

Bureau for Private Postsecondary Education
 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
 P.O. Box 980818, West Sacramento, CA 95798-0818
 P (916) 431-6959 F (916) 263-1897 www.bppe.ca.gov



NOTICE TO COMPLY – CU 78230889 0618 (Ed. Code § 94935, 5 5, CCR § 75010)

Institution Name:	Northcentral University	Institution Telephone:	480.458.2320
Institution Code:	78230889	Administrator Name:	John LaNear
Street Address:	2488 Historic Decatur Rd, Suite 100 San Diego, CA 92106	Date of Inspection:	6/26-27/2018

Nature and Facts of the Violation(s), Including a Reference to the Statute or Regulation Violated, and Manner in Which the Institution Must Correct the Violation to Achieve Compliance:

INSTITUTIONAL WEBSITE AND ADVERTISEMENTS

	Education Code (CEC) or Code of Regulations (5, CCR)	Subsection, Description, and Required Correction
1	CEC §94913. Institutional Web Site Requirements	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet the following:</p> <p>(2) A School Performance Fact Sheet for each educational program offered by the institution.</p> <p>The institution's website does not contain 2015/2016 School Performance Fact Sheets (SPFS) for each educational program offered. The website did not contain a SPFS for the following programs:</p> <ul style="list-style-type: none"> • Doctor of Criminal Justice • Doctor of Education in Educational Leadership • Doctor of Education in Instructional Design • Doctor of Health Administration • Doctor of Philosophy in Computer Science • Doctor of Philosophy in Data Science • Doctor of Philosophy in Educational Leadership • Doctor of Philosophy in Human Resources Management • Doctor of Philosophy in Instructional Design • Doctor of Public Administration • Education Specialist in Educational Leadership • Master of Education in Educational Leadership • Master of Health Administration • Master of Human Resource Management • Master of Science in Instructional Design

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		<ul style="list-style-type: none"> • Master of Legal Studies • Master of Public Administration • Master of Science in Computer Science • Master of Science in Cybersecurity • Master of Science in Data Science • Master of Science in Developmental Child and Adolescent Psychology • Master of Science in Educational Psychology • Master of Science in Health Psychology • Master of Science in Industrial/Organizational Psychology • Master of Science in Information Technology • Master of Teaching (w/certificate) <p>To remedy the deficiency, the institution's website shall be updated to contain the updated and corrected 2015/2016 SPFS for each educational program. The link(s) to each SPFS shall be active and accessible for potential students, and available on the homepage of the institution's website.</p>
2	5, CCR §74117. Website Requirements.	<p>In addition to the requirement in Section 94913(b) of the Code, an institution that maintains a website shall provide on the homepage of that website clear and conspicuous links to all the items required in Section 94913(a) of the Code.</p> <p>The homepage of the institution's website does not contain a clear and conspicuous link to the following:</p> <ul style="list-style-type: none"> • School Performance Fact Sheets (CEC §94910(a)(2)) • A link to the Bureau's internet website (CEC §94910(a)(4)) • A link to the most recent Annual Report submitted to the Bureau (CEC §94910(a)(5)) <p>To remedy this deficiency, the homepage of the institution's website shall be updated to contain the required links.</p>

SCHOOL CATALOG

	Education Code (CEC) or Code of Regulations (5, CCR)	Subsection, Description, and Required Correction
3	CEC §94909. Minimum Requirements for School Catalog	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(8) A detailed description of institutional policies in the following areas:</p> <p>(A) Admissions policies, including the institution's policies regarding the acceptance of credits earned at other institutions or through challenge examinations and achievement tests, admissions requirements for ability-to-benefit students, and a list describing any transfer or articulation agreements between the institution and any other college or university that provides for the transfer of credits earned in the program of instruction. If the institution has not</p>

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		<p>entered into an articulation or transfer agreement with any other college or university, the institution shall disclose that fact.</p> <p>5, CCR §71770. Admissions Standards and Transferred Credits Policy.</p> <p>(b) The institution shall specify the maximum credit it will transfer from another institution for each educational program, and the basis upon which the transferred credit will be awarded.</p> <p>(2) No more than 20% of graduate semester units or the equivalent in other units awarded by another institution may be transferred for credit toward a Master's degree. An institution may accept transfer credits only from the institutions of higher learning described in subsection (1)(A).</p> <p>The current online catalog available explains students may transfer a maximum of 12 semester units into Masters programs, and 15 semester units into the MAMFT program. The institution shall not transfer more than 20% of graduate semester units into a Master's degree program.</p> <p>To remedy the violation, the current catalog shall be updated to a transfer of credits policy for the which does not allow the transfer of credits into a Master's degree to exceed 20% of the total credits.</p> <p>To document compliance, the institution shall submit the corrected catalog with the last page of this document to the NTC Analyst no later than July 27, 2018. The updated catalog shall be made available on the institution's website.</p>
4	<p>CEC §94909. Minimum Requirements for School Catalog</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(8) A detailed description of institutional policies in the following areas:</p> <p>(B) Cancellation, withdrawal, and refund policies, including an explanation that the student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. The text shall also include a description of the procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund consistent with the requirements of Article 13 (commencing with Section 94919).</p> <p>5, CCR §71716. Distance Educational Programs – Specific Provisions for Instruction Not in Real Time.</p> <p>(b) The student shall have the right to cancel the agreement and receive a full refund pursuant to section 71750 before the first lesson and materials are received. Cancellation is effective on the date written notice of cancellation is</p>

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		<p>sent. The institution shall make the refund pursuant to section 71750. If the institution sent the first lesson and materials before an effective cancellation notice was received, the institution shall make a refund within 45 days after the student's return of the materials.</p> <p>The current online catalog available states, "If a student requests to drop a course more than 7 days from and including the course start date, it is considered a course withdrawal and full tuition and Course Material Fees are charged." A student shall have the right to cancel the enrollment agreement and receive a full refund before the first lesson and materials are received. Cancellation is effective on the date written notice of cancellation is sent.</p> <p>The catalog does not explain the student is entitled to a pro-rata refund in the event of a withdrawal after the cancellation period, but within 60% of a period of attendance.</p> <p>To remedy this violation the catalog shall be updated to contain a cancellation policy which allows the student to cancel the enrollment agreement and receive a full refund before the first lesson and materials are received. Cancellation shall be effective on the date written notice of cancellation is sent.</p> <p>The catalog shall be updated to allow a student the right to a pro-rata refund through 60% of a period of attendance.</p> <p>The catalog shall be updated to contain a procedure that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund.</p> <p>To document compliance, the institution shall submit the corrected catalog with the last page of this document to the NTC Analyst no later than July 27, 2018. The updated catalog shall be made available on the institution's website.</p>
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ENROLLMENT AGREEMENT

	Education Code (CEC) or Code of Regulations (5, CCR)	Subsection, Description, and Required Correction
5	5, CCR §71800. Enrollment Agreement	<p>(b) Period covered by the enrollment agreement.</p> <p>The enrollment agreement did not contain the period covered by the enrollment agreement.</p> <p>To remedy this violation, the enrollment agreement shall be updated to contain the period covered by the enrollment agreement.</p>

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		To document compliance, the institution shall submit the corrected enrollment agreement with the last page of this document to the NTC Analyst no later than July 27, 2018.
6	5, CCR §71800. Enrollment Agreement	<p>(d) Date by which the student must exercise his or her right to cancel or withdraw, and the refund policy, including any alternative method of calculation if approved by the Bureau pursuant to section 94921 of the Code.</p> <p>The enrollment agreement failed to contain the date by which a student must exercise his or her right to cancel or withdraw.</p> <p>To remedy this violation, the enrollment agreement shall be updated to contain the date by which a student must exercise his or her right to cancel or withdraw.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement with the last page of this document to the NTC Analyst no later than July 27, 2018.</p>
7	CEC §94911. Minimum Requirements for Enrollment Agreement	<p>(e)(1) A disclosure with a clear and conspicuous caption, "STUDENT'S RIGHT TO CANCEL," under which it is explained that the student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.</p> <p>5, CCR §71716. Distance Educational Programs – Specific Provisions for Instruction Not in Real Time.</p> <p>(b) The student shall have the right to cancel the agreement and receive a full refund pursuant to section 71750 before the first lesson and materials are received. Cancellation is effective on the date written notice of cancellation is sent. The institution shall make the refund pursuant to section 71750. If the institution sent the first lesson and materials before an effective cancellation notice was received, the institution shall make a refund within 45 days after the student's return of the materials.</p> <p>The enrollment agreement states, "An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund." The enrollment agreement also states the refund policy is: (Dates from and including start date) 0-7 days is 100% refund</p>

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		<p>7+ days is 0% refund.</p> <p>A student shall have the right to cancel the enrollment agreement and receive a full refund before the first lesson and materials are received. Cancellation is effective on the date written notice of cancellation is sent. After the cancellation period, the student shall have a right to a pro-rata refund</p> <p>To remedy this violation the enrollment agreement shall be updated to contain a cancellation policy which allows the student to cancel the enrollment agreement and receive a full refund before the first lesson and materials are received. Cancellation shall be effective on the date written notice of cancellation is sent.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement with the last page of this document to the NTC Analyst no later than July 27, 2018.</p>
8	<p>CEC §94911. Minimum Requirements for Enrollment Agreement</p>	<p>(e)(2) The disclosure shall contain the institution's refund policy and a statement that, 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>The enrollment agreement does not explain the student is entitled to a pro-rata refund in the event of a withdrawal after the cancellation period, but within 60% of a period of attendance.</p> <p>To remedy this violation, the enrollment agreement shall be updated to describe the student's right to a pro-rata refund through 60% of a period of attendance.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement with the last page of this document to the NTC Analyst no later than July 27, 2018.</p>
9	<p>CEC §94911. Minimum Requirements for Enrollment Agreement</p>	<p>(e)(3) The text shall also include a description of the procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund.</p> <p>The enrollment agreement does not include a description of the procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund.</p> <p>To remedy this violation, the enrollment agreement shall include a description of the procedures that a student is required to follow to cancel</p>

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		<p>the enrollment agreement or withdraw from the institution and obtain a refund.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement with the last page of this document to the NTC Analyst no later than July 27, 2018.</p>
10	<p>CEC §94916. Statement on Loans to Students</p>	<p>An institution extending credit or lending money to an individual for institutional and noninstitutional charges for an educational program shall cause any note, instrument, or other evidence of indebtedness taken in connection with that extension of credit or loan to be conspicuously marked on its face in at least 12-point type with the following notice:</p> <p style="text-align: center;">"NOTICE"</p> <p>"You may assert against the holder of the promissory note you signed in order to finance the cost of the educational program all of the claims and defenses that you could assert against this institution, up to the amount you have already paid under the promissory note."</p> <p>The institution offers a payment plan, and updated the enrollment agreement to contain the specific required statement, but the statement was missing "NOTICE" in all capital letters.</p> <p>To remedy this violation, the enrollment agreement shall be updated to contain the specific required statement.</p> <p>To document compliance, the institution shall submit the corrected enrollment agreement with the last page of this document to the NTC Analyst no later than July 27, 2018.</p>

GENERAL INFORMATION

	Education Code (CEC) or Code of Regulations (5, CCR)	Subsection, Description, and Required Correction
11	<p>5, CCR §71660. Notifications of Non-Substantive Changes.</p>	<p>An institution shall notify the Bureau of a non-substantive change including: change of location of less than 10 miles; addition of a program related to the approved programs offered by the institution; addition of a new branch five miles or less from the main or branch campus; addition of a satellite; and change of mailing address. All such notifications shall be made within 30 days of the change and sent to the Bureau, in writing, to the address listed in section 70020.</p> <p>Bureau records indicates the institution has not provided the contact information for the institution's Custodian of Records.</p>

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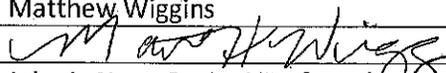
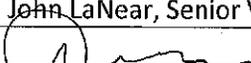
Inspector's Initial: *MW*
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	<p>The institution did not provide the name or agency of the institution's custodian of record.</p> <p>To remedy this violation and document compliance, the institution shall provide the name and contact information of the institution's Custodian of Records. The institution shall submit the correction with the last page of this document to the NTC Analyst no later than July 27, 2018.</p>
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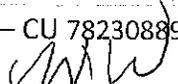
INSTITUTIONAL RECORDS

	Education Code or Code of Regulations	Subsection, Description, and Required Correction
12	5, CCR §71760. Self-Monitoring Procedures	<p>Each institution shall develop and maintain adequate procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division.</p> <p>The institution did not provide documentation of self-monitoring procedures upon request.</p> <p>To remedy this violation and document compliance, the institution shall provide documentation of the institution's established self-monitoring procedures. the institution shall submit the corrected enrollment agreement with the last page of this document to the NTC Analyst no later than July 27, 2018.</p>

Only minor violations are listed on this Notice to Comply.

Inspector's Name	Matthew Wiggins
Inspector's Signature:	
Institution Administrator Name/Title:	John LaNear, Senior VP of Academic Affairs
Institution Administrator's Signature:	

Education Code can be located at: http://www.bppe.ca.gov/lawsregs/pppe_act.shtml
Code of Regulations can be located at: <http://www.bppe.ca.gov/lawsregs/regs.shtml>

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Administrator's Initial: 

RETURN THIS FORM TO THE NTC ANALYST WITHIN THE SPECIFIED TIME FRAME WITH EITHER:
1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT

IMPORTANT COMPLIANCE NOTICE

California Education Code §94935 and California Code of Regulations §75010 provide that the Bureau for Private Postsecondary Education (Bureau) shall issue a Notice to Comply for minor violations detected during a compliance inspection by the Bureau.

By no later than 30 days from the date of the inspection, you must either: 1) Remedy the noncompliance item(s), sign the below declaration and submit this form to the Bureau, along with documentation describing how compliance was achieved; or 2) File with the Bureau a written notice of disagreement, specifying the minor violation(s) described in the Notice to Comply with which you disagree, 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.

Failure to timely remedy the noncompliance item(s) or file a written request for an informal office conference may result in the Bureau taking administrative enforcement action.

DECLARATION

Attached to this document is a list describing how compliance was achieved for each violation and supporting documentation. I declare under penalty of perjury that all violations identified in this Notice to Comply are corrected as described in the attachment.

Signature

Date

Print Name and Title

THIS DECLARATION OR A NOTICE OF DISAGREEMENT MUST BE SUBMITTED TO THE BUREAU BY **July 27, 2018**.

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Administrator's Initial: *jt*