



## NOTICE TO COMPLY

CA-1900831-05212025

Institution Name:	Haven University dba California Graduate School of Theology	Institution Telephone:	(714) 592-7878
Institution Code:	1900831	Administrator Name:	Dr. Brian Trott
Street Address:	12761 Euclid Street Garden Grove, CA 92840	Inspection Date:	May 21, 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 § 94909 (a)(9) in conjunction with CEC § 94870	<p><b>Violation Description:</b> The institution's 2025 catalog failed to contain an estimated schedule of total charges for the entire educational program.</p> <p><b>Correction:</b> The institution shall update its catalog to include the estimated schedule of total charges for the entire educational program.</p>

Violation	Code Section Violated	Description of the violation and required correction.
2	CEC § 94909 (a)(8)(B) in conjunction with CEC §94920 (b)	<p><b>Violation Description:</b> The institution's 2025 catalog contains cancellation and refund policies that fail to comply with the Bureau's minimum requirements.</p> <p>On pages 27, 28, and 29, "<i>student fee</i>" and "<i>registration fee</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><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>
3	CEC § 94897 (s)	<p><b>Violation Description:</b> On page 39 of the institution's 2025 catalog contains an unenforceable policy regarding withholding transcripts until the student is current on all financial obligations.</p> <p>In accordance with CEC § 94897 (s) and Civil Code section 1788.93, an institution cannot require a student to satisfy financial obligations or make arrangements for payment prior to providing a transcript to a student. The statements in the catalog do not comply with CEC 94897 (s).</p> <p><b>Correction:</b> The institution shall remove the non-compliant statement from the enrollment agreement. The policy must demonstrate compliance with CEC 94897 (s).</p>

Violation	Code Section Violated	Description of the violation and required correction.
4	CEC § 94911 (e)(2) in conjunction with CEC § 94920 (b)	<p><b>Violation Description:</b> On page 2 of all the institution's enrollment agreement contains an unenforceable cancellation and refund policy that states "<i>student fee</i>" and "<i>registration fee</i>" are non-refundable within the cancellation period.</p> <p><b>Correction:</b> The institution shall update the refund and cancellation policy in its enrollment agreement. The policy must demonstrate compliance with CEC § 94911 (e)(2) in conjunction with CEC § 94920 (b) by clarifying these charges are non-refundable after the cancellation period or get rid of the non-refundable statement altogether.</p>
5	5 CCR § 71800 (d) in conjunction with CEC § 94920 (d)	<p><b>Violation Description:</b> The pro-rata refund policies on page 3 of all the institution's enrollment agreements, do not comply with CEC § 94920 (d), the statement implies refunds are not issued once a student completes 60 percent of the period of attendance.</p> <p>A student is entitled to a refund if they complete 60% or less of the period of attendance. A student is not entitled a refund if they complete <b>more than 60%</b> of the period of attendance.</p> <p><b>Correction:</b> The institution shall update the pro-rata refund policy on page 3 of the institution's enrollment agreement pursuant to 5 CCR § 71800 (d) and CEC § 94920 (d).</p>

Violation	Code Section Violated	Description of the violation and required correction.
6	5 CCR §76140 (a)(3)(4)(5)(6)(7)(8)(9)(10) (11)(12)(13)	<p><b>Violation Description:</b> The institution's 2024 4<sup>th</sup> Quarter and 2025 1<sup>st</sup> quarter STRF supporting documentation failed to contain record of the student's:</p> <p>(3) Email address,  (4) Local or mailing address,  (5) Address at the time of enrollment,  (6) Home address,  (7) Date enrollment agreement signed,  (8) Courses,  (9) Amount of STRF assessment collected,  (10) Quarter in which the STRF assessment was remitted to the Bureau,  (11) Third-party payer identifying information,  (12) Total institutional charges charged, and  (13) Total institutional charges paid.</p> <p><b>Correction:</b> The institution shall update the 2024 4<sup>th</sup> Quarter and 2025 1<sup>st</sup> STRF supporting documentation, pursuant to 5 CCR § 76140  (a)(3)(4)(5)(6)(7)(8)(9)(10)(11)(12)(13).</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:	Dr. Brian Trott, VP & Dean of Administration
Bureau Compliance Analyst Name:	Beverly Tjokrosoeharto

Bureau Compliance Analyst  
Signature:

*Beverly Tjokrosocharto*

## NOTICE TO COMPLY DECLARATION

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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