

**STATE BOARD OF COMMUNITY COLLEGES**

**Annual Report from the State Board of Proprietary Schools**

Submitted by the State Board of Proprietary Schools to the North Carolina Board of Community Colleges Pursuant to §115D-89.3 of the North Carolina General Statutes.

**NORTH CAROLINA GENERAL STATUTE 115D-89.3**

*Pursuant to North Carolina General Statutes §115D-89.3, the State Board of Community Colleges shall receive a written report annually from the State Board of Proprietary Schools to include the number of schools receiving initial licenses during the previous year, a list of currently licensed proprietary schools, school closures during the previous year, including a complete report of actions concerning any catastrophic closures, complaints received and resulting decisions or actions, total fees received, and balances of the Commercial Education Fund and the Student Protection Fund.*

**PROPRIETARY SCHOOLS OF NORTH CAROLINA**

**ANNUAL REPORT: 2013**

*Submitted by the State Board of Proprietary Schools to the North Carolina Board of Community Colleges Pursuant to §115D-89.3 of the North Carolina General Statutes.*

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# North Carolina Board of Proprietary Schools

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## ANNUAL REPORT SUMMARY

1. Initially Licensed Schools 2012-2013 - 9 Total ----- (Table A, Page 5)
2. Proprietary School Closures 2012-2013 – 6 Total ----- (Table B, Page 5)
3. Student Complaints and Resulting Actions – 7 Total ---- (Table C, Page 6)
4. Licensed Proprietary Schools 2013-2014 – 78 Total ---- (Table D, Page 8)
5. Total Fees Received 2012-2013 –\$161,050.00----- (Table E, Page 9)
6. Commercial Education Fund Balance – \$490,831.10 ----- (Table F, Page 9)
7. Student Protection Fund Balance -\$469,678.29----- (Table F, Page 9)

## INITIALLY LICENSED SCHOOLS

**(2012-2013)**

Nine (9) proprietary schools were initially licensed during the 2012-2013 year. Seven applied and received licensure renewal for 2013-2014 (\*).

**TABLE A: Initially Licensed Proprietary Schools, 2012-2013**

At Heart Healthcare Academy, LLC	*Harris Training Institute
*Care One Health Training Institute (Spring Lake Campus)	Myers Park School of Dental Assisting (Salisbury Campus)
*Carolina Career College, Inc.	*Umanah Healthcare Institute (Gastonia Campus)
*Caring For Life, LLC	*Virginia College Greensboro
*CarWil Learning Academy	

## PROPRIETARY SCHOOL CLOSURES

**(2012-2013)**

Six (6) proprietary schools closed or failed to renew their license for 2013-2014. The North Carolina Board of Proprietary Schools is unaware of any issues involving catastrophic closures or complaints received regarding these closures. All schools were notified in writing that their proprietary school license expired by statute on June 30, 2013.

**TABLE B: Proprietary School Closures, 2012-2013**

At Heart Healthcare (2012)	Healthcare Professional Educational Institute (2010)	NCDATS –Siler City (2009)
Caduceus Nightingale Academy (2004)	Myers Park School of Dental Assisting-Salisbury (2012)	United Coding & Billing Institute (2011)

### **Revocation of proprietary school licenses of Thomas Healthcare Institute, Inc. of Raleigh and Greensboro**

The Office of Proprietary Schools initiated an investigation into Thomas Healthcare Institute, Inc. of Raleigh in November, 2012; and into Thomas Healthcare Institute, Inc. of Greensboro in December, 2012. On January 18, 2013, the State Board of Community Colleges initiated revocation of the proprietary licenses of both schools. The revocations became final on February 6, 2013. Claims totaling \$4,374.29 were subsequently made and received against the Guaranty

Bonds of the schools to reimburse students for prepaid tuition losses. On July 7, 2013, additional pending claims totaling \$2,350 were made against the Guarantee Bond of Thomas Healthcare Institute, Inc. of Greensboro.

## **STUDENT COMPLAINTS RECEIVED**

**(2012-2013)**

The Office of Proprietary Schools has a written procedure for handling student complaints. The complaint procedure and appropriate forms are posted on the Proprietary School's website:

[http://www.nccommunitycolleges.edu/Proprietary\\_Schools/complaints.htm](http://www.nccommunitycolleges.edu/Proprietary_Schools/complaints.htm)

**TABLE C: Student Complaints Received, 2012-2013**

Complaints received 2012-13	Actions Taken
*Complaints 1-4	Students entered into a settlement with the school.
Complaint 5	Student met with school director and financial aid advisor to resolve complaint.
Complaint 6	Allegations did not establish a licensing violation.
Complaint 7	Student received tuition refund.

### **\*Complaints #1-4:**

On August 14, 2012, the Office of Proprietary Schools received four (4) written student complaints involving a proprietary school located in Charlotte. All four complaints were received in a single package and all students were classmates in the same program at the school. The complaints contained essentially identical allegations; that the school offered poor instruction, that it failed to release their transcripts and/or earned credentials, and that it failed to address issues the students experienced with clinical settings. The complaints were forwarded to the school for a written response on or about August 17, 2012.

The Office of Proprietary Schools received a written response from the school addressing each student's complaint. The school then entered into private agreements with each student to resolve the complaints. The Office of Proprietary Schools contacted and verified that each student was satisfied with the resolution they entered into with the school.

On September 28, 2012, the Office of Proprietary Schools verified in writing the agreement reached between each student and the school. The school and all four students confirmed they were satisfied with the resolution as documented by the Office of Proprietary Schools.

On September 29, 2012, the Office of Proprietary Schools advised the school that it was closing the complaint files. The Office of Proprietary Schools has not received any additional complaints from the students regarding their agreement with the school.

**Complaint 5:**

On August 14, 2012, the Office of Proprietary Schools received a student complaint involving a proprietary school located in Greenville. The complaint alleged the school was failing to address confusion about financial aid requirements. Specifically, the student did not understand when she would receive stipend checks. The complaint was forwarded to the school for a written response on or about August 16, 2012.

The Office of Proprietary Schools received a written response from the school outlining the financial aid process. Because the student was still having issues understanding the process, the Office of Proprietary Schools arranged a meeting of all parties.

On October 4, 2012, the student met with the school director and financial aid advisor. Scott Corl of the Office of Proprietary Schools attended the meeting telephonically. During the meeting, the school reviewed the financial aid process and the student was permitted to ask further questions. Prior to leaving the meeting, the student confirmed that she had a better understanding of the rules involved and she considered the matter resolved.

**Complaint 6:**

On February 21, 2013, the Office of Proprietary Schools received a complaint involving a proprietary school located in Charlotte. The complaint alleged the school was refusing to issue a refund to the student. The complaint was forwarded to the school for a written response on February 25, 2013.

The Office of Proprietary Schools received a written response from the school outlining the reasons for not refunding the student. The school was justified in administratively withdrawing the student under its enrollment agreement, which the student acknowledged receiving. The school and student received written notification of this finding on March 13, 2013.

**Complaint 7:**

On April 11, 2013, the Office of Proprietary Schools received a student complaint involving a proprietary school in Winston-Salem. The complaint alleged the school was refusing to issue a refund to the student, who was not satisfied with the education she was receiving at the school. The complaint was forwarded to the school for a written response on April 15, 2013.

The Office of Proprietary Schools received a written response from the school outlining the reasons for not refunding the student. Although the school's position was justified under its enrollment agreement, the school agreed to refund the student's tuition to resolve the complaint.



The Office of Proprietary Schools received an acknowledgement from the student that she received her tuition refund and this matter was closed.

## LICENSED PROPRIETARY SCHOOLS

**(2013-2014)**

On May 17, 2013, the State Board of Community Colleges approved license renewals for 74 schools and initial licensure of 4 new schools, effective July 1, 2013 through June 30, 2014.

**TABLE D: Renewal Licenses, 2013-2014 (74)**

American Academy of Healthcare	Miller-Motte College –Cary
American Academy of Mag. Resonance Imaging	Miller-Motte College –Fayetteville
American Institute of Applied Science	Miller-Motte College –Greenville
Animal Behavior Institute	Miller-Motte College –Jacksonville
Art Institute of Charlotte	Miller-Motte College –Raleigh
Art Institute of Raleigh-Durham	Miller-Motte College –Wilmington
Brookstone College -Charlotte	More Than Conquerors College
Brookstone College –Greensboro	Mount Eagle College
Care One Health Training Institute -Raleigh	MyComputerCareer.com at Raleigh, LLC
Care One Health Training Institute –Spring Lake	Myers Park School of Dental Assisting -Charlotte
Caring For Life	NASCAR Technical Institute
Carolina Career College	National Personal Training Institute of NC
Carolina School of Broadcasting	National Personal Training Institute of Charlotte
CarWil Learning Academy	NCDATS –Burlington
Chosen Health Care Institute	NCDATS –Charlotte
College of Wilmington	NCDATS –Durham
Connecticut School of Broadcasting	NC Dental U –Greenville
Dental Assistant Training Center	NC Dental U –Wake Forest
Dental Assistant Academy of Charlotte	New Horizons Computer Learning Center–Charlotte
Dental Staff Institute	New Horizons Computer Learning Center-Greensboro
Discovery Diving	New Horizons Computer Learning Center – Raleigh/Durham/Chapel Hill
Divine Health Academy	Nurse Aide Institute of Excellence
ECPI University –Charlotte	Optimal Health College, Inc.
ECPI University –Greensboro	Piedmont Dental Assistants, Inc.
ECPI University –Raleigh	Priority Nursing Academy
Everblue Training Institute –Huntersville	Providence Training Institute, Inc.
Everblue Training Institute –Raleigh	Sandhills Dental Career Center, Inc.
Gericare Education and Training Center, Inc.	Serenity Nurse Aide Academy
Harris Training Institute	South College -Asheville
Healthcore Resources School	Southeastern Institute
Inovatech College of Business & Technology	Sunrise School of Dental Assisting -Fayetteville
Kaplan College	Sunrise School of Dental Assisting –Greensboro
King’s College	Sunrise School of Dental Assisting –Raleigh
Lake Norman Dental Assisting School	Thomas Health Care School, Inc. –Charlotte

Living Arts College@School of Communication Arts	Umanah Healthcare Institute –Gastonia
Living Arts Institute@School of Communication Arts	Umanah Healthcare Institute –Raleigh
Medical Arts School	Virginia College

**TABLE D: Initial Licenses, 2013-2014 (4)**

Center for Employment Training	Life Time Academy
Eliada School of Trade Arts	Research Triangle College of Health Sciences and Technology

## **TOTAL FEES RECEIVED**

**(2012-2013)**

**TABLE E: Total Fees Received, 2012-2013**

**(Licensing Fee Receipts)**

<b>Fiscal Year</b>	<b>Receipts Collected</b>	<b>Current Balance</b>
2012-2013	\$161,050.00	\$490,831.10
2011-2012	\$147,200.00	\$455,915.30
2010-2011	\$144,750.00	\$484,297.74

**(Student Protection Fund Receipts)**

<b>Fiscal Year</b>	<b>Receipts Collected</b>	<b>Current Balance</b>
2012-2013	\$99,271.08	\$469,678.29
2011-2012	\$103,583.78	\$370,407.21
2010-2011	\$95,477.19	\$266,823.43

## **FUND BALANCES: JUNE 30, 2013**

**TABLE F: Current Fund Balances**

<b>COMMERCIAL EDUCATION FUND</b>	<b>STUDENT PROTECTION FUND</b>
\$490,831.10	\$469,678.29