



CITATION ORDER

Citation Issued To: Institute of Oriental Medicine 2499 Industrial Pkwy West Hayward, CA, 94545 Institution Code: 44374986	Citation Number: 25260076
	Total Fine Amount: \$12,004.00
	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 March 7, 2025, the Bureau renewed an Approval to Operate a Private Postsecondary Institution, Institution Code 44374986, to Institute of Oriental Medicine, hereinafter referred to as the "Institution." This Approval to Operate expires on or about March 7, 2030.

DISCIPLINE HISTORY

- The Institution has the following discipline history:
 - [Modified Citation No. 2324086, issued on November 22, 2023](#)
 - Evidence of compliance; citation satisfied December 14, 2023

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 November 22, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested to review the Institution's supporting documentation to substantiate the data reported on the Institutions Student Tuition Recovery Fund (STRF) form for the 2nd and 3rd quarter reporting periods of 2024. The Institution was unable to provide the required STRF supporting documents by the conclusion of the inspection. Therefore, the Bureau determined that the Institution failed to collect student information to substantiate the data reported on the Institutions STRF Assessment Reporting forms and records of the students' eligibility under the Fund.

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 section 76140. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #2:

5 CCR section 74112(h); (i); and (k)- Uniform Data – Annual Report, Performance Fact Sheet and 5 CCR section 71930(e) – Maintenance of Records and CEC section 94897(j) – Prohibited Business Practices

Cause for Citation: On or about November 22, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested documentation supporting all data reported on the Institutions 2021/2022 School Performance Fact Sheet (SPFS). Bureau staff reviewed the substantiating data for the Tui Na Massage Therapy Professional program and found that the supporting data did not substantiate the information reported on the Institution's 2021/2022 SPFS. Specifically, the Institution's SPFS overstated the "Number of On-Time Graduates" and "Graduates Employed in the Field". Therefore, the SPFS contained untrue or misleading information, a prohibited business practice.

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 \$5,000.00.

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 they have corrected the violation and will ensure that the reported information on the School Performance Fact Sheet (SPFS) is consistent with the SPFS back up data. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #3:

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 November 22, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed three graduated student files and found that one of the student files reviewed failed to contain verification of high school completion or 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 section 71920 and 71930 and adhere to their own stated policies as outlined in their School Catalog for admission. The statement of attestation must be signed and dated by an authorized representative of the Institution.

Violation #4:

CEC section 94902(a) - General Enrollment Requirements and CEC section 94912- Signature, Initials Required

Cause for Citation: On or about November 22, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed three graduated student files and found that one of the student files reviewed contained an enrollment agreement that was not fully executed. The enrollment agreement did not contain a signature of an authorized employee of the institution, a general enrollment requirement.

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 all student records follow the law pursuant to CEC sections 94902 and 94912. The Institution must submit a statement of attestation that they have corrected the violation and will ensure that the enrollment agreements are signed by an authorized employee of the institution. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #5:

CEC section 94902(b)(3) – General Enrollment Requirements and CEC section 94912 – Signature, Initials Required

Cause for Citation: On or about November 22, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed three graduated student files and found that one of the student files reviewed contained a School Performance Fact Sheet (SPFS) that was not signed by an authorized employee of the Institution, a general enrollment requirement.

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 follow the law pursuant to CEC sections 94902 and 94912. 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.

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 – Aurzella Izmarai-Karimi
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 \$12,004.00 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 – Aurzella Izmarai-Karimi
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 – Aurzella Izmarai-Karimi
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 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 Aurzella Izmarai-Karimi, Citation Analyst by email at Aurzella.Izmarai@dca.ca.gov or by phone at (916) 574-7344.

“Original Signature on File”

12/22/2025

Elizabeth Elias
Deputy Bureau Chief of Enforcement

Citation Date of Issuance

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Institution Code: 44374986

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