



November 18, 2013

Mr. Terry Robb
President
Cosmetology Concepts Institute
1611 Burlington Street, Suite A
Columbia, MO 65202

UPS Tracking # 1ZA879642496253267

RE: **Final Program Review Determination**
OPE ID: 03077200
PRCN: 201240728056

Dear President Robb:

The U.S. Department of Education's (Department's) School Participation Division—Kansas City issued a program review report on December 5, 2012, covering Cosmetology Concepts Institute's (CCI) administration of programs authorized by Title IV of the Higher Education Act of 1965, as amended, 20 U.S.C. §§ 1070 et seq. (Title IV, HEA programs), for the 2011-2012 and 2012-2013 award years. CCI's final response was received on May 2, 2013. A copy of the program review report (and related attachments) and CCI's response are attached. Any supporting documentation submitted with the response is being retained by the Department and is available for inspection by CCI upon request. Additionally, this Final Program Review Determination (FPRD), related attachments, and any supporting documentation may be subject to release under the Freedom of Information Act (FOIA) and can be provided to other oversight entities after this FPRD is issued.

Purpose:

Final determinations have been made concerning all of the outstanding findings of the program review report. The purpose of this letter is to notify CCI of a possible adverse action. Due to the serious nature of one or more of the enclosed findings, this FPRD is being referred to the Department's Administrative Actions and Appeals Service Group (AAASG) for its consideration of possible adverse action. Such action may include a fine, or the limitation, suspension or termination of the eligibility of the institution. Such action may also include the revocation of the institution's program participation agreement (if provisional), or, if the institution has an application pending for renewal of its certification, denial of that application. If AAASG initiates any action, a separate notification will be provided which will include information on institutional appeal rights and procedures to file an appeal.

This FPRD contains one or more findings regarding CCI's failure to comply with the requirements of the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime

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School Participation Division – Kansas City
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Statistics Act (the Clery Act) in Section 485(f) of the HEA, 20 U.S.C. § 1092(f), and the Department's regulations in 34 C.F.R. §§ 668.41, 668.46, and 668.49. Since a Clery Act finding does not result in a financial liability, such a finding may not be appealed.

Protection of Personally Identifiable Information (PII):

PII is any information about an individual which can be used to distinguish or trace an individual's identity (some examples are name, social security number, date and place of birth). The loss of PII can result in substantial harm, embarrassment, and inconvenience to individuals and may lead to identity theft or other fraudulent use of the information. To protect PII, the findings in the attached report do not contain any student PII. Instead, findings reference students only by a student number created by Federal Student Aid in the program review report included in Appendix A.

Record Retention:

Program records relating to the period covered by the program review must be retained until the later of: resolution of the loans, claims or expenditures questioned in the program review; or the end of the retention period otherwise applicable to the record under 34 C.F.R. §§ 668.24(e)(1), (e)(2), and (e)(3).

The Department expresses its appreciation for the courtesy and cooperation extended during the review. CCI has provided assurances that the appropriate corrective actions have been taken to resolve and prevent future occurrences of all findings. Therefore, CCI may consider the program review closed with no further action required. If the institution has any questions regarding this letter, please contact Angela Beam at (816) 268-0534.

Sincerely,

(b)(6); (b)(7)(C)

Ralph A. LoBosco
Division Director

Enclosure:
Protection of Personally Identifiable Information

cc: Ms. Bonnie Roberts, Financial Aid Administrator
National Accrediting Commission of Cosmetology Arts and Sciences (NACCAS)
Missouri State Board of Cosmetology

Prepared for

**Cosmetology Concepts
Institute**

**OPE ID 03077200
PRCN 201240728056**

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**Final Program Review Determination
November 18, 2013**

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A. Institutional Information

Cosmetology Concepts Institute
1611 Burlington Street, Suite A
Columbia, MO 65202-1972

Type: Proprietary

Highest Level of Offering: Non-Degree 1 Year (900-1799 hours)

Accrediting Agency: The National Accrediting Commission of Career Arts & Sciences

Current Student Enrollment: 27 (2012-2013)

% of Students Receiving Title IV: 97% (2012-2013)

Title IV Participation (G5):

	2011-2012
Federal Pell Grant	\$170,441
Federal Direct Subsidized Loan	\$153,851
Federal Direct Unsubsidized Loan	\$144,775
Total	\$469,067

Default Rate FFEL/DL:	2010	13.5%
	2009	22.2%
	2008	N/A

B. Scope of Review

The U.S. Department of Education (the Department) conducted a program review at Cosmetology Concepts Institute (CCI) from September 10, 2012 to September 14, 2012. The review was conducted by Angela Beam and William Hudson.

The focus of the review was to determine CCI's compliance with the statutes and federal regulations as they pertain to the institution's administration of Title IV, HEA programs. The review consisted of, but was not limited to, an examination of CCI's policies and procedures regarding institutional and student eligibility, individual student financial aid and academic files, attendance records, student account ledgers, and fiscal records.

A sample of 22 files was identified for review from the 2011-2012 and 2012-2013 (year to date) award years. The files were selected randomly from a statistical sample of the total population receiving Title IV, HEA program funds for each award year. Appendix A includes the names and partial social security numbers of the students whose files were examined during the program review. A program review report was issued on December 5, 2012.

Disclaimer:

Although the review was thorough, it cannot be assumed to be all-inclusive. The absence of statements in the report concerning CCI's specific practices and procedures must not be construed as acceptance, approval, or endorsement of those specific practices and procedures. Furthermore, it does not relieve CCI of its obligation to comply with all of the statutory or regulatory provisions governing the Title IV, HEA programs.

C. Findings and Final Determinations

Resolved Findings

Findings 1-6, 9, and 10

CCI has taken the corrective actions necessary to resolve Findings 1-6, 9, and 10 of the program review report. Therefore, these findings may be considered closed. CCI's written response in relation to these findings is contained in Appendix B.

Resolved Finding(s) with Comments

The following program review findings have been resolved by the institution, and may be considered closed. These findings are included solely for the purpose of discussing resolution of the finding.

Finding 7. Crime Awareness Requirements Not Met

Citation Summary: The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) and the Department's regulations require that institutions receiving Title IV, HEA funds publish and disseminate an annual security report that describes policies and statistics relating to campus crime. 34 C.F.R. § 668.46. The Annual Security Report (ASR) must be distributed to all enrolled students and current employees by October 1st of each year. 34 C.F.R. § 668.41(e)(1). The ASR must provide a statement of current campus policies regarding procedures for students and others to report criminal actions or other emergencies occurring on campus, as well as the institution's policies concerning its response to these reports. The ASR must include the compiled crime statistics for the three most recent calendar years broken down by category and location of the crime. Among the policies that must be included in the annual security report is:

- 1) Policies for making timely warnings to members of the campus community regarding the occurrence of those crimes required to be reported in the crime statistics section of the annual report. 34 C.F.R. § 668.46(b)(2)(i);*
- 2) Policies for preparing the annual disclosure of crime statistics. 34 C.F.R. § 668.46(b)(2)(ii);*
- 3) A list of the titles of each person or organization to which students and employees should report criminal offences for the purpose of making timely warning reports and the annual statistical disclosure. 34 C.F.R. § 668.46(b)(2)(iii);*

- 4) *A statement of current policies concerning security of and access to campus facilities, including campus residences, and security considerations used in the maintenance of campus facilities. 34 C.F.R. § 668.46(b)(3);*
- 5) *A description of the type and frequency of programs designed to inform students and employees about campus security procedures and practices and to encourage students and employees to be responsible for their own security and the security of others. 34 C.F.R. § 668.46(b)(5);*
- 6) *A description of programs designed to inform students and employees about the prevention of crimes. 34 C.F.R. § 668.46(b)(6);*
- 7) *A statement of policy regarding the institution's campus sexual assault programs to prevent sex offenses, and procedures to follow when a sex offense occurs. The statement must include:*
 - i) *A description of educational programs to promote the awareness of rape, acquaintance rape, and other forcible and non-forcible sex offenses;*
 - ii) *Procedures students should follow if a sex offense occurs, including procedures concerning who should be contacted, the importance of preserving evidence for the proof of a criminal offense, and to whom the alleged offense should be reported;*
 - iii) *Information on a student's option to notify appropriate law enforcement authorities, including on-campus and local police, and a statement that institutional personnel will assist the student in notifying these authorities, if the student requests the assistance of these personnel;*
 - iv) *Notification to students of existing on-and off-campus counseling, mental health, or other student services for victims of sex offenses;*
 - v) *Procedures for campus disciplinary action in cases of an alleged sexual offense, including a clear statement that the accuser and the accused are entitled to the same opportunities to have others present during a disciplinary hearing and that both the accuser and the accused must be informed of the outcome of any institutional disciplinary proceeding brought alleging a sex offense; and*
 - vi) *Sanctions the institution may impose following a final determination of an institutional disciplinary proceeding regarding rape, acquaintance rape, or other forcible or non-forcible sex offenses. 34 C.F.R. §668.46(b)(11);*
- 8) *A statement advising the campus community where law enforcement agency information concerning registered sex offenders may be obtained, such as a local law enforcement agency with jurisdiction for the campus or a computer network address. 34 C.F.R. § 668.46 (b)(12);*

- 9) *A statement of policy regarding emergency response and evacuation procedures. This statement must include the procedures the institution will use to immediately notify the campus community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurring on the campus, as well as, a description of the process the institution will use to confirm that there is a significant emergency or dangerous situation and how the institution will determine the method used to best notify the campus community that an emergency exist. The statement must clearly identify the titles of the person or persons responsible for carrying out the emergency notification as well as the procedures for testing the emergency response and evacuation procedures on at least an annual basis. 34 C.F.R. §668.46(g);*
- 10) *Statistics for the three most recent calendar years concerning the occurrence on campus, in or on non-campus buildings or property, and on public property of the following that are reported to local police agencies or to a campus security authority.*
- i) Criminal homicide*
 - *Murder and non-negligent manslaughter*
 - *Negligent manslaughter*
 - ii) Sex offenses:*
 - *Forcible sex offenses*
 - *Non-forcible sex offenses*
 - iii) Robbery*
 - iv) Aggravated assault*
 - v) Burglary*
 - vi) Motor vehicle theft*
 - vii) Arson*
 - viii) Arrests for liquor law violations, drug law violations, and illegal weapons possession and for those referred for campus disciplinary action for liquor law violations, drug law violations, and illegal weapons possession. 34 C.F.R. § 668.46(c)(1);*
- 11) *The institution must report, by category of prejudice, crimes reported to local police agencies or to a campus security authority that manifest evidence that the victim was intentionally selected because of the victim's actual or perceived race, gender, religion, sexual orientation ethnicity, or disability, 34 C.F.R. § 668.46(c)(3); and*

12) The institution must provide a geographic breakdown of the statistics reported under paragraphs (c)(1) and (3) of 34 C.F.R. § 668.46 by crimes that occur (1) on campus; (2) residential facilities for students that are located on campus; (3) non-campus buildings or property; and (4) public property. 34 C.F.R. § 668.46(c)(4).

***Noncompliance Summary:** According to CCI personnel, the institution discusses its Drug and Alcohol Abuse Prevention Campus Crime Report with prospective students during the student's admission interview and distributes the report to new students during orientation. Although the report distributed to currently enrolled students prior to the on-site program review addressed the required policies regarding the possession, use, and sale of alcoholic beverages and illegal drugs, as well as the enforcement of Federal and State laws related to the possession, use, and sale of illegal drugs and alcohol, the report did not contain the required campus safety components. In addition, the institution had no procedure in place to ensure that employees and students, who were still in attendance on October 1st of each year, receive a copy of the updated campus security report.*

The only reference to campus safety in the "Revised July 09, 2012" Drug and Alcohol Abuse Prevention Campus Crime Report provided to program reviewers prior to the on-site visit, is a description of the location of the campus with a statement indicating that during the most recent calendar year the "institution has not had a criminal offense (murder, burglary, physical assault, rape drug or alcohol related crime) committed against any students, client, or staff member." CCI provided instructions for the reader of the report to contact the Columbia Police Department to obtain a copy of a crime report for the surrounding area.

During the on-site program review, CCI developed and provided the program reviewers with a copy of the institution's Campus Safety and Security Report dated September 2012, a revised copy of the Drug and Alcohol Abuse Prevention Campus Crime Report dated September 8, 2012, along with a 2010-2012 Crime Log indicating no crimes have been committed during the calendar years of 2010, 2011, or 2012 at the institution.

While the combined reports address a number of previously omitted policies, neither report includes:

- 1) A compilation of the required crime statistics for the three most recent calendar years desegregated by the category and location of the crime. Policies for preparing the annual disclosure of crime statistics;*
- 2) A clear statement encouraging students, faculty, staff, and others to report criminal actions to school personnel to allow the institution to report the incident to the appropriate authorities and/or to aid in the development of crime statistics;*

- 3) *A timely warning policy that describes the process the institution will use to confirm that there is a significant emergency or dangerous situation and to determine the content of the notification;*
- 4) *A statement that the institution will, without delay, take into account the safety of the community, determine the content of the notification and initiate the notification system, unless issuing a notification will, in the professional judgment of responsible authorities, compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency;*
- 5) *The institution's procedures for disseminating emergency information to the larger community;*
- 6) *The institution's procedures to test the emergency response and evacuation procedures on at least an annual basis (The test may be announced or unannounced; and should publicize the institution's emergency response and evacuation procedures in conjunction with at least one test per year. The institution must document, for each test, a description of the exercise, the date, time, and whether it was announced or unannounced);*
- 7) *Notification to students that the institution will change the victim's academic arrangements after an alleged sex offense and the option for those changes, if the changes are requested by the victim and are reasonably available;*
- 8) *Procedures for campus disciplinary action in cases of an alleged sex offense, including a clear statement that the accuser and the accused are entitled to the same opportunities to have others present during a disciplinary proceeding; and that both the accuser and the accused must be informed of the outcome any institutional disciplinary proceeding brought alleging a sex offense, as well as sanctions that the institution may impose following a final determination of an institutional disciplinary proceeding regarding rape, acquaintance rape, or other forcible or non-forcible sex offenses.*

Failure to prepare an accurate and complete ASR and to actively distribute it to current students and employees in accordance with Federal regulations deprives the campus community of important security information.

Required Action Summary: *In response to this report, CCI must revise its annual campus security report to include the missing or incomplete policy statements noted above. CCI must include the following statistics in the institution's annual report:*

- 1) *Statistics for persons referred for campus disciplinary action for liquor law violations, drug violations, and illegal weapon possession;*
- 2) *Geographic breakdown of statistics by crimes that occur (1) on campus; (2) residential facilities for students who are located on campus; (3) non-campus buildings or property; and (4) public property; and*
- 3) *Statistics that breakdown crimes designated as hate crimes by category or prejudice.*

If the institution plans to maintain two separate reports, the Campus Safety and Security Report, as well as the Drug and Alcohol Abuse Prevention Campus Crime Report, the institution must make the appropriate cross references on each applicable policy in each report.

CCI must publish and disseminate the revised 2012 campus security reports to all staff and currently enrolled students. A copy of these campus security reports, as well as institutional assurances that the reports have been disseminated to all students and employees and will be made available to all prospective students and employees must be included with CCI's response to this report. CCI must also explain how it will ensure distribution of the campus security report to current staff and students by October 1st each year.

Based on an evaluation of all available information including CCI's response, the Department will determine if additional actions are required and will advise the institution accordingly in the FPRD.

CCI's Response: In its response, CCI stated its concurrence with the violations identified in the finding and agreed that the institution had not previously complied with Department guidelines for distribution and policy development in relation to the Clery Act. The institution submitted its modified 2012 ASR and a copy of its revised campus safety policies and procedures including its new policy for ensuring active distribution of the ASR to all members in its campus community. The institution stated that its distribution plan will require all current students and employees to sign a document attesting to receipt of the ASR each year

Final Determination: Finding #7 of the program review report cited CCI for multiple violations of the Clery Act. During the review the school presented its report, entitled, "Drug and Alcohol Abuse Prevention Campus Crime Report" as the ASR; however, this document was not compiled using *Clery Act* compliance guidelines. The institution failed to publish an accurate, complete, and compliant ASR that included all of the statistical disclosures and policy, procedure and programmatic information required under 34 C.F.R. §668.46(b). Specifically, CCI omitted eight required policy statements from its 2012 as well as previously compiled ASRs and also failed to disclose hate crime, arrest, or disciplinary referral statistics from the report. A review of the 2012 ASR specifically reflects CCI did not have policies in the following areas: preparing the annual disclosure of crime statistics; procedures for students and others to report criminal actions or other emergencies occurring on campus; timely warnings; a statement that the institution will, without delay, take into account the safety of the community, determine the content of the timely warning notification and initiate the notification system, unless issuing a notification will, in the professional judgment of responsible authorities, compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency; procedures for disseminating emergency information to the larger community; procedures to test the emergency response and evacuation procedures on at

least an annual basis; notification to students that the institution will change the victim's academic arrangements after an alleged sex offense and the option for those changes, if the changes are requested by the victim and are reasonably available; procedures for campus disciplinary action in cases of an alleged sex offense, including a clear statement that the accuser and the accused are entitled to the same opportunities to have others present during a disciplinary proceeding; and that both the accuser and the accused must be informed of the outcome any institutional disciplinary proceeding alleging a sex offense brought, as well as sanctions that the institution may impose following a final determination of an institutional disciplinary proceeding regarding rape, acquaintance rape, or other forcible or non-forcible sex offenses.

In addition, CCI failed to distribute the 2012 ASR to all current students and employees in accordance with *34 C.F.R. § 668.41(e)(1)*. As a result of these violations, CCI was required to make all necessary revisions to the 2012 ASR and redistribute the report to all current students and employees. As discussed above, the institution did not present any evidence to reviewers which indicated its prior year practices had been in compliance with Department regulations in relation to the ASR distribution.

In its response, CCI stated its concurrence with the finding and submitted a copy of the revised report and its new and revised policies and procedures. The institution also represented that the ASR will be handed out to current students and staff and that upon receipt, each recipient will be required to complete a sign-off sheet. Sign-off sheets will be maintained to demonstrate compliance with this requirement. CCI also stated that each prospective student and/or employee will be notified of the ASR's availability.

As noted above, the review team examined all of the material submitted with the response and found that the revised ASR did include the previously-omitted statistical and policy disclosures. Further analysis of the response materials indicated that the new content is at least minimally adequate. Based on the team's evaluation and CCI's representations that it has addressed the violations and their underlying causes, the Department now considers this finding to be closed.

Although the finding is now closed, CCI is reminded that the exceptions identified above constitute serious violations of the *Clery Act* that by their nature cannot be cured. There is no way to truly "correct" a violation of a consumer protection/information law once it occurs. CCI was required to initiate corrective actions and in so doing, has begun to remediate the conditions that led to these violations. The institution has represented that it has brought its overall campus security program into compliance with the *Clery Act* as required by its Program Participation Agreement (PPA). Nevertheless, CCI officials must understand that the *Clery Act* is first and foremost a consumer protection law that is based on the premise that access to accurate and complete campus crime information empowers students and employees to make informed decisions and actively participate in their own safety and security.

Persistent failures of the type documented herein deprive students and employees of important campus security information. For these reasons, CCI is advised that its remedial measures taken so far cannot and do not diminish the seriousness of these violations nor do they eliminate the possibility that the Department will impose an adverse administrative action and/or require additional corrective measures as a result.

Finally, the Department strongly recommends that CCI re-examine its campus safety, drug and alcohol abuse prevention, and general Title IV policies and procedures on at least an annual basis and revise them as needed to ensure that they continue to reflect current institutional policy and are in full compliance with Federal regulations. CCI is further advised to continue to develop the contents of its ASR and to take definitive steps to enhance its overall campus safety program.

CCI officials may wish to review the Department's "Handbook for Campus Safety and Security Reporting" (2011) for guidance on complying with the *Clery Act*. The handbook is available online at: www2.ed.gov/admins/lead/safety/handbook.pdf. The regulations governing the *Clery Act* can be found at 34 C.F.R. §§ 668.14, 668.41, 668.46, and 668.49.

Finding 8. Failure to Conduct Biennial Review of Drug & Alcohol Abuse Prevention Program

Citation: The Drug-Free Schools and Communities Act and the Department's regulations requires each participating institution of higher education (IHE) to certify that it has developed and implemented a drug and alcohol abuse education and prevention program. The program must be designed to prevent the unlawful possession, use, and distribution of drugs and alcohol on campus and at recognized events and activities.

On an annual basis, each IHE must provide the following information in writing to each student (enrolled for any type of academic credit except for continuing education units) and each employee:

- (1) the institution's standards of conduct prohibiting the possession, use, and distribution of alcohol and other drugs (AOD);*
- (2) possible sanctions for violations of Federal, state, and local drug and alcohol and laws as well as sanctions for violation of institutional policies;*
- (3) health risks associated with the use of AOD;*
- (4) information on counseling, rehabilitation, and treatment programs; and,*
- (5) a clear statement that the IHE will impose sanctions on students and employees who violate alcohol and other drug laws, ordinances, and/or institutional policies.*

In addition, each IHE must conduct a biennial review to determine the effectiveness of its AOD program and to ensure consistent enforcement of applicable laws, ordinances, and institutional policies for violators. The biennial review materials must be maintained by the IHE and made available to the Department upon request. 34 C.F.R. § 86.100.

Noncompliance Summary: *CCI failed to conduct a biennial review and prepare a biennial review report as required under the Drug-Free Schools and Communities Act and the Department's regulations. According to CCI personnel, no biennial review has been conducted at CCI prior to the on-site program review during its time as an educational institution.*

In addition, CCI does not distribute information annually to students or employees regarding the institution's policies and the disciplinary sanctions. The review team notes that some information about policies and sanctions is normally provided during new student and employee orientation; however, no annual disclosures are distributed.

Failure to comply with the drug and alcohol abuse education and prevention program requirements deprives students and employees of important information regarding the detrimental health risks and legal and disciplinary consequences of alcohol abuse and illicit drug use. Such failures may contribute to increased drug and alcohol abuse on-campus as well as an increase in drug and alcohol-related violent crime.

Required Action Summary: *CCI is required to take all necessary corrective actions to rectify these violations. To address the specific deficiencies identified in this finding, CCI must:*

- *Conduct a biennial review to measure the effectiveness of its drug and alcohol prevention programs. CCI must describe the research methods and data analysis tools that will be used to determine the effectiveness of the program as well as the responsible official or office that will conduct the review. The biennial report must address how the institution will ensure consistency of its enforcement of its disciplinary sanctions and be available to the public on request. The new biennial review and report must be completed by 12/31/2012 and be submitted to the Department by 01/31/2013.*
- *Develop and implement procedures for ensuring that the required materials are distributed to every current student who is enrolled for academic credit as well as every employee of CCI. Specifically, the institution must make provisions for providing a copy of the drug and alcohol prevention program to employees on an annual basis as well as at the initial hiring time of each employee. CCI will be required to provide documentation evidencing the distribution as well as a statement of certification attesting to the fact that the materials were distributed in accordance with the Drug-Free Schools and Communities Act.*

Based on an evaluation of all available information including CCI's response, the Department will determine if additional actions are required and will advise the institution accordingly in the FPRD.

CCI's Response: In its response, CCI stated its concurrence with the finding and provided a copy of its new DAAPP materials. Management claimed that the new material will be published as part of the school catalog and that this publication will be actively distributed to all enrolled students. The response also stated that the disclosure will be distributed to employees using the same process that is used to distribute the ASR. CCI also submitted a copy of its first biennial review report dated September 28, 2012 wherein CCI stated its determination that the current DAAPP is effective.

Final Determination: Finding #8 cited CCI for multiple violations of the *DFSCA*. Specifically, CCI failed to distribute its annual DAAPP disclosure to all employees and students enrolled for academic credit. In addition, the institution failed to conduct a biennial review of the effectiveness of its DAAPP and as a result, also failed to produce a biennial review report of findings.

As a result of these violations, CCI was required to develop procedures for ensuring that its DAAPP disclosure will be distributed annually to students regardless of when they enroll or the length of enrollment and to employees regardless of when they are hired. In addition, CCI was required to conduct a biennial review, produce a report of findings, and submit it for the Department's review.

In its response, CCI stated its concurrence with the finding. The institution submitted information about its new DAAPP procedures and a copy of its first-ever biennial review report. The review team examined all of the material submitted with the response and found CCI's materials to be at least minimally adequate. Based on the team's evaluation and CCI's representations that it has addressed the violations and their underlying causes, the Department now considers this finding to be closed.

Although this finding is now closed, CCI is reminded that the exceptions identified above constitute very serious and persistent violations of the *DFSCA* that by their nature cannot be cured. There is no way to truly "correct" a violation of a consumer protection/information law once it occurs. The institution was required to initiate substantive remedial actions and in doing so, has begun the process of addressing the conditions that led to these violations. While this is an important first step, CCI officials must understand that compliance with the *DFSCA* and the *Clery Act* are essential to maintaining a safe and healthy campus environment, especially in light of the fact that more than 90% of all violent campus crimes are drug and alcohol-related. These compliance failures deprived students and employees of important information regarding the educational, financial, health, and legal consequences of alcohol abuse and illicit drug use.

Moreover, CCI's persistent failure to conduct biennial reviews also deprived the institution of important information about the effectiveness of any drug and alcohol programs that may have been in place before a proper DAAPP was put in place. Such failures may contribute to increased drug and alcohol abuse on-campus as well as an increase in drug and alcohol-related violent crime. For these reasons, CCI officials are reminded that corrective measures cannot and do not diminish the seriousness of these violations nor do they eliminate the possibility that the Department will impose an adverse administrative action and/or require additional corrective measures as a result.

Once again, the Department strongly recommends that CCI re-examine its drug and alcohol policies and procedures on an annual basis and revise them as needed to ensure that they continue to reflect current institutional policy and are compliant with the *DFSCA*. Institutional officials are also reminded to proactively consider any recommendations for improvement that may have been formulated during the biennial review.