



ACCREDITING BUREAU OF HEALTH EDUCATION SCHOOLS | ABHES

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August 12, 2026

ID: I-220

Ms. Emille Gonzalez
Campus Director
Glendale Career College
240 N. Brand Blvd., Lower Level
Glendale, CA 91203

Dear Ms. Gonzalez:

The Commission, at its July 15-16, 2026, meeting, reviewed the institution's outcomes reporting record¹ for the **Medical Insurance Biller and Coder – Diploma and Surgical Technology – Associate of Occupational Science** programs. Based on review and discussion, the Commission continued the programs on **program specific warning and directed the institution to justify why the programs' approval should not be withdrawn from the institutional grant of accreditation.**

A program-specific warning is a notification that if the institution does not take corrective action to address specific compliance concerns, the program approval could be withdrawn. According to III.A.11.d. of the *Accreditation Manual*, failure to demonstrate at least a 70 percent placement and credentialing pass rate raises a question whether accreditation requirements are being met. An institution is required, at a minimum, to demonstrate that it has analyzed the data, identified areas needing improvement, and taken corrective action by developing and implementing an action plan. The program-specific warning process provides another opportunity for the institution to submit such a plan and evidence of its effectiveness in improving outcomes, particularly its placement and credentialing pass rates.

According to our records, the institution reported the following outcome rates as reflected in the charts below:

¹ The record includes the 2022-2023, 2023-2024, and 2024-2025 Annual Reports, outcome reporting letters dated February 2024, August 2024, February 2025, and August 2025, the institution's responses to reporting letters, the Commission's February 2026 program specific warning letter and the institution's response, and other relevant correspondence and documentation.

Placement Outcome

Program	Credential Awarded	Rate Type	22-23 Annual Report	22-23 Update Rate (5/24)	22-23 Updated Rate (10/24)	23-24 Annual Report	23-24 Update Rate (5/25)	23-24 Updated Rate (10/25)	24-25 Annual Report	24-25 Update Rate (5/26)
Medical Biller and Coder	Diploma	Placement	33%	50%	50%	25%	25%	25%	58%	58%

The institution, therefore, is directed to submit sufficient information and documentation to show the program has achieved a placement rate of at least 70%, including, but not limited to, the following:

1. A complete ABHES Backup Documentation Form to support an updated placement rate for the time period of **July 1, 2024, through June 30, 2025**. The required form can be found on the ABHES website at <https://abhес.org/resources/#Reporting>.
2. A table identifying any graduates whose placement categorization (placed, unavailable, or placed out of field/not placed) has changed since your last submission. The table must include a) graduate name; b) program; c) previous category; and d) current category.
3. Rationale and additional documentation to justify graduates currently categorized as:
 - i. Placed with a job title that does not match the title of the approved program.
 - ii. Unavailable for placement due to the following categories: change in legal status, continuing education status, death, health-related issues, incarceration, or military obligations. Examples of documentation may include but are not limited to a visa or work permit correspondence, enrollment agreement, acceptance letter, death certificate, doctor's note, arrest documentation, or military orders.

If the institution uses a graduate attestation, it must provide a copy of its campus-level policy to validate the attestation. As a reminder, all graduate attestations must be signed and dated by the graduate.

Do not submit additional documentation for any graduate whose current category is placed, and whose job title matches the title of the approved program.

4. An updated action plan for the program if the updated rate is below 70%. The action plan must include (1) an analysis of the effectiveness of the action plan submitted in the institution's last response including any impact on the placement rate, (2) new activities or initiatives expected to improve the rate, and (3) a timeline for when the program is expected to meet the 70% benchmark..

Credentialing Outcome

Program	Credential Awarded	Rate Type	22-23 Annual Report	22-23 Update Rate (5/24)	22-23 Updated Rate (10/24)	23-24 Annual Report	23-24 Update Rate (5/25)	23-24 Updated Rate (10/25)	24-25 Annual Report	24-25 Update Rate (5/26)
Surgical Technology	Associate of Occupational Science	Credentialing	57%	66%	66%	60%	60%	60%	59%	61%

The institution, therefore, is directed to submit sufficient information and documentation to show the program has achieved a credentialing pass rate of at least 70%, including, but not limited to, the following:

1. A complete ABHES Backup Documentation Form to support an updated credentialing pass rate for the time period of **July 1, 2024, through June 30, 2025**. The required form can be found on the ABHES website at <https://abhes.org/resources/#Reporting>.
2. A table of graduates whose credentialing pass status has changed since your last submission. The table must include a) graduate name; b) program; c) previous category; and d) current category.

For graduates identified above whose credentialing pass status has changed, also provide supporting documentation from the credentialing pass/licensure body. Examples of this documentation might include state licensure information and a credentialing examination pass-fail roster.

3. An updated action plan for the program if the updated rate is below 70%. The action plan must include (1) an analysis of the effectiveness of the action plan submitted in the institution's last response including any impact on the credentialing rate, (2) new activities or initiatives expected to improve the rate, and (3) a timeline for when the program is expected to meet the 70% benchmark.

Maximum Timeframe for Compliance

The maximum period of time the Commission may allow for an institution to achieve compliance with accreditation requirements is stated in III.C.1.b. of the *Accreditation Manual*. The Commission first identified the areas of non-compliance described above in its letter dated August 7, 2024. The Commission set a maximum timeframe for compliance, which required a final response by May 2026 for review at the July 2026 meeting.

Although the programs remain out of compliance and have exceeded the maximum timeframe, the Commission has determined that good cause exists to grant a **six-month** extension. This determination is based on the programs' significant progress in improving the rates and the need for additional time to collect and report data demonstrating the effectiveness of corrective actions implemented to further improve the outcome rates.

The program may request a second and final good-cause extension by submitting another completed [Request for Good Cause Extension Form](#), with its response due on November 2, 2026. If the Commission grants this extension at its January 2027 meeting, the institution will be required to submit a final response by May 1, 2027, for the Commission's consideration at its July 2027 meeting.

The Commission will review the institution's response to this letter, along with updated data at its January 2027 meeting, and make further determinations at that time.

Submission Requirements

1. Teach-Out

By **August 26, 2026**, the institution must submit via [DropBox Applications](#) its updated Teach-Out Plan for the Medical Insurance Biller and Coder – Diploma and Surgical Technology – Associate of Occupational Science programs and the corresponding form available for download from the ABHES website at <https://www.abhes.org/resources/#Forms>.

If the institution has decided to stop enrolling and officially teach out the programs, it must submit the appropriate completed Teach-Out Plan or Agreement form, available for download at <https://www.abhes.org/resources/#Forms> by **August 26, 2026**. The form must be submitted to ABHES under separate cover and not as part of the institution's response. Upon receipt and approval, ABHES will issue a written acknowledgement which must be included with the institution's response to this letter.

2. Student disclosure

Within seven business days of the date of this letter, by **August 26, 2026**, the institution must submit evidence that it has published a new student disclosure informing enrolled and prospective program students of the continued Program Specific Warning action as the reason the updated program Teach-Out Plan is required.² Evidence of adequate public notice to prospective students must be provided to ABHES and remain published in the same form as the original publication/posting until the Commission's next decision.

3. Additional information regarding the standard-related directives

By **November 2, 2026**, the institution must submit its response to the standard-related directives identified within this letter. The file must be named "*I-220_RSP to Aug 2026 PSW Letter_112026*" and submitted via [DropBox Commission Responses](#).

The response must be submitted in accordance with the format and content instructions outlined in the [Preparing Your Response](#) Guide. Failure to adhere to the instructions or the due dates will result in a late-fee assessment in accordance with Appendix G of the *Accreditation Manual*.

Appearance

If, as part of its response to this directive, the institution wishes to appear before a panel of the Commission via video conference, its request to appear must be submitted to ABHES via [DropBox Commission Responses](#) by **August 26, 2026**. The file must be named "*I-220_Request to Appear_82026*." Upon receipt of the institution's request to appear, a virtual appearance fee of \$2,000 will be assessed in accordance with Appendix G, Fees, of the *Accreditation Manual*. **The required fee must be remitted within five business days**

² This disclosure is also required under 34 Code of Federal Regulations § 668.43(a) (19) which states: "If the institution is required to maintain a teach-out plan by its accrediting agency, notice that the institution is required to maintain such teach-out plan and the reason that the accrediting agency required such plan under § 602.24(c)(1). . ."

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of the invoice date. Failure to remit the appearance fee by the due date may hinder or delay the scheduling of the appearance.

Disclosure

ABHES will not consider, review, or process substantive changes (as defined in III.B.2.b. of the *Accreditation Manual*) relating to the Medical Insurance Biller and Coder – Diploma and Surgical Technology – Associate of Occupational Science programs while the programs are under a program-specific warning unless the institution demonstrates that the substantive change is likely to resolve non-compliance. An institution's request for acceptance of a substantive change application must include justification for the change and its effect on the program's operation. This restriction does not apply to a Teach Out Agreement.

The U.S. Department of Education, the appropriate State licensing or authorizing agency, the appropriate accrediting agency, and the public have been notified of this action in compliance with 34 Code of Federal Regulations § 602.26 et seq and Chapter III of the *Accreditation Manual*.

The Commission conducts its evaluation of institutions and programs in an objective and confidential manner. To ensure objectivity, impartiality, and integrity in the accreditation process, Commissioners do not participate in considerations of institutions or programs that present or appear to present a conflict of interest. The list of ABHES Commissioners is posted at <https://www.abhes.org/board-of-commissioners/>. Each Commissioner serves a defined term, which expires June 30, and is held responsible to a strict Code of Ethics. An institution may object to a current Commissioner considering an impending accreditation matter on the basis of a possible conflict of interest, indicating the reason(s) for the objection per the examples listed in I.A.4. of the *Accreditation Manual*. An objection must be submitted in writing to the ABHES Executive Director within five business days prior to a scheduled Commission meeting via email at info@abhes.org.

If you have any questions about this correspondence, please contact staff liaison, Holly Doering, at hdoering@abhes.org or at (571) 282-0047.

Sincerely,



India Y. Tips
Executive Director

c: DAPIP, U.S. Department of Education
 California Bureau for Private Postsecondary Education
 Robin Jenkins, National Board of Surgical Technology and Surgical Assisting