. (Ed. Code, § 94916.).
19	SECOND CAUSE FOR DENIAL OF APPLICATION
20	(Financial Resources and Statements) (Cal. Code Regs., tit. 5, § 74115)
21	21. Respondent's application is subject to denial because Respondent failed to submit
22	financial statements that were reviewed by a certified public accountant. Specifically, the letter
23	Respondent submitted on or about June 27, 2016 was not completed by a certified public
24	accountant. (Cal. Code Regs., tit. 5, § 74115.).
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.	STATEMENT OF ISSUES (AU LAC INSTITUTE)

1	THIRD CAUSE FOR DENIAL OF APPLICATION
2	(Catalog) (Ed. Code, §§ 94893; 94909, subds. (a)(5), (9), (15), (16); 94913; and
3	(Ed. Code, §§ 94893; 94909, subds. (a)(5), (9), (15), (16); 94913; and Cal. Code Regs., tit. 5, §§ 71810, subds. (b)(4), (5), (9), (13)(C), (15); 76215, subd. (b))
4	22. Respondent's application is subject to denial because its proposed catalog fails to
5	comply with the law on the following grounds:
6	a. The catalog did not include a description of the types of equipment and
7	materials that will be used for instruction. (Cal. Code Regs., tit. 5, § 71810, subd. (b)(9).).
8	b. The catalog did not include the specifically required language that addresses
9	transferability of credits and credentials. (Ed. Code, § 94909, subd. (a)(15).).
10	c. The catalog did not include language proficiency information, including the
11	level of English language proficiency required of students and the kind of documentation of
12	proficiency that will be accepted, and whether English language services are provided. (Cal. Code
13	Regs., tit. 5, § 71810, subd. (b)(4).).
14	d. The catalog did not state whether any instruction will occur in a language other
15	than English, and, if so, the level of proficiency required and the kind of documentation of
16	proficiency that will be accepted. (Cal. Code Regs., tit. 5, § 71810, subd. (b)(5).).
17	e. The catalog did not include a description of the programs offered and a
18	description of the instruction provided in each of the courses offered by the institution, or any
19	final tests or examinations required for completion. (Ed. Code, § 94909, subd. (a)(5).).
20	f. The catalog did not include a statement specifying whether the institution or
21	any of its degree programs are accredited by an accrediting agency recognized by the United
22	States Department of Education. (Ed. Code, § 94909, subd. (a)(16).).
23	g. The catalog did not include a schedule of total charges for a period of
24	attendance and an estimated schedule of total charges for the entire educational program. (Ed.
25	Code, § 94909, subd. (a)(9).).
26	h. The catalog did not include a statement that no claim can be paid to any student
27	without a social security number or a taxpayer identification number. (Cal. Code Regs., tit. 5, §
28	76215, subd. (b).).
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The catalog states that the institution offers the following programs which are i. 1 currently not approved by the Bureau: Phlebotomy Technician and Nurse Assistant. (Ed. Code, § 2 94893.). 3 The catalog did not include information regarding the institution's i. 4 responsibility to find or assist a student in finding housing. (Cal. Code Regs., tit. 5, § 71810, 5 subd. (b)(13)(C).). 6 7 k. The catalog did not include a statement regarding how long records are stored. (Cal. Code Regs., tit. 5, § 71810(b)(15).). 8 9 1. The institution's website does not include a school catalog, School Performance Fact Sheet for each educational program offered by the institution, student brochures offered by 10 the institution, a link to the Bureau's website, or the institution's most recent annual report 11 submitted to the Bureau. (Ed. Code, § 94913.). 12 FOURTH CAUSE FOR DENIAL OF APPLICATION 13 (School Performance Fact Sheet) 14 (Cal. Code Regs., tit. 5, §§ 74112, subds. (a), (d)(1) to (3), (e)(2), (h), (i)(2) and (4), (k), (l)) Respondent's application is subject to denial because its School Performance Fact 23. 15 Sheet fails to comply with the law on the following grounds: 16 17 a. Respondent did not submit a School Performance Fact Sheet in the correct format. (Cal. Code Regs., tit. 5, § 74112, subd. (a).). 18 b. Respondent did not provide a School Performance Fact Sheet that includes the 19 required definition for "Number of Students Who Began Program," and includes all the students 20who remained enrolled after their cancellation period. (Cal. Code Regs., tit. 5, § 74112, subd. 21  $(d)(1).).^{2}$ 22 Respondent did not provide a School Performance Fact Sheet that includes the 23 c. required definition for "Number of Graduates." (Cal. Code Regs., tit. 5, § 74112, subd. (d)(2).).<sup>3</sup> 2425 26 <sup>2</sup> California Code of Regulations, title 5, section 74112 was amended, effective July 14, 2016. Thus, subdivision (d)(1) was formerly subdivision (b)(1). 27 <sup>3</sup> California Code of Regulations, title 5, section 74112, subdivision (d)(2) was formerly subdivision (b)(2). 28 21

d. Respondent did not provide a School Performance Fact Sheet that includes the
 required definition for "Graduates Employed in the Field," as specified in Education Code section
 94928, subdivision (e) and Code of Regulation, title 5, section 74112, subdivision (d)(3). (Cal.
 Code Regs., tit. 5, § 74112, subd. (d)(3).).<sup>4</sup>

e. Respondent did not provide a School Performance Fact Sheet that reported data
for the previous two calendar years prior to reporting. Specifically, the Performance Fact Sheet is
missing data for the 2013 calendar year. (Cal. Code Regs., tit. 5, § 74112, subd. (e)(2).).<sup>5</sup>

8 f. Respondent did not provide a School Performance Fact Sheet that includes the
9 number of students who began program, the number of students available for graduation, the
10 number of graduates, and the program length for each program in the Completion Rate table.
11 (Cal. Code Regs., tit. 5, § 74112, subd. (h).).<sup>6</sup>

g. Respondent did not provide a School Performance Fact Sheet that includes the
information regarding number of Students Who Began Program, students available for
graduation, graduates, and completion rates. (Cal. Code Regs., tit. 5, § 74112, subd. (l).).<sup>7</sup>

h. Respondent did not provide a School Performance Fact Sheet that includes a
separate Placement Rate table that includes the number of students who began the program, the
number of graduates, graduates available for employment, and graduates employed in the field.
(Cal. Code Regs., tit. 5, § 74112, subds. (i)(2).).<sup>8</sup>

i. Respondent did not provide a School Performance Fact Sheet that includes data
for the number of graduates employed in the field, or the number of graduates available for
employment. (Cal. Code Regs., tit. 5, § 74112, subd. (i)(4).).<sup>9</sup>

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<sup>4</sup> California Code of Regulations, title 5, section 74112, subdivision (d)(3) was formerly subdivision (b)(3). <sup>5</sup> California Code of Regulations, title 5, section 74112, subdivision (e)(2) was formerly

subdivision (c)(2).
 <sup>6</sup> California Code of Regulations, title 5, section 74112, subdivision (h) was formerly subdivision (d).

<sup>25</sup> <sup>7</sup> California Code of Regulations, title 5, section 74112, subdivision (l) was formerly subdivision (d).

<sup>26</sup> <sup>8</sup> California Code of Regulations, title 5, section 74112, subdivision (i)(2) was formerly subdivisions (e)(1) and (2).
 <sup>27</sup> California Code of Regulations, title 5, section 74112, subdivision (i)(4) use formerly

<sup>27</sup>
<sup>9</sup> California Code of Regulations, title 5, section 74112, subdivision (i)(4) was formerly subdivision (e)(3).

1	j. Respondent did not provide a School Performance Fact Sheet that includes data
2	regarding graduates employed in the filed on average of less than 32 hours per week and
. 3	graduates employed in the field at least 32 hours a week for each of its approved programs. (Cal.
4	Code Regs., tit. 5, § 74112, subd. (i).). <sup>10</sup>
5	k. Respondent did not provide a School Performance Fact Sheet that includes
6	information for the number of students who began program, number of graduates, graduates
7	available for employment, graduates employed in the field, and how placement rate is calculated.
8	(Cal. Code Regs., tit. 5, § 74112, subd. (l).). <sup>11</sup>
9	I. Respondent did not provide a School Performance Fact Sheet that includes
10	Salary and Wage data. (Cal. Code Regs., tit. 5, § 74112, subd. (k).). <sup>12</sup>
11	PRAYER
12	WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged,
13	and that following the hearing, the Director of the Department of Consumer Affairs issue a
14	decision:
15	1. Denying the application of Au Lac Institute for Renewal of Approval to Operate an
16	Institution Non-Accredited (application number 24617); and;
17	2. Taking such other and further action as deemed necessary and proper.
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19	DATED: 8/18/2017 August
20	Deputy Chief Bureau for Private Postsecondary Education
21	Department of Consumer Affairs State of California
22	Complainant
23	SF2016900753 90798037.docx
24	
25	<sup>10</sup> California Code of Regulations, title 5, section 74112, subdivision (i) was formerly
26	subdivision (e)(4). <sup>11</sup> California Code of Regulations, title 5, section 74112, subdivision (l) was formerly
27	subdivision (e). <sup>12</sup> California Code of Regulations, title 5, section 74112, subdivision (k) was formerly
28	subdivision (g).
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	STATEMENT OF ISSUES (AU LAC INSTITUTE)