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March 11, 2016

Mr. Jake Kassuba
Campus President
Everest College - Chesapeake
825 Greenbrier Circle, Suite 100
Chesapeake, VA 23320

Dear Mr. Kassuba:

Enclosed, please find a copy of the *Report of Audit* which summarizes the January 19 & 20, 2016, audit of Everest College - Chesapeake located in Chesapeake, Virginia. The report reflects nine "Items of Non-Compliance," and the corrective action required to ensure full compliance with each regulation.

- A "Finding of Non-compliance" is a determination that an institution has failed to provide substantive evidence that its activities meet a corresponding criterion for certification in Virginia or that a school policy or action is in direct violation of a certification standard.

Everest College - Chesapeake must correct each of the areas discussed in the *Report of Audit* by submitting the recommended documentation for each finding within 60 calendar days of this letter. Documentation of all corrective actions must be submitted to the POPE unit of the State Council of Higher Education for Virginia no later than **Tuesday, May 10, 2016**. Failure to submit documentation of the corrective action by the date indicated above may lead to adverse administrative action, which may include suspension or revocation of the certificate to operate.

In addition, you will find the results of the student surveys conducted during the visit to the school. We hope you find the student comments helpful as you continue to assess the extent to which the school's educational goals are being achieved pursuant to 8 VAC 40-31-160(G).

Although the review was thorough, it cannot be assumed to be all-inclusive. The absence of statements in the report concerning Everest College - Chesapeake'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 Everest College - Chesapeake of its obligation to comply with all statutory and regulatory provisions governed by 8 VAC 40-31 et seq. of the Virginia Administrative Code.

If you have questions or concerns regarding this report, its' findings, or Virginia's institutional certification standards, please contact me at (804) 225-(b)(6) or via email at [susanyale@\(b\)\(6\)](mailto:susanyale@(b)(6))

Sincerely, 

(b)(6)

Susan M. Yale
Compliance Investigator
Private and Out-of-State Postsecondary Education

Enclosures

cc: A. Walker, VETE

A. Gray, Ph.D., ACICS

STATE COUNCIL OF HIGHER EDUCATION FOR VIRGINIA

Report of Audit

Everest College - Chesapeake

Audit Date: January 19 & 20, 2016

Report Date: March 11, 2016

ITEMS OF NON-COMPLIANCE

1. INSTITUTION HAS A POLICY IN THE CATALOG LIMITING CREDITS ACCEPTED WHEN A STUDENT TRANSFERS TO ANOTHER EVEREST COLLEGE

8 VAC 40-31-30(C)(2)(b)

A school with its main campus not located in Virginia that has a physical presence in Virginia shall state in its print and electronic catalog distributed in Virginia that any credit earned for coursework offered by the school in Virginia may be transferred to another of the school's locations outside Virginia as part of an existing degree, diploma, or certificate program offered by the school.

Finding:

Everest College has a policy in the school catalog that states, "Students may transfer applicable credits from Everest coursework in which a "C" or higher was earned." This policy is in conflict with Virginia regulations which state all credits earned in Virginia may be transferred to another school outside of Virginia. If a student is able to count a "D" toward graduation requirements then a "D" must be able to be transferred to other locations outside of Virginia as a part of a degree or diploma program.

Required Action:

Everest College - Chesapeake must change the transfer credit policy to allow Virginia students to transfer all credits to another Everest College outside of Virginia. Everest College - Chesapeake must correct the school catalog to reflect the new transfer policy. A copy of the updated catalog must be submitted to the POPE unit of SCHEV.

2. INSTITUTION HAS INCORRECT PERCENTAGE OF COURSE WORK COMPLETED IN RESIDENCE

8 VAC 40-31-140(B)(6)&(7)

In order to award a degree, the institution's programs must meet the following generally accepted minimum number of semester/quarter credit hours required to complete a standard college degree.

- Student shall complete a minimum of 30% of course work at the institution in order to be granted a degree from that institution.
- An institution that awards life or work experience credit shall have its related transfer policy approved by the council. No more than 30% of the credit in a student's degree program may be awarded for life or work experience.

Finding:

Everest College has a policy in the school catalog that states, students “must complete at least 25% of the program in residency at the institution awarding the degree or diploma.” Virginia regulation requires students to complete 30% in residency.

Required Action:

Everest College - Chesapeake must change the maximum transfer credit accepted policy to 30% completed in residency with a maximum of 70% accepted in transfer credit, national proficiency, or prior learning credit. Everest College – Chesapeake must correct the school catalog to reflect the new policy, and send a copy of the updated catalog to the POPE unit of SCHEV.

3. FACULTY NOT QUALIFIED TO TEACH GENERAL EDUCATION COURSES

8 VAC 40-31-140(D)(1)(a) & (b)

Faculty must be qualified and appropriately credentialed as follows:

1. All instructional faculty teaching in a terminal occupational/technical program leading to the Associate of Applied Science (A.A.S.) or Associate of Occupational Science (A.O.S.) degree shall:
 - a. If teaching general education courses, hold a baccalaureate degree from an accredited college or university, plus at least 18 graduate credit hours in the discipline being taught.
 - b. If teaching occupational/technical courses, hold either (i) an associate degree from an accredited college or university in the discipline being taught or (ii) qualify for a faculty appointment by virtue of scholarly or professional achievements.

Finding:

The SCHEV audit team reviewed eleven instructor files and four of the eleven did not meet the regulation requirements to justify their appointment.

Instructor Name	Course	Comments
Teresa Kudsk	Medical Administrative Assistant	Did not have two years of occupational experience prior to hiring.
Paula Jones	Medical Administrative Assistant	Did not have two years of occupational experience prior to hiring.
Christopher Griffen	College Algebra	Does not have 18 graduate credits in Math. In addition, does not appear to have two years of HVAC work experience.
Iris Mathis-Spellman	Sociology	Does not have 18 graduate credits in sociology.

Required Action:

In response to this audit finding, please provide the following for each instructor listed above:

- (1) Proof that the instructor is eligible to teach courses assigned on the basis of academic preparation as described above; OR
- (2) A letter from a senior administrator explaining the exception to the academic preparation if the basis of qualification to teach the assigned courses is professional and scholarly achievements and/or demonstrated competences in the discipline; OR
- (3) If qualification cannot be proven to meet the Virginia requirement, a statement that the instructor will no longer be assigned to courses for which they have been deemed ineligible to teach.

In addition, please provide a statement confirming that all future faculty assignments will be made based upon the qualifications required by Virginia regulation. The statement must be signed by a senior administrator/representative of the school. Submit all documentation to the POPE unit of SCHEV.

4. INSTITUTION DOES NOT HAVE A WRITTEN PLAN FOR INTERACTION BETWEEN FACULTY AND STUDENTS

8VAC 40-31-140 (E)(5)

A plan is in place that ensures interaction between student and faculty.

Finding:

Everest College does not have a written plan that outlines and ensures interaction between students and faculty beyond class time.

Required Action:

Everest College must develop a written plan outlining interaction between students and faculty. The plan must be published in the school catalog or another publication available to students. Please submit a copy of the plan to the POPE unit of SCHEV.

5. CAMPUS PRESIDENT FOR EVEREST COLLEGE – CHESAPEAKE IS NOT AVAILABLE AT LEAST 50% OF THE TIME

8VAC 40-31-140 (F)(3)(a)

Duties of the director include being available at the school location for at least 50% of the operational time each week the school has students present unless an assistant director is available.

Finding:

Mr. Jacob Kassuba is the Campus President for Everest College – Chesapeake, Newport News and Woodbridge campuses. Overseeing the operations of three campuses is in violation of Virginia regulations which state the campus president/director must be available at the school location for at least 50% of the operational time each week.

Required Action:

Everest College must hire a campus president for one of the three campuses Mr. Kassuba currently oversees. Please send a statement to the POPE unit of SCHEV with the name and credentials of the new Campus President and which campus Mr. Kassuba will no longer oversee.

6. INSTITUTION DOES NOT HAVE APPROPRIATELY QUALIFIED ADMINISTRATORS IN TWO POSITIONS

8VAC 40-31-140 (F)(5)

Administrative personnel must be appropriately experienced, and educated in the field for which they are hired, or receive documented, relevant training within the first year of employment. Administrative personnel generally encompasses individuals who oversee areas as outlined in operational and administrative standards. This includes by function, but is not limited to, titles of financial aid administrator; director of admissions; director of education; business officer or manager; director of student services (including counseling and placement), and the registrar.

Finding:

The audit team reviewed the files of seven administrators and two did not have adequate documentation to justify appointment to their position. The following two administrators need additional supporting documentation:

Tricia Stacy – was promoted to Director of Education from the position of Director of Finance. The Director of Education job description outlines academic skills such as: mentoring faculty, training faculty and maintaining educational standards for the institution. There is not enough supporting documentation and record of relevant training during the first year, to demonstrate appropriate training has been given for the position.

Rhonda Double – Ms. Double's file does not contain supporting documentation to demonstrate appropriate experience and training in the field of Financial Aid to justify appointment. In addition, there is not any documentation to demonstrate any training given since she was hired in March 2015.

Required Action:

Everest College – Chesapeake must develop a training plan for Ms. Stacy and Ms. Double. Please submit a copy of the plan to the POPE unit of SCHEV for review.

7. INSTITUTION DOES NOT HAVE ALL OF THE REQUIRED STATEMENTS IN THE SCHOOL CATALOG

8VAC 40-31-160(D)(5),(E)(2),(F)(12) & (K)(2)

The school has a catalog, bulletin, brochure, or electronic media containing, at a minimum:

A statement that programs leading to the AAS or AOS degree are terminal occupational/technical programs and that credits generally earned in these programs are not applicable to other degrees.

The established grievance process of the school, which shall indicate that students should follow this process and may contact council staff to file a complaint about the school as a last resort.

A transcript of the student's academic or course work must be maintained permanently in either hard copy forms or in an electronic database with backup.

No school, agent, or admission personnel shall knowingly make any statement or representation that is false, inaccurate or misleading regarding the school.

Finding:

The SCHEV audit team reviewed Everest College's catalog and found items missing, and some inaccurate or misleading information. The following are items found to be out of compliance with Virginia regulation:

1. The grievance process in the addendum (p. 20) lists the Office of the Attorney General as the agency to contact and file a complaint. SCHEV is the agency students must contact to file a complaint as a last resort.
2. A statement that programs leading to the AAS are terminal occupational programs and not usually applied to other degrees is missing from the catalog.
3. The business degree program is listed as an AS degree instead of an AAS. Everest College Chesapeake is certified by SCHEV to offer an AAS in Business.
4. The school catalog states on page 31 that student records "Should be maintained on campus for five years." Virginia regulation states student records must be maintained for three years and transcripts maintained permanently either in hard copy or electronically.
5. The articulation agreements outlined on page 5 are out of date and have not been renewed with updated contracts between the new owners of Everest College and Kaplan University. Also, the articulation agreement with the University of Phoenix specifically stated Everest College Utah, not all Everest Colleges.

Required Action:

Everest College - Chesapeake must correct each statement listed above in the school's catalog to be in compliance with Virginia regulation. Please send an updated copy of the Everest College catalog to the POPE unit of SCHEV.

8. INSTITUTION MUST PROVIDE CURRENT AND ACCURATE INFORMATION TO PROSPECTIVE STUDENTS

8VAC 40-31-160 (K)

All recruitment personnel must provide prospective students with current and accurate information on the school through the use of written and electronic materials and in oral admissions interviews.

Finding:

Everest College's Application/Enrollment Agreement contains the wording, "2014 Corinthian College, Inc...." at the bottom of the page. Everest College is no longer under the ownership of Corinthian College so it should no longer be referenced on any Everest College documents.

Required Action:

Everest College - Chesapeake must update the Application/Enrollment Agreement and remove "Corinthian College" from the form. Please send an updated copy of the agreement to the POPE unit of SCHEV.

9. INSTITUTIONS MUST HONOR THE TERMS OF CURRENT ENROLLMENT AGREEMENTS

8VAC 40-31-160(F)(9)

Each school shall provide or make available to students, prospective students, and other interested persons a catalog, bulletin, brochure, or electronic media containing, at a minimum, the following information:

The minimum requirements for satisfactory completion of each degree level and degree program, or nondegree certificates/diplomas.

8VAC 40-31-170 (F)(5)

New school owners are responsible for honoring the terms of current student enrollment agreements, institutional scholarships, or institutional grants for all students who were enrolled or taking classes at the time the change of ownership took place.

Finding:

The Everest College enrollment agreement contains the statement, "I acknowledge and agree that The School may modify, amend, or replace The School catalog or Any of its terms from time to time and at any time in its sole discretion and that if The School catalog is modified, amended or replaced, then I will be provided a copy of any modified, amended, or replacement catalog, which will be bonding upon me after my receipt thereof." This statement needs to be amended to comply with Virginia regulation. When a student enters a college it is standard practice that the terms of the catalog received at the time of enrollment are the terms for the duration of the student's academic career. The only academic change to the requirements for students would be if there is not continuous enrollment.

Required Action:

Everest College must amend the school's enrollment agreement to be in compliance with Virginia regulation, and standard practice in higher education of students following the academic requirements that were in effect at the time of enrollment. Please provide an updated enrollment agreement to the POPE unit of SCHEV.



STUDENT SATISFACTION SURVEY
Everest College - Chesapeake
Analysis of Responses – On-Site visit

42 Total Surveys	Strongly agree/Agree		Disagree/Strongly Disagree		Not Applicable / Don't know or No answer	
	#	%	#	%	#	%
Prior to your enrollment, the admissions staff at <i>Everest College - Chesapeake</i> provided you with accurate information regarding programs of study, school accreditation, transferability of credits, etc .	39	93%	3	7%	0	0
Prior to your enrollment, the admissions (and/or financial aid staff) at <i>Everest College - Chesapeake</i> provided accurate information regarding tuition, fees and other charges for which you would be responsible.	40	95%	2	5%	0	0
The financial aid staff explained financial aid available to you and the differences between loans and grants	39	93%	3	7%	0	0
Prior to your enrollment, you were given information on the school's refund policy.	36	86%	6	14%	0	0
Classroom supplies are available when needed and equipment is in good working order.	26	62%	16	38%	0	0
Your complaints (if any) are handled in a professional manner by staff at <i>Everest College - Chesapeake</i> .	32	76%	10	24%	0	0
The school library (physical and/or on-line) provides adequate and appropriate resources for the completion of your course work.	37	88%	5	12%	0	0
Faculty is accessible to students for academic and course advising at stated times outside of regularly scheduled class hours.	38	90%	4	10%	0	0
Classes begin and end as scheduled and course requirements outlined in the syllabus are met.	38	90%	4	10%	0	0
You have been advised about placement and career services provided by <i>Everest College - Chesapeake</i>	38	90%	4	10%	0	0
You would recommend <i>Everest College - Chesapeake</i> to your family and friends.	26	62%	16	38%	0	0

	Yes		No	
	#	%	#	%
Were you given a current catalog and/or student handbook during the admissions process?	39	93%	3	7%
Are you given a syllabus on the first day of class?	36	86%	6	14%

	Very Satisfied/Satisfied		Neither Satisfied nor Dissatisfied		Dissatisfied/ Very Dissatisfied	
	#	%	#	%	#	%
Overall, how satisfied or dissatisfied are you with the quality of education you are receiving at Everest College - Chesapeake?	26	62%	7	17%	9	21%
How satisfied or dissatisfied are you with your instructors at Everest College - Chesapeake?	35	83%	5	12%	2	5%
How satisfied or dissatisfied are you with the administration of Everest College - Chesapeake?	27	64%	10	24%	5	12%

Please tell us something that could be improved about *Everest College - Chesapeake*.

(Numbers beside items indicate the number of people who said the same thing or something very similar.) Not all comments are included here. Items that were vague or "frivolous" are not included.

Student's recommended improvements

- Printers and computers need updating
- Only 2 or 3 of my instructors have a passion for teaching.
- More classroom and desk space for coding classes
- More uniforms given
- Class sessions should only be Monday – Thursday
- When teachers are absent there is no clear communication on where to go
- More order (3)
- Be able to switch between days & nights
- Better communication
- Placements
- More hands on (2)
- It would be nice to have proper equipment to learn from.
- Campus should focus on all students, not just certain programs.