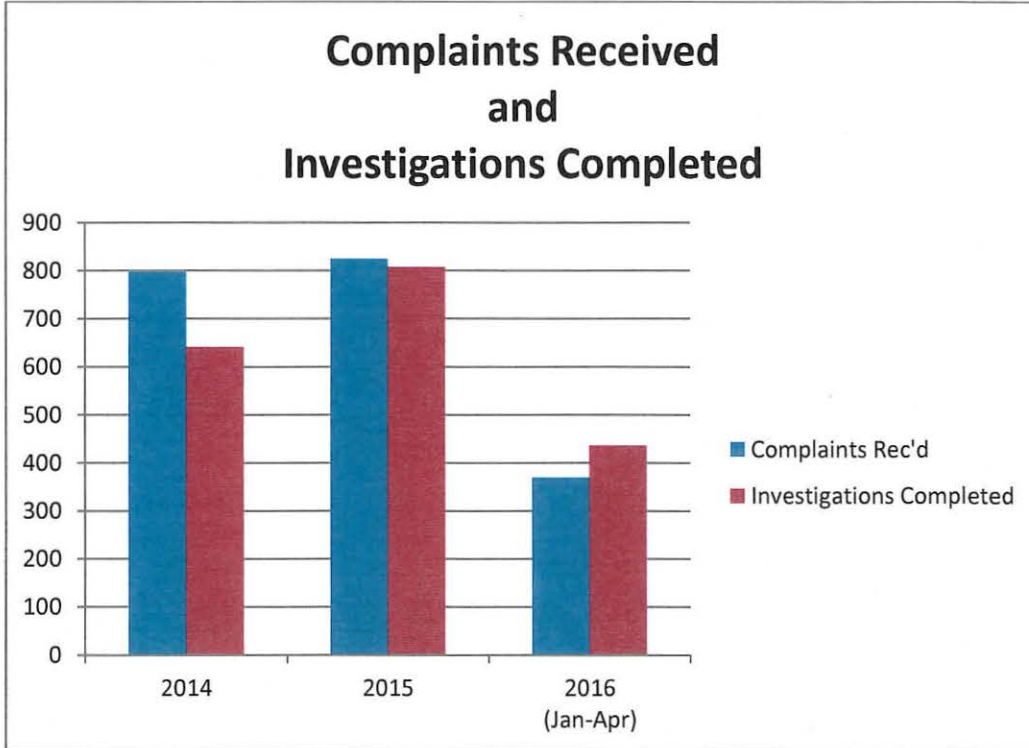


COMPLAINT INVESTIGATIONS STATISTICS

**BPPE Advisory Committee Meeting
May 17, 2016**



Highlights:

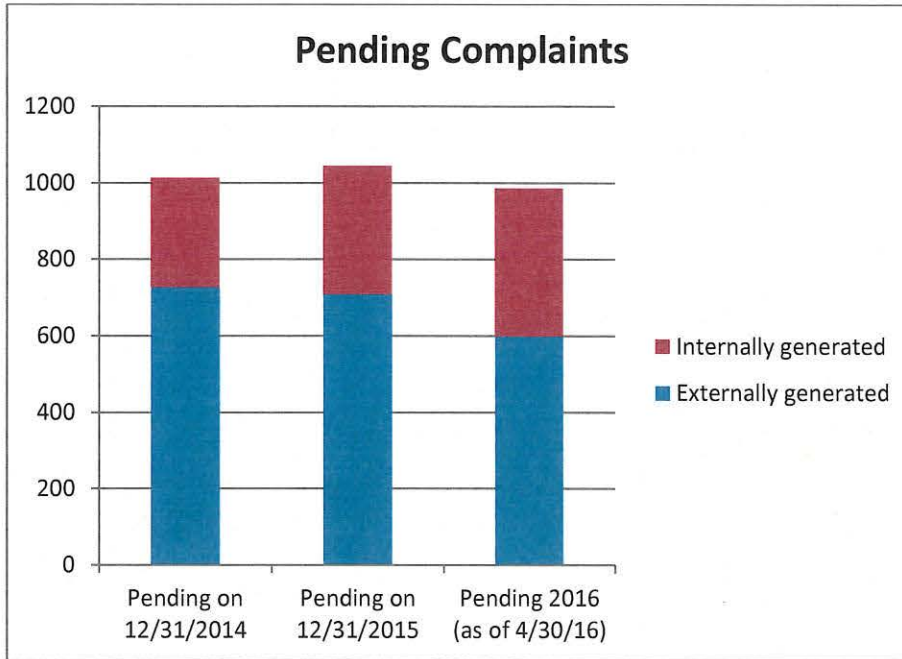
- **3.4%** increase in the # of **complaints received** between 2014 and 2015.
- **26%** increase in the # of **investigations completed** between 2014 and 2015.
- **Jan-Apr 2016:** Completing more investigations than complaints received.

2016

	Jan-2016	Feb-2016	Mar-2016	Apr-2016	Total
Complaints Received	70	87	98	114	369
Investigations Completed	63	137	119	117	436
Average Days to Close	430	501	453	486	
Total Pending	1060	1010	989	986	

COMPLAINT INVESTIGATIONS STATISTICS

BPPE Advisory Committee Meeting May 17, 2016



Highlights:

- Increase in percentage of internally generated complaints:
 - 28% on 12/31/14
 - 39% on 4/30/16

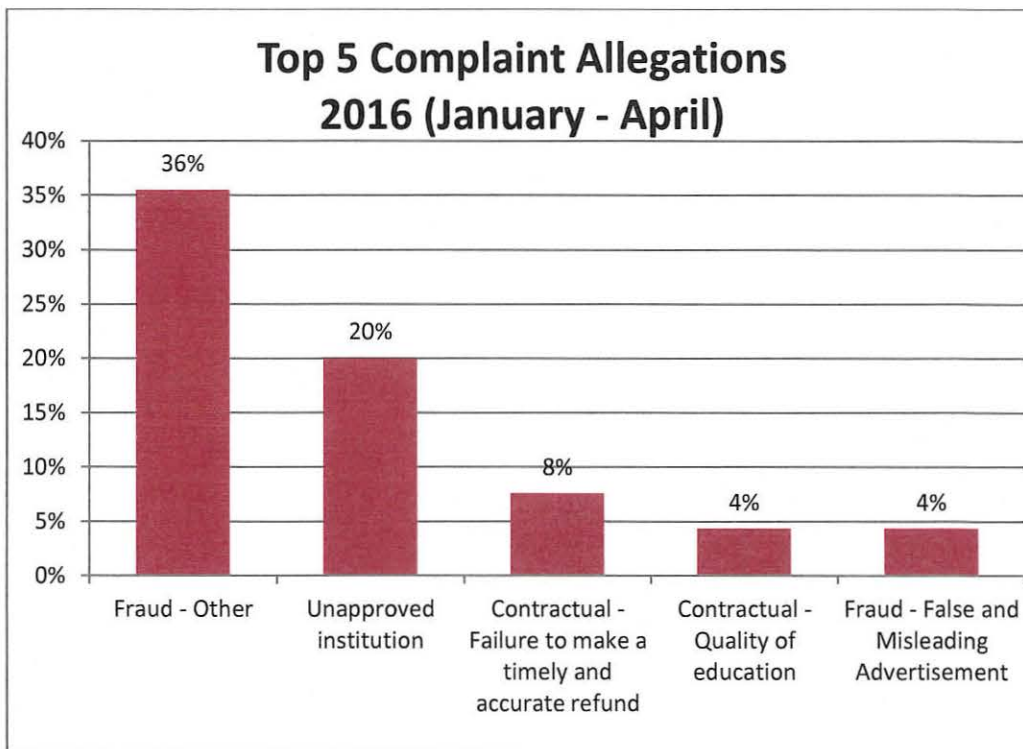
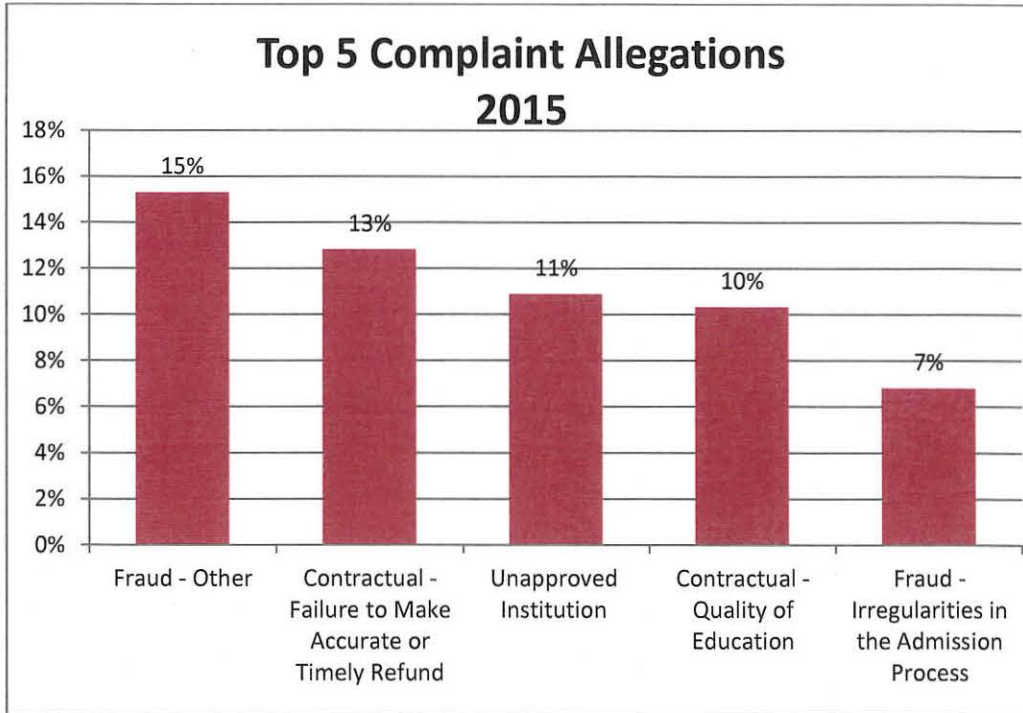
- **Jan – Apr 2016:** Downward trend in the number of pending complaints.

2016

	Jan-2016	Feb-2016	Mar-2016	Apr-2016
Total Pending	1060	1010	989	986
				Internal = 388
				External = 598

COMPLAINT INVESTIGATIONS STATISTICS

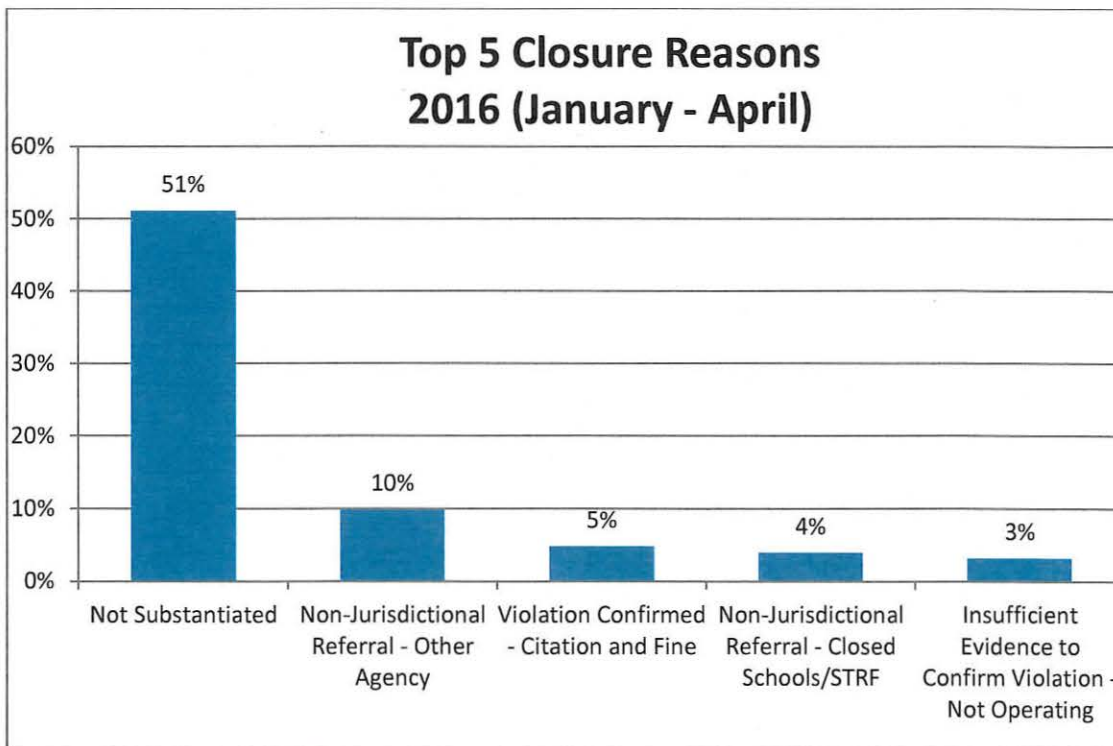
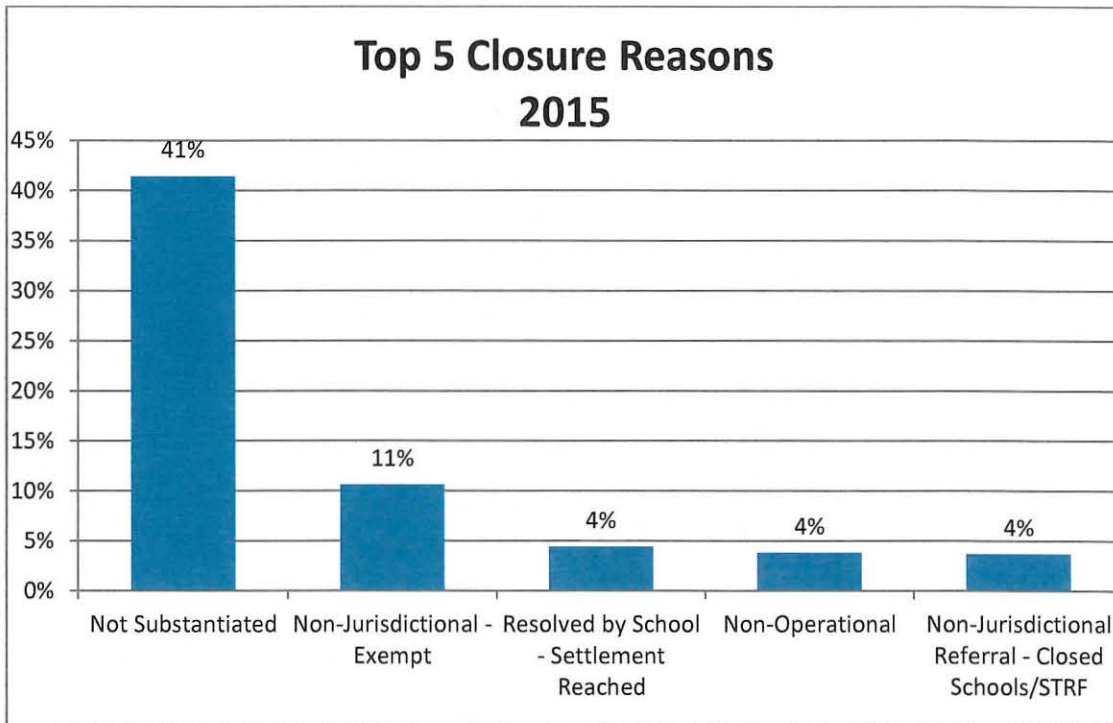
BPPE Advisory Committee Meeting
May 17, 2016



COMPLAINT INVESTIGATIONS STATISTICS

BPPE Advisory Committee Meeting

May 17, 2016



Compliance Unit Monthly Statistics													
Type Compliance Inspector Activity	15-Jul	15-Aug	15-Sep	15-Oct	15-Nov	15-Dec	16-Jan	16-Feb	16-Mar	16-Apr	16-May	16-Jun	YTD
Announced Compliance Inspection (ACI)	20	6	17	13	6	2	12	11	10	7			104
Unannounced Compliance Inspection (UCI)	1	0	7	3	4	6	5	5	3	8			42
Total Compliance Inspections Completed per Month	21	6	24	16	10	8	17	16	13	15	0	0	146
Accredited (UCI)	0	0	6	2	2	4	5	5	2	5			31
Non-Accredited (UCI)	2	0	1	1	2	1	0	0	1	3			11
Accredited (ACI)	4	1	5	1	1	1	1	2	2	2			20
Non-Accredited (ACI)	15	5	12	12	5	2	11	9	8	5			84
*Notice to Comply	10	3	7	6	6	7	10	13	10	9			81
**Enforcement Referral	8	6	17	11	5	5	10	6	9	8			85
Total ACI to date	902	908	925	938	940	942	954	965	975	982	982	982	
Total UCI to date	76	76	83	86	90	96	101	106	109	117	117	117	
Total Inspections to date	978	984	1008	1024	1030	1038	1055	1071	1084	1099	1099	1099	
Total Active Inspectors	8	8	8	9	10	9	9	9	8	8	0	0	
Average Inspectors to Inspections	2.625	0.75	3	1.78	1	0.89	1.89	1.7778	1.5	1.875			1.686047

*Issued for Minor Violations

**Routed to Complaint Investigations for Material Violations

Most Common Violations Cited – November 2015 through April 2016

<u>*Notice to Comply</u>	<u>**Reasons for Referral to Enforcement</u>
71720. Faculty Qualifications and Continuing Education – failure to maintain documentation of continuing education	71745. Financial Resources – failure to maintain ratio of current assets to current liabilities of 1.25 to 1.00 or meet USDOE composite score requirements Failure to meet 30-day operating expense test
94911. Enrollment agreement not meeting minimum requirements or in conflict with catalog.	94902. General Enrollment Requirements-No signature of student and/or school representative
94909. Catalog not meeting minimum requirements-missing statements or disclosures	94910. Minimum Requirements for SPFS - lack of back-up documentation or documentation is incomplete
76140. STRF Record Keeping Requirements-failure to maintain 13 required elements as supporting documentation	94913. Institution Website Requirements – one or more elements not posted
71920. Student Records - Transcripts of graduated students not complete Documentation or HS graduation or equivalent not maintained.	71770. Admission Standards – Admitting students without HS grad or equivalent Transfer of credit policy issues School is involved in administering ATB exam

*A Notice to Comply is issued at the conclusion of a compliance inspection for minor violations

**An Enforcement Referral is generated as a result of more serious violations discovered as a result of a compliance inspection, which require additional time and resources to investigate.