



CITATION ORDER

Citation Issued To: Vollmer Institute 22600 Savi Ranch Parkway, A-13 Yorba Linda, CA 92887 Institution Code: 90920098	Citation Number: 23240259 Total Fine Amount: \$4,503.00 Order of Abatement Included: Yes
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Elizabeth Elias issues this citation in her official capacity as Deputy Bureau Chief of Enforcement of the Bureau for Private Postsecondary Education, California Department of Consumer Affairs (hereinafter referred to as the "Bureau").

LICENSING HISTORY

1. On or about July 24, 2019, the Bureau issued an Approval to Operate a Private Postsecondary Institution to Vollmer Institute (hereinafter referred to as the "Institution"). This Approval to Operate will expire on or about July 23, 2024, unless renewed.

DISCIPLINE HISTORY

2. The Institution has the following discipline history:
 - [Citation No. 2122049, issued on September 1, 2021](#)
 - Evidence of compliance; citation satisfied March 30, 2022
 - [Citation No. 2223042, issued on January 3, 2023](#)
 - Evidence of compliance; citation satisfied March 8, 2023
 - [Affirmed Citation No. 2223089, issued on May 15, 2023](#)
 - [Citation No. 23240238, issued on April 3, 2024](#)

CITATION JURISDICTION

3. This administrative citation is issued to the Institution pursuant to California Education Code (CEC) section 94936; and Title 5 of the California Code of Regulations (5 CCR) section 75020 et seq. for the violation(s) described below.

CAUSE FOR CITATION & ASSESMENT OF FINE AND/OR ORDER OF ABATEMENT

4. The Institution is in violation of the following Bureau laws and regulations:

Violation #1:

5 CCR section 76140 (a)(1-13) – Record-Keeping Requirements and 5 CCR section 71930 (e) – Maintenance Records

Cause for Citation: On or about October 24, 2023, the Bureau conducted an announced compliance inspection pursuant to CEC 94932.5 (a). Bureau staff requested records of student information to substantiate the data reported on the Student Tuition Recovery Fund (STRF) form for the 4th quarter reporting period of 2023.

The Institution admitted it was unaware of the STRF requirements for the collection of data and therefore failed to maintain student information pursuant to 5 CCR 76140 (a)(1-13).

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a “B” violation. The Institution is issued a fine of \$1,001.00.

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to correct the violation by submitting an electronic copy of the template used by the Institution to document supporting data for STRF for the Bureau to verify the institution is collecting the required data points pursuant to 5 CCR section 76140.

In addition, the Institution must submit a statement of attestation they have corrected the violation and will ensure that the substantiating data for STRF is maintained in an electronic format and readily available to a Bureau representative upon request pursuant to 5 CCR 76140. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #2:

CEC Section 94902 (b)(3) – General Enrollment Requirements and CEC Section 94912 – Signature, Initials Required

Cause for Citation: On October 24, 2023, the Bureau conducted an announced compliance inspection pursuant to CEC 94932.5 (a). Bureau staff reviewed student files and found that the files did not contain signed School Performance Fact Sheets (SPFS).

The Institution stated that the SPFS are provided to the students at the same time the enrollment forms are provided, however the Institution does not require students to sign or return them. The institution failed to have SPFS signed and dated prior to the execution of the enrollment agreement pursuant to CEC 94902.

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a “B” violation. The Institution is issued a fine of \$1,001.00.

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to ensure all student records follow the law pursuant to CEC sections 94902 and 94912. The Institution must submit a statement of attestation that they have corrected the violation and will ensure that all student records contain signed SPFS. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #3:

5 CCR section 71920 (b)(5) (A-E) – Student Records and CCR, 5 CCR section 71930 (a), (e) – Maintenance Records in conjunction with CEC 94900 (b) – Required Student Records

Cause for Citation: On or about October 24, 2023, the Bureau conducted an announced compliance inspection pursuant to CEC 94932.5 (a). Bureau staff reviewed student files and determined that the institution did not maintain transcripts within the student file as required by 71920 (b)(5) (A-E).

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Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a “C” violation. The Institution is issued a fine of \$501.00.

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to ensure all student records follow the law pursuant to CCR, Title 5, section 71920. The Institution must submit a statement of attestation they have corrected the violation and ensured that all student records contain a transcript. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #4:

5 CCR section 76130 – Collection and Submission of Assessments

Cause for Citation: The Institution failed to submit the Student Tuition Recovery Fund (STRF) Assessment Reporting form and the collection of assessment fees as required for the 4th quarter reporting period of 2023.

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a “Class C” violation. The Institution is issued a fine of \$1,000.00.

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to submit the Student Tuition Recovery Fund (STRF) Assessment Reporting form and the collection of assessment fees as required for the 4th quarter reporting period of 2023.

Violation #5:

5 CCR section 76130 – Collection and Submission of Assessments

Cause for Citation: The Institution failed to submit the Student Tuition Recovery Fund (STRF) Assessment Reporting form and the collection of assessment fees as required for the 1st quarter reporting period of 2024.

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a “Class C” violation. The Institution is issued a fine of \$1,000.00.

Order of Abatement: Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to submit the Student Tuition Recovery Fund (STRF) Assessment Reporting form and the collection of assessment fees as required for the 1st quarter reporting period of 2024.

COMPLIANCE WITH ORDER OF ABATEMENT

5. In accordance with the provisions of CEC section 94936 and 5 CCR section 75020, the Bureau issues the order(s) of abatement described above. Evidence of compliance with the order of abatement must be submitted to the Bureau within 30 days from the date of issuance of this citation. Evidence of compliance with the order of abatement may sent by mail or email to:
- Mail: Bureau for Private Postsecondary Education
Attn: Discipline Unit – Nicole Pedersen
1747 North Market, Blvd., Suite 225
Sacramento, CA 95834
 - Email: bppe.discipline@dca.ca.gov
 - In the subject line, please include the Institution name and citation number.

COMPLIANCE WITH ASSESSMENT OF FINE

6. In accordance with the provisions of CEC section 94936, and 5 CCR sections 75020 and 75030, the Bureau hereby orders this assessment of fines in the total amount of \$4,503.00 for the violations described above. Payment of the fines must be made to the Bureau within 30 days from the date of service of this citation unless an informal conference or hearing is requested. To assist the Bureau in processing the payment of fines, please submit the enclosed *Payment of Fine – Waiver of Appeal* form.

Payment must be sent to the Bureau by mail at:

- Bureau for Private Postsecondary Education

Attn: Discipline Unit – Nicole Pedersen
1747 North Market, Blvd., Suite 225
Sacramento, CA 95834

NOTICE OF APPEAL RIGHTS

7. You have the right to contest this citation through an informal conference with the Bureau pursuant to 5 CCR section 75020 and/or through an administrative hearing in accordance with Chapter 5 (Commencing with section 11500) of Part 1 of Division 3 of Title 2 of the Government Code.

If you wish to contest this citation, you may submit a written request to the Bureau or submit the enclosed *Notice of Appeal of Citation – Request for Informal Conference and/or Administrative Hearing* form within 30 days from the date of issuance of this citation.

Failure to submit a written request for an informal conference and/or administrative hearing within 30 days from the date of issuance of this citation will forfeit your ability to appeal the citation.

If a hearing is requested, you are not required to comply with this citation until a final order is entered against you.

COMPLIANCE WITH FINE AND/OR ORDER OR ABATEMENT DISCLOSURE

8. Pursuant to BPC section 125.9 and 5 CCR 75050, payment of fine and/or compliance with any order of abatement does not constitute an admission of the violation charged and shall be represented as satisfactory resolution of the matter for the purposes of public disclosure.

Pursuant to 5 CCR 75050, failure to comply with this citation order, its order of abatement, and/or administrative fine by the required due date is grounds for denial or discipline of an approval to operate. Where a citation is not contested and fine is not paid, the full amount of the assessed fine shall be added to the fee for renewal of the approval to operate. An approval to operate shall not be renewed without payment of the renewal fee and fine.

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BUREAU CONTACT INFORMATION

9. If you have any questions regarding this Citation, please contact Nicole Pedersen, Citation Analyst by email at Nicole.Pedersen@dca.ca.gov or by phone at (916) 232-0510.

“Original Signature on File”

5/9/2024

Elizabeth Elias
Deputy Bureau Chief
Enforcement

Citation Date of Issuance

Enclosures:

- Notice of Appeal of Citation: Request for Informal Conference and/or Administrative Hearing
- Payment of Fine – Waiver of Appeal
- Declaration of Service by Certified and First-Class Mail