



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-21939757-1217 (Ed. Code §94935 & 5, CCR §75010)

Institution Name:	Alhambra Medical University	Institution Telephone:	626-289-7719
Institution Code:	21939757	Administrator Name:	David Solin Lee Ed.D
Street Address:	55 South Raymond Ave Suite 105 Alhambra, CA 90803	Date of Inspection:	12/12/17

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:

Education Code	Subsection , Description, and Required Correction
§94911 - Minimum Requirements for Enrollment Agreement.	<p>An enrollment agreement shall include, at a minimum, all of the following:</p> <p>(h) The transferability disclosure that is required to be included in the school catalog, as specified in paragraph (15) of subdivision (a) of Section 94909.</p> <p>§94909 - Minimum Requirements for School Catalog. (15) The following statement:</p> <p>“NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION The transferability of credits you earn at (name of institution) is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in (name of educational program) is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending (name of institution) to determine if your (credits or degree, diploma, or certificate) will transfer.”</p> <p>The institution’s enrollment agreement failed to include the required statement verbatim. The title above needs to be in all capital letters as written.</p> <p>To remedy the violation, the institution shall correct their enrollment agreement to include the entire statement verbatim as shown above. A copy of the corrected enrollment</p>

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	<p>shall be submitted with the response to the Notice to Comply and the last page of this document within the specified time frame.</p>
§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>The institution's enrollment agreement failed to include a clear and conspicuous caption stating "STUDENT'S RIGHT TO CANCEL." The institution's enrollment agreement failed to state the student has a right to cancel through attendance at the first class session.</p> <p>To remedy the violation, the institution shall revise their enrollment agreement to include the required disclosures listed above. A copy of the corrected enrollment shall be submitted with the response to the Notice to Comply and the last page of this document within the specified time frame.</p>
§94897 - Prohibited Business Practices.	<p>An institution shall not do any of the following:</p> <p>(1) Use the terms "approval," "approved," "approval to operate," or "approved to operate" without stating clearly and conspicuously that approval to operate means compliance with state standards as set forth in this chapter. If the bureau has granted an institution approval to operate, the institution may indicate that the institution is "licensed" or "licensed to operate," but may not state or imply either of the following:</p> <p>(1) The institution or its educational programs are endorsed or recommended by the state or by the bureau.</p> <p>(2) The approval to operate indicates that the institution exceeds minimum state standards as set forth in this chapter.</p> <p>The institution's brochure and video advertising failed to state that bureau approval means the institution meets minimum state standards as set forth in this chapter.</p> <p>To remedy the violation, the institution shall either add a statement indicating that approval means the institution meets minimum state standards as set forth in this chapter or use "licensed" or "licensed to operate" in their advertising. A copy of the corrected brochure and video advertising shall be submitted with the response to the Notice to Comply and the last page of this document within the specified time frame.</p>
§94919 - Institutions Participating in Federal Student Financial Aid Programs.	<p>(c) The institution shall also provide a pro rata refund of nonfederal student financial aid program moneys paid for institutional charges to students who have completed 60 percent or less of the period of attendance.</p> <p>Two student files failed to contain documentation of refunds provided to students. The files showed a credit balance on the</p>

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	<p>students' account from 2014.</p> <p>To remedy the violation, the institution shall provide their policy and procedure for ensuring students receive a refund of all institutional charges for students who have completed 60% or less of the period of attendance. A copy of the required document shall be submitted with the response to the Notice to Comply and the last page of this document within the specified time frame.</p>

Code of Regulations	Subsection, Description, and Required Correction
<p>§76140 - Record-Keeping Requirements.</p>	<p>(a) A qualifying institution shall collect and maintain records of student information to substantiate the data reported on the STRF Assessment Reporting Form and records of the students' eligibility under the Fund. Such records shall include the following for each student:</p> <ul style="list-style-type: none"> (3) Email address, (4) Local or mailing address, (5) Address at the time of enrollment, (6) Home address, <p>The institution's STRF Assessment Reporting Form back-up data for third quarter 2017 failed to include the information listed above.</p> <p>To remedy the violation the institution shall provide the back-up data to substantiate the information reported on the STRF Assessment Reporting form for third quarter 2017. A copy of the required documents shall be submitted with the response to the Notice to Comply and the last page of this document within the specified time frame.</p>
<p>§71800 - Enrollment Agreement.</p>	<p>In addition to the requirements of section 94911 of the Code, an institution shall provide to each student an enrollment agreement that contains at the least the following information:</p> <ul style="list-style-type: none"> (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>§94919 - Institutions Participating in Federal Student Financial Aid Programs</p> <ul style="list-style-type: none"> (b) The institution shall advise each student that a notice of cancellation shall be in writing, and that a withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. <p>The institution's enrollment agreement failed to include a statement indicating that withdrawal may be effectuated by</p>

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the student's conduct, including, but not necessarily limited to, a student's lack of attendance.

To remedy the violation the institution shall revise their enrollment agreement to include the required language in their cancellation and withdrawal policy. A copy of the corrected enrollment agreement shall be submitted with the response to the Notice to Comply and the last page of this document within the specified time frame.

§76215 - Student Tuition Recovery Fund Disclosures.

(a) A qualifying institution shall include the following statement on both its enrollment agreement and school catalog:

"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."


(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog:

"It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational

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- program within the 120 day period before the program was discontinued.
- 3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
- 4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
- 5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
- 6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
- 7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number."

The institution's enrollment agreement failed to include the required STRF disclosures verbatim.

To remedy the violation, the institution shall revise their enrollment agreement to include the required statements verbatim. A copy of the corrected enrollment shall be submitted with the response to the Notice to Comply and the last page of this document within the specified time frame.

§71770 - Admissions Standards and Transferred Credits Policy.

- (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.
- (2) No more than 20% of graduate semester units or the equivalent

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	<p>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 institution's catalog included a transfer credit policy that does not meet the minimum requirements of the Education Code and Regulations.</p> <p>To remedy the violation, the institution shall revise their transfer credit policy to be in compliance with the minimum requirements of the Education Code and Regulations. A copy of the corrected catalog shall be submitted with the response to the Notice to Comply and the last page of this document within the specified time frame.</p>
<p>§76130 - Collection and Submission of Assessments.</p>	<p>(b) A qualifying institution shall complete the STRF Assessment report and remit it with the STRF assessments collected from students to be received by the Bureau no later than the last day of the month following the close of the quarter as follows: (4) January 31 for the fourth quarter.</p> <p>The institution failed to submit a STRF Assessment Reporting form for fourth quarter 2015. The bureau does not have a record of a submitted STRF Assessment Reporting.</p> <p>To remedy the violation the institution shall complete the STRF form for fourth quarter 2015. The original shall be mailed to the STRF unit and a copy provided in response to the Notice to Comply. A copy of the required document shall be submitted with the response to the Notice to Comply and the last page of this document within the specified time frame.</p>
<p>§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>The institution failed to notify the bureau of an additional satellite. The institution's catalog lists: 25 South Raymond, Suite 110 Alhambra, CA 91801</p> <p>The institution's catalog does not include the approved branch address and two satellite locations at the following addresses:</p> <p>70 (branch) 84, and 88 S. Palm Avenue Alhambra CA, 91801</p>

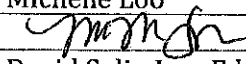
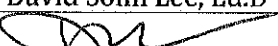
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	<p>To remedy the violation, the institution shall send a letter to licensing informing them of the addition of a satellite and removal of the branch and satellites as applicable. The institution shall provide a copy of the letter submitted to licensing in response to the Notice to Comply. A copy of the required document shall be submitted with the response to the Notice to Comply and the last page of this document within the specified time frame.</p>
§71730 - Administration.	<p>(e) The chief academic officer shall possess a degree or equivalent acceptable experience at least equal to the highest qualifications required of the institution's faculty. Chief academic officers employed on the date of implementation of these regulations, who do not meet the qualifications for their positions, shall have three years to earn the necessary degrees or experience to qualify them for their position.</p> <p>The institution failed to provide transcripts for the chief academic officer demonstrating that the chief academic officer possesses a degree or equivalent acceptable experience at least equal to the highest qualifications for faculty.</p> <p>To remedy the violation, the institution shall submit transcripts for the chief academic officer demonstrating their qualifications. A copy of the required documents shall be submitted with the response to the Notice to Comply and the last page of this document within the specified time frame.</p>

Only minor violations are listed on a Notice to Comply.

Inspector's Name	Michelle Loo
Inspector's Signature	
Institution Administrator Name/Title:	David Solin Lee, Ed.D – Academic Vice President
Institution Administrator's Signature:	

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

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RETURN THIS FORM 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 JANUARY 13, 2018

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Administrator's Initial: *[Signature]*