



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 - CA-4900511-0817 (Ed. Code §94935 & 5, CCR §75010)

Institution Name:	Jupiter Hollow School for Massage	Institution Telephone:	(707) 584-7903
Institution Code:	4900511	Administrator Name:	Judith Winds
Street Address:	972 Scenic Ave Santa Rosa, Ca 95407	Date of Inspection:	8/22/17-8/23/17

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:

CATALOG MINIMUM REQUIREMENTS

ENROLLMENT AGREEMENT MINIMUM REQUIREMENTS

Item No.	Referenced Law	Deficiency - Requested Submission
1	5, CCR §71800(b)	<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: (b) Period covered by the enrollment agreement.</p> <p>The school failed to include the period covered by the enrollment agreement.</p> <p>To remedy this violation, the school shall include in its enrollment agreement the period covered by the enrollment agreement.</p> <p>Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>

ANNUAL REPORT MINIMUM REQUIREMENTS

Item No.	Referenced Law	Deficiency - Requested Submission
2	5, CCR §74110(d)	<p>(d) The annual report shall be electronically filed by submitting the information required by section 94934 of the Code and this section via the online form provided on the Bureau's website, electronically attaching, as directed, the School Performance Fact Sheet, the enrollment agreement, and the school catalog.</p> <p>The links to the Catalog, Enrollment Agreement, and School Performance Fact Sheets, which were submitted with the annual report, are broken.</p> <p>To remedy this violation, the school shall use the annual report link below to submit useable links for the Catalog, Enrollment Agreement and School Performance Fact Sheet. https://www.dca.ca.gov/webapps/bppe/2015_annual_report.php.</p>

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 Inspector's Initial: *JW*
 Administrator's Initial: *JW*

		Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.
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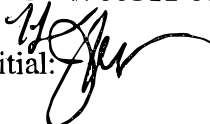
STUDENT TUITION RECOVERY FUND (STRF) MINIMUM REQUIREMENTS

Item No.	Referenced Law	Deficiency - Requested Submission
3	5, CCR §76140(a)(1-13)	<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> <ol style="list-style-type: none"> (1) Student identification number, (2) First and last names, (3) Email address, (4) Local or mailing address, (5) Address at the time of enrollment, (6) Home address, (7) Date enrollment agreement signed, (8) Courses and course costs, (9) Amount of STRF assessment collected, (10) Quarter in which the STRF assessment was remitted to the Bureau, (11) Third-party payer identifying information, (12) Total institutional charges charged, and (13) Total institutional charges paid. <p>The school failed to collect and maintain all 13 data points of the student information to substantiate the data reported on the STRF.</p> <p>To remedy this violation, the school shall submit verification of the 13 data points to substantiate the information reported in the second quarter of 2017 and a policy and procedure on the collection and maintenance of the required 13 data points for STRF.</p> <p>Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame</p>
4	5, CCR §76140(b)	<p>(b) The qualifying institution shall maintain the data required under this section in an electronic format that is readily available and open to inspection by the Bureau upon request. The institution shall make the records immediately available to a Bureau representative conducting a site inspection or, upon written request, shall provide a copy within 14 calendar days of the request. All records shall be provided to the Bureau in an intelligible and orderly manner and in an electronic format.</p> <p>The school failed to provide substantiating electronic data for the Student Tuition Recovery Fund.</p> <p>To remedy this violation, the school shall provide, in an electronic format, its substantiating data for the Student Tuition Recovery Fund. Please refer to 5, CCR §76140(a) for all the required components.</p> <p>Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>

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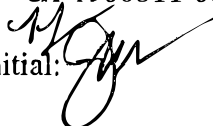
WEBSITE MINIMUM REQUIREMENTS

Item No.	Referenced Law	Deficiency - Requested Submission
5	CEC §94113(a)(5)	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following: (5) The institution's most recent annual report submitted to the bureau.</p> <p>The school failed to provide on its website program information for 2015 of its most recent annual report submitted to the bureau.</p> <p>To remedy this violation, the school shall update its website to include the program information for 2015 of its most recent annual report submitted to the bureau.</p> <p>Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>

Student Records

Item No.	Referenced Law	Deficiency - Requested Submission
6	5, CCR §71920(b)(1)(A)	<p>(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records: (1) Written records and transcripts of any formal education or training, testing, or experience that are relevant to the student's qualifications for admission to the institution or the institution's award of credit or acceptance of transfer credits including the following: (A) Verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work, such as successful completion of an ability-to-benefit test;</p> <p>The school failed to include in all student records verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work, such as successful completion of an ability-to-benefit test.</p> <p>To remedy this violation, the school shall submit proof of verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work, such as successful completion of an ability-to-benefit test for the two current students. The school shall also submit an admissions policy regarding the requirement of verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work, such as successful completion of an ability-to-benefit test.</p> <p>Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
7	CEC §94902(b)(3)	<p>(b) An enrollment agreement is not enforceable unless all of the following requirements are met: (3) Prior to the execution of the enrollment agreement, the student and the institution have signed and dated the information required to be disclosed in the Student Performance Fact Sheet pursuant to subdivisions (a) to (d), inclusive, of Section 94910. Each of these items in the Student Performance Fact</p>

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		<p>Sheet shall include a line for the student to initial and shall be initialed and dated by the student.</p> <p>The school failed to provide in all student's files signed, initialed and dated Performance Fact Sheets.</p> <p>To remedy this violation, the school shall submit documentation of signed, initialed and dated Performance Fact Sheets for the two current students. The school shall submit a policy and procedure requiring all student to read, sign, initial and date Performance Fact Sheets.</p> <p>Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
8	5, CCR §71920(a)	<p>(a) The institution shall maintain a file for each student who enrolls in the institution whether or not the student completes the educational service.</p> <p>The school failed to maintain a file for each student who enrolls in the institution whether or not the student completes the educational service.</p> <p>To remedy this violation, the school shall maintain a file for each student who enrolls in the institution whether or not the student completes the educational service. The school shall submit a policy and procedure on the maintenance of student files.</p> <p>Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>

Miscellaneous

Item No.	Referenced Law	Deficiency - Requested Submission
9	5, CCR §71930(e)	<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 school unable to provide a copy of chief academic officer records.</p> <p>To remedy this violation, the school shall submit the chief academic officer records including resume.</p> <p>Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
10	5, CCR §71730(b)	<p>(b) The duties, responsibilities, and performance evaluation criteria for each administrator shall be set forth in a personnel manual or other writing maintained by the institution.</p> <p>The school was unable to provide a duty statement of responsibilities, and performance evaluation criteria for its chief academic officer.</p> <p>To remedy this violation, the school shall submit a duty statement of responsibilities, and performance evaluation criteria for its chief academic officer.</p>

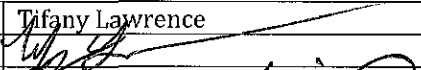
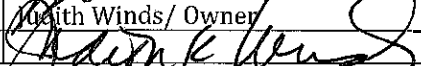
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

Administrator's Initial:

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Only minor violations are listed on a Notice to Comply.

Inspector's Name	Tiffany Lawrence
Inspector's Signature	
Institution Administrator Name/Title:	Keith Winds/ Owner
Institution Administrator's Signature:	

Education Code can be located at: http://www.bnne.ca.gov/lawsregs/nne_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 **September 25, 2017**

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Inspector's Initial: *JS*
Administrator's Initial: *JM*