



## NOTICE TO COMPLY

### CU-3703801-04162025

Institution Name:	College of English Language	Institution Telephone:	(619) 234-7466
Institution Code:	3703801	Administrator Name:	Patrick Himmelberg
Street Address:	233 A Street, Suite 400 San Diego, CA 92101	Inspection Date:	April 16, 2025

The Bureau for Private Postsecondary Education (Bureau) issues this Notice to Comply pursuant to California Education Code (CEC) section 94935 and Title 5 of the California Code of Regulations (5 CCR) section 75010.

California Private Postsecondary Education Act: [https://www.bppe.ca.gov/lawsregs/ppe\\_act.pdf](https://www.bppe.ca.gov/lawsregs/ppe_act.pdf)  
 Title 5 of the California Code of Regulations: <https://www.bppe.ca.gov/lawsregs/regs.pdf>

Violation	Code Section Violated	Description of the violation and required correction.
1	CEC § 94913 (a)(1)	<p><b>Violation Description:</b> Although the institution’s website does have a clear and conspicuous link to their most recent catalog, the link does not work.</p> <p>The link displays an error message to a Google Drive stating we do not have permission to access.</p> <p><b>Correction:</b> The institution shall update its website to have a working, clear, and conspicuous link to their most recent catalog.</p>
2	CEC § 94913 (a)(2)	<p><b>Violation Description:</b> Although the institution’s website does have a clear and conspicuous link to their 2022/2023 School Performance Fact Sheet for each educational program they offer, the link does not work.</p> <p>The link displays an error message to a Google Drive stating we do not have permission to access.</p> <p><b>Correction:</b> The institution shall update its website to have a working, clear, and conspicuous link to their</p>

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		2022/2023 School Performance Fact Sheet for each educational program they offer.
3	CEC § 94913 (a)(5)	<p><b>Violation Description:</b> The institution's website failed to have a clear and conspicuous link to the most recent annual report submitted to the bureau.</p> <p><b>Correction:</b> The institution shall update its website to have a clear, and conspicuous link to their most recent annual report submitted to the bureau.</p>
4	CEC § 94909 (a)(12)	<p><b>Violation Description:</b> The institution's catalog failed to contain a statement specifying whether or not the institution has a pending petition in bankruptcy, is operating as a debtor in possession, has filed a petition within the preceding five years, or has a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (<i>11 U.S.C. Section 1101 et seq.</i>).</p> <p><b>Correction:</b> The institution shall update its catalog to include the above-mentioned statements pursuant to CEC § 94909 (a)(12).</p>
5	5 CCR § 71810(b)(10) in conjunction with 5 CCR § 71740	<p><b>Violation Description:</b> The institution's catalog failed to contain a description of a library and other learning resources and the procedures for student access to those resources that demonstrates compliance with 5, CCR § 71740.</p> <p><b>Correction:</b> The institution shall update its catalog to include a description of a library and other learning resources and the procedures for student access to those resources that demonstrates compliance with 5, CCR § 71740.</p>

Violation	Code Section Violated	Description of the violation and required correction.
6	CEC § 94909 (a)(3)(A)	<p><b>Violation Description:</b> The institution’s catalog failed to contain the correct address for the following required statement, <i>“Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at (address), Sacramento, CA (ZIP Code), (internet website address), (telephone and fax numbers).”</i></p> <p><b><u>The following may be used for inserts:</u></b>  Address: 1747 N. Market Blvd. Ste 225  P.O. Box 980818 West Sacramento, CA 95798-0818  Web site Address: <a href="http://www.bppe.ca.gov">www.bppe.ca.gov</a>  Telephone and Fax #: (888) 370-7589 or fax (916) 263-1897 (916) 574-8900 or by fax (916) 263-1897</p> <p><b>Correction:</b> The institution shall update its catalog to include the above-mentioned statement pursuant to CEC § 94909 (a)(3)(A).</p>
7	CEC § 94909 (a)(3)(D)	<p><b>Violation Description:</b> The institution’s catalog failed to contain the required verbatim statement: <i>“The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589 or by visiting <a href="https://www.osar.bppe.ca.gov/">https://www.osar.bppe.ca.gov/</a>.”</i></p> <p><b>Correction:</b> The institution shall update its catalog to include the above-mentioned statement pursuant to CEC § 94909 (a)(3)(D).</p>

Violation	Code Section Violated	Description of the violation and required correction.
8	5 CCR § 71770	<p><b>Violation Description:</b> The institution’s catalog failed to contain requirement for ability to benefit students in their admission policy.</p> <p><b>Correction:</b> The institution shall update its catalog to include the requirement for ability to benefit students in their admission policy pursuant to 5 CCR § 71770. An institution’s written standards shall ensure the institution does not admit any student who is obviously unqualified or who does not appear to have a reasonable prospect of completing the program. The admissions policy shall include the minimum academic or experiential standards for enrollment.</p>
9	CEC § 94909 (a)(5)	<p><b>Violation Description:</b> The institution’s catalog failed to contain a description of the instruction provided in each of the courses offered by the institution, the requirements for completion of each program, including required courses, any final tests or examinations, any required internships or externships, and the total number of credit hours, clock hours, or other increments required for completion.</p> <p><b>Correction:</b> The institution shall update its catalog to include a description of the instruction provided in each of the courses offered by the institution, the requirements for completion of each program, including required courses, any final tests or examinations, any required internships or externships, and the total number of credit hours, clock hours, or other increments required for completion for each of its approved programs.</p>
10	CEC § 94909 (a)(9) in conjunction with CEC § 94870	<p><b>Violation Description:</b> The institution’s catalog failed to contain a schedule of total charges for a period of attendance AND an estimated schedule of total charges for the entire educational program. “Total charges” means the sum of institutional and non-institutional charges.</p> <p><b>Correction:</b> The institution shall update its catalog to include the schedule of total charges for a period of attendance AND an estimated schedule of total charges for the entire educational program.</p>

Violation	Code Section Violated	Description of the violation and required correction.
11	5 CCR § 76215 (a)	<p><b>Violation Description:</b> The institution’s catalog failed to include the verbatim Student Tuition Recovery Fund (STRF) disclosures.</p> <p><b>Correction:</b> The institution shall update its catalog to include the verbatim Student Tuition Recovery Fund (STRF) disclosures.</p>
12	5 CCR § 76215 (b)	<p><b>Violation Description:</b> The institution’s catalog failed to include the verbatim Student Tuition Recovery Fund (STRF) disclosures.</p> <p><b>Correction:</b> The institution shall update its catalog to include the verbatim Student Tuition Recovery Fund (STRF) disclosures.</p>
13	CEC § 94909 (a)(8)(B) in conjunction with CEC §94920 (b)	<p><b>Violation Description:</b> The institution’s catalog contains cancellation and refund policies that fail to comply with the Bureau’s minimum requirements.</p> <p>On page 13, “<i>express mail fee</i>”, “<i>accommodation placement fee</i>”, “<i>housing fees</i>”, “<i>airport transfers</i>”, and “<i>course costs</i>” are non-refundable within the cancellation period. If these fees are paid directly to the institution, the fee is an institutional charge and cannot be non-refundable during the cancellation period.</p> <p>The cancellation policy includes the first day of instruction, or the 7th day after signing the enrollment agreement, whichever is later. If students sign the enrollment agreement on the course start date, they have the right to cancel within 7 days.</p> <p><b>Correction:</b> The institution shall update its catalog to specify the institution will NOT withhold institutional charges exceeding \$250 if cancellation is made through the 1<sup>st</sup> class session or the 7<sup>th</sup> day after enrollment, whichever is later.</p>

Violation	Code Section Violated	Description of the violation and required correction.
14	CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (d)	<p><b>Violation Description:</b> The institution’s catalog contains withdrawal refund policies which fail to comply with the Bureau’s minimum requirements.</p> <p>The withdrawal refund policy on page 13 does not allow for students to withdraw and receive a pro-rated refund of institutional charges through 60% of the period of attendance. A student is only obligated to pay for the hours or days the student was scheduled to attend by the date notice of withdrawal was provided to the student. If a student provides a notice of withdrawal within 60% or less of the period of attendance, the institution cannot retain institutional charges for any days or hours following the date the notice of withdrawal was received.</p> <p><b>Correction:</b> The institution shall update the withdrawal and refund policy to specify the student has the right to withdraw at any time and receive a pro-rata refund of institutional charges if they attend 60% or less of the period of attendance.</p>
15	CEC § 94909 (a)(13)	<p><b>Violation Description:</b> The institution’s catalog fails to contain a description of the nature and extent of the placement services, if provided by the institution.</p> <p><b>Correction:</b> The institution shall update its catalog to include a description of the nature and extent of the placement services, if provided by the institution.</p>
16	5, CCR §71810 (b)(15) in conjunction with 5 CCR § 71920	<p><b>Violation Description:</b> The institution’s catalog fails to contain policies on the retention of student transcripts. Student transcripts must be permanently retained.</p> <p><b>Correction:</b> The institution shall update its catalog to include a policy on the retention of student transcripts.</p>
17	5 CCR § 71800 (b)	<p><b>Violation Description:</b> The institution’s enrollment agreement fails to contain the period covered by the enrollment agreement.</p> <p><b>Correction:</b> The institution shall update its enrollment agreement to contain the period covered by the enrollment agreement.</p>

Violation	Code Section Violated	Description of the violation and required correction.
18	5 CCR § 71800 (c)	<p><b>Violation Description:</b> The institution's enrollment agreement fails to contain the program's start date and scheduled completion date.</p> <p><b>Correction:</b> The institution shall update its enrollment agreement to contain the program's start date and scheduled completion date.</p>
19	5 CCR § 71800 (d)	<p><b>Violation Description:</b> The institution's enrollment agreement fails to contain the date by which the student must exercise his or her right to cancel or withdraw, and the refund policy.</p> <p><b>Correction:</b> The institution shall update its enrollment agreement to contain the date by which the student must exercise his or her right to cancel or withdraw, and the refund policy.</p>
20	5 CCR § 71800 (e)(f)	<p><b>Violation Description:</b> The institution's enrollment agreement fails to contain the itemization of all institutional charges and fees, as well as the charges paid to an entity other than an institution that is specifically required for participation in the education program.</p> <p><b>Correction:</b> The institution shall update its enrollment agreement to contain the itemization of all institutional charges and fees, as well as the charges paid to an entity other than an institution that is specifically required for participation in the education program.</p>
21	CEC § 94911 (b)	<p><b>Violation Description:</b> The institution's enrollment agreement fails to include a schedule of total charges, including a list of nonrefundable charges and the student's obligation to the Student Tuition Recovery Fund, clearly identified as a nonrefundable charge.</p> <p><b>Correction:</b> The institution shall update its enrollment agreement to include a schedule of total charges, including a list of nonrefundable charges and the student's obligation to the Student Tuition Recovery Fund, clearly identified as a nonrefundable charge pursuant to CEC § 94911 (b).</p>

Violation	Code Section Violated	Description of the violation and required correction.
22	CEC § 94911 (c)	<p><b>Violation Description:</b> The institution’s enrollment agreement fails to include in underlined capital letters on the same page as the student’s signature:</p> <p><u>“TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE:</u></p> <p><u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM:</u></p> <p><u>THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT:”</u></p> <p><b>Correction:</b> The institution shall update its enrollment agreement to include the above-mentioned statement pursuant to CEC § 94911 (c).</p>
23	5 CCR § 76215 (a)	<p><b>Violation Description:</b> The institution’s enrollment agreement fails to include the required verbatim Student Tuition Recovery Fund (STRF) disclosure.</p> <p><b>Correction:</b> The institution shall update its enrollment agreement to include the required verbatim Student Tuition Recovery Fund (STRF) disclosure.</p>

Violation	Code Section Violated	Description of the violation and required correction.
24	CEC § 94911 (e)(1) in conjunction with CEC §94920 (b)	<p><b>Violation Description:</b> The institution’s enrollment agreement contains cancellation and refund policies which fail to comply with the Bureau’s minimum requirements.</p> <p>On page 4, “<i>express mail fee</i>”, “<i>accommodation placement fee</i>”, “<i>housing fees</i>”, “<i>airport transfers</i>”, and “<i>course costs</i>” are non-refundable within the cancellation period. If these fees are paid directly to the institution, the fee is an institutional charge and cannot be non-refundable during the cancellation period.</p> <p>The cancellation policy includes the first day of instruction, or the 7th day after signing the enrollment agreement, whichever is later. If students sign the enrollment agreement on the course start date, they have the right to cancel within 7 days.</p> <p><b>Correction:</b> The institution shall update its enrollment agreement to specify the institution will NOT withhold institutional charges exceeding \$250 if cancellation is made through the 1<sup>st</sup> class session or the 7<sup>th</sup> day after enrollment, whichever is later.</p>
25	CEC §94911 (e)(3) in conjunction with CEC § 94920 (d)	<p><b>Violation Description:</b> The institution’s enrollment agreement contains withdrawal refund policies which fail to comply with the Bureau’s minimum requirements.</p> <p>The withdrawal refund policy on page 4 does not allow for students to withdraw and receive a pro-rated refund of institutional charges through 60% of the period of attendance. A student is only obligated to pay for the hours or days the student was scheduled to attend by the date notice of withdrawal was provided to the student. If a student provides a notice of withdrawal within 60% or less of the period of attendance, the institution cannot retain institutional charges for any days or hours following the date the notice of withdrawal was received.</p> <p><b>Correction:</b> The institution shall update the withdrawal and refund policy in its enrollment agreement to specify the student has the right to withdraw at any time and receive a pro-rata refund of institutional charges if they attend 60% or less of the period of attendance.</p>

Violation	Code Section Violated	Description of the violation and required correction.
26	CEC § 94911 (e)(2)	<p><b>Violation Description:</b> The institution’s enrollment agreement fails to include the following statement in their refund policy, “if the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.”</p> <p><b>Correction:</b> The institution shall update the refund policy in its enrollment agreement to include the above-mentioned statement.</p>
27	CEC § 94911 (f)	<p><b>Violation Description:</b> The institution’s enrollment agreement fails to include the following statement in their refund policy, “if the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.”</p> <p><b>Correction:</b> The institution shall update its enrollment agreement to include the above-mentioned statement.</p>
28	CEC § 94911 (g)(1)	<p><b>Violation Description:</b> The institution’s enrollment agreement fails to include a statement specifying that “if the student defaults on a federal or state loan, both of the following may occur:</p> <ul style="list-style-type: none"> <li>(1) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.</li> <li>(2) The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.”</li> </ul> <p><b>Correction:</b> The institution shall update its enrollment agreement to include the above-mentioned statement pursuant to CEC § 94911 (g)(1).</p>

Violation	Code Section Violated	Description of the violation and required correction.
29	CEC § 94911 (h) in conjunction with CEC § 94909 (a)(15)	<p><b>Violation Description:</b> The institution’s enrollment agreement fails to include the following required transferability disclosure, “</p> <p>NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION</p> <p>The transferability of credits you earn at <i>(insert name of institution)</i> is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the <i>(insert degree, diploma, or certificate)</i> you earn in <i>(insert name of educational program*)</i> is also at the complete discretion of the institution to which you may seek to transfer. If the <i>(insert credits or degree, diploma, or certificate)</i> that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending <i>(insert name of institution)</i> to determine if your <i>(insert credits or degree, diploma or certificate)</i> will transfer.”</p> <p><b>Correction:</b> The institution shall update its enrollment agreement to include the above-mentioned statement pursuant to CEC § 94911 (g)(1).</p>
30	CEC § 94902 (a)	<p><b>Violation Description:</b> The institution’s enrollment agreement fails to have a section for an authorized employee’s signature.</p> <p><b>Correction:</b> The institution shall update its enrollment agreement to include a section for an authorized employee’s signature.</p>

Violation	Code Section Violated	Description of the violation and required correction.
31	CEC § 94911 (d)	<p><b>Violation Description:</b> The institution's enrollment agreement failed to include a clear and conspicuous statement that the enrollment agreement is legally binding when signed by the student and accepted by the institution.</p> <p><b>Correction:</b> The institution shall update its enrollment agreement to include a clear and conspicuous statement that the enrollment agreement is legally binding when signed by the student and accepted by the institution.</p>


Pursuant to 5 CCR section 75010(d), the Institution may do either of the following:

(1) Within 30 days from the date of the inspection, sign and return the notice to comply, declaring under penalty of perjury that the violation was corrected and describing how compliance was achieved; or

(2) Within 30 days from the date of the inspection, file with the Bureau a written notice of disagreement, specifying the minor violations described in the notice to comply with which the person approved to operate the institution disagrees, and appealing it by requesting an informal office conference. If a written notice of disagreement is not timely filed with the Bureau, the right to appeal is deemed to have been waived.

**Pursuant to CEC section 94935(h), failure to comply with the notice to comply will result in the Bureau taking appropriate administrative enforcement action.**

The Notice to Comply was given to the Institution's owner, person in control, chief academic officer, chief executive officer, chief operating officer, institution director, or any person delegated by any of the aforementioned persons to facilitate the inspection or accept such notice as set forth below.

Notice To Comply Given To Name & Title:	Patrick Himmelberg, CEO
Bureau Compliance Analyst Name:	Beverly Tjokrosoeharto
Bureau Compliance Analyst Signature:	

## NOTICE TO COMPLY DECLARATION

CU-3703801-04162025

Institution Name:	College of English Language	Institution Telephone:	(619) 234-7466
Institution Code:	3703801	Administrator Name:	Patrick Himmelberg
Street Address:	233 A Street, Suite 400 San Diego, CA 92101	Inspection Date:	April 16, 2025

I declare under penalty of perjury that each violation identified in this Notice to Comply has been corrected and attached with this declaration is evidence to support the correction of each violation identified.

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Signature

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Date

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Print Name and Title