



Bureau for Private Postsecondary Education
 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834
 P.O. Box 980818, West Sacramento, CA 95798-0818
 P (916) 574-8900 F (916) 263-1897 www.bppe.ca.gov



NOTICE TO COMPLY – CA 18431276 0522 (Ed. Code § 94935; 5, CCR § 75010)

Institution Name:	TTL College	Institution Telephone:	408-998-4534
Institution Code:	81739325	Administrator Name:	Tam Nguyen
Street Address:	345 East Santa Clara Street San Jose, CA 95113	Date of Inspection:	August 31, 2022

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:

WEBSITE MINIMUM REQUIREMENTS

	Education Code (CEC) or Regulation (5, CCR)	Deficiency – Requested Submission
1	CEC §94913(a)(1). Institutional Website Requirements.	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following: (1) The school catalog.</p> <p>The catalog available on the institution’s website is expired. The catalog states the period covered by the catalog is “January 1, 2021 through December 31, 2021.”</p> <p>To remedy this violation, the institution’s website shall be updated to contain the current catalog.</p> <p>The institution shall submit corrections to this violation with the Declarations Page of this document to the Notice to Comply Analyst no later than September 30, 2022.</p>
2	CEC §94913(a)(4). Institutional Website Requirements.	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following: (4) A link to the bureau’s Internet Web site.</p> <p>5, CCR §74117. Websites Requirements. 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 institution’s website failed to contain a link to the Bureau’s website. The website contains the Bureau’s logo as a hyperlink, but the link is currently broken and does not appear to lead to the Bureau’s website.</p> <p>To remedy this violation, the institution’s website shall be updated to contain a link to the Bureau’s website. A link to the Bureau’s website shall be available from the homepage of the institution’s website pursuant to 5, CCR §74117.</p>

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Inspector’s Initial: *MW*
 Administrator’s Initial: *THW*

		<p>The institution shall submit corrections to this violation with the Declarations Page of this document to the Notice to Comply Analyst no later than September 30, 2022.</p>
3	<p>CEC §94913(b). Institutional Website Requirements.</p>	<p>(b) An institution shall include information concerning where students may access the bureau’s Internet Web site anywhere the institution identifies itself as being approved by the bureau.</p> <p>The institution’s website states the institution is approved by the Bureau but fails to include information concerning where students may access the Bureau’s website.</p> <p>To remedy this violation, the institution shall include a link to the Bureau’s website anytime the institution’s website states the institution is approved by the Bureau.</p> <p>The institution shall submit corrections to this violation with the Declarations Page of this document to the Notice to Comply Analyst no later than September 30, 2022.</p> <p>The institution shall submit corrections to this violation with the Declarations Page of this document to the Notice to Comply Analyst no later than September 30, 2022.</p>
4	<p>CEC §94897(I). Prohibited Business Practices.</p>	<p>An institution shall not do any of the following: (I) 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: (1) The institution or its educational programs are endorsed or recommended by the state or by the bureau. (2) The approval to operate indicates that the institution exceeds minimum state standards as set forth in this chapter.</p> <p>The institution’s website states, “TTL COLLEGE, a Private institution and is approved to operate by The Bureau for Private Postsecondary Education,” but does not explain approval to operate means compliance with minimum standards set forth in the Education Code.</p> <p>To remedy this violation, the institution shall explain approval to operate means compliance with minimum standards set forth in the Education Code any time the institution uses the terms “approval,” “approved,” “approval to operate,” or “approved to operate.”</p> <p>The institution shall submit corrections to this violation with the Declarations Page of this document to the Notice to Comply Analyst no later than September 30, 2022.</p>

STUDENT RECORDS

	Education Code (CEC) or Code of Regulations (5, CCR)	Subsection, Description, and Required Correction
5	5, CCR §71920(b)(10). Student Records.	<p>(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:</p> <p>(10) A document specifying the amount of a refund, including the amount refunded for tuition and the amount for other itemized charges, the method of calculating the refund, the date the refund was made, and the name and address of the person or entity to which the refund was sent;</p> <p>The withdrawn student files reviewed failed to contain a document specifying the amount of a refund, including the amount refunded for tuition and the amount for other itemized charges, the method of calculating the refund, the date the refund was made, and the name and address of the person or entity to which the refund was sent.</p> <p>To remedy this violation, the institution shall develop a document specifying the amount of a refund, including the amount refunded for tuition and the amount for other itemized charges, the method of calculating the refund, the date the refund was made, and the name and address of the person or entity to which the refund was sent. The institution shall also create a policy to utilize the refund calculation form for each cancelled and withdrawn student. The refund calculation form shall be maintained in the student file for each withdrawn or cancelled student.</p> <p>The institution shall submit corrections to this violation with the Declarations Page of this document to the Notice to Comply Analyst no later than September 30, 2022.</p>

INSTITUTIONAL RECORDS

	Education Code (CEC) or Code of Regulations (5, CCR)	Subsection, Description, and Required Correction
6	5, CCR 71750(f). Withdrawals and Refunds	<p>(f) The institution shall maintain a cancellation and withdrawal log, kept current on a monthly basis, which shall include the names, addresses, telephone numbers, and dates of cancellations or withdrawal of all students who have cancelled the enrollment agreement with, or withdrawn from, the institution during the calendar year.</p> <p>The institution did not maintain records of a cancellation and withdrawal log which contained the names, addresses, telephone numbers, and dates of cancellation or withdrawal of any students who have cancelled their enrollment agreement or withdrawn from the institution at any time during their enrollment.</p> <p>To remedy this violation, the institution shall submit their cancellation and withdrawal log, kept current on a monthly basis, which shall include the names, addresses, telephone numbers, and dates of cancellations or withdrawal of all students who have cancelled the enrollment agreement with, or withdrawn from, the institution during the calendar year.</p>

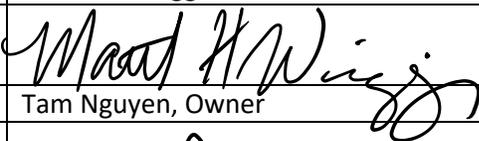
Notice to Comply – CU 81739325 0822

Inspector's Initial: *MW*

Administrator's Initial: *TAN*

		<p>The institution shall submit corrections to this violation with the Declarations Page of this document to the Notice to Comply Analyst no later than September 30, 2022.</p>
7	<p>5, CCR 71930(d). Maintenance of Records</p>	<p>(d) The institution shall maintain a second set of all academic and financial records required by the Act and this chapter at a different location unless the original records, including records stored pursuant to subdivision (b) of this section, are maintained in a manner secure from damage or loss. An acceptable manner of storage under this subsection would include fire resistant cabinets.</p> <p>The institution maintained academic and financial records in unsecured filing cabinets in the institution's office. The cabinets utilized are not in a manner to protect the records from damage or loss. Additionally, the institution did not maintain a second set of records in an different location.</p> <p>To remedy this violation, the institution shall document the procedures taken to maintain academic and financial records in a manner to secure from damage or loss. Such actions may include maintaining digital copies of all academic files, maintaining a second set of academic and financial records at an alternative site, or upgrading the filing cabinets to fire resistant cabinets.</p> <p>The institution shall submit corrections to this violation with the Declarations Page of this document to the Notice to Comply Analyst no later than September 30, 2022.</p>
8	<p>5, CCR §71760. Self-Monitoring Procedures.</p>	<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 failed to provide their developed self-monitoring procedures used to assure the institution is maintained and operated in compliance with the Bureau's laws and regulations.</p> <p>To remedy this violation, the institution shall submit their written self-monitoring procedures, which shall document how the institution complies with the Bureau's laws and regulations.</p> <p>The institution shall submit corrections to this violation with the Declarations Page of this document to the Notice to Comply Analyst no later than September 30, 2022.</p>

Only minor violations are listed on this Notice to Comply.

Inspector's Name	Matthew Wiggins
Inspector's Signature	
Institution Administrator Name/Title:	Tam Nguyen, Owner
Institution Administrator's Signature:	

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 Administrator's Initial: *THN*

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>

RETURN THIS FORM BY **September 30, 2022** TO THE NTC ANALYST 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

SEPTEMBER 30, 2022

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Administrator's Initial: *THN*