



NOTICE TO COMPLY

CA-4306581-112023

Institution Name:	University of East-West Medicine	Institution Telephone:	(408) 733-1878
Institution Code:	4306581	Administrator Name:	Dr. Bei Liu
Street Address:	595 Lawrence Expressway Sunnyvale, CA 94085	Inspection Date:	November 30, 2023

The Bureau for Private Postsecondary Education (Bureau) issues this Notice to Comply pursuant to California Education Code (CEC) section 94935 and Title 5 of the California Code of Regulations (5 CCR) section 75010.

California Private Postsecondary Education Act: https://www.bppe.ca.gov/lawsregs/ppe_act.pdf
Title 5 of the California Code of Regulations: <https://www.bppe.ca.gov/lawsregs/regs.pdf>

Violation	Code Section Violated	Description of the violation and required correction.
1	CEC § 94909 (a)(4)	Violation Description: The institution's catalog failed to clearly identify the address where classes will be held pursuant to CEC § 94909 (a)(4). Correction: The institution shall include a statement in the catalog to identify the address where classes will be held pursuant to CEC § 94909 (a)(4).
2	CEC § 94897 (I)	Violation Description: The institution's catalog failed to include a complete statement regarding the meaning of approval to operate pursuant to CEC § 94897 (I). Correction: The institution shall update the catalog to include a complete statement regarding the meaning of approval to operate pursuant to CEC § 94897 (I). (Example: University of East-West Medicine is a private institution approved to operate by the California Bureau For Private Postsecondary Education The approval to operate means compliance with state standards as set forth in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations).

Violation	Code Section Violated	Description of the violation and required correction.
3	CEC § 94909 (a)(15)	<p>Violation Description: The institution's catalog failed to include the transferability disclosure verbatim, and it failed to include the required inserted word choices, pursuant to CEC § 94909 (a)(15). (Incomplete disclosures are located on pages 22 and 25). The catalog shall include only one correct disclosure pursuant to CEC § 94909 (a)(15).</p> <p>Correction: The institution shall include the transferability disclosure verbatim; it shall include the required inserted words from the choice selection provided in parenthesis. The title shall be formatted as follows: NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION, pursuant to CEC § 94909 (a)(15).</p>
4	CEC § 71810 (b)(7)	<p>Violation Description: The institution's catalog failed to clearly specify the institution's policies and procedures for the award of credit for prior experiential learning, and or if they award credit for experiential learning pursuant to CEC § 71810 (b)(7).</p> <p>Correction: The institution shall include specific information and the institution's policies pertaining to experiential learning pursuant to CEC § 71810 (b)(7).</p>
5	5CCR § 71810 (b)(4)	<p>Violation Description: The institution's catalog includes information regarding the English language proficiency but failed to specifically address if ESL is offered pursuant to 5CCR § 71810 (b)(4).</p> <p>Correction: The institution shall include a statement in the catalog indicating whether ESL services are offered pursuant to 5CCR § 71810 (b)(4).</p>

Violation	Code Section Violated	Description of the violation and required correction.
6	5CCR § 76215 (b)	<p>Violation Description: The institution's catalog failed to include the most recent version of the STRF disclosure which includes the bureau's current address and phone number pursuant to 5CCR § 76215 (b).</p> <p>Correction: The institution shall replace the older version of the STRF disclosure in the catalog with the most recent version which includes the correct address and phone number for the bureau pursuant to 5CCR § 76215 (b).</p>
7	CEC § 94919 (d) in conjunction with 5CCR § 71750 (c)(1)	<p>Violation Description: The institution's catalog failed to include a cancellation and refund policy consistent with CEC § 94919 (d), in conjunction with 5CCR § 71750 (c)(1).</p> <p>Correction: The institution shall update the cancellation refund policy in the catalog for a student who gives notice of cancellation seven days after enrollment, or thru the attendance at the first-class session, whichever is later. The policy shall be consistent with CEC § 94919 (d). The institution shall remove any reference to other nonrefundable charges or fees during that time period. (Page 35). The pro-rata calculation must be consistent with 5CCR § 71750 (c)(1). (Pages 35-36)</p>
8	CEC § 94911 (c)	<p>Violation Description: The institution's enrollment agreement failed to include the exact verbiage in underlined capital letters, in the Total Charges section, pursuant to CEC § 94911 (c). (Page 8)</p> <p>Correction: The institution shall revise the Total Charges section on page 8 of the enrollment agreement so that the verbiage and the format are consistent with CEC § 94911 (c).</p>

Violation	Code Section Violated	Description of the violation and required correction.
9	CEC § 94911 (e)(1)	<p>Violation Description: The institution's enrollment agreement failed to include the required statement under the caption "STUDENT'S RIGHT TO CANCEL." A similar statement with added verbiage was inserted however, it changes the meaning of the statement, therefore it does not comply with CEC § 94911 (e)(1).</p> <p>Correction: The institution shall update the statement under the caption, "STUDENT'S RIGHT TO CANCEL." with the required verbiage pursuant to CEC § 94911 (e)(1). No verbiage shall be added to the statement in the enrollment agreement to change the meaning of it.</p>
10	CEC § 94919 (d) in conjunction with 5 CCR § 71750 (c)(1)	<p>Violation Description: The institution's enrollment agreement failed to include a cancellation and refund policy consistent with CEC § 94919 (d), in conjunction with 5CCR § 71750 (c)(1).</p> <p>Correction: The institution shall update the cancellation and refund policy in the enrollment agreement. The policy must be consistent with CEC § 94919 (d). The institution shall remove any reference to other nonrefundable charges or fees during that time period. The pro-rata calculation must be consistent with 5 CCR § 71750 (c)(1). Pages 4 & 5 of the enrollment agreement need revisions to clearly articulate the cancellation and refund policies of the institution.</p>
11	CEC § 94911 (k)	<p>Violation Description: The institution's enrollment agreement includes the required disclosure, however it failed to locate it directly above the space for the student's signature pursuant to CEC § 94911 (k).</p> <p>Correction: The institution shall relocate the required disclosure directly above the space for the student's signature pursuant to CEC § 94911 (k).</p>

Violation	Code Section Violated	Description of the violation and required correction.
12	CEC § 94913 (a)(5) in conjunction with 5CCR § 74117	<p>Violation Description: The institution's website failed to include the most recent annual report submitted to the bureau. A link exists on the website however it does not go directly to the institution's annual report pursuant to CEC § 94913 (a)(5) in conjunction with 5 CCR § 74117.</p> <p>Correction: The institution shall correct the website link to go directly to the most recent annual report submitted to the bureau, or they shall upload a copy of the Annual Report Summary to the website pursuant to CEC § 94913 (a)(5) in conjunction with 5 CCR § 74117.</p>
13	CEC § 94913 (a)(4) in conjunction with 5 CCR § 74117	<p>Violation Description: The institution's website failed to include a link to the bureau's website on the homepage pursuant to CEC § 94913 (a)(4) in conjunction with 5 CCR § 74117.</p> <p>Correction: The institution shall update their website with a link to the bureau's website homepage pursuant to CEC § 94913 (a)(4) in conjunction with 5 CCR § 74117.</p>

Pursuant to 5 CCR section 75010(d), the Institution may do either of the following:

- (1) Within 30 days from the date of the inspection, sign and return the notice to comply, declaring under penalty of perjury that the violation was corrected and describing how compliance was achieved; or
- (2) Within 30 days from the date of the inspection, file with the Bureau a written notice of disagreement, specifying the minor violations described in the notice to comply with which the person approved to operate the institution disagrees, 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.

Pursuant to CEC section 94935(h), failure to comply with the notice to comply will result in the Bureau taking appropriate administrative enforcement action.

The Notice to Comply was given to the Institution's owner, person in control, chief academic officer, chief executive officer, chief operating officer, institution director, or any person delegated by any of the aforementioned persons to facilitate the inspection or accept such notice as set forth below.

Notice To Comply Given To Name & Title:	Dr. Bei Liu
Bureau Compliance Analyst Name:	Laura Cheah

Bureau Compliance Analyst Signature:	<i>Laura Cheah</i>
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NOTICE TO COMPLY DECLARATION
CA-4306581-112023

Institution Name:	University of East-West Medicine	Institution Telephone:	(408) 733-1878
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I declare under penalty of perjury that each violation identified in this Notice to Comply has been corrected and attached with this declaration is evidence to support the correction of each violation identified.

Signature

Date

Print Name and Title