



CITATION ORDER

Citation Issued To: Pacific Health Education 5108 E. Clinton Way #115 Fresno, CA 93727 Institution Code: 35079846	Citation Number: 25260270
	Total Fine Amount: \$10,506.00
	Order of Abatement Included: Yes

Elizabeth Elias issues this citation in her official capacity as Deputy Bureau Chief of Enforcement at the Bureau for Private Postsecondary Education, California Department of Consumer Affairs (hereinafter referred to as the "Bureau").

LICENSING HISTORY

- On or about December 31, 2024, the Bureau issued an Approval to Operate a Private Postsecondary Institution, Institution Code 35079846, to Pacific Health Education, hereinafter referred to as the "Institution." This Approval to Operate will expire on or about December 31, 2029, unless renewed.

DISCIPLINE HISTORY

- The Institution has no prior discipline history.

CITATION JURISDICTION

- This administrative citation is issued to the Institution pursuant to California Education Code (CEC) section 94936; and Title 5 of the California Code of Regulations (5 CCR) section 75020 et seq. for the violation(s) described below.

CAUSE FOR CITATION & ASSESSMENT OF FINE AND/OR ORDER OF ABATEMENT

- The Institution is in violation of the following Bureau laws and regulations:

Violation #1:

5 CCR section 76140 - Record-Keeping Requirements and 5 CCR section 71930(e) – Maintenance of Records

Cause for Citation: On or about June 26, 2025, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested to review the Institution's Student Tuition Recovery Fund (STRF) supporting documentation for the 4th quarter reporting period of 2024 and the 1st quarter reporting period of 2025. The Bureau determined that the Institution failed to collect student information to substantiate the data reported on the Institution's STRF Assessment Reporting Forms and records of the students' eligibility under the fund and therefore was unable to provide the data by the conclusion of the inspection.

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class B" violation. The Institution is issued a fine of \$1,001.00.

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to correct the violation by providing an electronic copy of the template used by the Institution to document its STRF substantiating documentation, for the Bureau to verify the Institution is collecting the required data points pursuant to 5 CCR section 76140.

In addition, the Institution must submit a statement of attestation they have corrected the violation and will ensure that the substantiating data for STRF is maintained in an electronic format and readily available to a Bureau representative upon request per 5 CCR sections 76140 and 71930. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #2:

5 CCR section 71920(b)(1)(A) - Student Records, 5 CCR section 71930(e) – Maintenance of Records and CEC section 94897(u) - Prohibited Business Practices

Cause for Citation: On or about June 26, 2025, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested to review seven student files and found that all the student files reviewed failed to contain a verification of high school diploma or its equivalent establishing the student's ability to do college level work. Further, Bureau staff determined that the Institution failed to adhere to its own admissions policy requiring proof of either a high school diploma or its equivalent to demonstrate the student's qualifications for admission.

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class A" violation. The Institution is issued a fine of \$2,501.00.

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to submit a statement of attestation that they will maintain required student records pursuant to 5 CCR sections 71920 and 71930. The statement of attestation must be signed and dated by an authorized representative of the Institution.

Violation #3:

5 CCR section 71920(b)(3) – Student Records, 5 CCR section 71930(e) – Maintenance of Records and CEC section 94900.5(c) – Required Institutional Records

Cause for Citation: On or about June 26, 2025, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed seven student files and found that all the student files reviewed failed to contain a School Performance Fact Sheet (SPFS), which is a required institutional record.

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class A" violation. The Institution is issued a fine of \$2,501.00.

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to ensure all student records are maintained pursuant to 5 CCR sections 71920 and 71930 and CEC section 94900.5. The Institution must submit a statement of attestation that they have corrected the violation and will ensure that all student records contain signed and dated SPFS prior to the execution of the enrollment agreement. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #4:

5 CCR section 71800(a-d) and (e)(1-12) – Enrollment Agreement and CEC section 94911(b); (c); (d); (e)(1-3); (f); (g)(1-2); (i)(1-2); and (j)(1-2) – Minimum Requirements for Enrollment Agreements

Cause for Citation: On or about June 26, 2025, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed seven student files and found that the enrollment agreements failed to contain required data pursuant to 5 CCR section 71800; specifically, subsections (a-d) and (e)(1-12) and required data pursuant to CEC section 94911; specifically, subsections (b); (c); (d); (e)(1-3); (f); (g)(1-2); (i)(1-2); and (j)(1-2).

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class B" violation. The Institution is issued a fine of \$1,001.00.

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to ensure the enrollment agreement follows the law pursuant to 5 CCR section 71800 and CEC section 94911. The Institution must submit a statement of attestation that they have corrected the violation. The statement of attestation must be signed and dated by an authorized representative of the Institution.

Violation #5:

5 CCR section 76215(a) – Student Tuition Recovery Fund Disclosures and CEC section 94911 - Minimum Requirements for Enrollment Agreements

Cause for Citation: On or about June 26, 2025, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed seven student files and found that the enrollment agreements failed to contain the required statement pursuant to 5 CCR section 76215. Specifically, the following:

“The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF, and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.”

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a “Class C” violation. The Institution is issued a fine of \$501.00.

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to ensure the enrollment agreement follows the law pursuant to 5 CCR section 76215 and CEC section 94911. The Institution must submit a statement of attestation that they have corrected the violation. The statement of attestation must be signed and dated by an authorized representative of the Institution.

Violation #6:

5 CCR section 76140(b) – Record-Keeping Requirements

Cause for Citation: On or about June 26, 2025, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). As part of the inspection process, Bureau staff mailed an Announced Compliance Inspection Notice requesting the Institution's Student Tuition Recovery Fund (STRF) supporting documentation for the 4th quarter reporting period of 2024 and the 1st quarter reporting period of 2025 prior to the onsite inspection. The Institution failed to comply with the requirement to provide the STRF supporting documentation within 14 calendar days of the written request, as required by 5 CCR section 76140(b).

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class D" violation. The Institution is issued a fine of \$500.00

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Institution shall submit a statement of attestation confirming that it will maintain substantiating STRF data in an electronic format that is readily available and open to inspection by the Bureau upon request in accordance with 5 CCR section 76140(b). The Institution must also attest it will provide all STRF records immediately during a site inspection or, upon written request, within 14 calendar days, in an intelligible and orderly electronic format. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #7:

CEC section 94900(b) – Required Student Records, 5 CCR section 71920(b)(5) – Student Records, and 5 CCR section 71930(e) – Maintenance of Records

Cause for Citation: On or about June 26, 2025, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed seven student files and found three of the student files reviewed failed to contain a transcript of courses, the units on which the certificate was based, or the grades earned by the students.

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class A" violation. The Institution is issued a fine of \$2,501.00.

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to submit a statement of attestation that they will maintain required student records pursuant to CEC section 94900 and 5 CCR sections 71920 and 71930. The statement of attestation must be signed and dated by an authorized representative of the Institution.

COMPLIANCE WITH ORDER OF ABATEMENT

5. In accordance with the provisions of CEC section 94936 and 5 CCR section 75020, the Bureau issues the order(s) of abatement described above. Evidence of compliance with the order of abatement must be submitted to the Bureau within 30 days from the date of issuance of this citation. Evidence of compliance with the order of abatement may be sent by mail or email to:
- Mail: Bureau for Private Postsecondary Education
Attn: Discipline Unit – Aspen Grambusch
1747 North Market, Blvd., Suite 225
Sacramento, CA 95834
 - Email: bppe.discipline@dca.ca.gov
 - In the subject line, please include the Institution name and citation number.

COMPLIANCE WITH ASSESSMENT OF FINE

6. In accordance with the provisions of CEC section 94936, and 5 CCR sections 75020 and 75030, the Bureau hereby orders this assessment of fines in the total amount of \$10,506.00 for the violations described above. Payment of the fines must be made to the Bureau within 30 days from the date of service of this citation unless an informal conference or hearing is requested. To assist the Bureau in processing the payment of fines, please submit the enclosed *Payment of Fine – Waiver of Appeal* form.

Payment must be sent to the Bureau by mail at:

- Bureau for Private Postsecondary Education
Attn: Discipline Unit – Aspen Grambusch
1747 North Market, Blvd., Suite 225
Sacramento, CA 95834

NOTICE OF APPEAL RIGHTS

7. You have the right to contest this citation through an informal conference with the Bureau pursuant to 5 CCR section 75020 and/or through an administrative hearing in accordance with Chapter 5 (Commencing with section 11500) of Part 1 of Division 3 of Title 2 of the Government Code.

If you wish to contest this citation, the Bureau must receive a written request within 30 days from the date of issuance of this citation asking for an informal conference and/or administrative hearing or you may also submit the enclosed *Notice of Appeal of Citation – Request for Informal Conference and/or Administrative Hearing* form.

The written request may be sent by email or mail to the addresses below:

- Mail: Bureau for Private Postsecondary Education
Attn: Discipline Unit – Aspen Grambusch
1747 North Market, Blvd., Suite 225
Sacramento, CA 95834
- Email: bppe.discipline@dca.ca.gov
 - In the subject line, please include the Institution name and citation number.

Failure to submit a written request for an informal conference and/or administrative hearing within 30 days from the date of issuance of this citation will forfeit your ability to appeal the citation.

If a hearing is requested, you are not required to comply with this citation until a final order is entered against you.

COMPLIANCE WITH FINE AND/OR ORDER OR ABATEMENT DISCLOSURE

8. Pursuant to BPC section 125.9 and 5 CCR section 75050, payment of fine and/or compliance with any order of abatement does not constitute an

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admission of the violation charged and shall be represented as satisfactory resolution of the matter for the purposes of public disclosure.

Pursuant to 5 CCR section 75050, failure to comply with this citation order, its order of abatement, and/or administrative fine by the required due date is grounds for denial or discipline of an approval to operate. Where a citation is not contested and fine is not paid, the full amount of the assessed fine shall be added to the fee for renewal of the approval to operate. An approval to operate shall not be renewed without payment of the renewal fee and fine.

BUREAU CONTACT INFORMATION

9. If you have any questions regarding this Citation, please contact Aspen Grambusch, Citation Analyst by email at Aspen.Grambusch@dca.ca.gov or by phone at (279) 895-6005.

"Original Signature on File"

6/24/2026

Elizabeth Elias
Deputy Bureau Chief of Enforcement

Citation Date of Issuance

Enclosures:

- Notice of Appeal of Citation: Request for Informal Conference and/or Administrative Hearing
- Payment of Fine – Waiver of Appeal
- Declaration of Service by Certified and First-Class Mail