



**Board of Vocational Nursing and Psychiatric Technicians
Department of Consumer Affairs
Board Meeting Minutes**

<https://youtu.be/ECGpdtiX2rY?si=UE11xyIGRg9xicEc>

DATE: Friday, June 6, 2025

**BOARD MEMBERS
PRESENT:**

Dr. Mountain, President, Education Member (Sacramento)
Ms. Carpenter, Public Member (Redding Via Webex)
Ms. Guzman, Licensed Vocational Nurse Member
(Panorama City Via Webex)
Ms. Moore, Psychiatric Technician Member (San Bernadino
Via Webex)
Ms. Nieblas, Public Member (El Monte Via Webex)
Ms. Sonson, Public Member (Concord Via Webex)

STAFF PRESENT:

Ms. Yamaguchi, Executive Officer
Mr. Ito, Assistant Executive Officer
Dr. McLeod, Supervising Nursing Education Consultant
Ms. Devila, Nursing Education Consultant
Ms. Silverman, Nursing Education Consultant
Dr. Thomson, Nursing Education Consultant
Ms. Maracino, Education Analyst
Mr. Gonzales, Education Analyst
Mr. Prouty, Discipline Manager
Mr. Hall, Licensing Division Supervisor
Mr. Trimble, Licensing Division Supervisor
Ms. Hudson, Enforcement Supervising Intake &
Enhancement
Ms. Brady, Board Administration Analyst

Agenda Item 1 Call to Order, Roll Call, and Establishment of Quorum

Dr. Mountain called the meeting to order at 11:19 a.m. Dr. Mountain shared the public locations where the meeting was being held and completed a roll call of the board

members present and their locations. Dr. Mountain then shared the housekeeping instructions and information pertaining to the meeting.

Ms. Yamaguchi introduced the Board staff. General Counsel, Ileana Butu, introduced herself.

Absent Members: Dr. Johnny Russell

**Agenda Item 2 Discussion and Possible Action to Rescind Board Action
Regarding May 16, 2025 Agenda Item 6.E.I.**

Ms. Yamaguchi informed the Board about the confusion surrounding the previous vote from the May 2025, Board Meeting. She clarified that there were six board members present, with three voting "yes" and three abstaining. As a result, the vote did not pass. Additionally, Ms. Yamaguchi then addressed the confusion from the previous meeting regarding how the abstentions were counted and the process for revoting.

Ms. Yamaguchi stated that today's meeting aimed to clear up any misunderstandings, clarify the outcome of the Board's vote on this agenda item, and resolve any outstanding issues.

Motion: To rescind the board action regarding May 16, 2025, agenda item 6.E.I

Moved/Second: Ms. Sonson / Ms. Nieblas

Board Discussion: None

Public Comment at the locations: None

Public Comment: None

Member Name	Vote
Dr. Mountain	Yes
Ms. Nieblas	Yes
Ms. Carpenter	Yes
Ms. Moore	Yes
Ms. Guzman	Yes
Ms. Sonson	Yes

Motion carried and passed unanimously.

Agenda Item 3 Consideration of Provisional Approval, Request for Continuing Approval, and Request to Admit Students

i. Quest Nursing Education Center Vocational Nursing Program – Ms. Devila, Nursing Education Consultant:

Ms. Devila stated that there was no new or additional information to report.

Motion: Motion to approve the Quest Nursing Education Center Report and adopting Consideration of Provisional Approval Continuing Approval and Request to Admit Students.

Moved/ Second: Ms. Nieblas / Ms. Carpenter

Public Comment at the locations: None

Public Comment:

Dr. Eletu, the Program Director of Quest College, reported that the program is unclear about why it is being considered for provisional approval and the possible denial of their classes. Quest College stated that they followed protocol and submitted their application for continued approval on time. During a site visit from January 24-27, 2025, Dr. Eletu mentioned that she felt bullied and uneasy throughout the process. She asked Ms. Devila during the visit if there were any violations so that they could proactively address them. In February, Dr. Eletu said that she was informed by Ms. Devila that the Executive Officer would deny the upcoming class, and that the issues discussed in the survey were not categorized as violations.

Dr. Eletu expressed that she emailed to request a follow-up report, highlighting that a class was about to start, and that students had made arrangements to attend. She worked diligently to report two curriculum changes that she wanted to ensure were error-free, giving a 20-day deadline for corrections. Dr. Eletu submitted the revised curriculum and completed additional training for the staff. However, she indicated that she never received feedback on the updated changes, and if there were still outstanding items, the board should follow protocol to notify the program.

Dr. Eletu also noted that they are undergoing accreditation, and the school has consistently achieved excellent pass rates. She expressed that the entire process has been detrimental to the school, resulting in a reduction of enrollment to less than half,

which has been traumatic for everyone involved and jeopardizes their accreditation status.

Board Discussion:

Dr. Mountain asked who the accrediting body was working with Quest. Dr. Eletu replied ABHES (Accrediting Bureau of Health Education Schools)

Public Comment at the locations: None

Public Comment:

A Quest faculty member, Ms. Hunt, provided an update regarding upcoming meetings with Ms. Devila, which are intended to address any necessary changes. She also mentioned that Dr. Eletu has been working on addressing the violations in the report. Ms. Hunt said that the school has resumed live lectures, and Ms. Devila has attended these, although she has made inaccurate reports about them. Additionally, Ms. Hunt requested assistance from Ms. Devila during a team meeting but faced difficulties as she was unfamiliar with the Teams platform and did not know how to share her screen. Ms. Devila was not able to help her with this.

Ms. Sonson inquired about the two violations and whether they had been addressed since the last meeting in May. Ms. Sonson also asked if the program has worked on any other violations that they could share and update the Board on. In response, Dr. Eletu mentioned that they have a new consultant collaborating with Quest, who will be coming to campus to clarify some of the issues. Dr. Eletu also noted that certain aspects of the curriculum are challenging to correct because it does not clearly specify where the concerns lie. Dr. Eletu stated that she has made as many updates as possible to the document. Ms. Sonson followed up, asking for a direct answer on whether any work had been done to complete these corrections. Dr. Eletu confirmed that they had indeed been working on it.

Board Discussion:

Ms. Yamaguchi reported that the board has a combination of questions that can be addressed. Question one is to reapprove Quest College's status, and a sub-question of that is whether or not to adopt the provisional approval. Question two is whether to approve Quest College admitting this next class, which the board understands starts next week, and is why the board wanted to meet now instead of waiting until August. Ms. Yamaguchi recommended that the board provide provisional approval and approve admission of the one class, with the understanding that nothing precludes the school from asking for a change in their approval status and / or request other classes at the August meeting as long as they filed the paperwork by the deadline in early July.

Counsel Butu advised the Board that the first motion to approve provisional status and to admit the class, should be recalled, and the substitute motions splitting the question should be made.

Ms. Guzman asked about the turnaround time for reviewing the recommendation from the NEC. Ms. Guzman reported that the report was submitted to the program in December 2024. Ms. Yamaguchi provided an update, noting that the NEC assignment will be transitioning from Ms. Devila to Ms. Gomez and that they may need to phase in more productive ideas. Ms. Gomez also mentioned that she would be visiting in the upcoming week and expressed a desire to collaborate with the program to determine what could be accomplished. Ms. Yamaguchi sought Ms. Gomez's opinion on the fact that they cannot admit a class without some level of approval. Ms. Gomez confirmed this by saying yes.

Ms. Yamaguchi expressed a strong commitment to admitting a new class. She noted that there is a limited time frame before the planned admission. Ms. Yamaguchi outlined two clear options: the first is for the board to grant provisional approval, which would then be revisited after Ms. Gomez conducts some work and discussions with the school.

Counsel Butu asked the members who made the original motion if they objected to withdrawing it, so the Board could act on the new motion. Ms. Nieblas and Ms. Carpenter agreed to this.

New motion: To grant continuing approval for Quest Nursing Education Center, Vocational Nursing Program on a provisional basis for up to a two-year period beginning 12 December 2024.

Moved/ Second: Ms. Carpenter / Ms. Sonson

Board Discussion:

Ms. Nieblas made a comment based on her reviewing the report. She confirmed that the recommendations are solid. However, she raised some concerns regarding the scope of practice, particularly around the instructions for the curriculum and the modules that are intended to be completed as homework but are instead being done during class time.

Ms. Nieblas also said there is currently no attendance policy in place to track student participation. Another significant concern is the passing rate of only 68% on one of the quizzes, which is troubling. Ms. Nieblas expressed her worries about the program's provisional status and emphasized the need to address these issues to remove that status.

Ms. Nieblas also remarked that documentation is crucial in her role; if it is not documented, it is as though it did not happen. Therefore, demonstrating that these changes are being implemented in written form will reflect positively on the school during the next reassessment.

Ms. Moore also stated that she read the report and was also concerned about the attendance tracking.

Dr. Eletu addressed the questions regarding attendance, noting that the program utilizes an Excel spreadsheet and an LMS program, and the facility also takes attendance. The administration also checks in with the students daily regarding their attendance. Dr. Eletu updated that Ms. Devila did not like the electronic attendance system and wanted a physical attendance sheet. Dr. Eletu stated that the report Ms. Devila submitted was factually incorrect. Dr. Eletu also stated that the homework assigned during Zoom or lecture time was incorrect. If the program were doing all these things, we would not have maintained our pass rate for this long. Ms. Devila wanted physical attendance sheets for faculty meetings even though we attend director forums and don't physically sign in for those meetings. The program has not changed in any way since we opened it.

Public Comment:

Ms. Hunt updated us on the attendance policies, homework, and scope of work. Ms. Hunt wanted to reinforce the attendance policy, which is clearly stated in the syllabus, regarding how the program takes attendance. Ms. Hunt is an instructor who enforces the policy. If a student is one minute past the start time, they will not be allowed to attend that class. If a student is more than 30 minutes late, this will be tracked in the LMS when she updates the notes. Ms. Hunt updated the homework policy, but there is no clear definition anywhere of what homework is, and she has never defined homework for Ms. Devila. Hence, the students are unsure of what constitutes their homework or classwork. Ms. Hunt also mentioned that homework will be more defined by the program.

Mr. Smith, counsel for Quest, updated that Quest College serves a population of students who often come from underserved communities and individuals who have chosen nursing, not just as a career, but as a pathway to transform their lives and the lives of their family. Mr. Smith reported that many are first generation college students and parents working multiple jobs while pursuing education and individuals who have overcome significant barriers to be where they are today. Mr. Smith had concerns that the last class was denied with only two weeks' notice and that 26 students had their educational journeys abruptly interrupted. These were individuals who had arranged childcare, reduced their work hours, and made significant financial sacrifices to begin their nursing education. Mr. Smith opined that if the board denies the upcoming June

class, dozens more students will face similar disruption. Regarding the electronic attendance system, he said that it is now 2025, which is how most attendance is taken now.

Dr. Mountain asked Quest how much they charged each of these underserved students for education. Dr. Eletu replied that the tuition is \$30,000, and they also offer work-study programs. Dr. Mountain asked if that \$30,000 includes all fees. Dr. Eletu answered that it does not include all the costs.

Ms. Nieblas commented that to be very honest that as a first-generation person with a disability who has dealt with healthcare professionals, being charged \$30,000 seemed excessive. The report clearly states the violations. Ms. Nieblas feels that they are offering a substandard level of education, and she would be remiss as a board member to say full approval; to say provisional approval to address these issues, yes. Ms. Nieblas reported that they only address the attendance policy, not the scope of work, and how the scope of work is aligned with the actual business code of professions, which concerns her.

Member Name	Vote
Dr. Mountain	Yes
Ms. Nieblas	Yes
Ms. Carpenter	Yes
Ms. Moore	Yes
Ms. Guzman	Yes
Ms. Sonson	Yes

Motion carried and passed unanimously.

Motion: To approve the program's request for a part time day class of 30 students that will begin 10 June 2025 with the completion date of September 2026 to replace the class that graduates 24 May 2025.

Moved/ Second: Ms. Moore/ Ms. Nieblas

Board Discussion: None

Public Comment at the locations: None

Public Comment:

Mike updated that he feels the process has not been fair to the school in general, particularly when someone is literally complaining and telling you that they are being treated unfairly, and the board chooses to ignore it. The board just carries on and still votes. Mike addressed that the board has the program trying to explain multiple times

that they've been mistreated. Mike also mentions he is blown away by this process, and at the end of the day, we are all just humans, and we just sit here and throw a person under the table. Quest asked the board to send someone else there to ensure that everything was investigated by the first individual was correct, and that you are not even accommodating, just thinking it is a very unfair process.

Member Name	Vote
Dr. Mountain	Yes
Ms. Nieblas	Yes
Ms. Carpenter	Yes
Ms. Moore	Yes
Ms. Guzman	Yes
Ms. Sonson	Yes

Motion carried and passed unanimously.

Agenda Item 4 Public Comment on Items Not on the Agenda

Public Comment at the locations: None

Public Comment:

Dr. Eletu updated to say about the general cost of vocational nursing programs in Northern California and to mention that Quest has one of the lowest costs for a vocational nursing program.

Board Discussion:

Ms. Butu updated that there were other recommendations in the NEC's report that needed to be addressed.

Motion: Motion to accept the NEC's recommendations on numbers Two, Three, Five and Six.

Moved/ Second: Ms. Sonson / Ms. Nieblas

School comments on this motion:

Dr. Eletu updated that the program had a class denied in March of 2025 and had students waiting. Dr. Eletu also updated the program, as it has just graduated a class

and has a replacement class starting. The program does need its enrollment courses. Dr. Eletu reported that they do not advertise for enrollment, and their students are primarily referrals from their network, including family members who have attended the college. Dr. Eletu updated that she will maintain and continue to make their mark, regardless of the false accusations being directed towards the school and staff. Dr. Eletu will defend herself and her institution and may this not happen to any other institutions.

Public Comment:

Ms. Hunt believes that these students must move forward in their lives, that they are allowed to attend the program, and that we continue to accept students. If not accepted, the students and their achievements could be delayed for years, and many families depend on the students to finish the program.

Board Discussion: None

Public Comment at the locations: None

Member Name	Vote
Dr. Mountain	Yes
Ms. Nieblas	Yes
Ms. Carpenter	Yes
Ms. Moore	Yes
Ms. Guzman	Yes
Ms. Sonson	Yes

Motion carried and passed unanimously.

Agenda Item 5 Suggestions for Future Agenda Items.

School comments on this motion:

Dr. Eletu wanted to put on record that the school's counsel has been attempting to communicate and has been unable. Ms. St. Clair, the moderator of the meeting, replied that counsel was muted and had not raised his hand, and a raised hand indicates a desire to speak. Ms. St. Clair added that she will unmute counsel even though the request has not been made.

Mr. Smith expressed his disappointment at not having the opportunity to comment on the second agenda item, which has already been voted on. He noted that while it may no longer be relevant, there are concerns that a counsel was unable to represent that issue during the discussion.

Board Discussion: None

Public Comment at the locations: None

Public Comment: None

Agenda Item 6 Adjourn Meeting.

Motion: To Adjourn the meeting.

Moved/ Second: Ms. Moore / Ms. Sonson

Board Discussion: None

Public Comment at the locations: None

Public Comment: None

Member Name	Vote
Dr. Mountain	Yes
Ms. Nieblas	Yes
Ms. Carpenter	Yes
Ms. Moore	Yes
Ms. Guzman	Yes
Ms. Sonson	Yes

Motion carried and passed unanimously.

This meeting was adjourned at 12:27 p.m.

Prepared by: _____ Date: _____
Elaine Yamaguchi
Executive Officer

Approved by: _____ Date: _____
Dr. Carel Mountain, Education Member
Board President