NOTICE OF REFUSAL TO RECOMMEND PROPRIETARY LICENSE RENEWAL

The North Carolina State Board of Proprietary Schools submits this Refusal to Recommend Proprietary License Renewal to the North Carolina State Board of Community Colleges, pursuant to Article III, Chapter 150B of the North Carolina General Statutes, and 2B SBCCC Subchapter 100.

Proprietary School: NORTH CAROLINA MEDICAL INSTITUTE
(formerly CNA-Health Courses)
114 1/2 Anderson Street
Fayetteville, NC 28301

School Administrator: Sherita McQueen

A copy of this document as compiled has been presented to the following:

1. Chair of the North Carolina State Board of Proprietary Schools
2. NCCCS Executive Vice President
3. NCCCS General Counsel
4. NCCCS Director of Marketing and Public Affairs

A copy of this document as compiled has been presented to the Chief Administrator of the proprietary school at issue within five (5) business days of the license renewal recommendation of the State Board of Proprietary Schools. Service was made via email and certified mail to Sherita McQueen, Registered Agent for NCMI, as listed on the North Carolina Secretary of State Knowledge Base system.

Submitted this 14th day of May, 2015

Scott Corl, Executive Director
Office of Proprietary Schools
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I. Statutory Authority

Under Article 8, Chapter 115D of the North Carolina General Statutes, The State Board of Community Colleges ("SBCC") licenses proprietary schools upon the recommendation of the State Board of Proprietary Schools ("SBPS").

In accordance with N.C.G.S. 115D-93, a refusal to issue, refusal to renew, suspension of, or revocation of a proprietary license shall be made in accordance with Chapter 150B of the General Statutes. The State Board of Community Colleges Code provides due process through 2B SBCCC Subchapter 100.

II. Refusal to Recommend License Renewal

North Carolina Medical Institute (hereafter “NCMI”) was approved for initial proprietary school licensing on August 15, 2014. It was licensed to offer two programs: Phlebotomy and Nurse Aide II. The Nurse Aide II curriculum, instructors, coordinator and clinical site were approved by NCBON. As required by the State Board of Community Colleges Code, the school filed a timely application to renew its proprietary license for fiscal year July 1, 2015 - June 30, 2016. All required fees were paid and the school has a proper guarantee bond that is confirmed as current and active.

On October 31, 2014, Rasheeda McAllister (Auditor, Office of Proprietary Schools, herein “OPS”) conducted an announced audit of NCMI. McAllister’s audit identified several compliance issues, including but not limited to: academic records, faculty files, and advertising. McAllister issued her findings, along with detailed corrective measures, to the school’s director, Sherita McQueen (hereafter “McQueen”), on or about November 12, 2014.

McAllister subsequently established a mentoring opportunity for McQueen with an experienced proprietary school director, and advised McQueen that a follow up audit would take place in the spring. On or about April 27, 2015, McAllister began preparing for the follow up audit. Upon review of internet advertisements on Craigslist, McAllister met with OPS Executive Director Scott Corl (hereafter “Corl”) about her findings. McAllister advised McQueen she would need to meet with her at NCMI on April 30, 2015.

On April 30, 2015, Corl and McAllister met with McQueen at NCMI in Fayetteville, NC for approximately 2 and ½ hours. The following areas of noncompliance are alleged:

1. Violation of 115D-90(d) – "Any license issued shall be restricted to the programs of instruction or courses or subjects specifically indicated in the application for a license. The holder of a license shall present a supplementary application as may be directed by the State Board of Proprietary Schools for approval of additional programs of instruction, courses, or subjects, in which it is desired to offer instruction during the effective period of the license."
• McQueen confirmed that she was initially licensed to offer a 220-hour Phlebotomy program and a 180-hour Nurse Aide II program. McQueen also confirmed that she subsequently applied to have three additional programs: Medical Assisting, Billing & Coding and EKG.
  o Advertisement of Medical Assisting, Billing & Coding and EKG on webpage and online catalog:
    ▪ McQueen identified NCMI’s official website as www.ncmedinstitute.com. McQueen also confirmed receiving the attached letter dated March 31, 2015.
    ▪ As discussed below, McQueen was presented with evidence that the programs were being advertised. McQueen initially claimed that she did not realize the programs were not approved, though she agreed that the language of the March 31st letter was unambiguous. McQueen next claimed that she “now understood that she was not authorized to offer or advertise the programs.”
    ▪ McQueen was directed and agreed to immediately remove the advertisements from her webpage and online catalog. However, as of May 11, 2015, the school’s webpage continued to advertise these programs.
  o Unapproved programs advertised on Craigslist:
    ▪ McQueen confirmed NCMI’s phone number was 910-364-7213. She also identified her cell phone number. McQueen was then presented with the attached Craigslist advertisements.
    ▪ Four (4) unlicensed programs were advertised at unapproved hours and costs:
      • “CNA Certifications” - $150; 1-Day training
      • “Med Tech Certification” - $85; 1-2 Days
      • “Pharmacy Technician Certification” - $285; 1 week course with 1-Day option
      • “Billing & Coding Online Certification” - $325; 1-Day option
    ▪ 3 of the 4 programs identify NCMI by name; all provide the contact number 910-364-7213. Calling this number reaches the NCMI voicemail, or forwards to what McQueen identified as her personal cell number.
    ▪ McQueen initially stated they “must be old ads.” After confronted with the fact that the ads were posted on April 23, 2015, McQueen alleged they must “be old ads that automatically repost.”
    ▪ McQueen was asked to identify an individual named Michelle Pate (listed as the contact person on one ad). McQueen stated she was the office manager. McQueen then suggested Pate must have placed the ad without her knowledge, though she was unable to explain why Pate would do so on her own volition.
  o Unapproved programs on NCMI’s website:
    ▪ McQueen identified her school’s official website as www.ncmedinstitute.com. McQueen was then presented with the attached pages of NCMI’s website.
    ▪ Several unlicensed programs are listed on NCMI’s website:
      • “CPR & First Aid”
      • “Medical Assisting”
      • “Pharmacy Technician”
      • “EKG Technician”
      • “Billing & Coding Specialist”
      • “Medical Administration Assistant”
      • “Medical Laboratory Assistant”
      • “Electronic Health Record Specialist”
      • “Patient Care Technician”
    ▪ McQueen stated that she operated a proprietary school in Georgia and that the unlicensed programs were for that school. McQueen provided a physical address
in Hinesville, Georgia as the location of the school and alleged that she drove to Georgia “once or twice a month” to teach at the Georgia school. McQueen specifically stated that she was licensed to offer vocational programs in Georgia. However, she could not identify the state licensing authority in Georgia and could not produce any evidence of state licensing in Georgia. McQueen was also unable to explain the absence of a Georgia location or contact number on NCMI’s website.

- McQueen identified two individuals as instructors of the Georgia school. According to McQueen, the first instructor taught EKG and Patient Care Technician and the second instructor taught the Medical Administrative Assistant program.
  - On April 30, 2015, OPS contacted the two instructors above. The first instructor stated that he taught Phlebotomy (not EKG or Patient Care Technician as McQueen stated) at the Georgia school, and on information and belief, this individual is a known associate of McQueen. The second instructor stated that he once knew McQueen, but he had lived in Texas since 2012, and never taught at a school owned by McQueen in Georgia.
  - On May 5, 2015, OPS entered the physical location provided by McQueen for the Georgia school into Google Maps. The street view of this location shows the Liberty County Recreation Department. The phone number to this entity is found online. A call to this number reached an individual who stated that he worked for the Recreation Department for the last 30 years. He denied any knowledge of McQueen and stated that to his knowledge no proprietary school had, or was, operating out of that location.

2. Violation of 2A SBCCC 400.3 (a) – “A licensed school shall not advertise through any media that it offers courses that the school has not been licensed to offer.”

- The allegations contained in Paragraph 1 above are restated and incorporated herein.

3. Violation of 2A SBCCC 400.5 (a) – “An application for approval to teach in a licensed proprietary school shall be made on forms provided for this purpose. The application shall be filed with the Office of Proprietary Schools within 30 days of an instructor’s beginning date.”

- McQueen confirmed that upon initial licensing, she was the approved instructor for Phlebotomy and Cheryl Williams was the approved Nurse Aide II instructor. McQueen also confirmed that she had to obtain OPS approval for new instructors.
- When asked to identify all faculty of the school, McQueen identified herself and Ms. Williams.
- McQueen was then asked to identify the following individuals:
  - Samantha Chavis. McQueen identified her as a nurse who applied to teach Nurse Aide II, but she was not yet hired by the school.
  - Nora Bobonis. McQueen initially stated she did not know Ms. Bobmins.
  - Dalrene Isom. McQueen initially stated that she did not know Ms. Isom.
- McQueen was then presented with a copy of the online catalog, identifying Ms. Chavis as CEO and administrator of NCMI, Ms. Bobonis as Nurse Aide I instructor and Ms. Isom as a paralegal/secretary. McQueen stated she had no knowledge these individuals were in the online
catalog. She further stated that Bobonis and Chavis were not employed at the school and that Isom was a part-time secretary. She then clarified that Chavis applied to be an instructor and she "was in the process of getting approval from BON," though she was unable to produce any evidence she was seeking such approval.

• McQueen was again asked to identify all instructors of the school. McQueen then identified two additional individuals. McQueen identified an individual named Joni McFayden as a Nurse Aide II instructor that had been approved by BON—though McQueen stated McFayden had not started teaching yet. McQueen did not submit Ms. McFayden to OPS, and was not able to produce a NCBON approval letter. McQueen also identified an individual named Gayle Ray, who was not submitted for approval with OPS.
  o On May 1, 2015, OPS contacted Ray and Bobonis. Ray stated that she was hired as a part-time instructor (teaching at least twice at the school) for Phlebotomy in or about November, 2014. Bobonis alleged that she responded to a Craigslist advertisement for a Nurse Aide I position, but she was never employed at NCMI. She further alleged that in or about January, 2015, she waited at the school to be interviewed, "while McQueen taught a Nurse Aide course." McQueen is not a registered nurse and is not approved to teach Nurse Aide.

4. Violation of 115D-93(c)(7) "... The State Board, acting by and through the State Board of Proprietary Schools, shall have the power to refuse to issue or renew any such license and to suspend or revoke any such license theretofore issued in case it finds one or more of the following: ...

That the licensee is employing teachers, supervisors or administrators who have not been approved by the State Board, acting by and through the State Board of Proprietary Schools."

• The allegations contained in Paragraphs 1-3 above are restated and incorporated herein.

5. Violation of 115D-93(c)(2) "... The State Board, acting by and through the State Board of Proprietary Schools, shall have the power to refuse to issue or renew any such license and to suspend or revoke any such license theretofore issued in case it finds one or more of the following: ...

That the applicant for or holder of such a license has knowingly presented to the State Board of Community Colleges false or misleading information relating to approval or license.”

• McQueen was presented with a copy of NCMI’s 2015-16 license renewal application. The application was submitted to OPS in or about March 15, 2015.
  o McQueen confirmed that NCMI’s renewal application requests license renewal for the two programs initially licensed: a 220-hour Phlebotomy program and a 180-hour Nurse Aide II program.
  o McQueen confirmed that Checklist Item #11 in the renewal application (Current Faculty) and the catalog submitted under Checklist Item #6 identify two school faculty: Ms. McQueen and Cheryl Williams. McQueen also confirmed that no additional faculty or instructors were requested for approval in the renewal application.

• NCMI’s license renewal catalog does not include the unlicensed and unapproved programs being advertised, and on information and belief, offered by the school.

• The license renewal catalog identifies Cheryl Williams as the Nurse Aide II coordinator and instructor. McQueen stated that Williams was the NA II coordinator/instructor when McAllister audited the school in October, 2014. McQueen also stated that Williams was the NA II coordinator/instructor during the in-person interview on April 30, 2015.
  o On April 30, 2015, OPS contacted Williams, who stated that she terminated employment with NCMI in Fall, 2014, shortly after it was initially licensed. McQueen failed to report this to OPS as required.
6. Possible Violation of Federal Laws related to Nurse Aide II – During the in-person meeting on April 30, 2015, McQueen stated that Cheryl Williams was employed as the Nurse Aide II coordinator and instructor of NCMI. Williams is also listed as the Nurse Aide II instructor in the school’s license renewal submission. McQueen stated that the next Nurse Aide II program “would begin May 11, 2015” and that the last class “finished up earlier this year (2015).” McQueen produced the records of four students who completed the most recent Nurse Aide II program. McQueen was unable to explain why the four student files failed to contain any skills checklists.

- OPS subsequently conducted a telephonic interview with Ms. Williams (also on April 30th), who stated that she terminated employment with NCMI in Fall, 2014, shortly after it was initially licensed. **The Executive Director of the Office of Proprietary Schools immediately advised McQueen to cease all instruction licensed by the North Carolina Community College Board.**

- On May 1, 2015, OPS conducted telephonic interviews with two of the students:
  - One student alleged that she took a “one-on-one, 2-day fast-track NA II program” in or about February, 2015. The physical description provided by this student of her instructor matches McQueen. This student appears to have been listed on the NA II Registry in or about February, 2015.
  - A second student stated that she took a “3 to 4-week NA II course” in or about February, 2015. This student, who also appears to have been listed on the Registry in or about February, 2015, specifically identified McQueen as her instructor.
  - As stated herein, OPS also contacted potential instructor Bobonis, who alleged that in or about January, 2015, she waited at the school to be interviewed, **while McQueen taught a Nurse Aide course.** McQueen is not a registered nurse and is not approved to teach Nurse Aide.

Based on the above, there is evidence of possible violations of federal laws involving the Nurse Aide II program offered at North Carolina Medical Institute. It is specifically alleged that:

- Some portion of Nurse Aide II classroom instruction was conducted by school administrator Sherita McQueen, an unqualified instructor;
- Some portion of Nurse Aide II lab work was conducted by school administrator Sherita McQueen, an unqualified instructor;
- Some Nurse Aide II students and/or classes were taken to clinical sites by school administrator Sherita McQueen, an unqualified instructor; and
- The total hours of instruction failed to meet federal requirements for the Nurse Aide II program in question.

- OPS requested that McQueen turn over all Nurse Aide II student files in the school’s possession. On May 6, 2015, McQueen turned over a total of 4 files. Two were files OPS reviewed during the April 30th in-person interview. The other two files were not previously reviewed by OPS. When asked about the other two student files reviewed during the in-person interview, McQueen alleged that OPS must have taken them at the April 30th meeting (OPS did not).

**The allegations identified above were supported by information collected before and during the April 30, 2015 meeting with Sherita McQueen, subsequent interviews with the approved Nurse Aide II instructor and Nurse Aide II students, discrepancies in student records, as well as interviews with various other individuals provided directly or indirectly by McQueen.**
April 30, 2015: Immediately upon interviewing Williams, Corl advised McQueen to immediately cease any and all instruction licensed by the State Board of Community Colleges.

On May 8, 2015, the State Board of Proprietary Schools met as regularly scheduled to consider proprietary applications for licensure for fiscal year July 1, 2015—June 30, 2016. By unanimous vote, the State Board of Proprietary Schools refused to recommend North Carolina Medical Institute for license renewal for fiscal year July 1, 2015—June 30, 2016.

On information and belief, McQueen has not stopped offering instruction at her school. On May 11, 2015, OPS discovered the attached Craigslist postings for Phlebotomy and Nurse Aide II. The postings appear to have been made on or about May 5, 2015—after McQueen was advised to immediately cease all instruction licensed by the State Board of Community Colleges.

III. Timeline

- April 27, 2015 – Executive Director and Program Auditor met to discuss follow up audit of NCMI, and advertisements found on Craigslist.
- April 30, 2015 – Investigation Initiation:
  - OPS conducts 2 ½-hour interview with Sherita McQueen at NCMI in Fayetteville, NC.
  - Instructor of alleged school in Georgia interviewed by telephone. McQueen stated this individual taught EKG and Patient Care at the Georgia school location. This individual instead stated he taught Phlebotomy at the Georgia school. On information and belief, this individual is a known acquaintance of McQueen.
  - The second alleged instructor of the Georgia school was interviewed by telephone. McQueen stated this individual taught Medical Administrative Assistant at the Georgia school location. This individual stated he was retired military and knew McQueen because he was stationed in Fayetteville for approximately a year. This individual stated that he moved to Texas in 2012, and that he never taught for McQueen at any school—in Georgia, or anywhere else.
  - Cheryl Williams was interviewed by telephone. Williams stated that she terminated employment with NCMI in the fall of 2014, and denied teaching any Nurse Aide II programs at the school since that time.
  - **McQueen was advised to immediately cease all instruction licensed and approved by the Community College Board.**
- May 1, 2015 – Present: Continued Investigation
  - May 1, 2015: OPS interviews three students via telephone:
    - Student 1 stated that she took a “2-day Fast-Track” Nurse Aide II program at the school in February, 2015. This student provided a physical description of her instructor that matched McQueen. The student alleged the first day of instruction covered NA II and the second day covered CPR. This student appears to have been listed on the Registry in or about February, 2015.
    - Student 2 stated that she took a “3-4 week” Nurse Aide II program at the school in or about February, 2015. This student identified McQueen as her instructor, and described a “mixed” class in which 2 students were doing NA II and a few others were doing Phlebotomy. This student stated that McQueen conducted the lecture and lab portion of the
program and denied completing a clinical. The student appears to have been listed on the Registry in or about February, 2015.

- Student 3 stated that she enrolled in a “refresher” Phlebotomy program at the school in or about February, 2015. This student identified her instructor as Michelle Pate. During the March 30, 2015 in-person interview, McQueen identified Pate as the office manager. This individual stated that she was told she could take the program online because she lived far from the school. The student stated that course work was sent via email; that she completed and submitted the assigned work; but never received any feedback from the school. The student stated that she received a certificate of completion in the mail without conducting any sticks.

- May 5, 2015: The physical location provided by McQueen for the Georgia school was entered into Google Maps. The street view of this shows the location of the Liberty County Recreation Department. The phone number to this entity is found online. A call to this number reached an individual who stated he worked for the entity for the last 30 years. He denied any knowledge of McQueen and stated that to his knowledge no proprietary school had, or was, operating out of that location.

- May 6, 2015: McQueen turns over 4 Nurse Aide II student files to OPS. At least 2 student files (reviewed by OPS during the in-person interview on March 30th) were missing.

- May 8, 2015: By unanimous vote, the State Board of Proprietary Schools refuses to recommend North Carolina Medical Institute for proprietary school license renewal for the July 1, 2015 – June 30, 2016 licensing year.

- May 11, 2015: OPS reviews and confirms that NCMI’s webpage continues to advertise unlicensed programs. OPS also discovers new Craigslist ads for Phlebotomy and Nurse Aide II. The ads appear to have been posted on May 5, 2015. McQueen was again advised to immediately cease any and all instruction licensed by the Community College Board via voicemail and email.

IV. Attachments
1. March 31, 2015 letter from OPS to McQueen.
2. Craigslist ads posted on April 23, 2015 for the following:
   - “CNA Certifications”
   - “Med Tech Certification”
   - “Pharmacy Technician Certification 1 week course”
   - “Billing & Coding Online Certification”
3. North Carolina Medical Institute webpages: Hompage/Programs/Tuition/Contact
4. Craigslist ads posted on or about May 5, 2015 for the following:
   - “Phlebotomy Technician Certification”
   - “CNA 2 Certification”

V. Notice of Right to Provide Written Response:

You have the right to provide a written response within ten (10) business days of receiving this Notice. The response must be signed and directed to the Executive Director of the Office of Proprietary Schools on behalf of the State Board of Proprietary Schools.
March 31, 2015

VIA Email
Sherita McQueen, Director
CNA-Health Courses
114 ½ Anderson Street
Fayetteville, NC 28301

Re: New Program Proposals

Dear Ms. McQueen:

This letter is to address your recent submission for the following new programs: Medical Assisting, Billing and Coding and EKG.

Based on the documentation submitted, we are unable to approve your submissions. The following general comments are applicable to all new programs requested for licensing:

- Attachment A (Curriculum Model) – Each individual course or unit making up the new program should be listed. Measurements (Lecture/Lab/Total Hours) should be listed for each course.
- Attachment B (Course Descriptions and Objectives) – Each individual course or unit making up the new program should be listed. A description of each course (including any related lab work) along with specific learning outcomes (course objectives) must be provided for each course making up the program. The location, objectives and any specific hour requirements for clinical instruction should also be clearly identified.
- Attachment C (Prerequisites/Co) – Each individual course or unit making up the new program should be listed. Any pre- or co-requisites should be listed for each.
- Attachment E (Equipment) – Each individual course or unit making up the new program should be listed. Resources for each should be identified.
- Attachment F (Facilities) This should identify the courses or units that will be taught at the school as lecture and/or lab and those that will be taught at a clinical or outside setting. Any relevant agreements should be listed.
- Clinical Site Agreements – You should submit more than one clinical site partner.

Please revise and resubmit accordingly.

Regards,
Scott Corl
Executive Director
Office of Proprietary Schools
919-807-7061
corls@nccommunitycolleges.edu
CNA Certification

4/23-5/6: CNA Certifications (Fayetteville, NC)

CNA Training and Certification

Tuition: $150.00
All study materials included
Classes: In-Class
Class Length: 1 Day Training
Certification testing: Test schedules and registration available following completion of training.

*Please call for further information and scheduling (910)364-7213

*It's ok to contact this poster with services or other commercial interests.

Medication Technician Certification

Tuition: $85.00
Certification: NC State Certification (Certification testing are scheduled within program schedules)
Length of program: 1-2 Days
Registration: Please contact instructor to register: (910)364-7213

• it's ok to contact this poster with services or other commercial interests

preferred contact method:
email
phone
contact name:
NC Medical Institute
contact by phone:
☎ 910-364-7213
reply by email:
pmzgf-
4992473655@event.craigslist.org
4/24-5/7: Pharmacy Technician Certification 1 week course (Fayetteville, NC)

North Carolina Medical Institute
National Pharmacy Technician Training and Certifications

Tuition: $285
All study materials included
Classes: In-Class & Online Class
Class Length: 1 day option
Certification testing: Test schedules and registration available

*Please call for further information and scheduling
NC Medical Institute: (910)364-7213
  * It's ok to contact this poster with services or other commercial interests

preferred contact method:
email

contact name:
NC Medical Institute

contact by phone:
☎ 9103647213

reply by email:
q7bjv-
4994691950@event.craigslist.org

© 2015 craigslist help safety privacy feedback cl jobs terms about mobile

http://fayetteville.craigslist.org/cls/4994691950.html
4/24-5/7: Billing & Coding Online Certification (Fayetteville, NC)

National Billing & Coding Online Training and Certifications

Tuition: $325
All study materials included
Classes: In-Class & Online-Class
Class Length: 1 day option
Certification testing: Test schedules and registration available

*Please call for further information and scheduling
NC Medical Institute: (910)364-7213

It's ok to contact this poster with services or other commercial interests
Services

- Simulation Labs
- National Certifications
- Resume Assistance
- References & Certification of Completion

Impact

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Call us now: 910-364-7213

07/17/2015
SBCC

North Carolina Medical Institute

Dedication is the key to your success.
Billing & Coding Specialist

Phlebotomy & Medical Assistant

Administrative Assistant

Medical Assistant

Laboratory Assistant

Phlebotomy

PTT

NC Medical Institute
North Carolina

You can be assured - We have a commitment to excellence when it comes to the level of

medicaleducation we provide.

Call us now: 919-364-7218
Phlebotomy Technician Certification (Fayetteville, NC)

North Carolina Medical Institute
National Phlebotomy Training and Certifications

Tuition: $325 (Payment Plans Available)
All study materials included
Classes: In-Class & Online-Class
Class Length: 3-4 Weeks
Certification testing: Test schedules and registration available

*Please call for further information and scheduling
NC Medical Institute: (910)364-7213

- OK for recruiters to contact this job poster.
- do NOT contact us with unsolicited services or offers
- OK to highlight this job opening for persons with disabilities

compensation: $325
contract job | internship | part-time | non-profit organization | telecommuting okay
CNA 2 Certification (fayetteville, nc)

North Carolina Medical Institute CNAII Courses

All students entering the NA II program are required by the NCBON to have complete the NA I program in its entirety.

Tuition: $260 (NC Board Testing Included)

*Please call for further information and scheduling
NC Medical Institute: (910)364-7213

• OK for recruiters to contact this job poster.
• do NOT contact us with unsolicited services or offers
• OK to highlight this job opening for persons with disabilities

compensation: $260

contract job internship part-time
non-profit organization telecommuting okay