



**ACHIEVING
EXCELLENCE
THROUGH
ACCREDITATION**

50
years

The History of NACCAS | 50 Years of Growth

1969 – 2019

ACHIEVING EXCELLENCE THROUGH ACCREDITATION
The History of NACCAS: 50 Years of Growth

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Dedication

This book is dedicated first and foremost to all the pioneer women and men who have devoted their time, sweat and tears, all with a strong determination to create an accrediting agency that would stand the test of time. They had a dream, a vision, and a goal, to create a better future for those who chose a career in the Cosmetology and Beauty industry. They have been — and continue to be — an inspiration to all of us who are committed to changing lives through the benefit of quality post-secondary career education.

Today, we remember those same pioneers for paving the way and inspiring others to serve as Commissioners, Peer Evaluators (ICPEs) and Employees for NACCAS. Those individuals, in turn, are honored in this book for their distinction, respect, principles and dedication to continuing the mission of those who served before them. They will continue to be remembered throughout time as countless lives continue to be changed for the better not only in the Cosmetology and Beauty industry, but also in Barbering, Massage Therapy, Esthetics, Nail Technology, and a variety of other Beauty, Health and Wellness careers.

NACCAS has a lot to be grateful for, but mostly for those who continue to serve that original vision and mission, enriching the lives of every single student educated by the schools we accredit. The art of education is still one of mankind's greatest tools and gifts. The ability of an individual to transfer information to another, with the intent of empowering the recipient with a gift of knowledge, in order to change another's life, is powerful. This gift of changing lives is embraced by NACCAS today and hopefully for another 50 years!

MESSAGE FROM THE EXECUTIVE DIRECTOR



Tony Mirando, MS, DC
NACCAS
Executive Director

Congratulations NACCAS, what an amazing milestone and honor it is for this to take place during my tenure as Executive Director. NACCAS turning 50 is not just a symbol of how far this agency has come in a half century, but it is an illustration of what can occur when like-minded individuals dedicate themselves to accomplishing a common goal. Thousands of individuals spent countless hours making NACCAS an amazing organization, one that each of them should be so proud.

I came to NACCAS with 24 years of management practice across an array of industries, including seven years of association management, executive coaching involvement, and three years of executive accreditation experience. My background in management, coaching, accreditation and being the owner and founding member of Health Associates — one of the DC area's first multi-disciplinary healthcare facilities that included chiropractic, medicine, biofeedback, and massage therapy — made for an easy transition into the Beauty, Health and Wellness accreditation industry. It's been a perfect fit, and the past decade has demonstrated that to be a true account.

It has indeed been a pleasure learning about this great industry and making a positive contribution to its growth and direction in the higher education community. As the Executive Director of NACCAS, I have had the unique opportunity to help schools by providing them with the tools they need to ensure their students receive the highest quality educational experience, all while running a successful accredited school. In doing so, I have met many great students, teachers, and school owners, and developed many strong relationships and friendships that will last a lifetime. It is a humbling experience and a great honor to be part of this organization at a time when it is celebrating its 50-year history. This book is the story of how the National Accrediting Commission of Career Arts and Sciences (NACCAS) has evolved over the past 50 years. With over 1,209 accredited institutions and 120 additional schools in the approval process, currently serving approximately 105,000 students, NACCAS is clearly a leading accrediting agency in career education. At this time, NACCAS accredits institutions that offer programs in cosmetology, barbering, esthetics, medical esthetics, yoga teacher training certification, medical assistant, massage therapy, instructor training, and many other cognate programs. Keeping in mind that these programs help change student lives and many families, what an amazing outcome.

This agency has faced much change and has overcome countless obstacles in its 50 year journey. New challenges continue today and the Commission and the NACCAS staff continue to work hard to face and manage them successfully. We hope you enjoy reading this amazing book, it is a journey through time — a time that describes how several school owners who met in Chicago, in the late '60s, had a dream of a self-governing, voluntary system that would draw on the participation of schools, students, and many peer evaluators who would conduct scores of onsite evaluations annually. We hope to describe how the accreditation process has evolved over these 50 years. Further, we hope to honor and recognize the many individuals who participated in this worthwhile advancement in post-secondary education. So please help me celebrate this event by turning the pages of time as illustrated in this book.

Tony Mirando, MS, DC

MESSAGE FROM THE 2019 CHAIR

It is indeed an honor to hold the position of Chair of the National Accrediting Commission of Career Arts and Sciences as it celebrates its 50-year history. As a practitioner, I have been involved with schools for the past 26 years building and developing relationships and partnerships with schools.

As Vice-President of Career Opportunities at Sport Clips, I have employed many graduates of NACCAS-accredited institutions and helped them build amazing careers. My job with Sport Clips led me to trust key influencers in the industry who encouraged me to get more involved and introduced me to NACCAS and its purpose. I became excited about being a part of creating processes which provide direction to help schools continue to flourish and thrive while also providing students with a fantastic education that prepares them to be successful in our industry.

This year, 2019, marks my sixth year of service on the Commission. During that time, NACCAS has made huge strides in creating standards that have truly helped our schools evolve in their learning and better understand what it takes to run their schools with strong administrative capability. I believe NACCAS has created amazing tools and processes to assist with and make these goals more achievable.

I am thankful for the opportunity to have been entrusted to serve as a practitioner on the commission. I have learned so much and become so appreciative and even more respectful of the work that the schools do, as well as the tireless support that the NACCAS staff provides.

I have gained lifelong friendships by working alongside such a diverse group of professionals with such varied strengths and offerings. Every one of them has made an impact and influenced this Commission in such an amazing and unique way. My goal for this year and beyond, is for the Commission to work as a cohesive unit and challenge each Commissioner to be the best they can be and to learn all that they can by stepping out of their comfort zones.

I hope for a Commission that embodies involvement and provides the opportunity to have an opinion and to be heard. I hope the industry will remember me for my voice of reason, my contributions as a practitioner, my perspective on the industry and our schools, and my ability to serve as a liaison between the schools and industry leaders. I look forward to growing and sustaining lifelong relationships.



Ms. Julie Vargas
2019 NACCAS Chair

As we celebrate our 50th year as an accrediting agency, I hope the next 50 years will be as challenging, exciting, and effective as the first 50. As you review this 50-year documentary, I hope you find parts thought-provoking and others entertaining. Enjoy!

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Celebrating 50 Years



The purpose of this book is to celebrate 50 years of excellence in education. While it is an organization that may have begun with unassuming and humble beginnings, NACCAS has robustly grown to its status in 2019 of 1,209 accredited institutions with enrollment at the beginning of 2019 of some 105,000 students. That is more than one hundred thousand students whose lives will change, become more productive members of society, and it will improve their career opportunities because they attended an accredited institution. NACCAS' success was not achieved easily or without painful growth, change, and adaptation to continual change. However, within these following chapters, we will attempt to capture a snapshot into how NACCAS went from a proposition in 1968 to a successful national accreditor in 2019.

50 years

FOREWORD

The 50 years of NACCAS and its antecedent organizations began with a vision in 1968 which became a reality in 1969.

The history documented here describes an evolution that began with a simple philosophy of fostering and improving post-secondary education and training in cosmetology arts and sciences.

Throughout the agency's history, that philosophy expanded to include Massage Therapy, Barber, and other related and unrelated areas of education. Accreditation for all institutions of higher education in the United States relies on the establishment and enforcement of minimum standards of performance designed to ensure that accredited institutions offer successful programs that prepare graduates for licensure, certification, and/or employment in those areas of study.

These institutional objectives, determined through peer review, ensure institutions are being evaluated by other professionals who are experienced in developing, delivering, and managing similar educational programs.

QUIPS & QUOTES

The credit belongs to those people who are actually in the arena....

Who know the great enthusiasms, the great devotions to a worthy cause; Who at best, know the triumph of high achievement; and who, at worst fail while daring greatly...

So that their place shall never be with those cold and timid souls who know neither victory or defeat.

- Theodore Roosevelt

Acknowledgements

The compilation of this 50-year commemorative document would not have been possible without the support of numerous individuals and groups, who were interviewed or provided key information and various other resources used for research. Among those are:

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Mark C. Gross, former Commissioner and CEO of NACCAS, who provided information and filled in a few information gaps that were left in the first years of the Commission's history.

Alexandra Hegji, Analyst in Social Policy, and author of *An Overview of Accreditation of Higher Education in the United States*, March 23, 2017

All the evaluators, commissioners, staff members and other individuals who submitted photos, comments, and ideas for development of this important history.

Special appreciation also goes out to NACCAS' hard-working staff, especially:

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NACCAS gives a special thanks to all the contributors who have made documenting and celebrating its 50-year history possible. However, it should be noted that as a national accrediting agency, NACCAS does not endorse or support specific professionals or entities.



Special Thanks

Our 50th Anniversary Sponsors

Many schools and individuals also supported our 50th Anniversary by contributing funds or sponsoring tables for the celebration. Many thanks go to the following schools and companies for sponsoring one or more tables to make this special event a success.

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26 East Antietam Street
Hagerstown, MD 21740

Cosmebeautica, LLC
Susan C. Leonard
Director, Business Operations
365 Boston Post Road, #161
Sudbury, MA 01776

Empire Beauty School
396 Pottsville St Clair Highway
Pottsville, PA 17901

New York Institute of Beauty
11 Oval Drive
Islandia, NY 11749

Ogle School (Campus Support Center)
Kim Layton, Vice President of Education
2208 W. Park Row Drive, Suite #100
Arlington, TX 76013

Olympus, Inc.
Gerald & Carol Ann Johnson
1840 East University Drive
Tempe, AZ 85281

Optimum Solutions
Freddy Pineda, Founder & CEO
3033 Wilson Blvd. Suite #700
Arlington, VA 22201

Parisian Beauty Academy Paul Mitchell Partner School
21 Passaic Street
Hackensack, NJ 07601

Pivot Point International, Inc.
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ABOUT NACCAS

Chapter One: 1969 – IT WAS A VERY GOOD YEAR

The National Accrediting Commission of Career Arts and Sciences (NACCAS)

is an autonomous, independent accrediting commission constituted as a nonprofit Delaware corporation, with its main office located in Alexandria, Virginia. The Commission's origins date back to 1969, when two accrediting agencies in the field merged to form the Cosmetology Accrediting Commission (CAC). CAC changed its name to "NACCAS" in 1981.

NACCAS is recognized by the U.S. Department of Education as a national agency for the institutional accreditation of postsecondary schools and departments of cosmetology arts and sciences, including specialized schools.

NACCAS serves 1,329 schools with 1,209 of those schools being accredited. These schools offer more than 30 courses and programs of study that fall under NACCAS' scope of accreditation.

(Pictured clockwise, from bottom left) NACCAS leadership: Executive Director, Dr. Tony Mirando; and Commissioners: Allen Lee Smith; Olivia Cheung; Julie Pankey; Karyn Laitis (Treasurer); Wanda Zachary (Second Chair); Scott Bouranis; Robert Kelley (First Chair); Janet Stemmer (Secretary); Michele Clark; Andrea Akard; Alexander Garcia; and Julie Vargas (Chair).

Cost of Living in 1969

Do you remember when the average cost of a new home in the United States was only \$15,550 and the average cost of a new car was \$3,270? Yes, that was 1969.

That was also the year that the Boeing 747 jumbo jet was introduced, the Pontiac Firebird Trans Am muscle car made its debut, and Neil Armstrong, accompanied by Buzz Aldrin, set foot on the Moon. That crowning achievement is etched in our memories with Armstrong's immortal words, "That's one small step for man, one giant leap for mankind." This author was watching that famous event along with an estimated one-half to one billion people around the world.



While this history making event occurred, gas prices were only about thirty-five cents per gallon and the average residential monthly rent was around \$135.

In that same year, the Beatles' last public performance occurred on the roof of Apple Records and the Public Broadcasting Service (PBS) was established. Sesame Street, known for its Muppet characters, made its debut on PBS that year.

Politics, Air Travel and Sports

More facts from 1969 include Richard Nixon being sworn in as the 37th President of the United States, who subsequently resigned on August 9, 1974 in the face of almost certain impeachment.

An explosion aboard the aircraft carrier USS Enterprise near Hawaii killed 27 and injured 314. The Soviet Union launched spacecraft, Venera 5, toward Venus. The Mariner 6 Mars probe was launched from

the United States. Ohio State defeated USC in the Rose Bowl to win the national college football championship for the 1968 season. The New York Jets upset the Baltimore Colts in Super Bowl III with a score of 16 to 7, a game for which Joe Namath was named as the MVP. UCLA won its third consecutive NCAA basketball championship by defeating Purdue University with a score of 92 to 72. Charles de Gaulle stepped down as president of France. Edward M. Kennedy drove off a bridge on his way home from a party on Chappaquiddick Island, Massachusetts.

The Gap and Long John Silver's opened their first stores. A Trans World Airline flight from Rome to Tel Aviv was hijacked and diverted to Syria. Allegheny Airlines' Flight 853 collided in flight with a small Piper PA-28 airplane and crashed near Fairland, Indiana, killing all 83 persons in both aircraft.

Opposition to the Vietnam war continued to increase with more anti-war demonstrations occurring. Anti-war sentiments were reflected though fashion, peace signs, wild hair, headbands, and armbands. The very first U.S. troop withdrawals from Vietnam were made in 1969.

Education can't make us all leaders, but it can teach us which leaders to follow.



Woodstock attracted 400,000 fans

Woodstock attracted more than 400,000 rock-n-roll fans in August following the Atlanta International Pop Festival that occurred in July and was attended by approximately 100,000 to watch 16 performers who included, among others, Janis Joplin, Led Zeppelin, Johnny Rivers, and Blood, Sweat and Tears.

Pictured below: the British Airways Concorde Jet



Technology in 1969

Nineteen sixty-nine brought forth many technological advances especially in transportation. That year saw the first test flight of the Concorde. In addition, the first Boeing 747 carried 191 people from Seattle to New York City on its inaugural flight, and the Royal Air Force entered the Hawker Siddeley Harrier jet into service. These advances in air transportation made traveling across the Atlantic to get Vidal Sassoon's asymmetrical haircut much more accessible.

In addition, Seiko sold the first Quartz watch, and the Microprocessor paved the way for the computer revolution that followed. That year also saw the first human eye transplant, and the installation of the first automatic teller machine in the United States. The first use of the Internet was attributed to the United States military and the U.S. introduced the battery-powered smoke detector.



Boeing 747-100 of Pan American World Airways

The Birth of NACCAS

But perhaps one of the most important events of that year, at least to the readers of this documentary, is the vision of several key individuals within the cosmetology industry who believed that education in this field could be taken to a much higher level of excellence through accreditation. More about that vision and how it came to fruition is found in Chapter Three.

...key individuals... believed that cosmetology education...could be taken to a much higher level of excellence through accreditation.

Before that, however, it is important to take a look at how higher education developed on a federal level prior to the expansion and growth of accreditation in post-secondary education.

QUIPS & QUOTES

“ Innovation is taking two things that already exist and putting them together in a new way.

- Tom Freston



MEMBER SPOTLIGHT

Empire Beauty School

Founding Member

The Empire Beauty Schools in Pottsville, Hazleton, and Wilks-Barre, Pennsylvania were purchased by Kenneth F. Schoeneman in 1955. They became accredited in 1967. It was not until 1980, that Kenneth's sons,



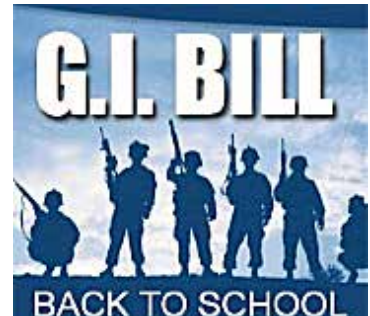
Empire Beauty School in Philadelphia, PA

Frank and Dale Schoeneman, bought the schools. They grew the company to 17 schools, all located in Pennsylvania, by 1998. In 2004, the company acquired the Long Island Beauty Schools organization and Frank purchased Dale's part of the company. The organization continued to grow and expand out of the State of Pennsylvania. By 2013, the Empire Group owned 114 schools in 21 states. Through consolidation of various campuses, the organization consists of 88 schools at the beginning of 2019. It remains an active and integral part of the cosmetology industry. The group supports all efforts to improve the industry as a whole. It, like NACCAS, had humble beginnings and thrives today by providing quality education to thousands of students each year.

Chapter Two: AN OVERVIEW OF FEDERAL POLICY, THE PRECURSOR TO ACCREDITATION

Introduction

College opportunities in the United States began in the 19th century with the land-grant college movement and the establishment of state universities and progressed to the Servicemen's



Readjustment Act (GI Bill), community colleges, and a boom of higher education enrollments following World War II. Equal

opportunity for education has become a central focus in the development of public policy within higher education. The establishment of need-based student assistance for higher education was not easy or quick. Congress enacted the GI Bill in 1944 to benefit wartime veterans whose lives and education were interrupted by their military service. While this Bill was helpful to veterans, many were left unaided and left to pay for their education without assistance of any kind.

The National Defense Education Act

It was not until 1958 when the Soviet Union launched Sputnik that Congress was able to justify student assistance programs in the name of national security. At that time Congress passed the National Defense Education Act of 1958 which provided low-interest loans for college students. In fact, it even provided debt forgiveness for those graduates who became teachers. It also offered graduate fellowships to those in strategic fields such as engineering, mathematics, and sciences. However, scholarships for undergraduate study or need-based grants were not included in the Act. The National Defense Education Act of 1958 also addressed the federal role in accreditation of institutions of higher education. The act defined "institution of higher education" and maintained the criterion that institutions be accredited by an agency or association recognized by the U.S. Commissioner of Education.



Replica of Sputnik 1

The Higher Education Act

It was not until the mid-1960s that Congress made great strides affecting civil rights and aid to higher education including establishment of the Higher Education Act (HEA). The HEA included Title IV that established a federal commitment to making higher education possible for students who were unable to personally pay for their education. Federal assistance was made available through a number of programs including Educational Opportunity Grants, College Work Study, and Guaranteed Student Loans (GSL).

These programs required institutions to make stringent efforts to identify and recruit students with exceptional financial need. With the HEA of 1965, the importance of accrediting agencies was further strengthened. Title IV of the HEA mandated that only students attending accredited institutions recognized by the Office of the U.S. Commissioner of Education were eligible to receive federal funds. Thus achieving and maintaining an accredited status became essential for most programs and institutions.

In 1968, Congress reauthorized the HEA and added a new program, Special Services for the Disadvantaged and the Upward Bound and Talent Search which was ultimately known as the TRIO program. Appropriations for student aid grew rapidly in the late 1960s and in 1972 the HEA was reauthorized which further established the basic charter of today's federal student aid system. In the 1972 legislation, Congress replaced the term "higher

education" with the term "postsecondary education" which was intended to change the concept that education beyond high school only referred to full-time attendance in a four-year academic program leading to an undergraduate degree.

The 1972 amendments extended federal recognition and support to vocational and career educational programs, trade schools (including for-profit institutions) and community colleges as well as to students in part-time programs. This opened the door for proprietary schools, including cosmetology schools, to gain full eligibility to participate in programs under Title IV of the HEA. At that time Congress adopted Basic Grants (now called Pell grants) establishing the program as a foundation for all forms of aid that could only be accessed by applying directly to the federal government. State Student Incentive Grants were also authorized at that time. This program used federal monies to match those provided by states for student education. Nineteen seventy-

two was a busy year in federal financial aid programs. In that same year, the law also established the Student Loan Marketing Association (Sallie Mae) as a publicly chartered private corporation to increase capital availability in the GSL program.

In 1976, Congress became more concerned about incentivizing banks to lend money for postsecondary education and for states to establish loan guarantee agencies. Another notable change made in 1976 was to allow students without high school diplomas to become eligible for federal financial assistance provided they could establish that they had the "ability to benefit" from the postsecondary education.

Accreditation in Higher Education

The development of accreditation in higher education resulted in large part due to the evolution of the higher education system in America. Throughout the 1950s, 1960s, and 1970s, the federal government continued to rely on accreditation as the gatekeeper for deciding which institutions and students would have access to government funds. However, none of the legislative changes addressed how accreditors were to carry out their role despite the rapidly expanding range of institutions the

QUIPS &
QUOTES

Leadership is the capacity to
translate vision into reality

- Warren G. Bennis

The Scot Lewis Beauty School

Founding Member School

The Scot Lewis Beauty School in Plymouth, Minnesota was initially accredited in 1966 and was owned by Mr. Louis Starita and Ms. Patricia Starita. The Scot-Lewis Beauty School in Bloomington was initially accredited in 1968. The Staritas were working at both schools when they were initially accredited.

Graduates of Scot Lewis are now part of the Empire Beauty Schools alumni and brand. Scot Lewis joined Empire Beauty Schools during the Regis School Division merger with Empire Beauty Schools in 2007. The beauty schools originally began training and educating students for careers in the beauty industry in 1968. Today, the Scot Lewis schools have joined Empire Beauty Schools to continue to offer cosmetology education and training to future beauty professionals. With four convenient locations situated in Minnesota, each of the schools offers a comprehensive Cosmetology training program and a specialized Esthetics training program at select locations.

The schools utilize Empire Beauty School's exclusive and dynamic CLiC Curriculum, and have implemented the same 3D teaching aids as Empire's other schools. Classroom instruction is led by highly certified cosmetology educators to offer the most advanced hands-on technical training. Students will find educational support through the dedicated faculty and staff at each of the cosmetology schools.

Each school is NACCAS accredited and licensed in the state of Minnesota, as well as approved to offer Title IV financial assistance.

Scot Lewis, now an Empire Beauty School, operates on a continuous basis throughout the year. Classes start often and new students may enroll at any of the four locations in Bloomington, Eden Prairie, Spring Lake Park, and St. Paul, Minnesota.

...the federal government relied on accreditation as the gatekeeper for deciding which institutions and students would have access to government funds.

federal government was required to review. While some accreditors focused on career education prior to the federal government's requirements for accreditation, the majority of accreditors overseeing for profit institutions were created after the changes in the law. As a result, new entities emerged in the world of accreditation that had no history of serving a quality improvement function. This function faced a new frontier in postsecondary, for-profit education.

The Cosmetology Accrediting Commission

This history brings us to the birth of the agency established as the Cosmetology Accrediting Commission. We know that agency today as the National Accrediting Commission of Career Arts and Sciences (NACCAS). Chapter three will begin a detailed history of the development of the agency.

Chapter Three: THE BIRTH OF NACCAS AND THE 1970s

Promoting Educational Quality

Even before the mandate by the U.S. Department of Education that institutions of higher education hold accreditation status for the purpose of being able to process federal funds for students, there were individuals and groups who worked diligently to improve and foster quality education for students. Historically, those individuals formed associations and organizations for the purpose of promoting and furthering educational quality.

While the exact history of the predecessor organizations that ultimately led to the formation of NACCAS is not known, archival evidence shows that there were multiple organizations involved. One of the pioneers of the cosmetology education industry, N. F. (Nick) Cimaglia was a renowned publisher of beauty culture textbooks and training aids. He was the founder of Milady Publishing Corporation and served as its Chairman of the Board until the



N. F. Cimaglia

time of his death. In 1957, he founded the National Association of Cosmetology Schools (NACS) together with F. William Lorick. He served as its first Executive Secretary until 1967. He joined Sam Napers in 1963 in organizing the National Accrediting Commission of Cosmetology Schools (NACCS) and served as its Commission Consultant.

Organizations were formed to promote and further educational quality in post-secondary institutions.



Senior Class of Curry County Beauty College in 1967.

The Evolution of NACCAS

The National Accrediting Commission of Cosmetology Schools was succeeded by the Cosmetology Accrediting Commission (CAC). The initial meeting of the CAC was held November 9-10, 1968 in Chicago. In attendance at that meeting were: Bernice Carson, Hilda Cogdill, Edna Emme, Seymour Finkelstein, Jay R. Gerber, Ames M. Harrington, J. Warren Hurley, John F. Jenkins, David Malovany, Sam Napers, Joseph Nerden, David Pressley, Ray Satterfield, Ross Trapp, Joseph Weir, Benjamin C. Willis, and Jacob Yahm. The recording secretary was Ms. Claribel H. Moore. At that meeting, the following executive committee was elected:

Mr. Sam Napers, *Chairperson*
Dr. Benjamin C. Willis, *First Vice Chair*
Mr. J. Warren Hurley, *Second Vice Chair*
Mr. Ames, M. Harrington, *Secretary*
Mr. David Malovany, *Treasurer*

At that meeting it was determined that member schools of NACCAS, that were in good standing, became charter or founding members of the CAC. CAC then became the National Accrediting Commission of Cosmetology Arts and Sciences (NACCAS) in 1980 through a name change. The agency underwent another name change in 2010 to the National Accrediting Commission of Career Arts and Sciences, although the acronym did not change. As a reminder, the formation and function of the original

organizations occurred long before the Higher Education Act applied to post-secondary trade and vocational schools.

The Importance of Accreditation

So now, let us take a closer look at what accreditation means and what impact it has on students. Accreditation in the United States is viewed as a voluntary process in which an institution and its programs are evaluated against standards for measuring quality. The process is based on self- and peer-assessment for public accountability and improvement of academic quality. The goal of accreditation is to ensure that institutions provide education that meets acceptable levels of quality. In general, accreditation is defined as a status which shows the public that a school has met and is maintaining a high level of standards set by an accrediting agency. Specifically, NACCAS defines accreditation as “the process through which an agency or organization recognizes that educational institutions or programs of study have met established standards. This is accomplished, generally, through initial and periodic peer evaluations.”

According to the HEA, accreditation means the status of public recognition that an accrediting agency grants to an educational institution or program that meets the

agency's standards and requirements. An accrediting agency means a legal entity that conducts accrediting activities through voluntary, non-federal peer review and makes decisions concerning the accreditation or pre-accreditation status of institutions or programs.

NACCAS' predecessor was originally recognized by the U.S. Department of Education as an approved Accrediting Agency in 1969.

Accreditation in the United States is viewed as a voluntary process and its programs are evaluated against standards for measuring quality.

The following institutions were considered charter or founding members of CAC

(Schools Accredited in 1965, 1966, 1967 and 1968):

NACCAS would like to recognize the schools that have been with the agency from the beginning. These charter schools have shown by example what excellence in education truly is. These schools, owners, staff members, and students are to be congratulated for their commitment to their work and to the standards of accreditation.

Schools Accredited in 1965

Butte Academy of Beauty Culture, Inc.
Chic University of Cosmetology
Coiffure School of Cosmetology Arts and Sciences
David Pressley Professional School of Cosmetology
Gerber Akron Beauty School
Gordon Phillips/Rudemar School of Beauty Culture
Hicks Academy of Beauty Culture
La'James College of Hairstyling
Marinello School of Beauty
National Beauty College
Nationwide Beauty College
Parisian Beauty College
Paul Mitchell The School Wichita
Riggs Le Mar Beauty College
Rudae's School of Beauty Culture
South Eastern College of Beauty Culture
Tennessee School of Beauty
The Spa School
Vernon's Kansas School of Cosmetology

Schools Accredited in 1966

A'Art College of Beauty
Aladdin Beauty College #22
APEX School of Beauty Culture
Award Beauty School, Inc.
Bahner College of Hairstyling
Del-Mar-Va Beauty Academy
Independence School of Hairstyling
J. Michael Harrold Beauty Academy
John Jay Beauty College
La' James International College
Leon's Beauty School
Lowell Academy, Inc.
Mr. Bernard's School of Hair Fashion, Inc.
Model College of Hair Design
Moler Beauty College
O'Brien's Training Center
Plaza Beauty School
Scot Lewis Beauty School, Crystal
Springfield College of Beauty
Tiffin Academy of Hair Design

Schools Accredited in 1967

Advanced Hair Tech
Aladdin Beauty College #18
Austin School of Beauty Culture
Crum's Beauty College
Demmon School of Beauty
(aka Avery James School of Cosmetology)
Educators of Beauty

Empire Beauty Schools
EQ School of Hair Design
Fayetteville Beauty College
Frederico Fair Oaks College of Hairstyling
Gordon Phillips School of Beauty Culture
Independence School of Hairstyling
Josef's School of Hair Design, Inc.
La'James College of Hairstyling
Marinello School of Beauty
National Academy of Beauty Arts
Northern Institute of Cosmetology
Paul Mitchell The School Arkansas
Phagans' Medord Beauty School
Pierre's School of Beauty Culture
Pittsburgh Beauty Academy
Pivot Point International Cosmetology Research Center
Virginia School of Hair Design

Schools Accredited in 1968

Eve's College of Hairstyling, Inc.
House of Heavilin of Blue Springs, Inc.
Joseph's College of Beauty
Loraine's Academy, Inc.
Marinello Schools of Beauty (9)
Merrillville Beauty College
Ohio State School of Cosmetology
Port Huron Cosmetology College
Scot Lewis School of Cosmetology

The Peer-Evaluation Process

Let's begin with the important peer-evaluation process. The self-governing nature of accreditation depends upon onsite evaluation conducted by a team of subject-matter experts. NACCAS conducts hundreds of evaluations annually and relies upon the collective efforts of numerous evaluators who have each been individually qualified and approved by NACCAS. Evaluation teams are comprised of evaluators in the fields of academics, school administration and professional services. An evaluator in the academic field must have a background in educational concepts, teaching experience, and current knowledge and experience in pedagogy. An evaluator in the field of administration has experience in the day-to-day operations of an accredited institution. Finally, an evaluator in

the field of professional services is a current practitioner with at least three years of experience in the applicable programmatic offerings of the school. Each evaluation team is led by a NACCAS staff-member who has received extensive training in the NACCAS Standards & Criteria and the Commission's interpretation thereof.

For each onsite evaluation, an evaluation team is appointed by NACCAS, acknowledged by the school, and charged with gathering information related to an institution's operation, educational programs, and business practices. Prior to each regular onsite evaluation visit, the institution will complete an Institutional Self-Study, which is a self-assessment of the institution's compliance with NACCAS accreditation requirements. Then, during the visit, an evaluation team will verify and ascertain the accuracy of the information contained in the school's Institutional Self-Study and independently evaluate the institution's compliance with accreditation requirements. The onsite evaluation process provides an opportunity for discussion among the evaluators and school officials, faculty, staff, students, and other relevant individuals. The NACCAS Board of Commissioners reviews the findings of the evaluation team, along with any response by the institution thereto, when making accreditation decisions.

Peer evaluators were originally engaged based on their professional affiliations, and nothing more, at the outset of the Commission's activities. It was determined during the first several years of the Commission's growth that there was a lack of consistency in the application of accreditation

requirements by various evaluation teams, as peer reviews were based on the team members' subjective interpretation of NACCAS' Standards & Criteria. Therefore, in the late 1970s, the Commission implemented a mandatory Evaluator Training Program. That policy greatly improved consistency in the evaluation process. Ultimately, the information provided to the Commission from the teams represented a much more accurate and objective assessment of the institutions.

Implementation of the Evaluator Training Program greatly improved the peer-evaluation process, making it far less subjective.

Still in effect today, all evaluators undergo training by NACCAS and must comply at all times with the NACCAS *Evaluator Code of Ethics*. The peer evaluation process provides an assurance that not only are NACCAS-accredited institutions following the standards and policies set forth by the Commission, they are also doing what they say they are doing in the Institutional Self-Study.

NACCAS recognizes that its success and effectiveness could not be possible without the valuable contribution made by its evaluators. The agency wants to take this opportunity to sincerely thank all those who have participated in this important part of accreditation over the years.

The following pictures and comments will recognize only a few of those important contributors.

Doug Overfield, barber practitioner, says, "I truly enjoy traveling to different areas of the country and being able to sense that the barber and cosmetology profession remains the same no matter where I go. There is always something to learn." – Doug Overfield



Doug Overfield, Practitioner Evaluator

Alecia Storjohann shares, "I am proud to have worked with NACCAS as a School Administrator evaluator since 2004. I have had the opportunity to get to know and work with many wonderful team members and NACCAS staff over the years and become close friends with many. I commend NACCAS for the continued improvement of its processes on an ongoing basis."



Suzy Hills, Academic Evaluator

Suzy Hills shared that her very first trip was with Accreditation Specialist, **Carol Orsini**. They went to Miami and it was the very best experience. She knew she was hooked and has continued traveling as a peer evaluator ever since.

"My personal experiences as an evaluator have been awesome. We come together as a team to work hard and gather pertinent information throughout the schools," says **Lou V. Weathington**.

"I have been an academic evaluator for twelve years. It all began with my first workshop in Las Vegas taught by Letha Barnes. NACCAS has given me the opportunity to grow in my own field and professionally. I have made life-long friends and am happy to be a part of the NACCAS team," says **Melba Wright**.

Joyce Emmon, who serves as a Practitioner evaluator on NACCAS teams tells the story of how the teams, when traveling to and from schools, count how many U-turns the driver has to make. She says the activity breaks the ice and starts the team laughing and sharing stories." She goes on to say that NACCAS can be proud of the evaluators because we/they do their jobs with pride.



Melba Wright, Practitioner Evaluator

“ QUIPS & QUOTES ”

Never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has.

- Eleanor Roosevelt



From left to right: Evaluators Marilyn Maine, Mai Dati, Ann Speer, and Dr. Tani Gustafson.

Above, please see a photo provided by NACCAS evaluator, **Mai Dati**, of her and her teammates at a NACCAS workshop in Las Vegas in 2018. They took the picture with the word “love” in the background because it captured the team’s values and beliefs. She went on to explain that they love working as a team, sharing knowledge, helping schools to be in compliance and “reading between the fine lines” as is posted on the wall.

Ms. Lokia Hairston, of Detroit Michigan, writes that she truly enjoys the experience of being a peer evaluator. She is honored to make a contribution to our industry. She has met some amazing people, both team members and school staff, during school visits. She further states that she has personally grown as a school owner through this valuable experience.

Glynis Andrews shares that her motto regarding her role as a NACCAS evaluator is, “Ready to get in, roll up our sleeves, and go to work... all the while, loving giving back to the industry.”

Jim Stone, a seasoned evaluator, states that his most memorable trip was getting fogged in while conducting visits in Medford, Oregon. There were no planes for a couple of days. The team had no choice but to drive all night to Portland. The Accreditation Specialist, **Ms. Brittany Salazar** did a great job delivering the group to the airport around 4:30 a.m. so they could catch their flights home.

Augie Favazza, a school owner from Maine who has been on many, many school visits shares some interesting stories. This one is a favorite. Augie had to fly out of Orlando and was having trouble finding the airport and frustrated with the many tolls (this was in the '70s before smart phones and GPS devices). He spotted a Hilton Hotel off an exit and stopped to ask the concierge the quickest way to the airport while also avoiding tolls. While there, he encountered an Elvis impersonator dressed in full 1970s King of Rock and Roll jumpsuit attire. The character was upset because he had missed his ride to the airport; so Augie told him to hop in with him. Augie tells of the fun walking through the airport with this character, but due to his primitive phone, he was unable to document the event or grab a selfie. The interesting thing was that Augie actually had tickets to see the real King perform



Lokia Hairston, School Owner Evaluator



Glynis Andrews, Practitioner Evaluator



Augie Favazza, School Owner Evaluator

in Portland, Maine on August 17, 1977. That dream was never realized as Mr. Presley died the night before the performance. However, on another Peer evaluation trip to Memphis, Augie did find the time to visit Graceland and longed to play Elvis’ baby grand piano located in the front parlor. As it turns out, Mr. Favazza is quite an accomplished pianist in addition to being a successful school owner and valuable peer evaluator.

Clearly ICPEs (Independent Contractor Peer Evaluators, as they have come to be known) are a committed group of individuals willing to do whatever it takes to get the job done.

NACCAS Evaluators Recognized in 2019

Ada, Sharlyn
Andrews, Glynis
Banks, Carmen
Bariffe, Suzette
Baytop, Alison
Bergey, Deborah
Brockmann, Rebecca (Becky)
Brown, Boris
Buie, Lynan
Byers, Heather
Carter, Shirley
Cenette-Cooper, Lachasha
Chancellor, Ericka
Coleman, Latona
Cooper-Felder, Cynthia
Cutter-Williams, Kimberly
Dati, Mai
Davis, Derek
Davis, Jenae
Difilippi, Diane
Elliott, Christopher (Chris)
Emmons, Joyce
Evans, Maxine
Farinha, Marjorie
Favazza, August (Augie)
Felder, Christopher (Chris)
Foster, Peggy
Frances, Sharon
Franz, Sigrid
Frasier, Marla (Marti)
Fraughton, Jill
Gant, Rebecca (Becky)
Giles, Rita

Hairston, Lokia
Harris, A’ja
Hills, Suzanne
Jackson, Anna
Johnson, Debra
Jones, Carla M
Jones, Carla S
Keener, Malcolm
Kennard, Betty (Cis)
Kinion, Thelma (Gina)
Lamb, Rosalinda (Linda)
Maine, Marilyn
Marquez, Joyce
Martin-Peterson, Dianna
Mazzola, Nicole
McGowan, Terry
McNeary, Jean
Miles, Melba
Moyer, Ray
Mullins, Monica (Monie)
Muniz, Maria
Nguyen, Tam
Overfield, Douglas
Owens, Jessica
Parish, Amey
Paul, Stephen (Steve)
Peterson, Lisa
Pham, Vy
Posey, Brooke
Price-Griffin, Lydia
Prim, Linda
Pupko, Cynthia
Reichert, Shelly
Rovig, Myles

Rovig, Winnifred (Winnie)
Sachse, Debra
Sampognaro, James (Jim)
Sanders, Jennie
Seay, Jonathan
Shaw, Whitney
Sill, Terri
Simon, Kim
Speer, Ann
Stone, James (Jim)
Storjohann, Alecia
Stouffer III, Ralph
Sullivan, Bonnie
Thomas, Rhonda
Tollison, Kathy
Trieu, Francis
Walker, Alisha
Weathington, Lou Vella
Weber, Betty
Wey, Robin
Williams, Jonique
Willis, Stephanie
Wright, Marva
Wright, Melba
Wright, Tami
Young, Sharon

Parisian Beauty School

Founding Member

Parisian Beauty School was founded in 1949 by Harry Comp, Sr. and his wife Henrietta. The school became accredited in 1965 and as such, is a founding member of the Cosmetology Accrediting Commission (now known as NACCAS). Their son and daughter, Harry Comp, Jr. and Penny Muccia had been partial owners and helped run the school until they took over full ownership in the '90s when their parents retired. Harry and Penny now operate the school as Parisian Beauty School, Inc. dba Parisian Beauty Academy, Paul Mitchell Partner School.



Parisian Beauty School

The facility is still in the same location where it was founded. It operated as a small school and salon until the '60s when the salon was closed, so the emphasis could be made on the school and education. The facility has been enlarged and remodeled and now boasts 13,000-square feet of modern space that prospective students find very appealing. Currently the school trains more than 300 students per year in the courses of cosmetology, hair styling, skin care, and teacher training.

When asked what was the most important lesson learned from their parents, Ms. Muccia replied that her father always taught them that relationships are very important... that it's important to always put people first and make them feel as if they were the most important person in the room. Thus, Penny and Harry value and trust the relationships they have built in the business. She went on to say that the best advice she can give to students today is to make a firm commitment and learn to self-direct. She stresses the importance of becoming a life-long learner to remain current in an ever-changing field, while also developing a strong work ethic. She says that is simply disguised as hard work and dedication.

Commission Chairs

It is with great regret that this author was unsuccessful in obtaining detailed information about the chairs that served CAC in its first decade. Subsequent years of documentation were found in archives, so the chairs beginning in 1980 are appropriately honored throughout this book. In an attempt to set those serving in the 1970s somewhat apart in this chapter, they are recognized here:

Mr. Warren J. Hurley, from Davenport, Iowa, served as Chair of the founding meeting held in Chicago in November of 1968 and was elected to serve as second vice chair for the coming year.

Mr. Sam Napers, owner of Tri-State Beauty College located at 140 South East 4th Street in Evansville, Indiana served as Chair from 1969 through 1972.

Mr. Jay Gerber served as Chair in 1973 and 1974.

Mr. Meyer Luskin served as Chair in 1975.

Mr. John Brennan, President of Fall River Beauty Academy located at 260 South Main Street, Fall River, Massachusetts, served as Chair in 1976 and 1977.

Mr. Alfred A. Ratner, President of Southwest Beauty College #1, located at 1011 North Piedras, El Paso, Texas served as chair in 1978 and 1979.

These gentlemen were all true pioneers in the field of cosmetology education. Their leadership laid the groundwork that formed the first 50 years of accreditation in the field of cosmetology.

Commissioners who served the CAC from 1969 – 1979

Austin, John W.
Bernard, M.
Brennan, John
1976 and 1977 Chair
Brown, C. B.
Bunge, Evelyn
Carson, Bernice
Cogdill, Hilda
DeWolff, Sam
Emme, Edna L.
Fenkelstein, Seymour
Gerber, Jay R.
1973 and 1974 Chair
Gross, Richard
Harrington, Ames M.
Hicks, Margaret
Hurley, J. Warren
President over 1968
Founding Meeting
Jenkins, John F.
Kennedy, William I.
Lackey, Lois
Lewis, E. Blair
Luskin, Meyer
1975 Chair
Malvony, David M.
Marasco, Rudae

McAtee, William
Metcalf, Leonard C.
Melton, Alice
Milander, Henry M.
Napers, Sam
1969–1972 Chair
Nerden, Dr. Joseph T.
Nichols, Alice W.
Novak, Dr. Kathy
Pressley, David
Raskin, Merle
Ratner, Alfred A.
1978-1979 Chair
Resso, Arthur J.
Ricci, Leonard
Riggs, Bernice M.
Satterfield, R. Ray
Sims, Queen Ann
Simon, Anthony
Stout, Victor
Trapp, Ross
Trowbridge, Alice
Washburn, Dr. Clyde
Weber, Bernard M.
Willis, Dr. Benjamin C.
Wilson, Helen
Yahm, Jacob J.

Chapter Four: THE WINDS OF CHANGE IN THE 1980s

Accreditation of CAC Continues

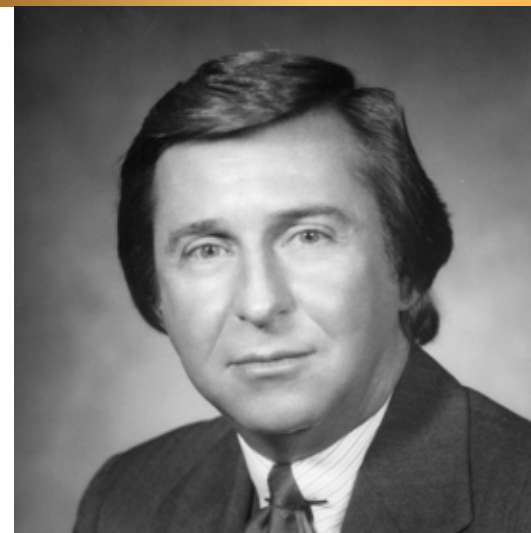
In October of 1979, Mr. Phillip A. Taylor, then Executive Director of CAC, received the re-recognition letter from John Ellis, Executive Deputy Commissioner for Educational Programs for the Department of Health, Education, and Welfare. The letter stated: "On the basis of evidence submitted in conformity with the Criteria published in the Federal Register of August 20, 1974, the Committee has recommended that the Cosmetology Accrediting Commission be granted continuation of listing as a nationally recognized accrediting agency for the accreditation of cosmetology schools and programs for a period of three years." Thus, the agency began its second decade on a positive note under the chairmanship of Mr. Victor Stout with hopes of a great future and continued success.

By year-end, a notable change occurred that positively impacted the agency's growth in the 1980s. When Mr. Taylor left the CAC, he was followed by Jerald W. Donaway, who filled the position of NACCAS President/Executive Director for the following six years.

The next significant change that occurred in early 1980 included the decision to change the name of the agency from the Cosmetology Accrediting Commission (CAC) to the National Accrediting Commission of Cosmetology Arts and Sciences (NACCAS).

More change occurred in January of 1980, when the National Association of Cosmetology Schools (NACS) voted to evaluate the feasibility of an affiliation with NACCAS. A special committee was appointed by NACCAS which was chaired by Mr. Arthur DeConciliis of Pennsylvania and Dr. Clyde Washburn of New Mexico. Ultimately, a trial affiliation was proposed which recommended an umbrella organization known as the American Council on Cosmetology Education (ACCE) be formed. The Council would be directed by a president and two executive vice presidents, one for NACS and one for NACCAS.

The President of ACCE would be responsible for keeping abreast of rules and regulations from the Department of Education, legislation being proposed by Congress, submission of new legislation to the Congress, and maintaining liaison with other organizations beneficial to the betterment of the



Jerald W. Donaway



Victor Stout, of Clovis, New Mexico, was installed as Chair of NACCAS in January of 1980. Mr. Stout graduated with a B.S degree from West Texas Teachers' College. After college, Victor taught agriculture to veterans returning from WWII, was a radio farm reporter, worked for the Soil Conservation Service, and was a custom harvester, before becoming a farmer. While farming, Victor also worked as principal of Causey School, Assistant Superintendent of Roosevelt County Schools, Superintendent of Des Moines Schools, Biology teacher at Clovis High School, and Guidance Counselor at Gattis Junior High and Clovis High School. He also earned a Master's Degree in School Administration and Counseling from Eastern New Mexico University. He had held state and national offices in many organizations related to teaching, counseling, administration, and agriculture. He brought that experience to his role as Commissioner and Chairman. He served the Commission for six years before leaving in 1981.

private cosmetology school industry. The two divisions of ACCE (NACS and NACCAS), would share office space in Washington, DC. while maintaining their own individual memberships and fee structures. The proposal contained strong language and safeguards to ensure the autonomy of NACCAS and its functions by ensuring the current election and composition of



Commissioners gather in San Juan, Puerto Rico in 1983.

all segments of the cosmetology industry. In September of 1980, the Commission voted unanimously to proceed with the trial affiliation. In October of 1980, the NACS Board of Directors also voted unanimously to accept the report and move forward with affiliation.

After more than a year of discussions and votes by both groups, NACS and NACCAS agreed in principle to the proposed affiliation under the ACCE. The affiliation agreement was signed in June of 1984 and implemented through the formation of a non-profit District of Columbia corporation. Jerald Donaway, Executive Director of NACCAS, served as President of ACCE, and J. Andrew Usera was appointed as the Vice President of ACCE.

Mr. Usera held a bachelor's degree in Modern Languages from Colgate University and a Law degree from The George Washington University. He held memberships in the DC

Bar Association, the American Bar Association, and the National Association of College and University Attorneys. His experience in higher education was extensive.

The National Advisory Committee on Accreditation and Institutional Eligibility

The creation of the National Advisory Committee on Accreditation and Institutional Eligibility (NACAIE) which recognized agencies for accreditation under the Education Amendments of 1980 had a major impact on NACCAS. The Committee was composed of 15 persons appointed to three-year terms by the Secretary of Education from various segments of the secondary and postsecondary education community, the student/youth population, state departments of education, professional

QUIPS & QUOTES

“ Understand it takes more than one conversation to influence change — an initial conversation is a great start, but the real change comes from the ongoing follow-up conversations. Make the time to make change happen 100 conversations at a time. ”

- Jimmy Casas

associations, and the general public. The Committee's function was to assist the U.S. Secretary of Education in the performance of eligibility determining duties imposed by the law and subsequent legislation. It also served to advise the Secretary on broader policy matters and specific issues relating to accreditation and institutional eligibility for Federal funding.

In an effort to forge positive relationships with legislative oversight and the new committee, NACCAS hosted a Congressional Reception on May 18, 1982 in conjunction with the May Commission meeting. The reception was held in Congressman William Ford's (D-MI) hearing room in the Cannon House Office Building. Chairman Arthur DeConciliis, the Commissioners, Executive Director Jerald Donaway, and the NACCAS staff greeted members of the Senate, the House of Representatives, key Senate and House staff

Below: Sen. Robert Stafford (R-VT), Chairman of Senate Education Subcommittee; NACCAS Chairman Arthur DeConciliis; NACCAS Executive Director Jerald Donaway; and Polly Gault, Staff Director of Senate Education Subcommittee at NACCAS Congressional Reception.



members, representatives from several federal agencies, as well as representatives from the postsecondary education community in Washington.

The reception was judged a huge success based on comments received from those in attendance. The event gave the Congressional representatives, federal officials and other representatives an opportunity to meet the Commissioners in person and to gain a greater insight into the Commission's accreditation process and the cosmetology school field.

Re-recognition of 1982

In November of 1982, the Commission received a letter from T. H. Bell, the Secretary of the Department of Education that continued the recognition of NACCAS for a full four-year period through November of 1986. The letter stated: "At its meeting on September 8, 1982, the National Advisory Committee on Accreditation and Institutional

"...accept my warm congratulations for the progress of the Commission in its development as a reliable accrediting body."

Eligibility recommended that I continue recognition of the National Accrediting Commission of Cosmetology Arts and Sciences for a full four-year period. The Committee also recommended that I expand the Commission's scope of recognition..... Please accept my warm congratulations for the progress of the Commission in its development as a reliable accrediting body." At that time, four years was the maximum time possible granted for re-recognition.

Chairman of the House Education and Labor Committee

Representative Carl D. Perkins (D-KY), Chairman of the House Education and Labor Committee served in Congress for three decades. He died of a heart attack which he sustained as he flew from DC to Lexington, Kentucky in the summer of 1984. He was a master tactician and a believer in getting the legislative work done. A strong believer in education programs from pre-school to college and beyond, he stood by them at critical times when the budgetary fervor was partial to cutting them back. His loss was mourned by many.

Representative Augustus (Gus) Hawkins (D-CA), then Chairman of the Subcommittee on Employment Opportunities of the House Education and Labor Committee, succeeded Perkins as full Committee Chairman and served for the remainder of that seated Congress. He was elected to Congress in 1962 and left his mark on a number of key pieces of legislation, including the Humphrey-Hawkins Full Employment and Balanced Growth Act, the Comprehensive Employment and Training Act (CETA), and the Job Training Partnership Act. He was an ardent supporter of education programs at all levels.



Arthur B. DeConciliis



Carl D. Perkins

Mr. Arthur B. DeConciliis, School Owner Commissioner from Pittsburgh, Pennsylvania, was re-elected Chairman of NACCAS at the January, 1983 Commission meeting. A graduate of Duquesne University, Mr. DeConciliis founded Pittsburgh Beauty Academy (PBA) in September 1955. Mr. DeConciliis was initially seated on the Commission in January, 1980 as the representative from Zone 6. In addition to serving as NACCAS Chairman and President of PBA, he also served as the President of the Pennsylvania Association of Cosmetology Schools. He is the first cosmetology educator to be elected to the Board of Directors of the Pennsylvania Association of Private School Administrators. He was a former Director of the National Association of Cosmetology Schools and the Pennsylvania Association of Private School Administrators

NACCAS HIGHLIGHT

Mr. Rufus V. Hays, School Owner Commissioner from Mission, Kansas was elected Chairman of the NACCAS at the January, 1984 meeting. Mr. Hays was seated on the Commission in January, 1981. He was the owner of the Hays Hairdressing Schools in Mission and Topeka, Kansas and had been actively engaged in the operation and management of cosmetology schools since 1955. He was a member of the National Association of Cosmetology Schools, the National Hairdressers Association (NHA), and the Official Hair Fashion Committee (Hair America). During the twenty years prior to his election as Chairman of NACCAS, he had conducted seminars for practicing cosmetologists, salon owners, and cosmetology instructors. He was also the author of an audio-visual teaching program and numerous cosmetology textbooks.

Rufus V. Hays



QUIPS & QUOTES



Great leaders focus on developing people's capacities rather than their limitations.

- Leithwood et al, 2004



In Memoriam

In 1984, the cosmetology industry suffered a great loss with the death of N.F. Cimaglia on November 14. He was clearly a pioneer in cosmetology education and had been inducted into the Cosmetology Hall of Fame not long before his passing. In addition to his involvement in the formation of NACCAS, Mr. Cimaglia was also involved in the promotion of student recruitment through the Beauty Career Center. He was instrumental in the organization of the Teachers' Educational Council (TEC), which is known as Career Educators Alliance (CEA) today. In 1975, he founded the N.F. Cimaglia Award to be presented to individuals who have been active in the promotion of the cosmetology education industry for over 25 years. The loss to the cosmetology industry was immeasurable. His legacy lives on through Milady's publication of quality textbooks and support materials and the annual recognition of the N.F. Cimaglia Award.



Past Recipients of the N. F. Cimaglia Award

Kenneth Shuler 2018	Ray Testa 2002	Pauline Drace 1986
Sal Pappacoda 2017	Letha Barnes 2001	Bernard H. Ehrlich 1985
Sally Samuels 2016	Janice Dorian 2000	William Kennedy, Jr. 1984
Christine Gordon 2015	Frank S. Pappacoda 1999	Aurie Gosnell 1983
Samuel B. Federico 2014	John R. Brennan 1998	E. Blair Lewis 1982
James (Jim) Goins 2013	Leo Passage 1997	C.B. Brown 1981
Cynthia Becher 2012	Pat Goins 1996	Jacob Y. Yham 1980
Robert Passage 2011	Jerry Ahern 1995	F.W. Lorick 1979
Dorothy McKinley-Soressi .. 2010	Arthur J. Resso 1994	Alfred A. Ratner 1978
Anthony Fragomeni 2009	Phyllis Beasley 1993	Jay R. Gerber 1977
William M. Church 2008	Jack H. Thompson 1992	Benedict V. Gripaldi 1976
Frank Schoeneman 2007	George W. Schaub 1991	Sam D. Napers 1975
Mez Varol 2006	Arthur B. Deconcillis 1990	
Jan Rowland 2005	Daniel K. Dorian 1989	
Chiquita Carter 2004	Pauline Gripaldi 1988	
Michael Vanacore 2003	Keith Renner 1987	

Bennett Appointed as Secretary of Education

In 1985, President Ronald Reagan appointed William J. Bennett as the third Secretary of Education. Bennett graduated from Williams College with a bachelor's degree in philosophy and earned a doctorate in philosophy from the University of Texas, as well as a law degree from Harvard. He served as Chairman of the National Endowment for the Humanities from 1981 to 1985. Although Bennett entered the office of Secretary of Education believing that the department should be diminished and his role demoted from a Cabinet-level position, he became a strong advocate for school reform and a vocal Cabinet member. He advocated higher academic standards, improved teacher

William J. Bennett



evaluation, and what he deemed model curricula. He also pushed for increased school choice and often battled with teachers' unions. Soon after confirmation, Bennett began selling the President's fiscal 1986 budget which proposed substantial cuts in federal student aid. He drew sharp criticism from higher education circles, as well as from legislators who had voted to confirm him. Bennett had portrayed students during a press conference as somehow not contributing enough towards their education, and needing to divest themselves of automobiles, stereos, and vacations in order to provide additional funds towards their postsecondary education. Bennett served as Secretary of Education until September 20, 1988.

The Reauthorization of the HEA

In 1985, the Higher Education Act was expiring and considered for reauthorization. The ACCE submitted formal recommendations to the House Subcommittee on Postsecondary Education. The Chairman had requested such from some 140 higher education organizations. ACCE collaborated closely with the Association of Independent Colleges and Schools (AICS) and the National Association of Trade and Technical Schools (NATTS). The formal recommendations included such important topics as accreditation, satisfactory academic progress, ability-to-benefit, merit aid, loan defaults, the extension of Pell grants with automatic annual adjustments, SEOG, SSIG, increased GSL limits, mandatory multiple disbursement of all loans, and much more.

In March of 1986, Jerald Donaway's term was concluded with his letter to Chairman Rufus Hays that stated: "It has been a distinct pleasure to serve the Commission for the past six years, and upon completion of my adjusted contract, I will have contributed almost seven years of my life to cosmetology accreditation."

Hays, in his response noted the Commission's deep regret of Mr. Donaway's decision. He stated, "I know of no one who has contributed more to the field of cosmetology education in our recent history than Jerry Donaway. We are delighted that he will remain active in cosmetology education, and I know he will continue to contribute greatly in his new position."

Secretary of Education William Bennett met with NACCAS Chairman Larry Caywood, who was installed as Chair of NACCAS in January of 1986, and other key federal associates for the purpose of expanding avenues of communication between the proprietary educational sector and top policymakers at the Department. Bennett demonstrated a genuine interest in finding out more about proprietary education. He was particularly interested in exploring the type of academic preparation needed for students to enter postsecondary occupational institutions, as well as the need for quality of instruction in the disciplines they pursue. Before the meeting closed, topics discussed included ability-to-benefit and admissions standards, linkages between occupational training and employment, drop-out rates, and the changing face of postsecondary education.



**Larry Caywood,
1986 NACCAS Chairman**

Larry Caywood served as Chairman of NACCAS in 1986. He attended Regis College in Denver, Colorado. He became a licensed cosmetologist in 1961 and an educator in the field in 1965. He was a salon owner and for the 14 years prior to joining the Commission, he was the owner and director of Thornton Northglenn Beauty College. He served on various local and national committees dealing with the advancement of the cosmetology profession including serving as President of the AAA Midwest Beauty Colleges, Inc. He also served as chairman of the committee that restructured the instructor examination for the Colorado State Board of Barbers and Cosmetologists.

Dissolution of ACCE

After two years, the ACCE was dissolved by mutual accord of NACCAS and NAACS (the National Association of Accredited Cosmetology Schools, formerly known as NACS). ACCE was a worthwhile attempt at bridging the interest of the two parties for the betterment of cosmetology education. It allowed for expanded dialogue between the two organizations and provided an avenue for concerted efforts and work on a number of key issues on the national front that affected cosmetology education. It also introduced the cosmetology sector to political activity through the formation of the first proprietary sector political action committee. With all the positive aspects of ACCE, there were also inherent limitations. There was a question of funding for the various initiatives which was beyond the normal resources needed for each entity to conduct its business. Time commitments became onerous for both groups. Both groups gave their best efforts in making the ACCE experiment work and it was a worthwhile initiative. The dissolution of ACCE did not detract from the positive experience garnered by the organization. It was stressed that the work on behalf of cosmetology education should continue as well as the avenues of communication of NAACS and NACCAS.

Mandatory Accreditation Workshops

In August of 1985, NACCAS sent out a “Call for Comment” regarding the Commission’s consideration of a mandatory workshop policy for those schools accredited by NACCAS. The Commission weighed the few comments received about the policy against the problem of deterioration in the quality of accreditation applications, and ongoing problems associated with a lack of knowledge or familiarity with NACCAS *Standards and Rules*, and voted to implement the policy. As a result of the new policy, there was a marked improvement in the preparation for accreditation on the part of those schools whose owners and administrators had attended the workshops. The ultimate goal was to raise the quality of education throughout the educational sector. The workshops proved, and continued to prove to be an invaluable tool toward improved compliance.

First Annual Symposium

As part of NACCAS’ continuing effort to encourage communication and interaction between the Commission and cosmetology schools throughout the country, it held its first annual symposium in early 1987 in Las Vegas, Nevada. Owners, administrators, and other school staff members attended sessions designed to give information on accreditation issues, interaction with

Commissioners and Commission staff, and use of the forum to present their ideas and questions and discuss problems that were common among cosmetology institutions. The symposium was attended by more than 300 participants. The following remarks were provided by some of the attendees at the symposium.

- *“Just what I came for.”*
- *“I feel much more informed about the topics presented in the sessions I attended... Overall what I learned will positively assist me with the direction of my school. My compliments to the people who worked very hard to put a great package together.”*
- *“I feel that the NACCAS staff and Commissioners have done an outstanding job in preparing a very high-quality ‘first’ symposium. The workshops were well organized in general... Overall, I feel NACCAS was able to bridge the gap between Washington and the individual schools.”*
- *“I especially enjoyed the Student Retention Seminar. It will hopefully be an effective aid at our school. The class for owners of non-accredited schools answered a lot of questions... It was well worth the time, money, and effort to attend.”*
- *“Well-organized, well-planned — exactly what was needed.”*

Cataldo Appointed as Executive Director

In January of 1987, Ms. Carol Cataldo was appointed as the new Executive Director of NACCAS. She succeeded Ms. C. Diane Browder who was serving as Acting Executive Director after the retirement of Mr. Jerald Donaway in March of 1986. Ms. Cataldo held a Bachelor of Fine Arts from Boston University and a Master of Science degree from The George Washington University. She brought a wealth of experience in the field of vocational education and management. She worked for 10 years with the International Telephone and Telegraph Company’s Educational Services (ITT-ES). There, she directed the DC Training Network, administering and managing two adult technical training schools, going on to become Regional Coordinator for the Southeast Region, where she was responsible for marketing and managing of contract training programs. She was very enthusiastic about her new position and

eager to assist in making accreditation a meaningful experience for the 1,619 cosmetology schools then accredited by NACCAS.

Re-recognition of 1987

On October 2, 1987, Executive Director Cataldo received a letter from the U.S. Department of Education and Secretary Bennett that stated: “At its meeting on May 18-19, 1987, the National Advisory Committee on Accreditation and Institutional Eligibility recommended that I renew recognition of the National Accrediting Commission of Cosmetology Arts and Sciences as a nationally recognized accrediting agency within the meaning of 20 U. S. C, 1141 (a) and other legislation, for four years... Please convey to the National Accrediting Commission my appreciation for its fine work.” Thus, NACCAS was to continue through May of 1991 in its capacity as a nationally recognized agency.

In early 1987, Mark Gross was elected and installed as the Commission Chair following his role as the Secretary. Mr. Gross had a long illustrious tenure with NACCAS in various roles. You will read much more about him in the next chapter.

The Impact of Student Loan Defaults

By the end of 1987 defaults on student loans had become a significant issue in the industry and for NACCAS as was publicized in a press conference held on November 4th, wherein Secretary of Education Bennett unveiled plans to come down hard on higher education institutions with high default rates. "It's accountability time," proclaimed the Secretary, while acknowledging that it is the "individual borrower who bears the major share of responsibility for paying back his loan." He went on to explain that postsecondary institutions bear a responsibility as well. He announced his intent to issue new regulations under which the Department of Education will bar institutions from participation in all federal student aid programs if they fail to bring the GSL default rate of their students to no more than 20 percent.

Documents released by Secretary Bennett from the press conference stated that the 1985 default rate was calculated as the percentage of borrowers entering repayment in fiscal year 1985 who default before the end of the fiscal year 1986. He stated he had sent a "Dear President" letter to all participating institutions explaining that his analysis of the default data provided in the National Governors' Association Default Report had found that some 950 institutions participating in the GSL program had FY 1985 default rates in excess of 40%. His letter concluded with an explanation of how the new regulations would be implemented and that the Department would inform

institutions of their fiscal year 1988 default rate in December 1989 to enable institutions to implement any needed corrective actions. Institutions with a rate higher than 20 percent would be immediately subject to limitation, suspension, and termination (LS&T) proceedings with respect to their continued participation in federal student aid programs. Further, he stated that the Department would schedule immediate program reviews at institutions with a default rate of over 50% and that audits would be requested from the Inspector General's Office in cases where the program review turns up fraud, waste and abuse.

Establishment of United Concerned Cosmetology School Owners

As a result of the serious default issue, a group of prominent cosmetology school owners who served in various capacities on the boards of the three major cosmetology education organizations, NACCAS, NAACS, and NCA (the National Cosmetology Association)

banded together under the banner of United Concerned Cosmetology School Owners. The group's objective was to develop and promote viable initiatives for reducing loan defaults. The group established an Action Committee co-chaired by John Williams of California and Stan Gordon of Pennsylvania.

Other members included Jerry Ahern, Michael Drace, and Terry Seipelt. A Finance/Steering Committee was co-chaired by Mark Gross of California and Jack Thompson of Pennsylvania. Other members of that committee included Charles Oman, Tom Berger, Frank Pappacoda, Ron Jemison, Arthur B. DeConciliis and Mike Vanacore. Marcus Raskin served in an advisory capacity.

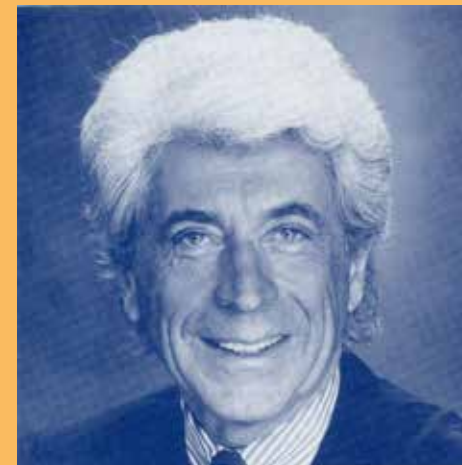
In a letter sent to cosmetology school owners, the group pointed out that its goal was to "Save Our Students", otherwise referred to as SOS, and not to establish a separate cosmetology

education organization. The school owners indicated that they had come together in November in Washington, DC to discuss the GSL default issue. That meeting produced specific recommendations to Congress for dealing with defaults. The recommendations developed were comprehensive in an effort to fully inform Congress on the issues and alternatives. The recommendations were compiled with the following three objectives in mind:

1. Maintenance of full GSL access for high-risk students.
2. Reduction of defaults. Defaults have become an important political issue irrespective of the cost of defaults.
3. Reduction of federal reinsurance costs. Proposals must have the effect of reducing federal expenditures for student loan defaults.



John Williams



Stan Gordon

The following recommendations were submitted to Congress:

1. **Statistics:** Prompt implementation of a national GSL data base using uniform and accurate information, with annual updates. The "GSL Record Dump Data" maintained by the U. S. Department of Education which served as the basis for the FFIS Default Study is totally inaccurate and incomplete.
2. **Data Correction:** The Higher Education Act should expressly provide for a system through which an institution can correct default information data held by lenders, guarantors, and the U. S. Department of Education. Data needs to be continually updated for offsets.
3. **Uniform and Universal Definition of Default:** The HEA should establish a uniform and universal definition of defaults to be used by institutions, lenders, guarantors, secondary markets, and the U. S. Department of Education. That definition should reflect, in addition to a set manner of calculation, net defaults which take into account the amount paid prior to default and subsequent collection and repayment. An institution that has experienced a change of ownership within the last year does not "inherit" the default rate. Also, ATB students should be excluded from default calculations.
4. **Duties of Lenders, Guarantors and the U.S. Department of Education:** Congress should provide the necessary oversight to ensure that due diligence and collection requirements anticipated in law are being complied with.
5. **Due Diligence:** Lenders and Guaranty Agencies must contact state licensing agencies as part of tracing efforts to secure a borrower's address, in cases where a borrower pursued studies in a licensed profession.
6. **Institutional Role:** If institutions which presently have little statutory role in loan origination and collection are expected to have an impact on delinquency, and consequently on the default rate, they need to be accorded the necessary statutory tools. These include:
 - a. **Financial Aid Officer Discretion:** Allow financial aid officers to exercise the authority given them in Sec. 479 of the HEA to reduce the amount a student is eligible to borrow based on their own knowledge of the student's situation.
 - b. **Notification:** (1) The student and the institution need to be notified each time that a loan is sold. The name and address of the institution to which the loan is sold needs to be provided. (2) Delinquency notices should be sent to the institution and the student. Institutions need to be afforded the right to update and correct information provided by lenders and guarantors. (3) Lenders should be required to provide institutions with a full loan status report before and after a loan enters into repayment, at least every other month.
 - c. **Loan Purchase:** Allow institutions to purchase loans, including delinquent or defaulted loans from lenders, guarantors, other holders and the federal government. The provision of the HEA relating to insurance and interest benefits would not apply to such purchased loans. The "institutional" default rate would be offset accordingly.
- d. **Effect of Drop on Repayment:** Require students who drop out of an institution to begin repayment immediately. Grace period at this time tends to increase possibility of default.
- e. **Institutional Role in Repayment:** Provide for institutional assistance in loan repayment, coupled with an express exemption from statutes which may limit this role. The Secretary will, via regulations, publish model institutional repayment encouragement programs.
- f. **Loan Counseling:** Require institutions to conduct loan counseling when a student enters, as well as immediately prior to graduation.
- g. **Loan Limit:** Require institutional certification of loan limit.
7. **National Clearinghouse:** Development of a National Informational Clearinghouse for Defaulted Loans funded through the U. S. Department of Education.
8. **Monthly Billing:** Require lenders to send a monthly statement to borrower for repayment purposes.
9. **One GSL/Academic Year:** Limit GSLs to not more than two in any 365-day period.
10. **Internal Revenue Service Efforts:** Continue IRS' authority to collect on defaulted loans via federal income tax refunds. Allow for the collection of loans using garnishment of wages.
11. **Administrative Action:** Require the development of non-arbitrary standards for guaranty agencies and the U. S. Department of Education to bring limitation, suspension, and termination action against an institution. Such standards shall afford the institution due process and a full opportunity to rebut findings and information.
12. **Guaranty Agency Review:** Guaranty agencies shall conduct an on-site audit of institutions whose default rates are in the top 5% of default volume. Guaranty Agencies and lenders should have the authority to require any institution to provide and develop a default reduction plan. The agency or lender may require institutional implementation of such plan and require the institution to report back on the results achieved. The agency or lender may institute disciplinary actions for failure to implement such a plan.
13. **GSL Default Study:** Mandate a thorough study of GSL defaults, particularly as these are influenced by socio-economics. The study should also delve into the possibility of shifting low income students away from loans and making available increased grant assistance to such students.
14. **Relative Default Rates:** Secretary shall develop a system of "relative default rates" by location and students served.
15. **Delayed Disbursement:** No GSL should be disbursed until a student has been enrolled for at least three weeks.
16. **Examine Alternatives:** Examine ideas to minimize and recover defaulted dollars (i.e., incentive plans, tax credits, social security, IRS, etc.)

Serving as Commissioners was an honor and privilege for both of us.

Serving as evaluators was one of the most exhilarating experiences we ever had.

The visits to cosmetology schools all over the United States gave us a broader vision of the Cosmetology School industry.

It was definitely a great experience for us.

- Ron & Glenda Jemison

In the meantime, that year NACCAS continued to do its work by addressing changes and improvements to many policies including branch campuses, converting clock hours to credit hours, processing of complaints, extra instructional charges, the workshop attendance policy, ability to benefit, and change of ownership as well as surveying institutions to determine the interest and need for NACCAS to expand its scope of accreditation.

Public Hearings Held on GSL Defaults

The House Subcommittee on Postsecondary Education held two days of public hearings seeking recommendations from a number of interested parties on how to deal with GSL defaults on February 2 and 3, 1988. There was input from the cosmetology education sector from the following individuals:

Ronald and Glenda Jemison own and operate Franklin Beauty Schools, Inc. Ron served as a NACCAS Commissioner from 1983 to 1988. Glenda served as a NACCAS Commissioner from 1989 to 1991.



Elise Scanlon

Employee Recognition

In 1988, NACCAS selected its first "Employee of the Year" for the year 1987. That recognition fell to Elise Scanlon, who joined NACCAS in 1985, and at the time of recognition, was serving as a program manager supervising several accreditation specialists. She was honored for her initiative and creative thinking, strong motivation and intellectual capacity, inordinate conscientiousness and dedication, and excellent rapport with everyone. Her colleagues showered praise on her describing her diligence and sense of humor, dynamism and her patience, persistence, perseverance, and professionalism.

- **Arthur B. DeConciliis**, President of Pittsburgh Beauty Academy and NACCAS Commissioner
- **Janice Dorian**, Financial Aid Director of Mansfield Beauty Academy and member of NAACS' Loan Council Task Force.

The House hearings were called after a group of individuals representing lenders, guaranty agencies, various types of higher education institutions, students, financial aid officers, secondary markets, and the U.S. Department of Education spent two days in January at the Belmont House in Elkridge, Maryland brainstorming on the default problem. The task force, which was established by Subcommittee Chairman Pat Williams (D-NT), issued a report entitled "Belmont Task Force Recommendations." Witnesses appearing before the House panel generally reacted to the recommendations contained in the Belmont report.

The Belmont Task Force Findings stated, "The purpose of the GSL program, originally established as a loan of convenience for middle-income students has changed significantly in the last decade, becoming the primary federal program for access to postsecondary education by low-income students.

- Increased borrowing by low income students is due to inability of adequate appropriations for grant aid.
- There is an inverse relationship between a borrower's income level and the propensity of the borrower to default.

- While the dollar volume of defaulted student loans had grown every year, the percentage of loan volume in default has not changed greatly. The rate of default has decreased from 10% in FY 1978 to 8.9% in FY 1985. Default costs will increase due to increased loan volume.
- There has been a sharp drop in the proportion of students receiving Pell Grants and a substantial increase in reliance on GSLs, particularly among students with very limited resources.

Contrary to popular perception, the typical defaulter is not a 'deadbeat' who refuses to pay, but appears to be a dropout who is unable to pay. Defaulters tend to be first year students, from low income and minority backgrounds, with a small loan balance (90% less than \$5,000) who did not complete much more than the first year, have borrowed only once, receive no or little assistance from parents in repaying, are likely to be unemployed when the loan comes due, and never make a first payment. The present default problem is thus predominantly structural. These costs are not likely to be recovered under the current terms of the program.

- Those who refuse to repay their loans are in the minority. The majority cannot.
- Students from very low income have high probability of default. No less than one out of every three defaulting borrowers comes from an extremely limited financial circumstance.

- It would not be unreasonable to ascribe some portion of the present default costs to the social costs of maintaining the GSL Program. This structural default will remain unless there is a restoration of the original purpose of the loan program and a greater balance between grant and loan aid.

The only way to accomplish a major reduction in the default rate is to restrict access to high-risk students until they have had a chance to demonstrate their ability to make satisfactory academic progress. However, this would result in a denial of educational access for such students, unless substantially higher appropriations for Pell grants and SEOGs are assured for them, as well as increased funding for special service programs which encourage their retention.

- Grants should go primarily to low-income students, while loan assistance should be geared toward middle income students.
- If adequate Pell Grant assistance were provided, needy students would not have to borrow until later when they have demonstrated their ability to make academic progress.
- Congress should consider significantly increasing the maximum Pell Grant award for eligible students, equal to the maximum Pell Grant plus the maximum GSL loan amount for the first year of school. While overall appropriations would increase, there would be a reduction in default costs and savings associated with reduced risk.

- Congress should also consider increased funding for the TRIO Programs which foster student retention.”

The program management initiatives included recommendations for lenders, borrowers, the U.S. Department of Education, guaranty agencies, institutions, studies regarding debt counseling, greater training on the part of the U.S. Department of Education, and more.

Mr. DeConciliis largely supported the thrust of the Belmont Task Force findings and recommendations, but he took exception to several provisions. He pointed out that while holding the first GSL disbursement for two weeks may help reduce defaults, red tape could hold up needed grant aid when students start. He pointed out that changing current ability-to-benefit language in law to require both testing and counseling was problematic, inasmuch as there was no universal interpretation as to what constitutes counseling. DeConciliis also opposed the changing of the interest rate applicable for defaulted borrowers, based on increased paperwork. He cautioned about allowing the Secretary to review institutions while taking into account their high-risk populations, without a statutory definition of high-risk students. He supported the creation of a National Student Loan Data System as long as it generated timely and accurate information.



Janice Dorian

DeConciliis concluded his remarks by reading an excerpt from one particular cosmetology student whose success in the field of cosmetology was due in great part to the assistance provided by the Guaranteed Student Loan program.

On behalf of the National Association of Accredited Cosmetology Schools, Janice Dorian urged the Senators not to enact solutions to the default problem which would undermine access to higher education for students. She made the following points:

- The FFIS Study and the U.S. Department of Education default statistics were inaccurate.
- Given the fact that schools are neither lenders nor borrowers, and have a very limited role with respect to repayment, they disagree with the concept of an institutional default rate.
- Institutions have a great difficulty in securing accurate default information. Available data is plagued with errors, particularly in the areas of refunds, loan amounts, payment after default rate.

Dorian further urged the legislators not to enact punitive or restrictive measures against schools based solely on default rate. Such rates should be used only as general indicators for further review. She

Given the fact that schools are neither lenders nor borrowers, and have a very limited role with respect to repayment, they disagree with the concept of an institutional default rate.

stressed the need for accurate and equitable default rate calculations, as well as distribution of responsibility among the various interests in order to forge a partnership against defaults.

Dorian underscored that cosmetology schools are indeed concerned about the default situation, and described the work and accomplishments of the NAACS Loan Council Task Force. She then listed a number of recommendations which originated with the task force and with the United Concerned Cosmetology Schools Owners as part of its “Save Our Students” campaign. She concluded with a plea for the legislators not to eliminate educational opportunity for students wishing to pursue careers in cosmetology.

Name Change

Another notable change occurred in 1988 as part of a massive piece of legislation reauthorizing and amending federal elementary and secondary education programs. The legislation included a provision for changing the name of the GSL Program to the “Robert T. Stafford Student Loan Program.” Stafford, a retiring Senator from Vermont, had been for many years the ranking Republican on the Senate subcommittee on Education, Arts and Humanities, and at one point the Subcommittee Chairman of the Senate.

Health Concerns Alert OSHA

The world faced a different issue in 1988, a new health concern that alerted the Occupational Safety and Health Administration (OSHA). The issue had a major impact on the cosmetology industry. OSHA announced the initiation of the rulemaking process and requested information relevant to reducing occupational exposure to the hepatitis B virus (HBV) and human immune-deficiency virus (HIV or AIDS). It was anticipated that eventual regulations might address worker protection and risk, which, at the time, were governed by voluntary guidelines. While OSHA was looking primarily at health related occupations, it inquired as to “whether there were employees in occupations other than health-care who were at risk for HIV and HBV infections and who should be included in any rulemaking.”

In 1988, The Natchez Democrat, a daily newspaper in Natchez, Mississippi, recognized the hard work and dedication of Laverne and John Lambert, owners of Finesse Beauty College, also in Natchez, for securing NACCAS accreditation. The following narrative is adapted from the newspaper article:

School Earns Credentials

Husband-wife team John and Laverne Lambert of Natchez, share success in the business of beauty, and a new feather has been added to their well-coiffed caps. Owners of Finesse Beauty College, located in Nossier City Shopping Center, the Lamberts received notice that the school has been accredited by the National Accrediting Commission of Cosmetology Arts and Sciences. “This is a source of great pride,” Lambert said. “Accreditation means a school has met national standards of educational performance.”

Finesse has been in operation nearly six years, Mrs. Lambert said. Getting the accreditation goes back to a process that began almost the day the school opened, she said. Some 75 to 100 students have graduated from the beauty school, going out not only into Natchez, but into communities within a 60-mile radius, Mrs. Lambert said.

A veteran of some 25 years in the beauty school business, Mrs. Lambert also owns the Fashionaire, a beauty salon located in the Canal Street Depot.

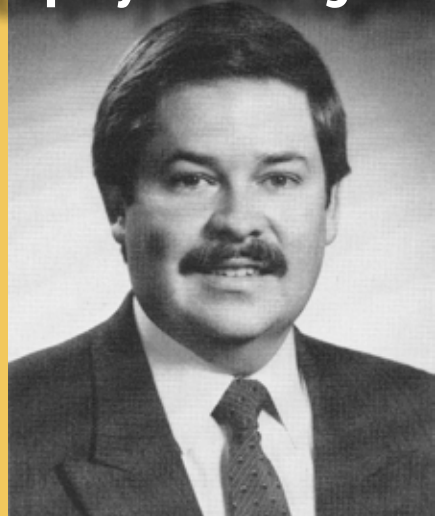
Getting into the beauty school business has never been one of her goals, Mrs. Lambert said. “For almost three years, we had no beauty school in Natchez, and the salon owners in the area began to have a hard time finding cosmetologists – and so did I.” she said.

The accreditation process began in earnest about a year ago in Kansas City, Kansas. “We submitted applications and exhibits – stacks of paper to explain our programs, and we had to prepare a catalog and rules and procedures booklet.”

Both husband and wife devoted long hours to getting the school to the point at which they began to feel satisfied that it was excellent in every way. John Lambert, who is an administrator at the school, came into the business from an earlier career in the home building business. Renovating and designing the interior of the school fell to him, and those tasks consumed most weekends during the previous year or so, he said.

The Finesse curriculum includes classes in theory and demonstrations as well as practical applications of training. “The course is for nine months – involving a total of 1,500 clock hours,” Lambert said.

Employee Recognition



J. Andrew Usera

J. Andrew Usera, Director of External Affairs for NACCAS, was selected as the Employee of the Year for 1988 based upon recommendations of the NACCAS staff. Executive Director Carol Cataldo presented an award to Usera for his exceptional effort and dedication on December 23rd. At NACCAS Usera undertook a wide array of professional duties, including performing liaison activities with federal agencies, with other accrediting bodies, and with national professional and occupational organizations. He spearheaded NACCAS' efforts aimed at securing renewal of recognition by the U.S. Secretary of Education. He served as the editor for the *NACCAS Review* and conducted several studies on different topics for the Commission. He worked closely with several committees and was responsible for upgrading NACCAS' *Rules of Practice and Procedure*. He provided advice to Commissioners, the Executive Director, and staff on a number of regulatory, legislative and procedural matters, and worked closely with NACCAS' outside legal counsel.

In the case of AIDS, public ignorance and occasionally even hysteria overcame logic. As a result, NACCAS took steps to try to educate their schools to the extent possible by way of defining personal service workers as "individuals whose occupations involve close personal contact with clients." Of course, cosmetologists, barbers, estheticians, nail technologists, massage therapists, and electrologists all fell under this category. Therefore, NACCAS published numerous articles regarding state regulatory agency requirements, sanitation, infection control, and rules and standards that should be followed. NACCAS informed schools that by using published common-sense tactics, they would have little-to-no fear of contamination by the AIDS virus in schools.

Final Default Regulations Released

At long last, the U.S. Department of Education issued the final loan default regulations at a press conference on June 5, 1989. The Press conference was conducted by Lauro Cavazos, the new Secretary of Education, who was appointed by President George H. W. Bush on September 20, 1988. Rather than selecting a single default trigger, the regulations targeted institutions with the highest default rates (starting with 60% and lowered in annual increments of 5% until the trigger became 40%) and

NACCASHIGHLIGHT



Stan Gordon

At the January 1989 Commission, Stan Gordon, President and CEO of the Gordon Phillips Beauty Schools was elected Chair of NACCAS. A talented stylist and colorist, Stan founded the Gordon Phillips Beauty Schools in 1964 making them charter members of NACCAS. The group grew to 12 facilities in five states by 1989. Gordon attended naval and military preparatory schools, after which he attended Wharton School of Finance of the University of Pennsylvania. Licensed as a cosmetologist in 1959 and as a teacher in 1960, Gordon went on to lecture and demonstrate to hairstylists throughout the country. He was associated with the Revlon firm and was one of its leading colorists. Gordon was initially seated on the Commission in January of 1986. During his tenure with NACCAS, he served on the following committees: Finance (Chair); Constitution and By-Laws; Catalog, Contract and Refund Policy; Interim Complaint and Ethics. In 1987, he co-chaired the United Concerned Cosmetology School Owners group and also served as Chairman for Program Development.

MEMBER SPOTLIGHT

Nationwide Beauty Academy

Founding Member

Nationwide Beauty Academy in Columbus, Ohio was accredited in 1965 and Ohio State School of Cosmetology was accredited in 1968. Both school systems are owned by Mr. James Rogers. Mr. Rogers was an employee at Nationwide and was responsible for the initial accreditation of that school before working at Ohio State during its initial accreditation process.

Later, Mr. Rogers bought both facilities. In addition, Mr. Rogers served on the NACCAS Commission from 1984 through 1986 and from 1989 to 1993. He also served as Chair of the Commission in 1991 and 1992.

required all but the lowest default rate institutions to develop and implement default management plans. Failure to reduce default rates within certain parameters would be cause for limitation, suspension, and termination (LS&T), unless an institution implemented Appendix D of the regulations, which could serve as a defense to such adverse action. While the initiation of LS&T actions would not occur until 1991, a number of regulatory provisions had already gone into effect before that date. All institutions were encouraged to read and become familiar with the full text of the regulations. The regulations included many key elements including:

- How fiscal year default rates would be calculated.
- Default rate triggers for program reviews.
- Initial loan counseling requirements.
- Default Management Plan requirements.
- Measures required by institutions at various default triggers.
- Consumer Information disclosure requirements.
- How to select and process Default Management Plans.
- Determination that a properly implemented Appendix D was an absolute defense to subsequent LS&T actions.

There were a number of other provisions that were further clarified in a subsequent "Dear Colleague" letter.

In releasing the fiscal 1987 default rates which would be used to implement the recently promulgated default reduction regulations, the U. S. Department of Education revealed that default rates among proprietary institutions were heading downward. The national average for all institutions went from 21% in 1986 to 17% in 1987. Among proprietary school students (those leaving NACCAS-accredited schools, for example) the default rate dropped from 40% to 33%, a more pronounced drop than the one achieved at 2 year institutions, which went from 20% to only 18%. Secretary Cavazos indicated that he was pleased with the development as a move in the right direction.

Employee Recognition

In December, 1989 Christopher Walck, Director of Accreditation, and Peggy Smith-Rowland, Systems Administrator were awarded Employee of the Year Plaques for that year.

Christopher joined NACCAS in 1981. He subsequently held a series of progressively responsible positions from Accreditation Specialist to Director of Accreditation. The award recognized Christopher's perseverance, diligence, technical knowledge, and loyalty. School Owners as well as NACCAS staff held Christopher in high regard as their comments demonstrated. One co-worker stated that he had been worthy of the award every year and that his professional demeanor, dedication, and competence constituted an excellent example to all. Another went on to say he was a very understanding and organized person, but most of all he was just a wonderful boss to work for. Others commented on his strongest traits being his dedication to the accreditation process and Commission, his perseverance and boundless patience, and how he never leaves any project unattended until every detail has been re-checked and is correct.

After half a year with NACCAS, Peggy Smith-Rowland moved into her current position as a Systems Administrator. Peggy's co-workers praised her patience, knowledge of the computer system and dedication to her work. Her co-workers praised her hard work on the computer system which allowed the pressures of their own jobs to be eased. They found her to be helpful and patient to the staff as they frantically demanded her immediate attention to their computer problems. Her knowledge of the intricacies of the Sperry system were found to be invaluable.



Christopher Walck and Peggy Smith-Rowland, top NACCAS employees of 1989.

Commissioners who served NACCAS from 1980-1989

Austin, Lois
Brown, C. B.
Bryant, Judy
Burkhardt, Lynn
Caywood, Larry (1986 Chair)
DeConciliis, Arthur (1982-1983 Chair)
DeWolff, Sam
Drace, Michael
Fournier, Henry
Gerber, Jay
Gordon, Stan (1989 Chair)
Gromacki, Chester
Gross, Mark (1987-1988 Chair)

Hays, Rufus (1984-1985 Chair)
Hendrickson, Jerry
Hendrickson, Ruth
Hill, Elgin
Houle, Raymond
Jemison, Glenda
Jemison, Ron
Kerpchar, John
Muns, Dr. Neddom
Murphy, Michael
Napier, Erv
Nix, Pat
Raskin, Mel
Ratner, Alfred

Rogers, Jim
Schrum, Richard
Stouffer, Dr. Ralph E.
Stout, Victor (1980-1981 Chair)
Troiano, Vincent
Valdez, Yvonne
Vanacore, Michael
Washburn, Dr. Clyde
Washburn, Parker
Williams, Dr. David
Williams, Josulyn
Wilson, Helen
Wolfson, Dr. Morton

Chapter Five: THE '90s – MORE CHALLENGES & CHANGE

Cosmetology in the Midst of Massive Change

Chairman Stan Gordon began the decade with a dramatic address to the NACCAS community in the first quarter edition of the *NACCAS REVIEW*. He wrote, "Any school owner who does not know cosmetology education is in the midst of massive change has been on a very long vacation. Serious challenges including increased reporting and record keeping requirements, constant new regulations, and frequent audits make change a necessity, rather than an option. The same pressures NACCAS schools now face affect the Accrediting Commission. While you may look at NACCAS as a regulator, the Commission is also regulated, subject to regulatory changes and legislative oversight.

The challenge to NACCAS is how to respond to the increasing need for liaison with the Department of Education and other regulators who decide our fate while, at the same time, providing our accredited schools with efficient and effective accreditation services?

Our solution: we have borrowed an idea from schools who have met their challenges by increasing upper management and dividing vital tasks so that one person is not spread too thin. In this way, important



Stan Gordon, Chairman of NACCAS

issues receive the full focus of a top manager's attention.

I am pleased to tell you that NACCAS has begun to move forcefully toward a similar solution. A transition is now underway which, we intend, by July 1, will result in a new mode of operation at NACCAS. We plan to substantially increase and improve our liaison with the Department of Education and other regulators, while also, streamlining and improving the accreditation process and our service to accredited schools.

Carol Cataldo, in her position as Executive Director, has consistently shown a unique ability in the areas of public relations and legislative liaison. However, the time available for these functions has been limited due to the need to oversee normal accreditation matters. Carol is in the process of curtailing her need to be concerned with the ordinary accreditation activities so that her considerable talents can be brought to focus on the Commission's urgent need for such liaison. Continuing in her position as Executive Director, Carol shall now be in full charge of the Commission's contact with the outside world — especially government liaison.

Mark Gross, whom you all know as a School Owner and past Chairman of NACCAS (1987-1988), is in the process of moving to Washington to accept responsibility for the internal management and the accreditation process at NACCAS. Mark has divested himself of all interest in beauty schools of any type and has agreed to have no ownership of any school of cosmetology while he serves the Commission. He has also resigned his position as a NACCAS Commissioner. Mark will become the Chief Executive Officer of NACCAS and in this capacity, will have overall responsibility for all accreditation functions. Mr. Gross is a graduate of San Bernardino Valley College and Long Beach State College, where he concentrated in Business



Mark Gross named new CEO of NACCAS

Administration. He has also pursued studies in personnel management and training. He is a former President of the California Association of Cosmetology Schools and has worked on several projects on student financial aid, including Dr. Wellford Wilms' study on GSL delivery and access. He is married to Connie and has three children.

Mark and Carol worked very closely together during the two years he was Chairman of the Commission and they complement each other superbly."

Mr. Gordon went on to share Ms. Cataldo's remarks about Mark as the outgoing chairman. She said, "During the last two-and-one-half years, I've met and talked to people with all kinds of ideas and complaints, but seldom any with the leadership, courage, dedication, conviction, or the willingness to put in the long hours necessary, as Mark Gross. His is unique. We applaud and thank him for a job well done."

In Stan's article, he continued, "We are confident the combined resources and talents of Mark Gross and Carol Cataldo, with the support of the NACCAS staff will enable the Commission to provide our schools efficient and effective accreditation, while maintaining the urgently needed contact with those who regulate our industry."

The Approach of HEA Reauthorization

As the Reauthorization of the Higher Education Act approached, a number of issues affecting private career schools came to the forefront, particularly those concerned with access to federal student aid programs for proprietary school students. Those critical of the private career school sector saw it overrun with fraud and abuse. They recounted stories of students who, drawn in by promises of high paying and exciting careers, ended up with no real training and encumbered with heavy loan debt.

Unfortunately, it took only a few such stories to cast distrust on the whole private career school sector, especially when the cost to the Federal Government of defaults had risen an alarming 338% since 1983. In 1989 alone the Federal Government paid out \$1.98 billion for defaulted student loans, 36% of the overall cost of the Guaranteed Student Loan Program for that year. Private career students accounted for 22% of all Guaranteed Student Loans and represented 44% of total defaults.

In a hearing before the Permanent Subcommittee on Investigations of the Committee on Government Relations, Chairman Sam Nunn (D-GA) stated, "... the Subcommittee recognizes the very real need for quality vocational training and expertise in this country. Many trade and proprietary schools that participate in the student loan program are... helping many Americans to become able and productive members of the job force. Unfortunately, the practices of some unscrupulous schools have created a cloud of distrust around the entire private, for-profit school industry."

Accrediting Agencies Form Coalition

In an effort to strengthen NACCAS' position that the vast majority of proprietary schools provide quality training programs and to help promote continued access to student aid for proprietary school students, the agency joined with a number of other accrediting agencies and trade associations in several activities.

1. The Coalition of Private Career Colleges and Schools. The Coalition was comprised of representatives from the Accrediting Commission of Continuing Education and Training, the Association of Independent Colleges and Schools, the Commission of Accredited Truck Driving Schools, the National Association of Accredited Cosmetology Schools, the National Association of Health Career

Schools, the National Association of Trade & Technical Schools, and the National Home Student Council.

2. The Triad. The TRIAD grew out of a national movement in the 1970s to clarify the oversight responsibilities of licensing agencies, accreditors, and federal agencies in postsecondary education. The goal of TRIAD was for participants to share common concerns, information, and techniques in order to coordinate effectively the actions of monitoring and controlling education institutions.

Attempted Revival of the TRIAD

On January 25-26, 1990, a number of accrediting agencies in conjunction with the Council on Postsecondary Accreditation (COPA), and the National Association of State Administrators and Supervisors of Private Schools (NASASPS) as sponsor groups attempted to revive the TRIAD concept of cooperation between accrediting agencies, state licensing boards and the U.S. Department of Education. Unfortunately, the Department of Education withdrew just prior to the conference. A letter from Leonard Haynes, Assistant Secretary for Postsecondary Education to one of the sponsor groups explained that "... the perception that the formation of the conference with the Department of Education as a co-sponsor, brings the Department into an inappropriately

close association with both State and private-sector agencies at a time when the Department is actively promulgating regulations which may directly affect one or more of the conference sectors or individual members."

The letter further explained that the Department would consider acting as a non-member participant in future conferences to lend expertise and to "advance mutually-shared goals."

The January meeting focused on how licensing and accrediting agencies could exercise cooperative oversight by sharing certain responsibilities, information, and resources. Dr. Thurston Manning of COPA and Ms. Jane Stockdale of NASASPS were charged with assembling a task force to represent the groups present

The goal of TRIAD was for participants to share common concerns, information, and techniques in order to coordinate effectively the actions of monitoring and controlling education institutions.

and determine a new meeting date and future directions. Carol Cataldo, Executive Director of NACCAS, reminded the group that cosmetology schools are not typically regulated by State Boards of Higher Education, (NASASPS members), but by separate cosmetology boards and urged the group to include representatives of these boards in future meetings.

Default Management Initiative. The Default Management Initiative represented a coordinated effort among various private career school associations to establish a unified default prevention initiative. The group's work was carried out in cooperation with the Career Training Foundation (CTF), a non-profit organization which conducted research and developed publications and training related to proprietary education. The Default Management Initiative published the *Default Management Manual* (DMM), which contained useful information for school owners/administrators on the default issue and suggestions on ways to reduce defaults. NACCAS participated in a two-day conference aimed at issues such as recruitment, admissions, completion and placement, and loan access as they related to default issues. The goal of the conference was to update the DMM in light of new regulatory developments and to offer specific suggestions on how to improve these school processes in order to reduce the likelihood of defaults. Through participation in

these joint efforts, proprietary schools may improve quality programs and the position of the private career sector during reauthorization of the HEA might be strengthened.

Recognizing that the 1991 reauthorization of the HEA, regulatory initiatives by the Department of Education, and investigations underway by the Office of Inspector General (OIG) could result in drastic changes in the function and operation of accrediting agencies, NACCAS adopted a strategy for addressing legislative and regulatory proposals which could affect the accreditation of proprietary vocational schools.

NACCAS's strategy included efforts to promote understanding among Members of Congress, the Department of Education, and other federal and state regulators about the responsibilities, operations, effectiveness, and needs of accrediting bodies for proprietary vocational schools, especially those which teach cosmetology. The strategy required NACCAS to be alert for opportunities to improve the effectiveness of accrediting agencies through legislation or regulation. Under the approach approved by the Commission, NACCAS would also evaluate all legislative and regulatory proposals which would affect accrediting agencies in general, and NACCAS in particular. NACCAS would challenge any legislation or regulation that threatened the viability or integrity of the accrediting process. NACCAS would also

oppose any legislation or regulation that did not ensure that quality education was offered by cosmetology schools and which did not adequately protect the interests of students and their potential employers.

In pursuing the strategy, the mandate was for NACCAS to be mindful that its principal responsibility was to accredit cosmetology schools and that no legislative or regulatory effort should impair its performance in this function.

Establishment of ACCRED

Central to NACCAS's strategy was the establishment of the Advisory Council on Cosmetology Relations and Education (ACCRED). ACCRED's purpose was to provide advice and counsel to the Commission on legislative and regulatory issues that directly involved accrediting agencies. To that end the counsel would evaluate proposals concerning accrediting bodies and apprise NACCAS of the impact that such proposals would have on NACCAS, cosmetology schools, cosmetology students, employers, and the public. ACCRED would identify legislative and regulatory opportunities to advance NACCAS's interests. ACCRED would also have the authority to recommend to NACCAS courses of action that may or may not have been implemented by the Commission.

ACCRED would have nine members selected by the Commission. The membership consisted of three Commissioners of NACCAS seated at the time of their selection, at least two of whom would be school owners; three persons who had expertise and experience in cosmetology education who were not seated Commissioners; and three members who were not seated Commissioners, nor currently school owners, but had an interest or expertise in accreditation and/or vocational education. Members of ACCRED were to serve two year terms that may be extended by the full Commission. The beginning terms allowed ACCRED to remain stable through the 1991 reauthorization.

After its membership was selected, ACCRED's first task was to assist NACCAS in identifying legislative and regulatory issues important to NACCAS and which fell within the mandate for action included in the Commission's strategy. The issues were prioritized and a determination made as to which issues were pursued by the Commission. Priority was given on the basis of the effect that the proposal would have on NACCAS, the likelihood that NACCAS could affect Congressional or Department of Education decision-making on the issue, and the nature and extent of the resources that NACCAS would have to expend to achieve an acceptable result.

The activities of ACCRED would always be consistent with and subservient to the accreditation function of NACCAS. ACCRED would have no authority to require or direct any changes in the Commission's standards or criteria, nor any other accreditation policy or requirement. However, if in the course of its activities it determines that it would be in the best interest of the Commission to consider a change in its accreditation requirements, ACCRED could make such a recommendation to NACCAS. Any such recommendation was to be accompanied by a detailed written statement of the reasons why the change was necessary or advisable. The Commission was not bound to approve such recommendations, but would accord them due weight in its deliberations.

ACCRED was to have no role whatsoever with respect to any individual accreditation decision rendered by NACCAS. The Commission agreed to take whatever steps necessary to ensure that there were no conflicts of interest, nor any appearance of such conflicts, between ACCRED and the Commission.

The Commission believed that its new strategy and the implementation of ACCRED would assist it in addressing the complicated issues that would inevitably arise as Congress, the Department of Education, and the Office of Inspector General consider proposals to change the function and operation of accrediting agencies. Implementation of the strategy was considered to be within the purview of the new responsibilities of NACCAS' Executive Director.



ACCRED Members (left to right) Dr. Richard Millard, NACCAS Educational Administration Commissioner; Mr. Ernest Halpern, Regis Corporation; Mr. Robert Mugnai, American Salon Magazine; Mr. James Rogers, NACCAS Commissioner for Zone 5 and ACCRED Chair; Mrs. Janet Rowland, The Hair Design School in Kentucky; Mr. Charles Oman, Vogue Properties, Inc. who was an alternate; Mr. Jerald Hendrickson, NACCAS Commissioner for Zone 2; Mr. Ken Gilman, Davidson's Beauty Supplies and Equipment (Alternate for Arnold Miller from Matrix); Parker Washburn, Leon's Beauty School in North Carolina; and Carol Cataldo, NACCAS Executive Director.

On June 26, 1990, the first meeting of the Advisory Council on Cosmetology Relations and Education (ACCRED) was held in Washington, D. C. The meeting was designed to acquaint council members with the role of accreditation in cosmetology education and to review some of the issues likely to confront accreditation when the HEA faced reauthorization in 1991.

National Education Goals

In April of 1990, the Secretary of Education, Lauro F. Cavazos spoke before the Southern Association of Colleges and Schools. During his presentation he stated that a focus on outcomes was a key part of the education reform effort launched by President Bush and the Nation's Governors at the Education Summit in the Fall of 1989. He discussed how national education goals were clearly

Accreditation is a seal of approval that indicates a quality product to potential students and their parents.

about standards and accountability and the importance of outcomes in judging the performance of schools. He stated, "Accreditation is a seal of approval that indicates a quality product to potential students and their parents. This heavy responsibility requires accrediting bodies to examine thoroughly all aspects of an institution's performance."

Mr. Cavazos went on to say that the Department's Reauthorization Task Force was considering the following proposals to strengthen accreditation:

- Setting more specific staff, training, and evaluation standards for accrediting agencies
- Assigning accrediting agencies greater responsibility for setting and monitoring educational outcome standards

- Using educational outcomes to evaluate an accrediting agency's performance
- Improving the exchange of information about postsecondary institutions among State, Federal, and private agencies involved in the institutional oversight process
- Holding accreditors of non-degree training programs responsible for ensuring that program lengths are not "stretched" to capture Federal aid funds

At that time, NACCAS already included scrutiny of administrative and financial capabilities of schools, surveys of graduates and employers (outcomes) and quality of

programs. Nevertheless, the Secretary's remarks suggested a stronger focus in these areas for the future.

Changes in the Department of Education

On December 12, 1990, President George H. W. Bush appointed Ted Sanders, PhD to serve as acting Secretary of Education following the resignation of Lauro Cavazos. Dr. Sanders had extensive experience as an educator, including in the classroom; chief state school officer in three states, and Deputy U.S. Secretary of Education. He served as acting Secretary of Education until March 22, 1991.

QUIPS & QUOTES



I don't buy the idea that there is an inherent conflict of interest in having school owners on the Commission. I cannot imagine a medical board with no doctors on it.

- David Williams, Educator Commissioner representing the public at large.

NACCASHIGHLIGHT



Andrew Lamar Alexander, Jr. served as Secretary of Education from March 22, 1991 to January 20, 1993.

President Bush then appointed Lamar Alexander as the new Secretary of Education who took office on March 22, 1991 and served until January 20, 1993. Mr. Alexander was the 45th Governor of Tennessee. He graduated from Vanderbilt University and the New York University School of Law. He served as the president of the University of Tennessee from 1988 until 1991 when he accepted the appointment as Secretary of Education.



Jim Rogers takes the reins as elected chair of NACCAS in January 1991.

Commission Elects New Chair

Jim Rogers was elected chair of NACCAS at the January 1991 meeting. Mr. Rogers was entering his seventh year on the Commission, having just completed one three-year term, after serving another term early in the 1980s. Jim Rogers began this more recent tour of duty on the Commission in January of 1988, having previously served from 1984-1986. Rogers was President of the Ohio State School of Cosmetology and had been in the cosmetology field since 1962. He graduated from Nationwide Beauty Academy, and since that time he had held positions of greater responsibility, teaching theory and beginning practice, serving as Advanced Hairstyling Director, school director, and ultimately, the owner of a school which grew to six locations. He had also pursued studies in vocational instructional techniques at The Ohio State University.

Rogers was Secretary of the Ohio Barber Schools Association. In 1973, he was a member of the Advisory Committee to the Ohio Board of Cosmetology, and in 1975

he was elected Committee Chairman. He served as liaison representative to the Ohio Hairdressers and Cosmetologists Association, Corresponding Secretary for the Ohio Beauty Culture Schools Association and School liaison to the Governor's Committee to Study Boards and Commissions. He had also been President of the Ohio Association of Cosmetology Schools and served on NACCAS' GSL Default Task Force.

Upon election as Chair in 1991, Mr. Rogers said, "I am fortunate to follow past chairs who have worked hard to elevate the Commission to where it is today. During this past decade there have been substantial improvements. However, if I see the need for further improvement, I will work to accomplish it. Often it will be the school owners who draw my attention to these needs. I ask them to contact me through the NACCAS office or at my business.... All ideas submitted will be given consideration. However, I will not promote change for change's sake. From time to time, we need to let the NACCAS By-Laws, Rules of Practice and Procedure, and standards settle.... The executive committee has a responsibility to carry forward projects initiated by the Commission unless internal or external changes make them inoperative. It should carry out the will of the Commission between meetings. It should not make policy. As chair, I plan to be a point of contact between the Commission and the staff in the national office. This intensified interaction should streamline the processes and improve services to school."

The GAO Fact Sheet

In the spring of 1991, the General Accounting Office (GAO) published a fact sheet and a briefing report based on records subpoenaed by the Senate Permanent Subcommittee on Investigations. The GAO looked at a number of characteristics of seven agencies which accredit trade or proprietary institutions as summarized in CHART I.

In the second report, Defaulted Student Loans: Analysis of Defaulted Borrowers at Schools Accredited by Seven Agencies, the GAO looked at the default rates of students from the schools accredited by each accrediting agency. CHART II compares the indicators devised by the GAO in this report.



NACCASHIGHLIGHT

NACCAS Honors Irene Brady

Evaluator Irene Brady, 25-year veteran of onsite cosmetology school visits was selected to receive a plaque from the Commission in Recognition of her valuable service to cosmetology education. Irene said, "Cosmetology gave me

what I needed to work my way through life. I became an accreditation evaluator so I could give back to cosmetology part of what it gave to me."

Mrs. Brady was a practicing cosmetologist for over 40 years. She started with a one-operator salon attached to her home, helping her husband and raising two children. After she was widowed, with two high schoolers, gritty Mrs. Brady went to college to obtain her vocational teaching certificate. After a time teaching and supervising, Mrs. Brady became a charter member of the Secondary Education Teachers of Cosmetology of Public Schools. From there she became a member of the California State Board of Cosmetology followed by being elected to the National Interstate Council of State Boards. She became fifth vice chair and educational chairwoman. In this position Irene, with a group of other cosmetology professionals began to push for improvements in cosmetology education.

As a member of the California Board, she helped rewrite the state cosmetology examination and served on the Textbook Auditing Committee. Mrs. Brady began leading teams evaluating schools for the precursor of NACCAS. She trained each team member on what to do. In those days, visits took two to three days. When team training seminars began, Brady was among the first instructors.

**CHART I
GAO'S SUMMARY OBSERVATIONS ON THREE AGENCIES
WHICH ACCREDIT PROPRIETARY SCHOOLS**

	NACCAS	NATTS	SACS
CURRENTLY			
Currently accredited schools & branches	1,764	1,297	439
Schools with dual accreditation	14	150	42
Schools accredited by another agency when they voluntarily relinquished accreditation by this one	none	27	n.a.
IN THE PAST FIVE YEARS			
Newly accredited	619	641	153
Reaccredited	1,069	482	117
Accreditation deferred	112	157	82
Accreditation withdrawn	99	69	19
Accreditation denied	46	70	6
Schools did not reapply once accreditation expired	118	119	33
On-site visit required before accreditation	yes	n/a	yes
n.a. = not available			

Source: General Accounting Office, School Accreditation: Activities of Seven Agencies that Accredit Proprietary Schools, September, 1990.

**CHART II
DEFAULTS OF STUDENT BORROWERS ENTERING REPAYMENT IN 1988
AT SCHOOLS ACCREDITED BY THREE AGENCIES**

Indicator	NACCAS	NATTS	SACS
Number of schools accredited	781*	592*	76*
Total dollars in default at these schools (in \$millions)	\$57.9	\$230.8	\$42.2
Number of borrowers in repayment	84,847	353,588	50,271
Number of borrowers in default	24,676	88,672	18,007
Percent of borrowers in default	29%	25%	36%
Number and percent of schools with default rates above:			
Below 20%	331(42%)	338(57%)	24(32%)
20%	450(58%)	254(43%)	52(68%)
30% ¹	267(34%)	118(20%)	35(46%)
40% ¹	146(19%)	46(8%)	20(26%)
60% ¹	20(3%)	4(1%)	5(7%)

*Why does this number differ from the number of accredited schools indicated in CHART I? It is based on the United States Department of Education 1988 cohort printout. It only includes schools with 30 or more borrowers. It includes main campuses only. Branches are factored out.
¹ These schools are also counted in the 20% category.

7 January-April 1991

The 1992 Re-recognition Status

In March of 1992, NACCAS published the following NACCASGRAM from the Commission Chair, Mr. Jim Rogers, to inform its accredited institutions of the status of NACCAS' re-recognition petition with the U.S. Department of Education as follows:

QUIPS & QUOTES

“

School owners can't afford to become too complacent, 'too busy' to become involved, reliant on those same few school owners who have always carried the ball for them.

”

- Carol Cataldo, Executive Director of NACCAS

"At its meeting, February 3, 1991, the National Advisory Committee on Accreditation and Institutional Eligibility (NACAIE) accepted the U.S. Department of Education staff recommendation to continue NACCAS' recognition for a two-year period without restrictions. This will put NACCAS' next petition on the same schedule as petitions from other agencies

The Department has indicated that NACCAS meets all of the published criteria for recognition by the Secretary of Education. The Department was concerned, however, that too many students who attend institutions accredited by NACCAS default on loans obtained through the federal Guaranteed Student Loan Program.

Members of the NACAIE expressed doubts as to whether defaults are a measure of the quality of educational programs. Nevertheless, the Committee accepted the Department's contention that student defaults are one measure of an institution's educational quality. First, an institution with a high default rate may not be administering its programs in an effective, high-quality way. Second, the Department considers defaults a measure of institutional effectiveness. Also, if students requiring loans are admitted to a program, they should be given the support services needed to complete the program, obtain a job, and pay back the loan.

The Departmental Staff in its report agreed '... that the identified problems relate to only a limited percentage of the schools

accredited by NACCAS. Nevertheless, the Department and the Committee consider any problems discovered through defaults, Departmental audits, complaints, program reviews, or late filing of an audit by a school to be indicators that NACCAS is not weeding out the bad schools. The Department places a school in the 'bad' column if it submits a audit late, miscalculates a refund, admits a student whose ATB test was scored wrong, if any problem at all is cited during a program review or an audit, or if a student from the school complains to the Department's regional office about anything. It is then up to the school, and the accrediting agency, to demonstrate that the school is meeting accreditation standards and that the school is providing quality education.

The second area cited by the Department was NACCAS' financial position. Although we were able to document conclusively that NACCAS met every known test for financial solvency, the Department arbitrarily concluded that our already positive fund balance should be higher. Although we were astonished to hear this — especially from the federal government — it is an issue we will have to address.

I had the opportunity to appear before the NACAIE to present testimony on behalf of NACCAS. The testimony pointed to statistics which prove NACCAS to be in compliance with all of the published criteria for recognition (found at 34 CFR Part 602). I was confident that NACAIE would find NACCAS in full compliance,

they did! However, the Department staff recommendation was not based upon the criteria, but was a reaction to repeated criticism by Congress and others of its processing of accrediting agency petitions.

The Commission has planned a policy meeting where the NACAIE recommendation on NACCAS' Recognition Petition will be a topic of discussion. Any policy changes proposed to carry out these recommendations will be submitted to schools through the Call for Comment procedure.

Yes, NACCAS is alive and well, and over the next two years we expect NACCAS and the schools we accredit to get stronger than ever." – Jim Rogers, Commission Chair

The HEA of 1992

On July 23, 1992, President Bush signed the Higher Education Amendments of 1992. Many of the provisions of the Act went into effect on the same day it was signed. This did not give the U.S. Department of Education (USDE) time to promulgate implementing regulations or issue guidance through a "Dear Colleague" letter. The lack of regulations or clarification from the Department was not considered an excuse by Departmental auditors or program reviewers if they determined an institution was not complying with the new requirements set out in the Act.

Schools were encouraged to obtain a copy of the law, read it carefully, and update policies and procedures accordingly. Schools were advised to make a good faith effort to comply with the law until regulations were promulgated. As a mechanism for assuring the good faith effort, schools were told to:

- Develop a written procedure and a rationale for the way it intends to meet the requirements;
- Send a copy of that procedure to both the accrediting body and the USDE, indicating when the changes would be implemented at the institution. Such documentation was to be retained in the event that program reviewers found a violation because what the institution was doing during that period was not the same as the regulations eventually dictated.

During the month of September, the Department held discussion group meetings around the country which were attended by NACCAS.

In the meantime, postsecondary institutions that participated in federal student financial assistance programs authorized by the Act were expected to comply with various provisions of the new law including:

1. **Minimum Refunds for First Time Students at an institution.** The statute required a pro rata refund for any first time student at an institution who withdrew before completing 60% of the period of enrollment.

2. **New Definition of Academic Year.** A minimum of 30 weeks of instructional time in which a full-time student was expected to complete at least 900 clock hours of instruction.

3. **The 85%-15% Rule.** For a proprietary school to be considered an institution of higher education, at least 15% of its revenues were to be derived from sources other than Title IV monies.

4. **50% ATB Rule.** In order to be considered an institution of higher education, no more than 50% of the students could be enrolled under the ability-to-benefit provisions of the Act.

5. **Annual Audits.** Schools would have to submit annual financial statements. When seeking certification or re-certification (every four years), schools would have to submit an audited financial statement.

6. **Threshold Default Rates.** Starting in 1993, any school with a default rate of 25% or greater for three consecutive years would be subject to LS&T from Title IV programs.

7. **Reinstatement of Borrowers.** A guaranty agency was to allow a borrower with a defaulted loan to renew eligibility for Title IV assistance by making six consecutive monthly payments at a reasonable and affordable rate based on the borrower's total financial circumstances. It was not clear from the Act how such reinstatements would affect an institution's default rate.

8. Limitations on Lender of Last Resort Program. Even the lender of last resort was not obliged to make loans to students attending an institution which:

- Had a cohort default rate above 25%;
- Had not participated in the loan program during the past 18 months; or
- Was currently subject to a LS&T proceeding by any guaranty agency or the USDE.

9. **Request for Data from Guaranty Agencies.** Institutions were allowed to obtain information from the guaranty agencies on student borrowers for whom the agency had requested pre-claims assistance.

10. **Federal Direct Loan Program.** The Department was supposed to select a representative group of schools to take part in the pilot direct loan program.

The statute also added requirements so a school's accrediting body could receive the Secretarial recognition needed for schools to participate in Title IV. For instance, accrediting bodies would have to assess institutions in terms of default rates and USDE audits and program reviews. Accrediting bodies would also be required to have new procedures to assure on-going oversight of accredited schools which included unannounced visits and visits shortly after an institution changed owners.

Cosmetology Gets A "Bad Rap"

By mid-1993, the cosmetology industry was getting a "bad rap" from the USDE which was trying to rationalize its large deficits on high student loan default rates. The USDE attempted to use the cosmetology industry as examples of government waste and abuse. They used default rates as an indicator implying from old and erroneous data that the cosmetology industry, namely, postsecondary proprietary schools, were the largest contributions to the federal education budget deficit.

Bonnie Manley Installed as Commission Chair

In January of 1993, Ms. Bonnie Manley was installed as the Chair of the Commission. She was elected to the Commission as a school-owner representative in 1990. Ms. Manley owned Je Boutique College of Beauty and Bay Vista College of Beauty in California. She had been a cosmetologist and instructor for more than 17 years. She had over six years of experience as a salon manager. For the six years prior to being elected to the Commission, she served as an examiner on NACCAS on-site evaluator teams. She completed two terms as Vice President of the California Association of Schools of Cosmetology and was a member of the California Cosmetologists Association and other professional organizations.



Commission Chair Bonnie Manley (seated, center) held the first meeting of the newly-elected Executive Committee during the Commission meeting February 1993. Seated from left: Pat Nix, secretary; Bonnie Manley, and Connie Foster, treasurer. Standing from left: are first vice chair, Michael Vanacore; Chief Executive Officer, Mark Gross; Dr. Jim Gibson, second vice chair; and immediate past president, Jim Rogers.

However, NACCAS had conducted research over the previous two years and had obtained statistical data which contradicted what USDE had been promulgating about its schools. The Commission's recent Job Demand survey indicated that the cosmetology industry was growing at a rate of 2% per year. Further, it was faced with a shrinking labor force which could seriously impede future growth. The survey showed a shortfall of people to fill 138,000 jobs. That amounted to \$11 billion in lost revenue to the cosmetology industry.

The Commission considered that one of the possible reasons for the shortfall was that the industry had failed to promote a positive image for cosmetology as a profession. In an effort to help, NACCAS provided staff consultation, information sharing regarding state licensing offices, state regulations and federal amendments and regulations. The Commission strived to develop performance standards that increased the level of education being taught through accredited schools thus increasing the level of professionalism of graduates entering the cosmetology industry.

The Commission urged its institutions to inform communities, local and state government officials and members of Congress of their successes. Further, the Commission made available actual statistics for each congressional district to assist schools in getting the word out about the effectiveness of the industry.

President Clinton Appoints Richard Riley

On January 21, 1993, President William J. Clinton appointed Richard Riley from South Carolina to serve as the Secretary of the



Richard Wilson "Dick" Riley, United States Secretary of Education 1993-2001

U.S. Department of Education. Mr. Riley held that seat until January 2001. Riley was the 111th Governor of South Carolina and the only Democrat to serve two consecutive terms since the constitution was amended to allow governors to serve consecutive terms. He graduated cum laude from Furman University in 1954 and received his law degree from the University of South

Carolina. He served in the South Carolina House of Representatives from 1963 to 1966. He served in the Senate there from 1967 to 1977. As Governor of South Carolina, he initiated the Education Improvement Act, what a Rand Corporation study at the time called "the most comprehensive educational reform measure in the U.S." In 1993, he was first approached by President Bill Clinton about an appointment to the U.S. Supreme Court, which Riley turned down. That same year, President Clinton appointed Riley to his Cabinet as Secretary of Education.

Appendix D Consultation Package Approved

At the February 1993 Commission meeting, a new Appendix D consultation package was approved. It included guidelines and exercises to help schools analyze institutional effectiveness. It included questions and data sheets a school could use to identify both internal and external factors that might contribute to the retention, licensure, and placement rates of students. The goal of the consultation was to help schools analyze areas that could be strengthened, improved or changed with a focus on outcomes assessment (retention, licensure and placements).

The institution was advised to establish an Institutional Effectiveness Analysis Group that would include representatives of the school's staff, faculty, students (including current students, graduates and non-completers), and employers and other constituencies.

DEFAULT REDUCTION REQUIREMENTS CHART

Cohort Default Rate	Requirement	Comment
Greater than 20%	Implement default management plan	May use default prevention strategies outlined in Appendix D (including consultation with the accrediting agency) or may develop own plan approved by USDE
Greater than or equal to 30% for 3 consecutive years	School ineligible to participate in the FFEL programs	<ul style="list-style-type: none"> Must adopt an Appendix D Default Management Plan which includes consultation with the accrediting agency Cohort default calculation is modified for schools with fewer than 30 borrowers entering repayment each year—uses 3-year average percentage of current and former students who entered repayment in any of the 3 most recent fiscal years Effective with FY94 rate drops to 25%
Greater than or equal to 30%	Undergraduates ineligible for Federal SLS	<ul style="list-style-type: none"> Must adopt an Appendix D Default Management Plan which includes consultation with the accrediting agency Restricted Federal SLS eligibility does not apply to graduate students nor to undergraduates who on the date the default rate notification was received were enrolled in a program of study and had already received a Federal SLS for that program
Greater than 30%	Delay delivery of loan proceeds	Must delay delivery of Federal Stafford, unsubsidized Stafford, and Federal SLS loan proceeds to all first-time borrowers until 30 days of the loan period has elapsed
Greater than 60%	School subject to Limitation, suspension, or termination of Title IV eligibility	Subject to USDE proceedings to limit, suspend, or terminate school's eligibility to participate in the Title IV programs

A Default Reduction Requirements Chart and the Completion Rates for Some of the Programs Offered by Schools Accredited by NACCAS in 1992.

Completion Rates for Some of the Programs Offered by Schools Accredited by NACCAS in 1992

Program	No. of Schools offering this program	Number who graduated	Completion Rate (%)
Cosmetology/Hairdresser/Hairstyling/Advanced Cosmetology	1,292	40,959	84%
Student Instructor	661	1,050	81%
Salon Management/Cosmetology Combination	85	543	89%
Nail Technology/Manicuring/Nail Technical Combinations	882	13,555	85%
Cosmetology/Teacher Training Combination	86*	24	100%
Barber Science/Cosmetology Combinations	177	1,025	87%
Master Skin Care/Esthetics/Electrolysis/Other Skin Care	304	4,172	94%
Full Combination Courses (Hair, Skin, Manicuring)	49	224	79%

*Schools may have NACCAS approved course with no students enrolled currently
Source: NACCAS Annual Reports submitted by 1,191 institutions.

The plan recommended a five step analysis as follows:

1. Gather relevant data such as student demographics.
2. Analyze the data. For example, profiles should be created of successful graduates and compared to profiles of students who withdraw.

3. Develop the analysis. This process asked questions regarding why students withdraw or are terminated from a program, have difficulty passing a licensing exam or finding a job.

4. Plan for improvement. Once problem areas were identified, schools were to develop a plan for improvement and implement needed changes.

5. Monitor implementation. Regular monitoring was recommended to ensure needed changes and improvements were made timely.

NACCAS Schools Have High Completion Rates

In mid-1993, NACCAS' Government Relations and Legal department completed a preliminary statistical breakdown of programs offered by schools accredited

NACCASHIGHLIGHT

by NACCAS. At a time when the public, in general, had been besieged with distorted perceptions of the cosmetology industry and more specifically, postsecondary proprietary schools and its effects on defaulted student loans, low completion

rates and small numbers of graduates to fill awaiting jobs, it was not surprising that the USDE used cosmetology schools as a scapegoat to rationalize their high default rates while exhibiting a lack of commitment to look at the real causes of defaulted students loans.

NACCAS' preliminary statistics, based on information obtained through the 1991-92 *NACCAS Annual Reports* indicated that 1,191 NACCAS schools enjoyed a cosmetology program completion rate of 84%, a master skin care completion rate of 94%, and a nail technology completion rate of 85%.

The May-August 1993 NACCAS REVIEW featured Matty Velasco of Matty's Salon

It is a well-known fact that small business is the glue that holds the fibers of our country together. Born in Columbia, Matty attended school, married, began raising children, and eventually relocated to the United States. As her children grew, she began work in the medical industry in New Jersey and found herself managing a successful medical clinic. But her life changed, and she experienced a divorce in the late 1980s. With the responsibility of supporting herself and starting a new life, she moved to Southern California where she believed a greater opportunity awaited her. With the encouragement of a friend, she promptly made an appointment with the Bay Vista College of Beauty and completed the requisite paperwork. She learned that she qualified for financial assistance through the government's grant and loan programs so she quit her job and started school. While in school she was presented with the opportunity to purchase a salon which she did. She called upon a friend to help manage it while she completed school.

Matty's perseverance held fast, and she completed her training in seven months. In a short time, Matty's salon grew from eight stations and three employees to one of 12 work stations and 13 employees. She hosted as barrage of extra classes for her employees and was generous in inviting members of other salons to attend. She retailed top salon products and believed in professionalism, providing quality customer service, and selecting key employees.

With Matty at the helm of her business, her name fast became a household word in the local hair industry... from product distributors to manufacturers to her fellow salons. When asked what she attributed her success to, she said the most important thing was to keep focused on what you want and not lose sight of it... work hard and work smart.



Matty Velasco and Commission Chair Bonnie Manley

NACAIE Becomes NACIQI

In the early '90s, the National Advisory Committee on Accreditation and Institutional Eligibility (NACAIE) became known as the National Advisory Committee on Institutional Quality and Integrity (NACIQI). On April 29, 1994, the same day the Department promulgated new and dramatically different standards for recognition of accrediting agencies, a *USDE Staff Analysis*, critical of actions NACCAS had taken during the previous two years to improve compliance with recognition requirements was published. In a written response and in a personal appearance before the NACIQI in June, NACCAS addressed many of the issues that had been raised in the *Analysis*.

There were some conclusions in the USDE staff analysis which the NACIQI readers felt were not relevant to recognition and which USDE witnesses apparently had no wish to pursue. The letter from NACCAS' outside auditors, attached to NACCAS' Response answered the criticisms about NACCAS' finances. It showed how the special assessments since 1992 had increased NACCAS' fund balance by 200%. NACCAS' Response overcame other misunderstandings of the many changes made over the previous two years.

After the hearing, the NACIQI voted to accept NACCAS' interim reports, but NOT to accept the *USDE Staff Analysis*. However, the NACIQI cautioned NACCAS that there still were three

substantive areas in which NACCAS must show improvement. First, NACCAS must show that its accreditation standards and procedures led to reliable decisions on the quality of the education offered at the institutions which were accredited. Second, NACCAS must show that it monitored institutions effectively to ensure that schools continued to meet accreditation standards throughout the period of accreditation granted. And third, the Department needed assurance that NACCAS had the resources to carry out these activities at that point and in the future.

The Department's plan to evaluate NACCAS' improvement in the three areas included looking at completion, licensure and placement rates of the schools it accredited. The Department would also consider the number of schools which had high default rates, level 3, 4, or 5 program reviews, audits submitted late, LS&T actions, and bankruptcy proceedings.

The Department would give great weight to complaints received from students at its schools and to third party comments. It would also evaluate new steps that NACCAS needed to take in the three areas to comply with new recognition regulation.

NACIQI expressed its hope that communications between the Department and accrediting agencies would improve. To that end, Chairman Oswald was able to inform the committee that he had recently met with Dr. David Longanecker, Assistant Secretary for Postsecondary

NACCASHIGHLIGHT

Bill Oswald Elected Chair of Commission



During the Commission meeting held in February 1994, Mr. William A. Oswald was installed as the Chair. Mr. Oswald was a school owner commissioner representing the States of Wisconsin, Kentucky, Michigan, Iowa, Illinois, and Indiana. He had owned three accredited schools in Iowa since 1973. He had been a licensed cosmetologist and instructor in Iowa since 1967. He was the past President of the Iowa Cosmetology Association and was active on the Legislative Committee of that organization. He had been a member of the National Cosmetology Association since 1967 and was active in his community, having served on the Planning and Zoning Commission and Chamber of Commerce.

“ The currents that determine our dreams and shape our lives, flow from the attitudes we nurture every day.

- Unknown



Photo at left: Bahner College of Hairstyling has distinguished itself as the first NACCAS-accredited school to implement the American National Vocational Qualification (ANVQ) program. Shown here is Jerald Hendrickson, owner of Bahner Beauty College of Hairstyling and former Commissioner of NACCAS.

Education and Dr. Karen Kershenstein, Chief of the Accrediting Agency and State Liaison Branch at the Department. Oswald explained that Dr. Longanecker assured him that the Department planned to work with NACCAS and to make the Department's expectations clear.

The Launch of ANVQ

During the 1994 annual convention of the American Association of Cosmetology Schools (AACS) in New Orleans, NACCAS formally announced the availability of the American National Vocational Qualification (ANVQ) program to all NACCAS-accredited schools. Earlier that year, NACCAS had

acquired, through licensing contract with the Hairdressing Training Board (HTB) of England, the right to use in the United States that Board's standards of competence in hairdressing (Level 3), and a training session for the first 10 schools interested in the program was held in July. The ANVQ program was an offshoot of several attempts made by the cosmetology industry, through its leaders, to establish uniform standards of competence for cosmetologists across the United States. NACCAS addressed that need by adopting the ANVQ program which evaluated proficiency in areas such as communication, supervision, training, inventory control, salon promotion and others, in addition to hairdressing techniques.

Alan Goldsbro, Chief Executive of the HTB, and Anne Rodger, a member of the Board who operated three private training centers in Scotland, traveled to New Orleans for the convention. Mr. Goldsbro explained the workings of the National Vocational Qualification scheme in England and Ms. Rodger answered questions from the audience about the operation of her training centers on vocational qualification.

The first Skills Assessor training sessions were held in Arlington, Virginia, and Portland, Oregon in December and were limited to 10 persons each.

Cosmetology Educators of America is Founded

In spring of 1995, NACCAS announced and promoted the first-ever Cosmetology Educators of America Convention. The American Association of Cosmetology Schools (AACS) had a long history of providing quality education to educators as well as school owners and administrators. N. F. Cimaglia, the founder of Milady Publishing, and a leader in the evolution and growth of cosmetology as a career, was dedicated to quality education. He was instrumental in organizing the National Association of Cosmetology Schools (now known as AACS) and CAC (now known as NACCAS). He also created the educational arm of AACS which was then known as the Teacher's Educational Council (TEC). For years, TEC provided continuing education and professional development programs for cosmetology educators throughout the United States. It had its own officers and members as the educational division to the school association.

In the early 1990s, it was determined to combine the two groups and make TEC a committee of AACS, much like the Membership or Government Relations Committee. Instead of having its own president or board of directors, it was to have a committee chairman who would serve as a Director on the AACS Board. The group was blessed to have as its first committee co-chairpersons, Ms. Judith

Stewart and Mr. Art DeConciliis, who believed in the value of quality education. However, as often happens when a major reorganization takes place, the committee struggled a bit over the next few years to form its new identity including trying new names and projects.

It is important to note that NACCAS continues to promote continuing education for instructors and the standards and criteria still require each instructor in a NACCAS-accredited institution to complete at least 12 hours per year in professional development. Proof of attendance at the annual CEA Convention fulfills the NACCAS requirement.

President Continues Crusade for Higher Education Standards

In a continued effort to promote cosmetology education and cosmetology as a career, NACCAS published the following article in the February, 1996 *NACCAS REVIEW*:

"President Bill Clinton continues his crusade for higher education standards in our country. He is committed to making the United States educationally competitive by the year 2000. It is in this light that the cosmetology industry should flourish. Many negative comments have attempted to tarnish the industry by those using incorrectly gathered and misinterpreted statistical data.

What other skill can you gain in 1,000 to 2,000 hours that lasts a lifetime and allows you to find employment almost anywhere in the world? What position is so positive that people could come in somewhat unhappy about themselves and their appearance and leave feeling great? How many industries are zero unemployment? No unemployment?

The results of a 1995 membership survey conducted by the International Chair Salon Association (ICSA) showed that over 6,000 new jobs could have been filled if the manpower was available. ICSA represents over 10,000 salons nationwide. The cosmetology industry contributes between \$30 to \$40 billion to our Gross National Product (GNP). In addition, the opportunities for growth and success are limitless.

There are countless leaders in the cosmetology industry who epitomize the "rags to riches" story. Many familiar names such as Mitchell, Sebastian, Redmond, Sassoon, Horst, and others began their careers as hairstylists. A cosmetology education also provides a tremendous opportunity to manage, supervise or join a corporate management team. It is not uncommon for the manager or supervisor of a larger salon to earn \$40,000-\$60,000 per year running a million-dollar plus business.



Cheryl Barnett Re-elected

Cheryl Barnett was re-elected to the Commission in 1994 for her second three-year term. In 1996, she was elected as Chair of the Commission. Ms. Barnett had been employed by the House of Heavilin Beauty College since 1966 and the owner since 1979. At House of Heavilin, she taught classes, developed curricula, supervised staff, and handled all administrative and managerial tasks. After being active for many years in the Missouri Association of Cosmetology Schools, Ms. Barnett served as President for two terms from 1989-1991. She was a former member of the Board of Directors of the Kansas City Cosmetologists' Association. She had also been affiliated with other cosmetology-related professional organizations including the National Association of Accredited Cosmetology Schools.

ANVQ Skills Assessor Training

ANVQ news in the 1996 observed that cosmetology schools were doing an excellent job of preparing graduates to sit for state board examinations. But it was determined that the time was ripe to offer salons (end users of the school's product) a better-prepared, more qualified, truly "salon-ready" graduate. Important efforts were carried out by NACCAS and the Cosmetology Advancement Foundation (CAF) to promote uniform, nationally-recognized skills standards for cosmetologists. Both groups advocated for the use of competency-based training and evaluation for the development of truly capable professionals with a greater chance for success.

Toward that end, NACCAS' ANVQ Level 3 program used uniform standards for skills that cosmetologists needed in addition to those represented by state licensure. Level 3 added competency-based training in communication, interpersonal relations, information management, supervision, and advanced skills in hairdressing to the entry-level education that most cosmetologists receive for licensure.

Further, NACCAS decided to award continuing education credit to instructors for their training as Skills Assessors, since the training focused on evaluation skills. The credit would be equivalent to the amount of time spent in training activities, and the Commission would recognize the sessions as appropriate to fulfill all or part of the 12 hours of continued education that NACCAS required of instructors.

The cosmetology industry contributes between \$30 to \$40 billion to our Gross National Product.

Cosmetology education; it's fun. It provides great opportunities, technical and business skills for a lifetime, doing something positive in a growth industry. How many people can say that about their jobs?

1997 Job Demand Study

In the spring of 1997, NACCAS published the results of a national job demand study for the cosmetology industry that was commissioned by LMP Associates. The great news was that the cosmetology industry was a job seeker's market for both experienced and entry level positions. A random sample of 28,000 salons were mailed surveys and following lists some of the key findings:

- In September of 1996, there were 1,345,000 professionals employed in the national's 285,179 salons, barber shops, unisex salons and nail salons. The typical salon served 172 clients per week and had five stations, two or three full-time professionals, one part-time professional and one booth renter.
- Salon owners were interested in expanding their businesses, reporting that they had enough business in the previous year to support an additional 391,000 positions. Approximately three-out-of-every-four salon owners reported difficulty in finding new applicants. One-out of every three salon employees changed jobs in the previous year. There were nearly 510,000 job openings or 1.8 per establishment. There was a great deal of mobility within the industry. Of the employees leaving salon establishments, 12% left to open their own establishment, 19% became booth renters and only 14% left the industry altogether.

- There was a significant increase in the number of salons that rent booths: 32% in 1996 compared to 24% in 1991. Booth rental provided minimal risk on the part of the salon owners and fairly safe opportunities for people in the field to become independent contractors.
- Sixty-one percent of salon owners classified their salons as a unisex salon, 30 percent as a beauty salon, two percent as a nail salon and eight percent as a barber shop. The average salon income including tips was \$30,000. This was above the national average.

In yet another attempt to assist NACCAS-accredited institutions in their success, NACCAS introduced the Job Bank in late 1997. It was designed to help graduates; for example, in Oregon looking for a job in South Carolina or a salon in Florida looking for a stylist to reach across the country for applicants. The Job Bank linked employers and graduates using 21st century technology. Individuals could post or search numerous job listings and resumes, broken down by categories for the convenience of the seeker. This service was provided to the industry at absolutely no charge.

The 1998 Reauthorization of the HEA

In October 1998, the reauthorization of the HEA was passed. Congress invited NACCAS and other education organizations to submit proposals and suggestions for changes about 18 months earlier. Some of the amendments were positive for schools and some were not. The most worrisome amendment was the "Roukema" provision that declared that if a school was terminated from Title IV loan programs due to high default rates, its students would not be able to receive Pell grants either. Mr. Raymond Testa, President of the American Association of Cosmetology Schools said, "We find it inconceivable that the loss of Pell eligibility is now applicable to schools who lose loan eligibility based on default rates. It seems especially reckless when one considers that the laws also mandate that the Secretary conducts a study to evaluate the effectiveness of cohort default rates. The schools that are forced to close will find little consolation when the study reveals what we already know: default rates are directly related to the socio-economics and academic preparation of a student population, not to institutional characteristics."



Phillip Stewart, Interim Chair of NACCAS

Mr. Philip Stewart acted as Interim Chair after Ms. Barnett stepped down at the end of 1997 until regular elections were conducted in 1998. Mr. Stewart was elected to the Commission in December 1992. He chaired the Institutional Change and Finance Committee and was a member of the Nominating, Appeals, and Executive Committees as well as Standards and Policies.

Mr. Stewart was an attorney in general practice, as well as the co-owner of PJ'S School of Cosmetology. He had been an instructor on both the secondary and college level and taught zoology at Indiana University. After serving as the Director of Education for House of James Beauty Colleges, a chain of 25 in Indiana and Kentucky, Mr. Stewart then became the General

Manager and CEO. He received his law degree in 1982 from Indiana University School of Law and worked as an attorney and school owner after that. He held a M.S. from Michigan State University in Biological Sciences and a B.S. from Indiana University in Education. In addition to many other accomplishments, Mr. Stewart served on accreditation team visits for NACCAS and for the



Rebecca Viands, NACCAS Chair

In January of 1998, the Commission installed a new chair, Ms. Rebecca Viands who was elected to the Commission in December 1993 after serving as an evaluator from 1982-1993 in the school owner category. She was the owner and Director of the Potomac Academy of Hair Design in Falls Church, VA, where she was also an instructor. She was the Past Vice President of the Maryland Cosmetology Association and held a senior cosmetologist license in the state of Maryland. She was also a licensed instructor in Virginia. She graduated from the University of Maryland with a certificate in Industrial Education.

On the positive side, the statute provided a mitigating circumstance exemption from actions based on high defaults. The participation rate index exemption also was written into the law. Mitigating circumstances were based on both low economic status of students and placement rates.

Another amendment helpful to NACCAS schools was one that allowed new owners of schools that participate in Title IV programs to be granted provisional certification if a materially complete application was received by the Department within 10 days of the change.

Other directives Congress gave to the Department which benefited postsecondary cosmetology schools were:

- To name a liaison for proprietary schools;
- To replace the current student financial aid administration with a performance based organization;
- To make available the guidelines and procedures used for program review.

The HEA amendments were favorable to accrediting agencies by:

- Making unannounced visits discretionary rather than mandatory;
- Stating that assessment of a school in terms of defaults and Title IV compliance be based on information provided by the Secretary;
- Not requiring accreditors to have refund policies approved by the Department.

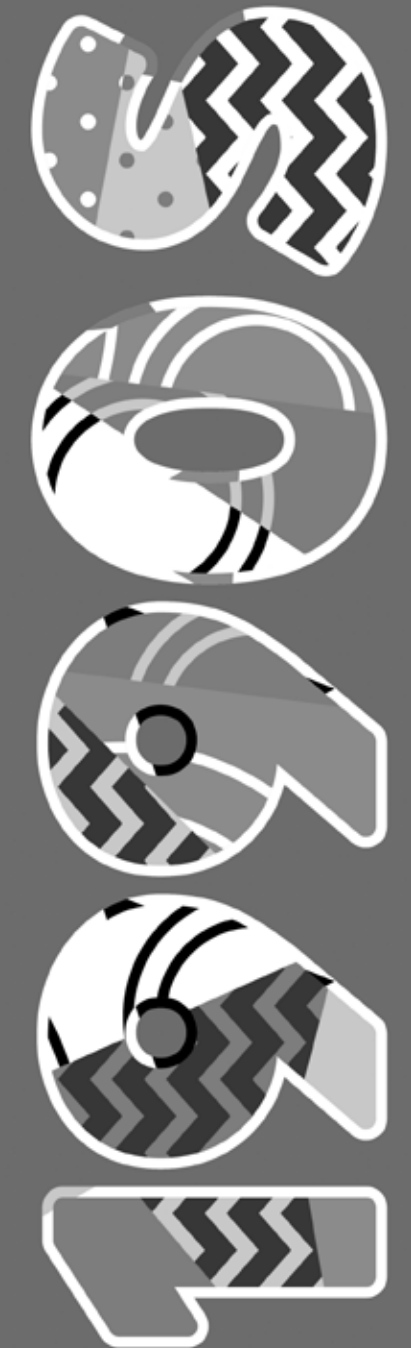
Mr. Roger Williams from the Council of Recognized National Accrediting Agencies said, "I attribute the favorable treatment of agencies which accredit proprietary schools, compared to 1992 when the House proposed eliminating our role as gatekeepers, to the serious effort and hard work that these agencies have demonstrated in conjunction with the Department's Accrediting Agency Evaluation Branch."

In November of 1998, the Council of Recognized National Accrediting Agencies (CRNAA) held its second annual convention in Kansas City, Missouri. The alliance includes seven accrediting agencies with a national scope. The institutions accredited by these agencies number 3,100, with more than 3.8 million students educated and trained in 1996.

CRNAA's objectives are twofold: (1) to promote and inspire the continuous peer review and assessment of accreditation practices predicted upon ensuring the quality and integrity of postsecondary education and training; and (2) to ensure that the purposes and interests of accreditation, accredited institutions, and the students they serve are properly represented and fostered.

The featured speaker was Dr. David Longanecker, Assistant Secretary for the Office of Postsecondary Education, U. S. Department of Education, who provided updated information on the activities at the Department of Education,

The convention committee developed a strong program and several of the NACCAS Commissioners provided their expertise for the breakout sessions and common interest group discussions. NACCAS expressed its appreciation to Commissioner Letha Barnes for leading the common interest group discussion on Cosmetology, Dr. Ralph Stouffer for his breakout session presentation on Teaching and Learning Styles, Dr. Jon Glau for leading the common interest group discussion on Working with State Agencies, and Phillip Stewart for leading the common interest group discussion on Change of Ownership.



Mel Marcel, Director of D-Jay's Beauty School



Mel Marcel, Director of D-Jay's Beauty School, was the recipient of the Joel C. Mumphrey Lifetime Achievement Award at the Louisiana Association of Cosmetology Schools annual banquet held in 1999. This foundation

award was given to cosmetologists for outstanding contributions to the field of cosmetology. Mel, a former salon owner and cosmetology school owner, was honored for his professional talents, his dedicated service to the Louisiana Cosmetologists Association, as well as the Louisiana Association of Cosmetology Schools. Mel was also honored with the award as a past member of the Louisiana State Cosmetology Board, who implemented continuing training for instructors and developed the practical examinations for students of cosmetology, manicuring, esthetics, and instructor trainees who had to pass an examination to receive a license to practice in their chosen field of cosmetology in the State of Louisiana. Marcel served for many years as a NACCAS peer evaluator until 2016. We are sad to report his death in October of 2018.

MEMBER SPOTLIGHT



Leon's Beauty School

Founding Member

Leon's Beauty School was founded in 1963 by the late Leon Oldham. It was located in a fashionable commerce area of Greensboro. Leon's Beauty School is presently operated by Mr. Leon's daughter, Parker Washburn, former NACCAS Commissioner. It is a private co-educational institution offering a cosmetology program, an esthetics program and training courses for cosmetology and esthetics teachers.

Leon Oldham

Mr. Leon took enormous pleasure in the use of his hands and greatly admired those who could translate abstract visual ideas into reality. He saw the artist in so many people and understood that even with the simplest of tools – the scissors, the comb, the brush, the chemistry of color and waving – an ageless art form can be practiced and bring happiness to many people.

Mr. and Mrs. Leon designed a program and an educational environment that is both stimulating and challenging. The success of the institution's graduates is an excellent testimony to that legacy. Thousands of students have attended the school and thousands more have visited for services in Greensboro, North Carolina.

Leon's Beauty School's Mission is to provide an accredited post-secondary education to students in marketable Cosmetic Arts and Sciences skills to enable graduates to pass the state license exam in order to be eligible for entry-level employment. The ultimate objective is to prepare the student for a career in the beauty industry and related fields so that they can become well-qualified and responsible employees.

NACCAS Recognition Renewed for Five Years

At its December 6-7, 1999 meeting, the National Advisory Committee on Institutional Quality and Integrity recommended to Secretary Riley the renewal for a period of five years the recognition of NACCAS as a nationally recognized accrediting agency. The Secretary concurred with the NACIQI recommendation and continued NACCAS' recognition through 2005. The Secretary conveyed his best wishes to the members of the Commission and his appreciation of their continuing efforts to improve the quality of postsecondary education in the United States. This recognition was a great way to complete the '90s and enter the new millennium.

Commissioners who served NACCAS from 1990 through 1999

Ballard, Shirley
 Barnes, Letha
 Barnett, Cheryl (1996-1997 Chair)
 Blair, Phyllis
 Brown, Fran
 Bryant, Judy
 Burkhardt, Lynn
 Chambers, Clayton
 DeConciliis, Arthur
 Foster, Connie
 Gibson, James
 Glau, John
 Goatley, Morris
 Gordon, Stan (1990 Chair)
 Gromacki, Chester
 Gross, Mark
 Hendrickson, Jerry
 Jemison, Glenda

Kerpchar, John
 Manley, Bonnie
 Mattingly, John
 Mazzie, Joseph
 MacKinney, Arthur
 Millard, Richard
 Nardello, Norm
 Olsen, John
 Oswald, Bill (1994-1995 Chair)
 Pappacoda, Frank
 Resso, Arthur, J.
 Scheske, James
 Schrum, Richard
 Stewart, Phillip (1998 Interim Chair)
 Stouffer, Ralph E.
 Vanacore, Michael
 Viands, Rebecca (1998-1999 Chair)
 Williams, Dr. David
 Young, Ken



Chapter Six: THE FIRST DECADE OF THE NEW MILLENNIUM

The NACCAS Long-Range Strategic Plan

The NACCAS Commission held its annual policy meeting in February of 2000. Discussions concerned several key

accreditation issues for consideration during the upcoming year. The Commission discussed and debated 21 proposed changes to NACCAS' *Standards and Criteria, Rules of Practice and Procedure*, and various policies. The Commissioners also discussed

and reviewed goals and objectives of the NACCAS Long-Range Strategic Plan, which was developed in 1997. The plan was revised to reflect the development of new strategies and the progress made toward seven core goals and objectives.

NACCAS HIGHLIGHT

Dr. Ralph E. Stouffer Named Commission Chair

Dr. Ralph Stouffer was named as Commission Chair after serving numerous terms as an Educational Administration Commissioner. Stouffer, a professor in the Division of Graduate Studies in Education and Community Services at the College of St. Thomas in St. Paul, Minnesota, received a B.A. in Education for Dakota Wesleyan University, an M.Ed in Educational Administration and Counseling from South Dakota State University and an Ed.D in curriculum and instruction from the University of South Dakota.

In addition to holding various positions at the College of St. Thomas, Dr. Stouffer served as Associate Director of a Teacher Education Project at the University of South Dakota and served as a teacher and principal of a secondary school in the same state. He had participated as an onsite examiner for several accrediting agencies including NACCAS, NCATE, and North Central. During his tenure at NACCAS, Stouffer was very active in the areas of standards and rules.



Professional Beauty Federation Gears Up for a Busy 2000

The Professional Beauty Federation (PBF) is a non-profit coalition of businesses and associations working together to advance the interests of America's professional beauty industry. PBF began 2000 working on the following initiatives:

- Researching the feasibility of a Tip Tax Credit.
- Partnering with the IRS to draft a TRAC agreement that is more acceptable to salon owners without hurting staff.
- Achieving a more favorable interpretation and application of the Reauthorization of the

Higher Education Act that does not discriminate against clock hour schools, most of which are cosmetology schools.

- Supporting PBF members Beauty and Barber Supply Institute (BBSI) and the American Beauty Association (ABA) in their efforts to obtain passage of consumer protection/anti-tampering legislation.

The Professional Beauty Federation was formed to promote and protect the professional beauty industry and all those who work in the business as it relates to government laws and regulations. The salon industry organization members represented all segments of the professional beauty industry including independent and chain salons, cosmetology schools, distributors, manufacturers, and manufacturer's representatives. Members included:

- **Class A:** National trade organizations that promote the professional beauty and cosmetology industry including the American Association of Cosmetology Schools (AACCS), the American Beauty Association (ABA), the Beauty and Barber Supply Institute (BBSI), the International Chain Salon Association (ICSA), NACCAS, and the Salon Association TSA).
- **Class B:** National, state, and local trade organizations that represent one or more segments of the professional beauty and cosmetology



The PBF and the PBF's Political Action Committee announced their boards of directors and officers. They are (front row from left): Kay Schoeneman, representing BBSI and PBF board member; Jill Kohler, representing TSA and TBF board member; Frank Zona, representing TSA and PBF board member; Mike Spano, representing BBSI and vice president of PBF; Malcolm Bonawitx, representing ICSA and chairman of the PBF's PAC. Back row from left: Frank Schoeneman, representing ICSA and treasurer of the PBF's PAC; Ray Testa, representing AACCS and PBF board member; Mark Gross, representing NACCAS and the PBF's president; Rebecca Viands, representing NACCAS and PBF's secretary/treasurer; Janice Dorian, representing AACCS and board member of PBF's PAC; and Mark Mitchell, representing ICSA and board member of PBGF's PAC. Members not pictured include: Jim Cox, Eric Schwartz, Phil Horvath, Bill Gray, George Schaeffer, Sasha Rash, Paul Dykstra, and Tom Clifford.

industry including the Missouri Beauty Association.

- **Class C:** Individuals or organizations engaged in the manufacture of products or the provision of services relating to the professional beauty and cosmetology industry including OPI (\$30,000) and John Paul Mitchell Systems (\$3,000).

PBF represents:

- 21,500 independent and chain salons employing 135,000 licensed beauty professionals
- 1,500 beauty schools
- 80,000 cosmetology students
- 400 product distributors
- 700+ manufacturers of products

PBF Holds Reception

The PBF held a reception in February 2000 in Washington, DC for Congressman Robert E. Andrews (D-New Jersey) and members of his staff. The purpose was to thank him for his past support of the cosmetology industry and to inform him of the issues important to the salon industry in 2000. Congressman Andrews, a ranking minority member of the Subcommittee for Employer-Employee Relations, and a member of the Postsecondary Education, Training, and Life-Long Learning Committees, stated, "Your industry is doing exactly the right thing by taking the time

to introduce yourselves and explain your issues to Capitol Hill. We want to help our constituents every day. We need you to tell us how to do that. You have unbelievable power in the grass roots base of your industry," he added after learning of the tens of thousands of consumers across the country that salon professionals literally touch every month. "Your challenge now is to tap that base and get it to become vocal and active on behalf of your issues. Your federation will do just that for your industry, and you'll be amazed at how much you will be able to accomplish."

**This business
is built one
relationship
at a time, and with
the right attitude,
you can become
a superstar in
your own right.**

NACCASHIGHLIGHT

Empire Beauty School Launched Careers

Empire Beauty Schools launched careers of almost 1,700 new hairdressers, skin and nail-care specialists, and make-up artists at a graduation ceremony held at the Hershey Theater in Hershey, PA. "The job opportunities for graduates are almost limitless," Franklin K. Schoeneman, President of Empire Beauty Schools, told the graduates. Most were already placed in professional positions in salons and day spas.

"I believe in you," added guest speaker Dennis Ratner, a licensed hairdresser and founder of 800 Hair Cuttery Salons, the largest independently-owned chain of hair salons in the world at that time. "I want you to achieve the goals you have in mind. I know you can do it. I did. This business is built one relationship at a time, and with the right attitude, you can become a superstar in your own right", said Ratner.

While Empire was the largest beauty school chain in North America, the Empire staff prided itself on offering personalized education to every student on every campus. Empire had been training beauty professionals for more than 70 years at that time, and continues today.



Franklin K. Schoeneman, President of Empire Beauty Schools hands out diplomas to almost 1,700 graduates.

NACCAS CEO Receives Zeggie Award

Pittsburgh Beauty Academy (PBA) held its 22nd Annual PBA Alumni Hall of Fame dinner at the Churchill Valley Country Club. The Fall of 2000 event was spectacular in the eyes of all in attendance and many outstanding recipients were given honors in the various categories of Hall of Fame, Quarter Century Club, Professional Image Award, Educator of the Year Award, and the prestigious Zeggie Award.

The Zeggie Award was started in 1983 in memory of Robert Zegarelli, an outstanding cosmetologist who was known throughout the country. Since 1983 many professional individuals have been honored because of their contribution to the cosmetology industry and changes that have come about because of their influence. In 2000, Mark C. Gross, CEO of NACCAS was given the Zeggie Award because of his major contributions to cosmetology education and the improvement of the accreditation process for cosmetology schools. He was also honored because of his foresight in organizing the Professional Beauty Federation. Through his efforts, the Advisory Council on Cosmetology Relations in Education (ACCRED) was formulated and established to serve as an advisory group to NACCAS on governmental and educational issues.



(Left to right) Arnold Zegarelli, Accomplished Hairstylist at Premier Salons, Mark C. Gross, Recipient of the Zeggie Award and CEO of NACCAS, and Arthur B. DeConciliis, President of Pittsburgh Beauty Academy.

NACCAS Honored with Partner in Education Award

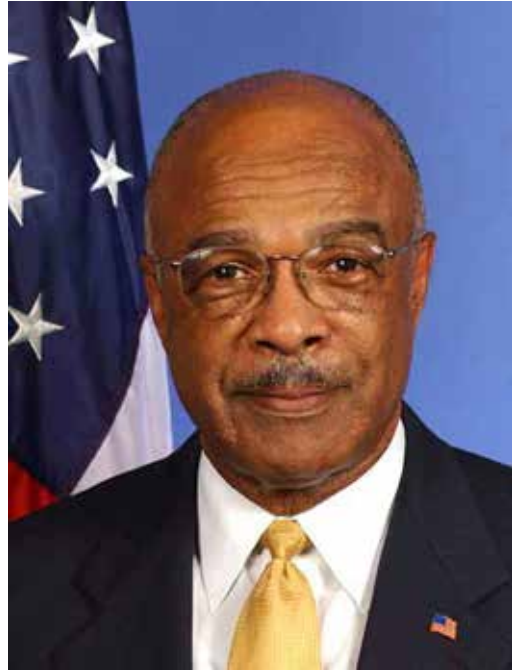
On October 6, 2000, NACCAS was honored as recipient of the 2000 Great Clips Partner in Education Award, at their 2000 Annual Convention, held at the Minneapolis Convention Center. Over 90 educators and industry leaders from throughout the United States and Canada were honored guests at the Convention.

The Partner in Education Award is given annually to an organization that has worked with Great Clips over the past year to advance the career of cosmetology. Ms. Kim Schottler, Industry Relations Manager for Great Clips, said, "this award is a very special award because it is presented annually to

our most valued partner in the cosmetology industry. Great Clips continues to focus on building strategic, long-lasting relationships with cosmetology and barber schools throughout North America. The synergy we have been able to develop with NACCAS has been remarkable." Cliff Culbreath, Director of Communications for NACCAS said, "NACCAS is proud of our relationship with Great Clips and support their commitment to advancing careers in cosmetology."

Rod Paige named Secretary of Education

Roderick Raynor Paige was appointed by President George W. Bush to serve as the 7th U.S. Secretary of Education. He would fill that position from January 20, 2001 to January 20, 2005. Paige, who grew up in Mississippi, moved from classroom teacher to college dean and school superintendent to be the first African American to serve as the nation's education chief. Paige was sitting with President Bush at the Emma E. Booker Elementary School in Sarasota, FL when Bush received the news that a second plane had hit the World Trade Center in the September 11, 2001 attacks. He earned a bachelor's degree from Jackson State University in Jackson, MS. He earned a master's degree and a Doctor of Education degree in Physical Education from Indiana University Bloomington. On November 15, 2004, Paige announced his resignation after overseeing the President's education agenda for four years.



Roderick Raynor Paige, was the 7th U.S. Secretary of Education

ACCRED Holds First Meeting of 2001

In March of 2001, ACCRED held its first meeting of the year. The purpose of the meeting was to discuss and observe a demonstration of the National Licensing Database (NLD) project. Several industry representatives were invited to participate in the important initiative. Mark Gross, CEO of NACCAS gave an overview of the status of the cosmetology industry. He indicated that the recent trends in enrollment decreases have made it imperative that the industry develop and foster new innovative ways to recruit and retain hairstylists in the profession.



Attendees of the March 2001 ACCRED meeting, standing from left to right: Dr. Ralph Stouffer, Commission Chair, Paul Sharnsky, Bob Mugnai, Judy Princz, Kim Schottler, Kathy Heller, Frank Pappacoda, Malcolm Bonawits, Clifford A. Culbreath. Sitting from left to right: Frank Schoeneman, Mark C. Gross, and Dr. David White.

The ACCRED committee initiated the NLD project two years earlier. If the operation succeeded, it would make license information available to all participating states. It would enable cosmetologists to readily move across state lines for employment and receive an active license to work almost instantly. It would reduce potential license forgeries and the use of fake paperwork. It would end the discouraging wait for reciprocity, which caused (and still causes) licensed cosmetologists to leave the industry. The system would give a tremendous boost to retention of current work force as they move across state lines. The program needed sufficient funding resources with support from all levels of the professional cosmetology industry to make the NLD a reality over the next four years. Unfortunately, this important initiative never came to fruition.

NACCAS Launches International Accreditation Program

Mark Gross, CEO of NACCAS announced plans for NACCAS' reach to extend to an international front. Mr. Gross noted, "It is now within our scope to create and facilitate international cosmetology accreditation. The NACCAS Commission is now redesigning the complete set of accreditation standards and policies for this commitment to maintain a world leadership position, while ensuring tomorrow's cosmetologists graduate with the most up-to-date education available."

NACCAS remained the only accreditation commission specifically devoted to the professional cosmetology industry in the

United States. International accreditation was expected to lead to international reciprocity and new cosmetology exchange programs, much like regular high schools and colleges that offer foreign exchange programs. At that time, there were foreign cosmetology programs between New York and California schools and Japan, where students spent six weeks abroad. This would offer students a special prestigious opportunity when they returned to their country of origin to begin work in a salon.

New international programs like this would help schools in the U.S. assist their students achieve a world-class education. Students would gain valuable networking and media relations opportunities as well as distinctively different cosmetology experiences. Participating U.S. schools would help facilitate U.S. Naturalization Service approvals. Some foreign countries would help their schools and students with the process as well as pay for the extra service. A future NACCAS goal was to set up a specific foreign exchange program with one international cosmetology school. The long-term effect would help American salons achieve an expanded new labor pool of experienced cosmetologists from foreign countries.

Early interest was flowing into NACCAS from Canada, China and other countries while cosmetology schools across the globe were invited to contact NACCAS for more information since it had been recognized by the U.S. Department of Education and the professional beauty industry as an international accrediting commission.

New Innovations, New Techniques

In mid-2001, NACCAS implemented new technological advances to improve how schools meet their reporting requirements. NACCAS selected 300 schools to participate in the first submission of the NACCAS Annual Report Online. The purpose of the pilot was to evaluate the efficiency of providing required information via the internet. Schools participating were able to complete the financial section with the aid of an online calculator, sections II and III could also be reported online.

The United States Department of Education's Institutional Participation and Oversight Service within the Office of Student Financial Assistance had already been implementing many of its reporting requirements online. Mr. Gross, CEO of NACCAS, invited Victoria Edwards, Acting Director of Case Management and Oversight to the NACCAS office for a demonstration of the NACCAS database. Ms. Edwards and her staff expressed a willingness to work with NACCAS to share information and make

their database complimentary in order to improve how schools fulfill their reporting responsibilities to each entity.

NACCAS Hosts Largest Accreditation Workshop Ever

On August 25-27, 2001, NACCAS held its third Accreditation Workshop of the year at the Orleans Hotel and Resort in Las Vegas, Nevada. There were 255 school owners and staff who participated in three days of intense instruction. The number of school owners participating for their re-accreditation and the number of school owners applying for their initial accreditation with NACCAS set a record for attendance.

The accreditation workshop featured a review of the NACCAS *Standards and Procedures* criteria with concurrent sessions on marketing, public relations, and completing the NACCAS annual report via the Internet. There were 50 school owners and staff participating in the initial accreditation portion of the workshop with NACCAS.

Effective September 24, 2001, the office of the National Accrediting Commission of Cosmetology Arts and Sciences, Inc. announced its relocation to Ford Avenue in Alexandria, Virginia

United We Stand

Americans across our great nation were affected by the events that occurred on that infamous Tuesday, September 11, 2001. Individuals, groups and organizations responded with an outpouring of support. The support manifested in many ways, from the courageous efforts of rescue workers to the prayers for the family members and loved ones of the fallen victims. The events of September 11, 2001 touched the nation.

NACCAS expressed its gratitude and appreciation for the efforts that cosmetology school students, teachers, administrators, and owners made in support of those individuals who lost their lives as a result of the terrorist attacks.

Cosmetology schools, regardless of size or number of students, wanted to contribute to charities assisting in the relief efforts for the victims. In the November/December 2001 issue of the *NACCAS REVIEW*, NACCAS acknowledged those efforts.



The following schools made donations and contributions to various organizations to support the relief efforts resulting from the terrorist attacks of September 11, 2001:

Michigan College of Beauty, Monroe, MI
Bayshire Beauty Academy, Bay City, MI
Chic University of Cosmetology, Grand Rapids, MI
Chris' Beauty College, Gulfport, MS
Jean Madeline Education Center for Cosmetology, Philadelphia, PA
Cosmetology Careers Unlimited, Duluth and Hibbing, MN
Northwest College of Hair Design, Hillsboro, OR
International Academy of Hair Design, Cincinnati, OH
Bahner College of Hairstyling, Fremont, NE
Capri Oak Forrest College of Beauty Culture, Oak Forrest, IL
The Superior Company, KS
Hair Arts Academy, Bloomington, IN
American Academy of Cosmetology, Danbury, CT

Millie's Beauty College, Fort Worth, AR
Undergraduate School of Cosmetology, Springfield, IL
Mr. Bernard's School of Hair Fashions, Inc., Lewiston, ME
Chris' Beauty College, Gulfport, MS
Aaron's Academy of Beauty, Waldorf, MD
Tri-County Beauty Academy, Litchfield, IL
Butte Academy of Beauty Culture, Butte, MT
Kenneth Shuler's Schools of Cosmetology, SC
The Vermont College of Cosmetology, Burlington, VT
Bennett Beauty Institute, Inc., Washington, D. C.
Learning Institute for Beauty Sciences, Inc., Brooklyn, NY
The Vermont College of Cosmetology, Burlington, VT
Creations College of Cosmetology, Tupelo, MS
Opelousas School of Cosmetology, Inc., Opelousas, LA

NACCAS and NACCAS-Accredited Schools Donate \$30,800

Mark Gross, CEO of NACCAS, announced that NACCAS and NACCAS-accredited institutions had collectively donated over \$30,800 to the American Red Cross Liberty Disaster Relief Fund to help all those affected by the September 11th attacks.

NACCAS asked schools to submit their donations through the Commission to show their solidarity. Many school owners donated checks on behalf of each school they own, while others held cut-a-thons and community fundraising activities.

Mr. Maurice R. Levite, vice-president of the American Red Cross, visited NACCAS from the Washington, DC national headquarters to personally receive a check from Mark Gross of NACCAS during a presentation ceremony. Levite noted, "As a representative of the American Red Cross, I want to say how much we appreciate the fundraising efforts made by NACCAS and their schools to support our Liberty Disaster Relief Fund. More importantly, I want to thank you for helping the thousands of families who have been so severely impacted by this terrible disaster."

Mark Gross noted, "On behalf of NACCAS and all of the NACCAS-accredited cosmetology schools, we wish to publicly thank the Red Cross, which immediately organized all of the necessary massive relief efforts and blood drives to help in the vital healing process of America."

NACCASHIGHLIGHT



The poem (to right) about the events of September 11, 2001, was written by Ms. Cheryl Sawyer, EdD, Professor of Counseling at the University of Houston-Clear Lake. When Ms. Sawyer was contacted to request permission to publish her poem, she kindly granted it. She went on to say how sorry she has been that it took such a catastrophe to bring about the unity and love we all shared and experienced after the tragedy. She wishes that our country could come to that same place of unity again today, as do we all.

One

As the soot and dirt and ash rained down
We became one color.
As we carried each other down the stairs of
the burning building
We became one class.
As we lit candles of waiting and hope
We became one generation.
As the firefighters and police officers fought
their way into the inferno
We became one gender.
As we fell to our knees in prayer for strength
We became one faith.
As we whispered or shouted words of
encouragement
We spoke one language.
As we gave our blood in lines a mile long
We became one body.
As we mourned together the great loss,
We became one family.
As we cried tears of grief and loss
We became one soul.
As we retell with pride of the sacrifice of
heroes
We become one people.

We are
One color
One class
One generation
One gender
One faith
One language
One body
One family
One soul
One people

We are The Power of One.
We are United.
We are America.

NACCAS Elects New Chair

The NACCAS Commission held its annual meeting February 14-19, 2002. During the policy meeting the Commission discussed and debated five proposed rule changes to NACCAS' Standards and Criteria, Rules and Policies. Further, the Commission elected its Executive Committee to be Chaired by Mr. Joseph Nicholson.



Joe Nicholson, Newly Elected Chair of the Commission

Mr. Joseph Nicholson was named Commission Chair in February 2002. He is the owner and president of Central College of Cosmetology and Salem College of Hairstyling, located in the state of Missouri. He was first elected to the Commission in 2001. Mr. Nicholson had been in the cosmetology industry for 12 years. He held a degree in computer science and marketing and was working on his master's degree in education at the time of his election to the chairmanship. He was vice president of marketing for a computer software company that marketed educational materials. He had developed and implemented policies to ensure compliance with accreditation standards for his two schools. He brought to the Commission a business perspective and a special interest in education. It was felt that Mr. Nicholson's attention to detail and his tenacity would be valuable assets to the Commission.

STATISTICS ON NACCAS-ACCREDITED SCHOOLS

The following statistics were taken from the 1999-2000 annual reports submitted by NACCAS-accredited schools.

Owners by number of schools they own:

1 School	80%
2-3 Schools	16%
4-5 Schools	3%
Over 5 Schools	2%

Total number of students scheduled to graduate in 1999:
63,974

Of that number **9.8%** of the students were admitted according to ATB policies.

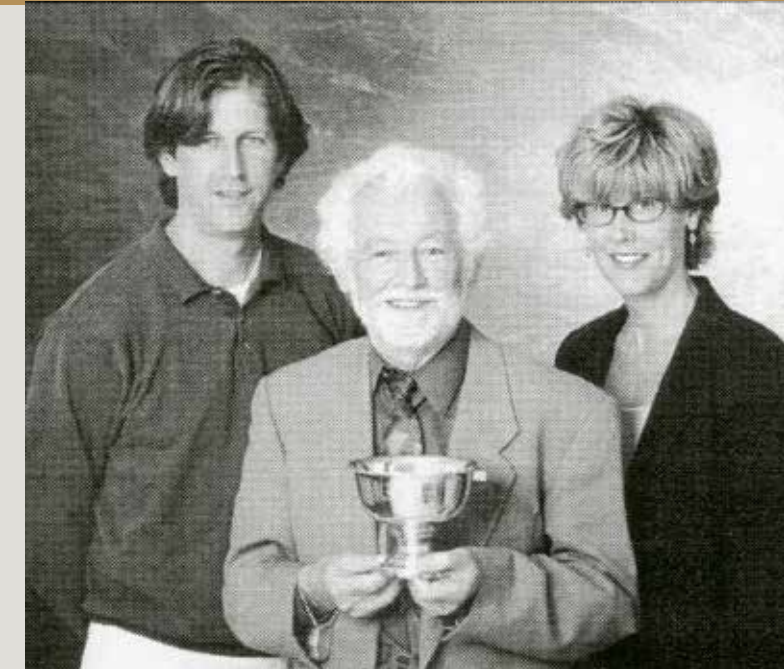
Entities* by number of students scheduled to graduate in 1999:

1-30 students	18%
31-60 students	30%
61-90 students	22%
91-120 students	10%
121-150 students	7%
151-180 students	4%
181-210 students	2%
Over 210 students	5%

*Entities may have more than one school.

Outcomes nationwide for students scheduled to graduate in 1999:

Graduation	66%
Placement	76%
Licensure	87%



From left to right: Robert Passage, vice president, school division; Leo Passage, founder; and Corrine Passage, vice president, publishing.

Pivot Point International, Inc. Receives R. O. Buehler Family Involvement Award

Pivot Point International and its founders, the Passage family, recently received the R.O. Buehler Family Involvement Award from Loyola University Chicago Family Business Center. The award was presented to the Passage family for its advice, expertise, and support for the university, the center and other family businesses.

In operation since 1962, Pivot Point International licenses its award-winning educational programs to cosmetology schools and advance centers in 50 countries and had provided educational solutions to some of the industry's top salons and manufacturers. Pivot Point graduates 50,000 cosmetologists world-wide each year. The company is the recipient of the American Beauty Association's ABBIES Award for Best Professional Beauty Industry Education Program in 1998, 1999, 2000, and 2001. NACCAS extended its congratulations to the Passage family for its dedication to cosmetology education.

NACCAS Honors Staff for Dedicated Years of Service

On May 20, 2001, the NACCAS staff recognized and celebrated their fellow employees for their dedicated years of service. Mark Gross, CEO, expressed his appreciation while addressing the entire staff at a luncheon held in the NACCAS office. Mr. Gross said, "I am proud of our staff and the level of professionalism you have maintained over the years."

The staff honored at the luncheon represented more than 100 years of accreditation experience.

Christopher Walck, Associate CEO and Director of Accreditation:	20 years
Maria Usera, Accreditation Program Manager:	20 years
Jeanette Walker, Accounts Receivable:	17 years
Mary E. Bird, Esq., Director of Government Relations:	13 years
Connie Gross, Meeting Planner:	12 years
Clifford Culbreath, Director of Communication:	9 years
Barbara Cobbett, Accreditation Secretary:	8 years
Sue Misslbeck, Systems Administrator:	5 years



From left to right: Maria Usera, Jeanette Walker, Clifford Culbreath, Mary E. Bird, Christopher Walck, Sue Misslbeck, and Stephen Symbolik. Barbara Cobbett and Connie Gross are not pictured.

President Bush Meets with Small Business Owners

President Bush met with 18 small business owners in Louisville, KY, September 5, 2002 along with Representative Anne Northup, Secretary of Labor Elaine Chao, and Senator Jim Bunning to discuss how the Administration can help small business owners in strengthening America's economy.

NACCAS Commissioner Jan Rowland is president and owner of the Hair Design School, with six locations in Kentucky. Commissioner Rowland was asked to participate in the round table discussion with the President by Representative Anne Northup. The Small Business Owners Round table met for one hour and each individual was able to express what the Administration could do to help his or her business.

Commissioner Rowland took the opportunity to comment on two areas of the Higher Education Act of 1965 that negatively affect her schools. The first area she commented on was the 30-week academic year rule. She commented to the President that "quite simply, the law forces clock hour students to attend school for longer than needed in order to be eligible for the



NACCAS Commissioner Jan Rowland with President George W. Bush during Small Business Owners Round Table Meeting.

maximum student financial assistance, while at the same time preventing them from entering the workforce and filling the considerable need for licensed and certified cosmetologists across the country."

Roland went on to comment that another area affecting her institutions was the Return of Title IV funds regulation for students who withdraw. She concluded her comments by stating, "Mr. President, as Congress and the Administration begin to consider revisions to the HEA next year, I hope that you and your staff will work with small businesses like my own on changes that repeal or significantly modify provisions like the 30-week academic year and Return to Title IV that are negatively impacting my students, schools, and business."

QUIPS & QUOTES



Academic Commissioner Dorothy McKinley Soressi

“Talk about a team effort to accomplish common goals. That's exactly what I experienced during my time as a Commissioner with NACCAS. One of the privileges of being a Commissioner was the opportunity to define and shape processes in which people shared their ideas and opinions to create an environment that benefited the industry. During each session, we were challenged with large amounts of information, clear and unclear issues, and worked to find optimal solutions. It was the best time ever....”

Ms. Dorothy Soressi, former Academic Commissioner had this to say about her work on the Commission

2003 Job Demand Survey

Under the direction of Mark Gross, CEO, NACCAS commissioned Dr. Lawrence Rudner of the University of Maryland to independently conduct a new 2003 study of cosmetology job demand within professional salons and salon chains.

Over the past 10 years, this NACCAS research had provided the only quantitative research data available on cosmetology careers, earnings potential, employment options and the moving trends of licensed salon and spa professionals. The NACCAS Job Demand Surveys had been widely used by all components of the industry, as well as governmental agencies projecting the outlook for employment opportunities in the industry. Many of the NACCAS-accredited schools used the important information in their student recruitment brochures, public relations, marketing materials and on their websites. There had been four previous Job Demand Surveys with the most recent one having been completed in 1999.

The new survey was needed to statistically solidify the positive aspects of careers in cosmetology. The United States Workforce Commission and the U.S. Department of Labor had repeatedly published reports stating that cosmetology was not in need of prospective new employees and that earning opportunities were not great. As a result, the government agencies had not properly funded sufficient allocations

of money to support the cosmetology industry. The goal was to quickly facilitate a new survey with the statistics readied for publication by late 2003.

Every NACCAS-accredited school would benefit from the results by having specific statistical findings that would enhance their future recruitment and expansion efforts. Though NACCAS would hold the copyright of the 2003 survey, each NACCAS-accredited institution would receive a copy of the national research results as well as their individual state survey results at no charge.

Mark Gross noted, "We are extremely pleased with the consistency of the four NACCAS Job Demand Surveys conducted over the past 10 years. Their consistency has given our ongoing research findings a tremendous amount of credibility. These surveys also prove that there is a dramatic and growing shortage of salon professionals and the industry must collective take action to address this problem."

The 2003 Job Demand Survey took shape rather rapidly. Surveys were mailed in March of 2003 with a one-month response deadline. Useable surveys were received from 6,177 respondents. Following are some of the key findings:

- **Salon Growth:** The survey illustrated that in March 2002, there were 1,604,502 professionals employed in the nation's 312,959

beauty salons, barbershops, skincare salons, day spas, and nail salons. This accounted for a 24% increase in the number of new salon professionals and a 5.6% increase in the overall number of salons since 1999. The 2003 survey showed that a typical small salon was a small, full-service salon with 5 stations, 3 full-time professionals, and 2 part-time professionals.

- **Salon Locations:** Salon owners described their locations. Forty-two percent of the salon owners stated that they were located in small towns and rural areas. Only 12% were in central metropolitan cities. The distribution of salons by town size was not consistent with the distribution of people with town size in the United States.

- **Salon and Client Visit Growth:** The average number of salon stations had continued to grow by showing 9% utilized 1 to 3 stations; 12.6% with 4 stations, 31.7% with 5 to 9 stations, and 12.2% having 10 or more stations. Like the number of stations, the average number of clients per week was skewed by the larger full-service and day spa salons. Salon owners were reporting an average of 155 clients per week. That was a notable decrease from the 1999 figures, when the average number of clients served was 174.

The newer day spas tended to be the largest salons and tended to serve the most clients each week.

■ **Salon Employment:** Fifty-seven percent, or the majority of salon employees, showed working full-time. Thirty-three percent were determined to be part-time (20-35 hours) and 10% were less than 20 hours per week. The number of barbers had decreased dramatically, while the number of professional nail technicians continued to increase. This number remained comparable to the then current number of cosmetology school graduates. Sixty-one percent of salon owners classified their salon as a full-service salon; 18% as a haircutting salon; 4% as a nail salon, and 5% as a barber shop. Some 57% of barbers showed working in specialized salons. Survey showed there was an average of only 5.13 professional employees per American salon.

■ **Increased Earning Power:** Based on a typical 50% commission factor, the average 1998 income for salon employees was \$16.92 per hour. The average for all salon professionals was \$18.54 per hour and the average for salon owners was \$22.03 per hour. The full-time 1998 salaries were \$45,822 for salon owners, \$35,193 for salon employees and \$38,563 for all professionals, both employees

and non-owners, inclusive of tips. In 2002, the corresponding yearly full-time salaries were \$48,720 for salon owners and \$36,360 for all other salon professionals.

■ **Employment Outlook:** The 2003 survey illustrated that more than 572,900 open positions were filling in 2002 with both experienced salon professionals changing positions and with inexperienced salon professionals changing positions. Inexperienced workers filled 27% of all new positions. Salon owners reported that 419,000 job openings were filled in 1998. The supply of incoming new cosmetology students in 2002 was increasing for the first time in years. However, the increase did not keep up with current demand and the industry was still faced with a 'zero unemployment' factor for independent salons and salon chains.

■ **Dramatic Labor Shortages:** A total of 370,048 salon professionals and employees left jobs in the salons in 2002. Even though 22.2% of that group left to take positions at other salons, 14.2% went to booth rental and 12.8% opened their own salons. These results were similar to that of the surveys completed in 1999, 1996, and 1999. American salons still reported being short by almost two employees or 1.83 per salon.

In 2002, a startling 73% of those who tried to fill those positions were not able to find qualified applicants, even though some 55% still planned on increasing their staff during the first six months of 2003.

■ **New Nail Care Growth:** The 2003 survey showed manicurists represented only 10% of the salon industry employees, which was an increase of 2.6% from 1999. Some 16% of the anticipated current vacancies were for nail care professionals, 4.3% of all salons in American were nail care only salons.

■ **Booth Rental:** About one-third of the salons still reported that they rented booth space to other salon professionals, the same percentage as in 1996 and 1999. In 2002, the median rental rate remained at \$100 per week and the typical booth renter worked full-time or 35 hours per week. Those salons with rental chairs tended to be bigger and typically rented three booth spaces.

■ **Summary:** The professional salon industry continued to offer terrific new employment opportunities to qualified job seekers, both experienced and entry-level. The new survey estimated that the salon industry grossed \$56 billion per year. In other words, Americans were spending about \$200 per year per person on hair care and nail care.

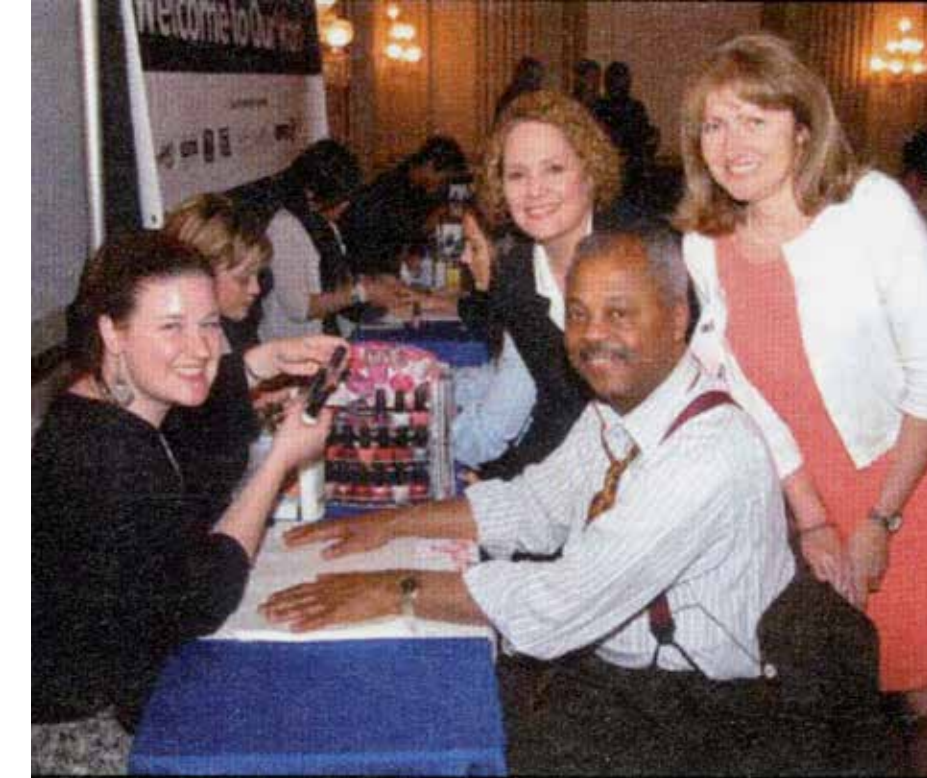
Interestingly, the absolute number of professional salon establishments and the absolute number of salon employees reported by Dr. Rudner remained consistently much higher than government studies of our industry.

Mark Gross noted, "We remain extremely pleased with the qualitative and quantitative consistency derived from the Job Demand Surveys facilitated since 1990. The consistent results of this unique research have given our ongoing research findings a tremendous amount of long-term credibility. These Job Demand Surveys prove that there remains a dramatic shortage of salon and spa professionals for which our industry must collectively work to improve.

Beauty Professionals Take to the Hill

In May of 2003, the PBF community of small business owners, creative artists and dedicated caregivers took to the Hill to educate members of Congress and their key staffers about the issues that impact this business community, such as equal access to education, fairness in taxation and other important issues to uphold and promote the professionalism of the salon industry.

During the fourth annual "Welcome to Our World," more than 600 attendees received haircuts, styles, consultations, manicures, chair massages, hand treatments and makeup touch ups. More than 100 volunteers provided the salon and spa



Congressman Donald M. Payne, D-NJ, a regular "Welcome to our World" attendee, enjoys a manicure from Kristy Rhodes, as RoseAnn Perea from Regis, and Kerry McKenney from the Congressman's office, look on.

services that they perform every day at the nation's more than 300,000 professional salons and day spas, in order to drive the message home that salons are an integral part of every community throughout the country. Attendees also walked away with goodie bags packed with professional products.

Why does the \$56+ billion professional beauty business take to the Hill. PBF members wanted Congress to know:

- The salon industry provides rewarding and lucrative career opportunities in hair, skin care, nails, spa, management, manufacturing, product development, movies and television, photo session work and more.
- There were thousands of job openings for full- and part-time positions. Many salons were open seven days a week,

making it one of the most flexible job opportunities for parents and caregivers.

- The beauty business was, and is, "recession-proof."
- Cosmetology training can be completed in less than 12 months, making it a viable option for workers who have been laid off, people moving from welfare to work or those who want a rewarding career they can enter quickly.

Mark Gross, CEO of NACCAS and President of PBF, stated, "This was our fourth annual event, and each year, we strengthen old relationships and forge new ones. Members and their staffers have told us this is their favorite event of the year, and they now look forward to it."

NACCAS Welcomes New Chair

Commissioner Chiquita Carter from Oklahoma was elected as the new Chair of NACCAS to begin her term on January 1, 2004.

ACCRED Holds First Meeting in 2004

The Advisory Council on Cosmetology Relations in Education (ACCRED) held its first meeting in 2004 to discuss the current trends in the proprietary school segment of the industry and to discuss possible suggestions to the standard and rules for the Commission to review. Mark Gross, CEO of NACCAS, gave a report on the NACCAS-accredited schools with data obtained from the 2002-2003 Annual Reports. He reported that there had been a significant increase in school enrollments and the trend should continue through 2013.

The ACCRED committee suggested that efforts be made to determine the global number of cosmetology students in the public school sector, non-accredited cosmetology schools, and post-secondary proprietary cosmetology schools. There was as motion made for NACCAS to survey state boards to review licensure

Chiquita Carter Named New Chairman of the Board of Commissioners



Chiquita Carter, Chairman of the Board of Commissioners

Chiquita Carter was the owner, manager, and an instructor of CC's Cosmetology College in Tulsa, OK. Ms. Carter had been in the cosmetology industry for 24 years. She had worked exclusively in the school's administrative offices since 1988. She had worked on a national level with the American Association of Cosmetology Schools as a member of their Board of Directors and the National Cosmetology Association. Ms. Carter actively worked for the improvement of the cosmetology industry through the Oklahoma State Board of Cosmetology and was the Secretary of the Oklahoma Private Cosmetology School Owners Association at the time of her election to the position of NACCAS Chair. She brought her experience and dedication to the NACCAS Board of Commissioners when she joined the Commission in 2000. She also served as Treasurer of the Executive Committee in 2002. She would continue her commitment to the Commission as Chair.

outcomes by state. Mr. Gross stated that Mary E. Bird had already drafted a survey to the state boards that would give the number of new licensed cosmetologists. There was also a motion for NACCAS to investigate the Perkins Act and attempt to have the Department of Education provide to NACCAS information on the number of cosmetology students enrolled in public schools. Mr. Gross agreed to report back on his findings at the next meeting.



ACCRED Committee members and guests at February 2004 meeting.

Rowland Wins Top NAWBO Award

Commissioner Jan Rowland had one goal when she started the Hair Design School in Radcliff, Kentucky in 1969: to train the best cosmetologists in the country. In the years spent fulfilling her dream she wrote not only her own success story, but her work launched countless other success stories. Her influence stretched from education to legislation from coast to coast. On March 19, 2004, she became the 2004 Woman Business Owner of the Year, an award given by the Louisville Chapter of the National Association of Women Business Owners. Judges and NAWBO representatives said the decision was tough, but Mrs. Rowland's vision, her activism, and her role in others' success landed her on top. Jan was chosen by three independent judges from a pool of thirteen women. Nominees had to be part owner of an area business that had been in operation for at least three years.

At the time of her award, Commissioner Rowland owned six Hair Design Schools, including four in Louisville and employed seventy people. She spent her career trying to raise the image of cosmetology, increase financial aid for students and push legislation that would require continuing education for cosmetologists. Ms. Rowland attributed her success to setting goals, working hard and being tenacious.



NACCAS Commissioner Jan Rowland received the top award from the National Association of Women Business Owners Louisville Chapter.

NACCAS Commission Announces New Executive Director

Mr. Christopher C. Walck was selected as the new Executive Director of NACCAS replacing Mark C. Gross. Chairman Chiquita Carter presented Mr. Walck with his contract at the NACCAS office in Alexandria, Virginia on January 7, 2005.

Christopher Walck had over 22 years of proven performance in the areas of management, staff development, and service to applicant and accredited institutions. His utilization of exceptional organizational skills, multi-tasking abilities and effective communication skills in working directly with the board of Commissioners and institutions had been demonstrated over the years. He started his career with NACCAS as an Accreditation Specialist. He conducted school on-site evaluations at least two weeks a month and he taught NACCAS Accreditation and Team Training workshops. He was promoted to Associate Director and provided support to the Assistant Executive Director with hiring, training, and supervision of the Accreditation Department staff.

Christopher continued to teach at NACCAS Accreditation Workshops and developed instructional materials used during the workshops. He served as Editor of the *NACCAS REVIEW* (now known

QUIPS & QUOTES

“ The difference between a successful person and others is not a lack of knowledge, but rather a lack of will ”

- Unknown

as the *NACCAS NOW*), including designing the layout, writing articles, and coordinating printing with an outside resource. He still had time to conduct on-site evaluations at least one week a month.

In 1987, Christopher was promoted to Director of Accreditation, where he managed and directed the Accreditation Department on a daily basis and was responsible for the daily supervision of up to 18 staff members, as well as for development and implementation of departmental goals and strategies. He developed support materials for the Commission for consideration during meetings, including back up materials for the appeals and petition processes, in order to provide the Commission with the basis to make informed decision.

Walck redesigned the Commission meeting minutes for easier reference as well as the Commission's action letters to provide the reader with a step-by-step explanation of the limitation, what was submitted in response, and the action to be taken by the school to comply with accreditation requirements. He served as staff liaison to the Executive Committee, the Standards and Policies Committee, and the Institutional Changes and Finance Committee.

In 2000, Christopher was promoted to Associate Chief Executive Officer/Director of Accreditation. He was responsible for managing and directing the Accreditation Department on a daily basis, and the NACCAS office when the CEO was not available.



Commission Chair Chiquita Carter looks on as Christopher Walck makes it official with the signing of his contract as Executive Director of NACCAS.

Since mid-May 2004, Christopher was responsible for all aspects of the day-to-day operations of the NACCAS office, in consultation with Mrs. Chiquita Carter, and for the management and direction of the Accreditation Department. Christopher had been responsive to school needs on a daily basis by providing technical support and assistance on various issues. He served as a troubleshooter/ombudsman for schools as needed. He was a member of the Advisory Board for the National Coalition of Esthetic and Esthetic Related Associations on behalf of NACCAS.

NACCASHIGHLIGHT

Veda Traylor Honored as Evaluator



Veda Traylor, Practitioner Evaluator for NACCAS

Veda Traylor was recognized by NACCAS in early 2005 for her nearly 17 years as a practitioner evaluator. Even as a child, Veda knew she wanted to be a cosmetologist. At fifteen, she started attending Eaton Beauty and Barber College in Little Rock. She cleaned the school in order to

pay for her tuition and kept house in order to pay her room and board.

Veda had been in the industry for about 53 years in 2005. Besides her cosmetology license, she held a license in electrology and her instructor licenses in both cosmetology and electrology. She worked in salons and schools before buying her own salon at age 30. After many years, she sold the salon, but continued to work behind the chair. Her favorite thing about being a cosmetologist was her clients who felt like family to her.

Veda was a member of the Arkansas State Board, working with them in various capacities for 30 years. On her days off from the salon, she administered exams for the Board. Veda traveled for NACCAS about once a month. Many of the evaluators she worked with became some of her best friends. She loved having the opportunity to be in schools and see the new things the students were doing. Her advice to any student was to study hard and take all the clients they could get since that is where they would get their speed.

Christopher had demonstrated over the years his strong technical knowledge and interpersonal skills in working with various committees of the Commission and in building a strong relationship with industry partners. The NACCAS Board of Commissioners and staff extended their congratulations to Christopher in his new position.

President Bush Appoints Margaret Spellings as Secretary of Education

Following Rod Paige's departure as Secretary of Education, Margaret Spellings was nominated to the post of the Secretary of Education by President George W. Bush on November 17, 2004, confirmed by the U.S. Senate on January 20, 2005, which also marked the beginning of Bush's second presidential term, and sworn in on January 31 of the same year. She was the second female Secretary of Education. She earned a Bachelor of Arts degree in political science from the University of Houston in 1979 and worked in an education reform commission under Texas Governor Clements and as an associate executive director for the Texas Association of School Boards. She also worked as the political director for Bush's first gubernatorial campaign in 1994, and later became a senior advisor to Bush during his term as Governor of Texas from 1995 to 2000. She served as Secretary of Education until January 20, 2009.



Margaret Spellings, 8th U.S. Secretary of Education

Empire Education Group Acquires Learning Institute for Beauty Sciences

The Empire Education Group acquired five schools from the Learning Institute for Beauty Sciences (LIBS). The acquisition, with three campuses in New York City and two schools in the Boston area, gave Empire a prominent presence in two new markets. At that time, Empire enrolled more than 4,000 students per year while LIBS enrolled about 2,000 students per year. The acquisition also included an affiliate agreement with a



Pictured from left: Empire Education Group's Mike Bouman, LIBS Frank Pappacoda, Empire Education Group's Franklin K. Schoeneman and LIBS Vince Ferrara celebrate the acquisition of LIBS' five campuses in New York City and the Boston area by the Empire Education Group.

nail school in Tokyo, known as LIBS Japan, as well as LIBS' prestigious Film, TV, and Special Effects Makeup school.

Empire's CEO and President Frank Schoeneman had considered LIBS owners Frank Pappacoda, CEO, and Vincent Ferrara, President, friends and mentors for many years. "LIBS has been a leader in cosmetology education in New York and Boston, and the very thought that we would have the opportunity to combine these incredible companies and continue their unique programs under the Empire banner is the most exciting thing I have ever done professionally," says Mr. Schoeneman. "It's a natural fit and the perfect match of structure, ideals, and goals."

A New Director of Accreditation is Announced



Maria Usera, new Director of Accreditation

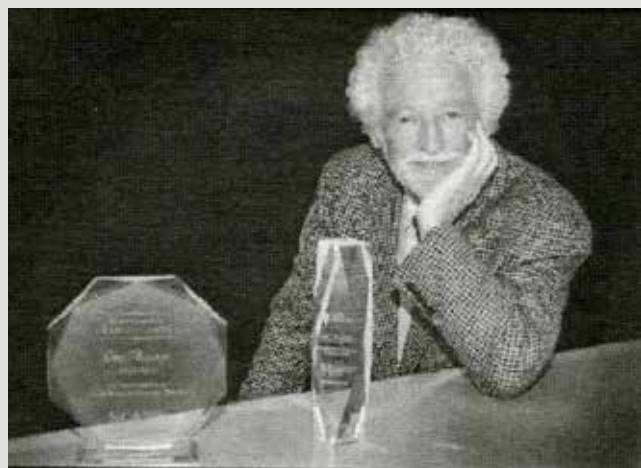
Christopher Walck, Executive Director of NACCAS, announced the promotion of Maria Usera as the Director of Accreditation, filling the position he held for 15 years. Maria joined NACCAS in 1982, and had been involved with the Accreditation Department since her arrival. In her new position, Maria would continue her involvement with Accreditation Workshops and evaluator training. She had direct supervision of fifteen staff personnel. She participated in approximately two weeks of travel per year. She was available to both on-site teams and school personnel to answer questions pertaining to the *Standards and Criteria or Rules*.

Maria would be responsible for preparing Committee Agendas and back-up materials for the Standards and Policies Committee and the NACCAS Advisory Committee on the Standards and Criteria. She prepared Agenda, Petition, and Commission Meeting

minutes binders for three Commission meetings and two conference calls, and conducted the yearly survey of the Standards and Criteria. Maria was wished continued success in her new position by her coworkers and the commissioners.

NACCASHIGHLIGHT

Leo Passage receives two Awards of Distinction



Leo Passage with his two awards.

Leo Passage, Founder and Chairman Emeritus of Pivot Point International, Inc., Evanston, IL, received two distinguished awards acknowledging his service and educational contributions to the cosmetology industry. The National Cosmetology Association presented Passage with the first-ever Pillar of Leadership in Education Award for support and service through education and inspiration. The second award was presented by Hair America Ladies and Gents and is inscribed, "Leo Passage, 1965-2005: In Appreciation of 40 years of Valuable Service."

Mr. Passage emigrated from the Netherlands and soon after founded Pivot Point International, Inc. in 1962 on the far north side of Chicago. Passage's unique approach to hair design included the Bauhaus Theory, which set Pivot Point apart from other schools of hairdressing education. The company grew to become a highly respected, international educational icon with Advanced Centers and a network of 2000 Member Schools in 61 countries. In 2003, the company relocated to a new corporate setting in downtown Evanston, two miles north of the original founding site. The Pivot Point Institute of Cosmetology Center in Chicago was initially accredited in 1967 and was a charter member of NACCAS as we know it today. Mr. Passage was clearly an industry icon who impacted tens of thousands of lives throughout his career.

minutes binders for three Commission meetings and two conference calls, and conducted the yearly survey of the Standards and Criteria. Maria was wished continued success in her new position by her coworkers and the commissioners.

NACCAS and Distance Education

The Higher Education Act became excited about a provision in the Budget Reconciliation Act passed by Congress in 2006 that eliminated a provision in the HEA of 1965, as amended, that prevented institutions from participating in Title IV student assistance programs if more than half of their programs or students were in distance education. What impact did that have on NACCAS-accredited institutions?

NACCAS had a standard for distance education since 2004; however, the Commission had not sought recognition from the U.S. Department of Education for its standards and procedures for accrediting distance education programs. Before the Commission could do so, it must have had experience applying its distance education standard to several applicants. In other words, to obtain approval from the Department of Education, an agency had to demonstrate that it had experience in accrediting distance education programs. Therefore, if a school was planning to design a program delivered all or in part through "cyber-instruction", it needed to apply for NACCAS accreditation, but the program would not be eligible for federal student financial assistance until the agency was so recognized.

NACCASHIGHLIGHT



Mr. Jim Goins, Jr., school owner Commissioner, elected as Chairman

Jim Goins Joins New Executive Committee

At its February 2006 Commission meeting the Board elected a new Executive Committee with Mr. Jim Goins, Jr., elected to serve as Chairman. Mr. Goins was Vice President of Pat Goins Beauty Schools, a four-school organization located in north Louisiana. He had been in the cosmetology business since 1986. He graduated from Louisiana Tech University. He was appointed to the Board in 2005 to fill a vacated position. He then ran for the Board of Commissioners and was elected to serve as School Owner Commissioner representing Zone 4 in November 2005. He began serving a three-year term on January 1, 2006. Mr. Goins has been active on the board, serving as Treasurer, Chairman of the Institutional Changes and Finance Committee, a member of the Standards and Policies Committee, and the Educational Quality and Compliance Committee. As Chair of NACCAS, he also served as the Chairman of the ACCRED Committee.

Reauthorization of the HEA Update

In February of 2006, a significant milestone for cosmetology students and their institutions was achieved. President Bush signed in law the top two legislative revisions to the HEA submitted by the American Association of Cosmetology Schools. These revisions provided equity and opportunity for students attending clock hour institutions of higher education. The provisions were:

- A revision to the Federal Return of Title IV Funds policy, repealed the use of completed hours in making

determination of aid earned at the point a clock hour student withdraws. The change ensured that the determination of aid would be measured solely on scheduled hours.

- The definition of an Academic Year for students attending clock hour institutions of higher education from 30 weeks of instruction and 900 clock hours to 26 weeks of instruction and 900 clock hours.

After the enactment of the revision, the AACCS's Government Relations Committee worked with the U.S. Department of Education on the development of the

regulations necessary to implement the important provisions which were scheduled to become effective on July 1, 2006.

Early on the Department provided AACCS with the opportunity to draft proposed revisions to the regulations for the department's consideration. AACCS presented its draft to the Department of Education in early March. Subsequent to the submission, the Department agreed to work with AACCS on the development of the final regulations to be published this spring. The Department also committed to presenting and discussing the final regulations with the cosmetology education community.

Congress had a second set of policy revisions to the HEA that they hoped to enact before year end. Those changes included potential revisions to the role of all accreditors, changes to the definition of an institution of higher education, expansion of the 90-10 Rule to include.

Re-recognition of NACCAS

In June 5, 2006, the National Advisory Committee for Institutional Quality and Integrity, U.S. Department of Education met to consider NACCAS' petition for re-recognition which was submitted in May 2004. The meeting was attended by Chairman Jim Goins, Christopher Walck, Executive Director, and Chiquita Carter, Immediate Past Chairman. They presented oral testimony on behalf of

NACCAS' petition. Other members of the Commission were also present at the hearing.

In a letter dated December 12, 2006, the Secretary of Education granted re-recognition of NACCAS through December 2008. The letter, however, did set forth three areas of concern that were to be resolved by June 7, 2007. Those areas included effective controls against conflicts of interest, fiscal and administrative capacity as well as student support services, and establishing operating procedures for unannounced inspections. Secretary Spellings closed the letter by saying, "Please convey my best wishes to the members of the Commission. I appreciate their continuing efforts to improve the quality of postsecondary education in the United States.

Results of Licensure Study Announced

A little background information is relevant to the reason why NACCAS and ACCRED scheduled a State Licensure Study in the first place. NACCAS as an accrediting agency requires all accredited and applicant schools to compile statistical data regarding the number of students who complete their program of study, take and pass the state licensure examination, if one is required, and to identify where their graduates are employed in the field for which they

Employee Recognition



Executive Christopher Walck presents Jeanette Nadine Walker with an Employee Appreciation Award.

Ms. Jeannette Walker was given the NACCAS Employee Appreciation Award at the NACCAS headquarters in Alexandria, VA for her loyalty and dedication as a NACCAS employee. Ms. Walker had been an employee of NACCAS for 20 years. When she first started in 1986, she was hired as a mail clerk. She was promoted in 1990 to Accounts Receivable, and worked in the accounting department for the next 16 years. Her duties included but were not limited to entering checks, creating invoices, and assigning applications to the accreditation specialists.

Ms. Walker is an avid sports fan and especially enjoys following professional football and basketball. In 2019, Ms. Walker remains an employee of NACCAS as of this publication making her a 33-year veteran with NACCAS. Congratulations, Ms. Walker!

NACCASHIGHLIGHT

Bizzy Awards Bestowed at Chamber Ceremony



Malcolm Bonawits, NACCAS Commissioner, receives award.

10 awards, with votes being cast by Chamber members. Proceeds from the event, held at the Caesars Brookdale-on-the-Lake in Scotrun, Pennsylvania, are to help the local United Way meet its 2006 campaign goal of \$1.13 million.

The award for Best Marketing was won by Malcolm's haircutters located in mount Pocono, East Stroudsburg and other Northeast Pennsylvania locations. Malcolm's Haircutters was owned by Malcolm Bonawits, who was elected to the NACCAS Board of Commissioners in 2004 as a Professional Services Commissioner and has been in the cosmetology industry for 32 years.

Commissioner Bonawits is a member of the ACCRED committee, the Standards and Policies Committee, Institutional Changes and Finance Committee, File Review Team, and the Ad Hoc Committee on Personnel Practices and Policies.

The Pocono Mountains Chamber of Commerce recently hosted its first "Bizzy Awards" ceremony to benefit the United Way of Monroe County in Pennsylvania. More than 50 local businesses were nominated for

trained. Schools must also meet minimum percentage thresholds to maintain their accredited status, in this case schools must show that 70% of the students who take the state licensure examination pass. However, in some states a graduate may have to wait up to nine months from graduation before they can take the licensure examination. In other states, the test questions come from outdated textbooks, or the student is given less time to take the examination than recommended by the test developer.

JBLA Associates of Bethesda, Maryland was commissioned to evaluate the current 60 percent pass rate threshold required by NACCAS for accredited schools. The study looked at the state licensure examination pass rates, administrative exam procedures, test development processes, and student characteristics in eleven states that use six different testing companies.

Based on the results of the study, a list of eight key points was submitted to the head of each state licensing board in the United States, including Puerto Rico and the District of Columbia, for consideration. The key points and recommendations follow:

- Greater accommodation should be made for graduates whose primary language is other than English.
- Tests should be provided at multiple locations to provide easier access for the examinee.
- Provide reciprocity of certification with other states.
- Allow graduates to begin working prior to taking the examination under a student permit for a limited time.
- Test developers should be able to provide information on the validity, reliability, standard setting and methods used to equate different versions of the test.
- States should review their Web sites to make sure information on the tests and study guides are prominently shown in their home page with clear links to the appropriate testing company Web site to make it easier to review the attributes of the test.
- Students who do not pass the examination should be provided an analysis of their weaknesses and strengths so that they can focus their efforts appropriately before retaking the test.
- There should be a need-based program tested to help low-income students pay for the examination fee.

The completion of the State Licensure Study was the first of three steps towards meeting the desired goals of NACCAS and the industry. The second step of the process was to look at job demand in the field. Official statistics by the United States Department of Labor undercounted employment potential in the cosmetology industry. During the previous decade, ACCRED had substantiated a shortage of new professionals to fill positions in the cosmetology industry through a Job Demand Survey. ACCRED believed that the shortage had been exacerbated by a decrease in the proportion of cosmetology school graduates who have either not taken or passed the state licensure examination. It was learned that some graduates who had lengthy delays in taking the licensure examination found jobs in other fields or worked illegally.

The State Licensure Study results provided significant recommendations to state licensing boards that could have an impact in the development of the industry workforce. A copy of the full study was available through the NACCAS office.

NACCAS Hosts the First Community Call for Comment

The first NACCAS Community Call for Comment was held in May of 2007. The purpose of the event was to provide the Commissioners with insight/prior to the crafting of language, on proposed changes to Standards, Rules, and Policies. The negotiators and alternates were selected from applicants who had submitted an application to participate in the Community Call for Comment. There were 31 audience members present as well. The participants shared their comments, view points, and perspectives on issues and topics including: additional locations, financial standards, program names, school names (salon/spa), clinic names, and terminology for progress reports. Comments from participants are highlighted below:

"It was a wonderful opportunity to have industry people invited and interesting to see how the process works when it comes to developing standards." - RoseAnn Perea, ICSA

"I want to congratulate the Commissioners for their forward thinking and vision of hearing from the industry it serves. By truly listening to its constituency, the Commission will be much more prepared to develop policies and standards that speak to the needs of the industry."

-Letha Barnes, Director of the Career Institute

"The Community Call for Comment was set up in a constructive environment that was very conducive to developing new ideas." - Tony Fragomeni, AACCS

"The Community Call for Comment, facilitated by an independent moderator, was done in a very relaxed and professional manner, and we got a lot of work accomplished. It should be an ongoing event." - Mez Varol, Representing the category of 1-2 accredited institutions.

"It was a healthy exchange of ideas, ideology, and philosophy and I would like to hear from more single schools which make up the majority of our membership."

- Stuart Arnheim, representing the category of 3-9 accredited institutions.

"NACCAS should be commended for taking this ground breaking approach to securing valuable input from the entire school community."

- Ray Testa, representing the category of thirty and over accredited institutions.

"It was a wonderful event, the Commission did a good job, and I recommend that they continue to host the event annually." - Mike Bouman, representing the category of thirty and over accredited institutions.

"The Community Call for Comment afforded the opportunity to meet with the commissioners in person and allow constituents to meet with commissioners in person and express themselves much better than could be done in writing. I especially want to thank Janice Doran, whose idea this was, and Christopher Walck, Executive Director. They took on this project from beginning to end and worked many extra hours to make it happen. We owe both of them a great deal for their efforts."

- Jim Goins, Chairman of NACCAS.

NACCASHIGHLIGHT



Mr. Phillip Stewart, NACCAS Chairman

Stewart Becomes Executive Chairman

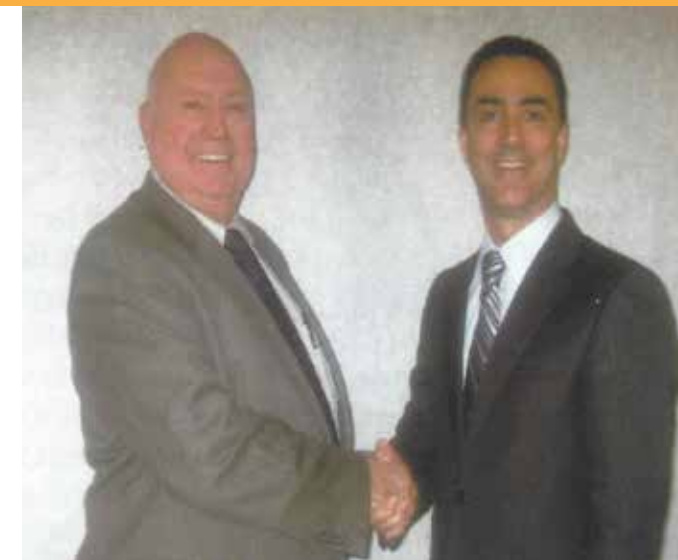
At the February 2008 Commission meeting, the Board of Commissioners elected its new Executive Committee to be chaired by Mr. Phillip Stewart. He had been a member of the Board of Commissioners since 2004 as the School Owner Commissioner representing Zone 3. He is the owner of P.J.'s College of Cosmetology with locations in Clarksville and Richmond, Indiana. Mr. Stewart had been active as a board member and previously served as Second Vice Chairman. He chaired the Standards and Policies Committee, the Ad Hoc Committee on Re-Recognition, and the Ad Hoc Committee on Personnel Practices and Policies. He also served on the Institutional Changes and Finance Committee. Mr. Stewart was also serving on the ACCRED committee at the time of his election.

NACCAS Announces New Executive Director

Mr. Phillip Stewart, Commission Chair welcomed Tony Mirando, MS, DC to the NACCAS office in Alexandria, Virginia on March 3, 2008. Dr. Mirando had over 24 years of proven performance and effective management techniques across an array of industries, including seven years of association management and three years of accreditation. He is an accomplished communicator able to share knowledge and experiences with many individuals and organizations.

Dr. Mirando received his Bachelor's degree in Liberal Studies from State University of New York, located in Albany and his Doctorate degree from Sherman College of Chiropractic in Spartanburg, SC. In 1990, he received a certificate in Chiropractic Sports Injuries from Parker College in Dallas, Texas. In 2000, Dr. Mirando earned a Master of Science degree in Organizational Leadership and Innovation from Marymount University, located in Arlington, Virginia.

Dr. Mirando was the managing partner and principal owner of Health Associates, located in Washington, DC from 1984 until 2005. Health Associates was one of the area's first multi-disciplinary healthcare facilities that included chiropractic, medical, bio-feedback, and massage therapy. In 1988, as Vice President of the Straight Chiropractic Academic Standards Association (SCASA), Dr. Mirando was instrumental in leading the association's efforts to become recognized by the United States Department of Education as a Specialized Chiropractic Accrediting Agency.



Chairman Phillip Stewart officially welcomes Dr. Tony Mirando as the Executive Director of NACCAS.

Under Mayoral appointment as the Chairperson of the D. C. Board of Chiropractic in 2000, Mirando provided direction to the District of Columbia of Health by initiating, implementing and interpreting all chiropractic policies, legislation, and procedural laws. He was Chairperson of the Licensing Board at the time of his appointment with NACCAS. In 2003, he became an instructor and facilitator in the principles, practices, and theory of Business Management for the University of Phoenix Northern Virginia campus, located in Reston, VA.

Dr. Mirando started Creative Solutions of Washington, D. C. as an Executive Coach in 2005. As a teacher, communicator, and innovator, Dr. Mirando empowers executives for creative change through leadership, and organizational effectiveness. He is a high-energy individual who excels within challenging and competitive environments. He brings to NACCAS 24 years of executive level experience and an ongoing passion to make organizations run effectively.



Mary E. Bird, Director of Government Relations Department receiving special recognition from Chairman Phillips for her work on the re-recognition petition.

NACCAS Recommended for Five Years

The Board of Commissioners was very proud to announce that after only a two year renewal of recognition by the U.S. Department of Education from 2006 to 2008, the National Advisory Committee on Institutional Quality and Integrity and the Department of Education Staff recommended that NACCAS be granted continuing recognition for a period of five years. At its August 2008 Commission meeting the NACCAS Commissioners gave special recognition to the Re-recognition Committee members for their exemplary work. The Re-recognition Committee members were: Janice Dorian, Committee Chair, Phillip Stewart, Commission Chair, Chiquita Carter, Jim Goins, Sal Pappacoda, and NACCAS staff Mary E. Bird, Esq.



Bill Church elected as NACCAS Chairman

Mr. Bill Church had been a member of the Board of Commissioners since 2005 when he was elected Chair in 2009. At the time he joined the Commission, he was the owner of Euclid Beauty College located in Euclid, Ohio. Mr. Church had extensive experience in teaching, administration and business aspects of educational establishments in several industries, including cosmetology. His background encompassed ownership of business schools and cosmetology schools. At the time he was elected Chair, he was the owner of Regency Beauty Institute located in Silver Lake, Ohio. In addition to being Chairman of the Commission, Bill also served as Chairman of the ACCRED Committee. He had previously served as First Vice Chairman of NACCAS, member of the Constitution and Procedures Committee, the Educational Quality and Compliance Committee, the Institutional Changes and Finance Committee, the Nominating Committee, the Government Liaison Committee and the Ad Hoc Committee on Personnel Practices and Policies.

Board Elects Executive Committee for 2009

At its February 2009 Commission meeting, the NACCAS Board of Commissioners elected its new Executive Committee to be Chaired by Mr. Bill Church, School Owner Commissioner from Silver Lake, Ohio, representing Zone 5.

President Obama Appoints Duncan as Secretary of Education

Mr. Arne Duncan was appointed Secretary of Education by President Barack Obama and confirmed by the Senate on January 20, 2009. He would serve until December 31, 2015. His tenure as Secretary would be marked by varying degrees of opposition from both social conservatives and teachers' unions, he nevertheless enjoyed strong support from the President who appointed him. President Obama praised his work at the Department of Education by stating, "Arne has done more to bring our educational system – sometimes kicking and screaming – into the 21st century than anybody else." Duncan attended the University of Chicago Laboratory Schools and later Harvard College, where he played on the basketball team and graduated magna cum laude in 1987 with a bachelor's degree in sociology. Duncan served as CEO of the Chicago Public Schools from 2001 to 2009.

Arne Duncan, 9th United States Secretary of Education



J. Michael Harrold Beauty Academy

Founding Member

J. Michael Harrold Beauty Academy. Byron Harrold was doing hair and developing shampoo product in the early 1920s. He had a son, Conway Harrold, who took that ball and ran with it. He was a platform artist and got to the point where he would travel throughout Europe winning many competitions. In the early 1960s, he decided to use his knowledge to open a cosmetology school. To this day, the school is a landmark in Terre Haute. The school is in the same location as when it opened and has now been accredited since 1966. Conway Harrold put the school on the map and his family has kept his vision alive. When Con was getting older and ready to step back, his son, Mile Harrold, took over. Mike loved teaching and also competed around the world taking many first place trophies. He was well known for doing fingerwaves with his elbows and loved showing people anytime he could! Unfortunately, he passed in 2002, and his son, Seth (Byron's great grandson), moved back to Terre Haute to help. He even went through the training program, but found his area in marketing, while his wife and sister keep the reigns of instructing together.

Seth's mother remains the owner and has been doing financial aid for the institution for over 30 years. The school prides itself on having an excellent staff, all of whom have been with the family and the school for many years, including Denise Fagan, the office manager. She has been with the Harrold organization for three generations and is believed to be the reason the school has enjoyed zero findings on its audits and reaccreditation visits.

The school's student philosophy is simple... Seth says, "Our job is to graduate students and get them employed at the right salon so they're passionate about working and being successful. Our job is to improve their lives, but more importantly their children's lives. Our system works because of the simple fact we have all bought in to helping them succeed. Our students see that and appreciate that we care deeply."

Commissioners who served NACCAS from 2000–2009

- Arnheim, Stuart
- Barnes, Letha
- Barnes, Lisha
- Becher, Cynthia
- Boston, Maxine
- Bonawitz, Malcolm
- Camp, Darrell
- Carter, Chiquita (2004-2005 Chair)
- Chave, Reid
- Church, Bill (2009 Chair)
- Davis, Jenae
- Dorian, Janice
- Douglas, Thomas
- Gibbons, Jacinta
- Goins, Jim (2006-2007 Chair)
- Nicholson, Joe (2002-2003 Chair)
- Pappacoda, Sal
- Perry, Ronald
- Soressi, Dorothy
- Stewart, Phillip (2008 Chair)
- Stouffer, Ralph (2000-2001 Chair)
- Wolman, Jessica
- Young, Kenneth

MEMBER SPOTLIGHT

Chapter Seven: THE FIFTH DECADE

Change, Innovation, and Improvement

The year 2010, under the leadership of a new Executive Director, Dr. Tony Miranda, brought with it more change, innovation, and improvement. One important area needing attention was the Customer Relations Management Software System. It was improved to create a better infrastructure to provide more advanced services in the future. The goal was to ultimately automate many of the services NACCAS provided to schools and allow schools to submit more documents electronically.

The Commission also launched a “pilot” in-house file review committee and program. As the national office strived to streamline its processes and procedures, so did the Commission. In early 2010, the Commission developed, in conjunction with staff, a committee to thoroughly review all school applications and processes. The pilot committee was made up of two seated Commissioners, two former Commissioners, and a staff member. The project was assigned to Eugene T. Hague, who was

promoted to Associate Program Manager to develop the policy and procedures for implementation of the pilot program. He would facilitate each meeting of the File Review Committee (FRC).

The benefits of implementing the FRC were many. Potential conflicts of interest reduced immensely. Elimination of astronomical shipping costs, due to sending school files to each commissioner prior to scheduled meetings. The privacy of schools was protected greatly by ensuring that school files never left the office. It appeared to be a win-win solution. Thus, a one-year “blind study” was conducted wherein the FRC reviewed files and applications and made recommendations to the full Commission. The Commission continued to review files, and each file review team would make recommendations to the Commission for consideration and decision. After one year of dual file review procedures, the recommendations from the two different committees were the same 96% of the time. Thus, the Commission concluded to continue with the FRC to complete the important, but time-consuming task of reviewing all school files to be considered by the Commission at each meeting. Having two Commissioners on the committee

ensured that each file would have objective and fair representation at the actual Commission meeting. This was one of the more progressive and efficient actions the Commission had taken.

In addition, the NACCAS office had a major facelift. The lease on its 10,000-square foot facility was not up until the end of 2011. However, with the national financial crisis of that time, NACCAS thought it prudent to explore reducing current lease liability. Rather than relocating the office, it was decided to renegotiate the existing lease, which was accomplished after nine months of hard negotiations. The new lease saved NACCAS a significant amount of money and added five additional years to the contract. Further, the landlord agreed to replace carpet, paint, and build out new offices to the existing space, which included adding a training room — all at no additional expense to NACCAS or its accredited institutions. The result was wonderful, rendering a professional office that looked as sharp as the staff working there. It also gave the staff a much more pleasant and efficient space to work. The workplace was indeed more enjoyable, facilitating even more productivity.

NACCAS Commission Salutes Mary E. Bird, Esq.

The NACCAS Board of Commissioners at its February 2010 meeting held in Washington, DC celebrated and honored Mary E. Bird, Esq., for 21 years of dedicated and exemplary service to the Commission, NACCAS-accredited schools, and the cosmetology industry.

Mary Bird started her employment with NACCAS on September 25, 1989, as the Director of the Department of Government Relations. She also served as in-house counsel for NACCAS. During her extraordinary career she completed many tasks. Some of her more notable projects follow.

- Conducted internal audits to assure procedural due process for schools seeking accreditation.
- Wrote requests for proposals and monitored contracted services.
- Registered NACCAS acronym as a service mark.
- Wrote and filed corporate documents to reduce the size of the Commission.
- Reviewed and updated Personnel Manual biannually to address new developments in employment law.
- Edited the annotated *Rules of Practice and Procedure and Accreditation Standards*.
- Coordinated publication of annual statistical update.
- Advised Commissioners, school owners, and staff on application of the Rules and polices.
- Acted as point of contact to respond to subpoenas and information requests from federal and state agencies.

Ms. Bird was named Director of Development and Human Resources in March of 2009 and remained in that position until her retirement on March 19, 2010. Mary was truly missed by all who had ever had the privilege of working with her. Her contribution to the Commission will never be replaced.



Mary E. Bird with a plaque of appreciation from the Commission upon her retirement.

NACCASHIGHLIGHT



Gina Kinion, School Owner Commissioner Zone 4.

Ms. Gina Kinion was appointed to the NACCAS Board of Commissioners to fill a vacancy from Zone 4. At the beginning of her term, she shared the following thoughts for the NACCAS NOW. “As you read this I will have participated in two face-to-face meetings, a number of conference calls and quite a few file reviews. All I can say at this point is WOW! What an experience I have had so far. I have had a wonderful time learning how to be a Commissioner and look forward to my continued service to the schools in the cosmetology industry.”

There is a saying that goes like this: You don't know what you don't know, until you know you don't know it. What? Well, I can tell you I didn't know how hard Commissioners work until I became one. I can honestly say the Commissioners that you have elected and put in office work very hard to make sure schools are dealt with fairly and honestly. I have been a school owner for many years. I used to think that the decisions NACCAS made were just made without a lot of thought or care for the schools, but I can tell you from my experience that this is the farthest thing from the truth. The Commissioners want schools to do their best and be the best they can be and they want to help the schools achieve their goals and be successful.

Commissioners meet face-to-face at least four times a year, but each month there are conference calls, emails, and file review in order to work on the schools as quickly and as effectively as they can in order to help the schools become accredited or remain accredited.

In closing, I want to say that I will continue to work hard at representing the cosmetology industry and I look forward to my remaining work on the Commission.”

Improved Customer Service

NACCAS began the new decade taking a look at the opportunities for improvement as an agency including customer service to its schools. At the time the issue was first discussed, the Accreditation Department staff served their schools by offering individual expertise on specific school processes. Accreditation Specialists were just that, specialists. They would specialize in Candidate processes, or Change applications (ownership, location, name, program, etc.), or Additional Location applications for example. From a purely internal perspective, this was an efficient way to assist schools. However, as personnel listened to feedback from schools, they learned that compartmentalizing the processes this way was occasionally frustrating since schools would be interfacing with different staff members depending on the process they were in, yet no one specialist knew the school itself and its own individual way of operating.

Dr. Tony Mirando had already implemented the "Regional" initiative wherein all Accreditation Specialists became Regional Accreditation Specialists who were assigned to specific states and would therefore serve all the NACCAS schools in those states. So, in 2010, there were 11 regional specialists who each served approximately 140 schools. By the end of 2010, the initiative had been a resounding success. The office continued to receive positive feedback

“ QUIPS & QUOTES ”

Excellence is the result of caring more than others think is wise; risking more than others think is safe; dreaming more than others think is practical; and expecting more than others think is possible.

- Unknown

from schools about the regional distinction. Schools really appreciated having one person to contact about the majority of the accreditation processes they were going through at any given time. If a school's Regional Accreditation Specialist was away on school visits, schools knew they could speak with the appropriate Program Manager until their return.

Board Elects Executive Committee for 2011

At its February 2011 Commission meeting the National Accrediting Commission of Cosmetology Arts and Sciences (NACCAS)

NACCAS HIGHLIGHT



Executive Committee for 2011 from left to right: Mr. Ronald D. Perry, Mrs. Darrell Camp, Chairman, Ms. Jessica Wolman, Mr. Kenneth Young, Ms. Dorothy McKinley-Soressi, and Mr. William Church, Immediate Past Chair.

Mr. Darrell Camp was elected as a member of the Board of Commissioners in 2006, re-elected in 2009 and served on the NACCAS Executive Committee since 2007. He owned and operated cosmetology schools for over 32 years and was an approved franchisee of the Paul Mitchell Partner School Franchise since 2005. Mr. Camp was the President and CEO for Mount Vernon Beauty School, Inc. with locations in Mount Vernon and Everett, Washington.

Mr. Camp was primarily responsible for all policies of the schools, fiscal management and financial aid administration. He had been active in federal financial aid for the previous 21 years and attended continuing education seminars regularly to stay up-to-date with federal regulations and compliance requirements.

Board of Commissioners elected its new Executive Committee. The Executive Committee members will serve a one-year term. Mr. Darrell Camp, School Owner Commissioner from Mount Vernon,, Washington was elected as Chairman of the Commission.

NACCAS Went "Green"

There are many documents generated during the accreditation process. During the preceding few years NACCAS had been working on how to streamline document management systems and eventually

transform the office into a "paperless" environment. The Commission believed that in addition to conserving natural resources, this initiative would result in significant benefits for accredited institutions. The changes were rolled out in phases. Some were made prior to 2011. For example, the school annual reports of outcomes were already converted to a paperless format on the NACCAS website. On January 1, 2011, NACCAS started to accept electronic submission of school financial statements (via uploading PDF files to a secure area of the website). Planned for the immediate future included invoicing of accreditation fees via email and greater use of automated electronic payments from schools. At that

time schools still had the option to submit many documents to NACCAS in hard copy format via traditional means. However, electronic submissions of most items were expected to become mandatory in the foreseeable future. Updates on NACCAS' procedures and policies were communicated to schools via email blasts and on the website, so it remained critical that school owners kept their current email addresses on file with the national office.

Commission Announced Minimal Fee Increases

As a non-profit corporation, NACCAS has always had to closely monitor how its revenues were spent. However, the economic times of the decade impacted NACCAS as did the higher costs of operation. Therefore, the Commission found it necessary to raise some of its fees effective July 1, 2011.

Sustaining fees were increased by \$75 per year, per campus, after many years of no increase at all. The fee was designed to cover the day-to-day operations of NACCAS (rent and utilities, Commission meetings, personnel, etc.), as well as school consultations by phone or email, maintenance of the website, publication of the newsletter, and production of webinars for schools. The sustaining fees were calculated on a sliding scale based on the number of students enrolled as reported on the school's Annual Report due on November 30 of each year. Sustaining fees would continue to be invoiced in July and January.

“ QUIPS & QUOTES ”

The most important thing about global warming is this. Whether humans are responsible for the bulk of climate change is going to be left to the scientists, but it's all of our responsibility to leave this planet in better shape for the future generations than we found it.

- Mike Huckabee

Employee Recognition

It was considered that the modest increase in sustaining fees would be offset by continued enhancements to the agency's service to all schools throughout the year. Those enhancements included the paperless office initiative, which would allow schools to submit more documents electronically in the future, and a continuing education webinar library which would be available free of charge on the website. Webinar topics include plans for improvement of outcomes and a review of financial standards.



Jeannette Walker receives recognition for 25 years of loyal service to NACCAS.

Ms. Jeanette Walker received the NACCAS "Employee of the Year" award yet again for her loyalty and dedication as a NACCAS employee. The 2011 recognition was for her 25 years of service to NACCAS. She first received the award in 2006 for 20 years of service. You can read more about Ms. Walker's journey in Chapter Six. Among other things, Ms. Walker enjoys spending time with her grandchildren. Dr. Mirando presented her with a check that symbolizes the Commission and Staff's appreciation for her 25 years of service to NACCAS.

By 2020, the Bureau of Labor Statistics expects customers will need 15.7% more hairdressers and cosmetologists. That means that nearly 98,400 positions will need to be filled.

Hairdressers in 2010 made an average annual salary of \$22,760 including tips, with the highest-paid workers in the industry setting up shop in New Mexico, Texas, and Colorado, according to the Bureau.

A Professional Beauty Association index tracking the industry's health and outlook reached record highs in 2011 with 57% of salon owners saying they saw a same-store sales increase between the first quarters of 2010 and 2011. In another historical high, 34% said they added employees over the same period. From 2009 to 2010, the overall hair-care market grew 2.3%, according to the report, with shipments of hair-care products reaching \$1.9 billion. In the same period of time, hair color shipments increased 6.3% while smoothing and straightening treatments jumped 3%. All good news for the cosmetology industry and schools.

NACCAS' Recognition Continues

On August 2, 2012, Dr. Tony Mirando received a letter from David A. Bergeron, Acting Assistant Secretary for Postsecondary Education in response to the NACCAS petition for re-recognition.

In part, the letter stated, "The Department of Education staff and the NACIQI have each made recommendations to me. Both the staff and the NACIQI recommended that I accept the compliance report responding to the concerns expressed in the Assistant Secretary's letter of February 11, 2011, and grant NACCAS recognition as a nationally recognized accrediting agency for a period of four years. I concur with the recommendations... Accordingly, I shall list NACCAS for a period of four years from the date of this letter as a nationally recognized accrediting agency with the school of recognition listed below.

Scope of recognition: The accreditation throughout the United States of postsecondary schools and departments of cosmetology arts and sciences and massage therapy.

Plases convey my appreciation to the members of NACCAS for their continuing efforts to improve the quality of postsecondary education in the United States."

NACCAS Executive Committee for 2013

At its December 2012 Commission meeting, the NACCAS Board of Commissioners elected a new Executive Committee to be headed by Ms. Jessica Wolman, Chair after having served as First Vice-Chair for the previous term.



Executive Board Members from left to right: Mr. Ronald D. Perry, Ms. Cynthia Becher, Ms. Gina Kinion, Mrs. Gary Trottier, and Ms. Jessica Wolman, Chair.

Ms. Jessica Wolman had been a member of the Board of Commissioners since 2009 as the School Owner Commissioner representing Zone 2. She was elected in 2011 by the NACCAS Board of Commissioners to serve as First Vice Chairman of the Executive Committee. Ms. Wolman started her career as an admissions representative and became a school owner over 13 years prior to her election as Chair. She had extensive experience in student career counseling. Ms. Wolman owned and operated 20 cosmetology schools in five states and had been in the cosmetology industry for 30 years. She also served as Chair of the ACCRED Committee. During her tenure with NACCAS, she served as Chairman of the Appeal Review Panel Application Committee, a member of the Institutional Changes and Finance Committee, Constitution and Procedures Committee, the Standards and Policies Committee, and a member of the #4 File Review Team.

QUIPS & QUOTES

“ Always do more than is required of you. ”

-General George S. Patton

Economic Outlook Improves

This information on the state of the cosmetology industry is adapted from an article published in *The Los Angeles Times* on March 19, 2012 as follows:

Visits to beauty salons tend to slip during downturns, as customers stretch out the periods between appointments. But once the economic outlook improves, industry experts such as Paul Mitchell hair care company founder, John Paul DeJoria say that customers start flooding back in to salons for more touch-ups. Beauty salon sales grew at nearly a 5.4% rate in 2011 and 2010, compared with only a 2.3% increase in 2009, according to financial information company Sageworks. Hairdressers' profit margins averaged 7.8% over the last two years — higher than during the recession.

QUIPS & QUOTES

Progress, however, of the best kind is comparatively slow. Great results cannot be achieved at once; and we must be satisfied to advance in life as we walk, step by step.

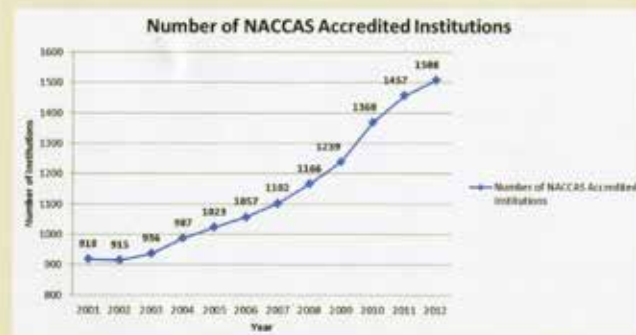
-Samuel Smiles

Statistical Update

NACCAS 2012 Statistical Update

By: Alex Kim, Compliance Specialist

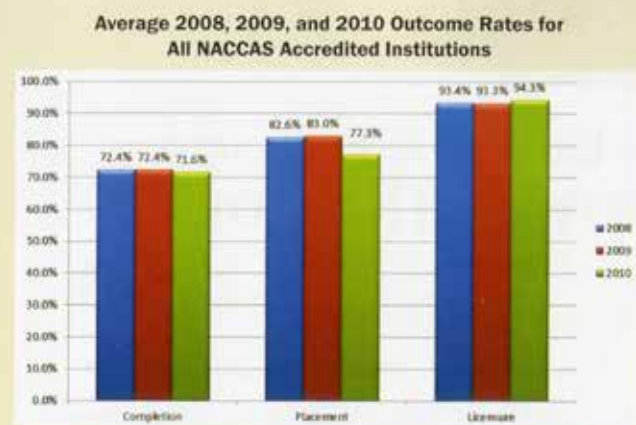
From time to time, NACCAS' Government Relations and Legal Department reviews selected data relating to NACCAS' accreditation processes and accredited schools and prepare statistical analyses of that data for NACCAS' Board of Commissioners. Presented below are highlights of some of the "key statistics" analyzed in 2012.



* Population Statistics as of July 1 of the Corresponding Year



(Puerto Rico and Guam not pictured)



Most Frequently Cited Limitations on Full Team Visits¹ (2011 using 2010-2011 Standards)

Rank	Standard	Description	# of Citations
1	IX/C7	SAP Implemented in Accordance with Policy	31
2	III/C3	Institution Maintains Compliance w/ Applicable Rules & Regulations	30
3	IX/C6	Institution's SAP Policy Complies with NACCAS' SAP Policy	24
4	IV/C5	Outcomes Meet Minimum Thresholds	19
5T	IV/C3	Annual Report is Accurate	16
5T	IV/C4	Annual Report is Supported by Appropriate Documentation	16
5T	IV/C10	Institution Maintains Summary of All Applicable Feedback	16
8	IV/C4	Applicants Provided Access to Accurate Written Annual Report Statistics Prior to Enrollment	16
9	IV/C8	Instructor Continuing Education Includes at Least 4 Hours in Teaching Methodology	14

1. "Full team visits" includes Renewal, Initial, Change of Ownership (Cat. 5), Renewal/Ownership Visits (merged), and Full Additional Location (BR2) Visits.
 2. No substantive changes were made to NACCAS' Standards from 2010 to 2011. Although minor changes to the standards were implemented in 2011, significant substantive changes to the standards did not occur, allowing for comparison between both years.

A statistical analysis of accreditation processes and accredited schools.



John King, the 10th U.S. Secretary of Education

President Obama Appoints New Secretary of Education

After Secretary of Education Arne Duncan announced his resignation, President Barack Obama announced that John King would succeed Duncan as the Acting Secretary until the end of the President's term in January 2017. After receiving a Bachelor of Arts in government at Harvard, Mr. King taught social studies and received his master's degree at Teachers College, Columbia University. He taught for three years, including two years at a Boston charter school. King later received a Juris Doctor at Yale Law School and a Doctor of Education in educational administrative practice at Columbia. King served as the New York Commissioner of Education from June 15, 2011 to January 4, 2015.

Letter From the March 2014 NACCAS Workshop

The following letter was sent to a number of past commissioners and staff from the March 17, 2014 NACCAS Workshop. It speaks to the camaraderie and relationships that were built by those individuals who have served the Commission in various capacities.

For those of you who know the "characters," enjoy.

Good Morning!

Just thought I would drop a quick note to say hello from the Tampa NACCAS Workshop. I noticed something today, the last day of the workshop (for me at least) that I wanted to share. As I started my morning routine today, I realized that there are quite a few things missing. Characters in this tale include, Tom Barnes, Dorothy McKinley Soressi, Letha Barnes, Bill Church, Sal Pappacoda, Cliff Culbreath, and Dr. Mirando.

As fate would have it (or probably the power of our combined hotel statuses), Letha and Tom were usually on the same floor as me at nearly every workshop for four years.

Because Letha and I would lead-teach at so many of the workshops, we must have set our alarms for approximately the same time. So typically, I would leave my room to head down for my required number of shots of espresso to be "certified nice enough to communicate with the outside world" and would time and time again pass Tom in the hall, on the way for the morning ice run for the temporary Barnes residence. Not so this time in the land of the Buccaneers...no Tom serving in the role of "The Ice Man Cometh."

Typically after acquiring the much needed caffeine, I would head outside for a bit. It should be noted that this was rather anxiety inducing, considering at such an ungodly hour my friends outside included the bellman, valet guys, and the homeless men. At this point, I am usually clad in gym shorts, flip-flops, a hooded sweatshirt and a Yankees cap... basically not fit for a morning "viewing" yet. However, within two to three minutes of "the first puff", I would be joined by a lovely lady with a Boston accent. To date, Dorothy must think that I typically look like a hobo when I am not in a suit and strapped to a microphone. However, my morning smoke this trip has only been attended by the valet guys and the homeless gentlemen...no Dorothy.

After completing this segment of my morning routine, I would return to my room and wash away the sins of the night before: a fair amount of wine, a bigger amount of reminiscing, and surely too much food. After emerging from my room, I would be joined by Ms. Letha Barnes. We would

head downstairs together to begin "testing our rooms."

That was always a great walk to the convention space... both of us fresh from our "Morning Miracle" as Letha calls the morning routine, talking about the day to come...rolling briefcases only inches behind each of our heels. No rolling briefcases, and certainly no Life Coach Letha.

We'd pass by Dr. Mirando having his morning cup of decaf (a concept that I will never understand), and keep moving/rolling. Almost to our adjoining ballrooms, we'd be greeted by Cliff, who'd say "Hello Baby!" in a voice that only Cliff can. Projectors were always promised the night before to be on the tables for the morning session, but alas, no. I'd set those up while Letha took care of table tents.

After the early birds were there an hour before registration telling us about their fabulous schools in Tupelo, Mississippi, and after I had even more shots of espresso, the rest of the crew would arrive to "help." Yeah guys, it's already done rooms are set up, just get everyone registered, please.

Next would be the arrival of Bill Church...coffee cup in hand.

We would, of course, discuss the food and how great the restaurant was, and funny moments/impressions performed from the night before. Here it is important to take note that during the course of the entire day, no matter how late in the afternoon, the coffee cup would not leave Bill's hand. This time...no coffee cup, no Bill.

After Letha would then pop open her morning Pepsi, and me, my Diet Dr. Pepper...the "edutainment" would begin. Two hours later, a gentleman with a hankering for Harley-Davidsons and strange food would emerge with a GIANT plastic Starbucks cup. The thick NY accent would tell you...yep, that's Sal. He'd make some comment about how he thought that class started at noon, and then take everyone's Starbucks order. This trip, I had to get my own Starbucks. No Sal.

The point in this ridiculously long story is to say, "It's not the same without you guys!" and to convey that I hope that all of you are well. It's funny to me that I am now living the good 'ole days. Take care everyone! - E.T.

Pictured right: Dr. Mirando introduces new candidate schools to the Accreditation process at the Tampa, Florida workshop in March of 2019.



NACCAS Elects Executive Committee for 2015

At its winter meeting, the NACCAS Board of Commissioners elected the new Executive Committee to serve for a one year term during 2015. Michael D. Bouman was elected as Chairman.

NACCAS's Re-recognition in 2016

After enjoying four more years of continued recognition as an accrediting agency, Dr. Tony Mirando received a letter from Lynn B. Mahaffie, Deputy Assistant Secretary for Policy, Planning, and Innovation Delegated the Duties of Assistant Secretary for Postsecondary Education on March 10, 2016. The letter stated, "...Both the staff and the NACIQI recommended that I renew NACCAS's recognition for five years....I concur with the recommendations of Department staff and NACIQI. Accordingly, I renew the Department's recognition of NACCAS as a nationally accrediting agency with the scope of recognition as detailed below for five years from the date of this letter." Thus, the Commission's recognition will continue until March 20, 2021, well into the next decade.



Michael D. Bouman elected as 2015 Chair

NACCASHIGHLIGHT

Bouman Named 2015 Chairman

Mr. Bouman served the Commission as School Owner/Administrator Commissioner At-Large. Mr. Bouman had been active in the cosmetology industry for more than 18 years. He joined the Empire Education Group in November 1998 as the Director of Student Enrollment and Retention and was promoted to Vice President, Strategic Planning in 2000. In 2003, he was named Executive Vice President and in 2005, he was named President and Chief Operation Officer (COO). Empire grew from 19 campuses in one state to 103 in 22 states and the student population increased from 1,100 to 20,000 students annually.

In addition to his cosmetology education experience, Mr. Bouman spent more than 20 years in post-secondary education in the disciplines of Medical Assisting, Computer technology, HVAC, and Paralegal Studies at educational companies like DeVry, UTI, and Branford Hall.

Beauty Salons are Recession Proof

On October 15, 2016, *The Philadelphia Sun* published an article by Leah Fletcher about the cosmetology industry and the economy. The following is adapted from that article:

When the bottom fell out of the economy a few years ago, women tightened their fiscal belts. In most cases, however, one item on their fiscal list that was left untouched was the regular trip to the hair salon. James Yancey Hunter III, the principal of Go-SmallBiz, a Philadelphia-based consulting firm, reported that the hair care industry was one of the small business sectors that had experienced continued growth over the preceding few years.

"Demand for services is driven by demographics and population growth," opined Hunter, who had an impressive list of salon owners, who seek his expert advice. "In order to remain a growing and expanding entity, the profitability of individual companies depends on technical expertise and marketing skills," added Hunter, a 35-year veteran of the beauty industry, who had worked for such companies as Revlon and Dudley Products, Inc. Hunter's industry assessment was confirmed by the Beauty Salon research report from IBISWorld, a research organization specializing in the long-range forecasting of industries and the business environment at large. IBISWorld expected that revenue growth for beauty salons

would continue to improve over the next three years, rising at an average annual rate of 3.2% to \$58.7 billion by 2019.

Why do hair salons survive and even thrive in a tough economy? Hunter believed the trend was driven by increases in per capita disposable income and declining unemployment over the previous three-year period. "Higher disposable income leads hair salon customers to spend more on higher-value services such as manicures, pedicures, facials, waxing and massages," explained Hunter. He continued to point out several factors that he believed give the salon industry recession-proof status. The employment prognosis for hairstylists was felt to be good. As a personal services industry, hairstylists work directly with their clientele. "Those who want their hair cut or styled must pay whatever the market in their locale demands," according to stylist Jill Martin, who offered special incentives and discounted rates to her customers. The Camden, New Jersey stylist noted that there was a degree of security in beauty industry jobs. "While there are many who are losing their jobs to automated technology, I don't foresee being replaced by hair-styling robots, at least not in the near future."

This was all good news for NACCAS-accredited institutions whose primary goals are to prepare graduates for entry-level employment in the beauty and wellness industry so that they can become productive, tax-paying members of society. A positive job outlook in the industry supports higher employment for the nation's accredited school graduates.

NACCAS Elects Executive Committee for 2017 Led by Therese Vogel

At its February meeting the NACCAS Board of Commissioners elected its new Executive Committee. In 2017, the Board would be Chaired by Ms. Therese E. Vogel, School Owner Commissioner Zone 5.

NACCASHIGHLIGHT



Therese E. Vogel, School Owner Commissioner Elected Chair

At the time of her election, Ms. Therese Vogel was the owner of Tiffin Academy of Hair Design located in

Tiffin, Ohio. She had been in the cosmetology industry for 29 years with 27 of those years at the Academy. She had been a school owner evaluator for the National Accrediting Commission of Career Arts and Sciences since 2008. She was appointed to the NACCAS Appeal Panel in December 2011. Ms. Vogel was a licensed cosmetology instructor and was involved in creating all lesson plans used at her school. In addition, she was in charge of institutional compliance and financial aid. Vogel's affiliations included being a member of AACCS, NCA, PBA, and the Ohio Association of Cosmetology Schools. She served on the Constitution and Procedures Committee, the Academic and Institutional Changes Committee, and the File Review #2 Committee.

Changes to the Secretary of Education

An American lawyer and civil servant by the name of Philip H. Rosenfelt served as the acting United States Secretary of Education from January 20, 2017 until February 7, 2017. On November 23, 2016, President-elect Donald Trump announced Betsy DeVos to be his designee for Secretary of Education.

On February 7, 2017, DeVos was confirmed by the Senate by a 51-50 margin, with Vice President Mike Pence breaking the tie in favor of her nomination. That was the first time in U.S. history that a Cabinet nominee's confirmation was decided by the Vice President's tie-breaking vote. DeVos is a Republican known for her support for school

choice, school voucher programs, and charter schools. She was the Republican National Committeewoman for Michigan for 1992 to 1997. She was educated at the Holland Christian High School, a private school located in her home town of Holland, Michigan. She graduated from Calvin College in Grand Rapids, Michigan, where she earned a Bachelor of Arts degree in business economics in 1979. During college, DeVos was involved with campus politics according to *Philanthropy* magazine.

State Legislation and Cosmetology

According to Brian Newman, the principal of Abington Strategies, LLC, 2018 saw extensive activity with regard to occupational licensing reform.

In 2018, 10 states introduced bills reducing the course of instruction for cosmetology or other beauty — industry profession programs and five states passed hour reduction bills. During 2017 and 2018, five states — Idaho, Montana, Nebraska, South Dakota and Wyoming — reduced the cosmetology course hours from 2,000 or greater to between 1,500 and 1,800 hours. Two other states, Colorado and Kentucky, reduced their course of instruction for cosmetology from 1,800 to 1,500 hours, and Rhode Island and Vermont reduced their course hours from 1,500 to 1,200 and 1,000 hours, respectively.

It is clear that our community desires to be proactive in defining our future rather than reactively jumping through a course plotted by non-industry forces.

Deregulation bills were introduced in Oklahoma and Virginia to abolish the state's cosmetology and barbering boards and deregulate all professions that fell under their umbrella. Thankfully, those bills did not pass. Additionally, three states considered blow drying and hair styling deregulation bills in 2018. Although they were defeated in Arizona and California, Virginia HB 790, which exempted persons working in a cosmetology salon whose duties were confined to the "blow drying, arranging, dressing, curling, or cleansing of human hair" from licensure, was signed into law.

The Tennessee School of Beauty Founding Member

The Tennessee School of Beauty in Knoxville was granted initial accreditation in 1965. The school is currently owned by Mr. Adam Brown. It was originally owned by his great-grandmother who opened the school in the 1930s. Adam's father, former owner of the school, served as a NACCAS Commissioner from 1971 until 1983. The school has a long history of community service as evidenced by the photo below where students from the Tennessee School of Beauty practice their skills at a "Clinic for a Day." The event was set up in the Appalachian community that had been struck by coal mine closings, unemployment and limited facilities. Many patrons received their first permanent wave ever, and all enjoyed special treatment. The school Vice President at the time, Adam Brown, donated supplies for the project which was organized by instructor, Lynda Long.



Students of the Tennessee School of Beauty.



Accreditation Manager, Mary Nell Meyers briefs workshop participants on the importance of developing and implementing an effective Satisfactory Academic Progress Policy.

QUIPS & QUOTES

“ Always dream and shoot higher than you know you can do. Don't bother just to be better than your contemporaries or predecessors. Try to be better than yourself.

-Anonymous





Tony Mirando, NACCAS Executive Director, (far right) during a Commission meeting.

NACCAS Elects Executive Committee for 2019

In December 2018, the NACCAS Board of Commissioners elected the new Executive Committee which would serve the Commission for 2019. Ms. Julie Vargas was elected to Chair that committee.

Major Aims and Purposes of NACCAS

As NACCAS progresses through 2019, the agency is mindful that this year marks its 50th anniversary as an accrediting agency for post-secondary, career education institutions. Perhaps it is a good time to reflect on the major aims and purposes of NACCAS as follows:

- To advance and develop standards of education and instruction in beauty, health, and wellness, as well as cognate areas which serve to supplement the practical, scientific and business skills of those individual professions.
- To give recognition through accreditation to schools that agree to and maintain compliance of beauty, health, and wellness education and assure quality programs for their students.
- To encourage high standards of ethical and professional conduct and activities and programs designed to advance and improve service to the public in the field of beauty, health, wellness, and cognate areas.

NACCAS is recognized by the United States Department of Education as a national agency for the institutional accreditation of post-secondary schools and departments of beauty, health, and wellness, including specialized schools.

NACCAS HIGHLIGHT

Julie Vargas Elected NACCAS Chair



Ms. Julie Vargas elected Chair of NACCAS for 2019

Julie Vargas began her service as a Professional Services Commissioner in January of 2014. At that time, she had been associated with the cosmetology industry for 27 years. She was the Director of Career Opportunities for Sport Clips. She had been with Sport Clips for 20 years, having held many different roles

within the organization. She had been Director of Career Opportunities since 2005. In her position at the time of her election as a NACCAS Commissioner, she oversaw recruitment, retention strategies, and industry relations.

Ms. Vargas held the position of Regional Coach (Educator) from 2000 to 2005, where she conducted technical classes for all new Sport Clips employees. In addition, she conducted operations training for all new Team Leaders (franchisees) and Area Developers. She conducted leadership trainings and management development classes and helped open stores in the northeast. She also trained all new employees on client service and operating standards.

Ms. Vargas served as a member of the Constitution and Procedures Committee, the Academic Institutional Changes Committee, and the File Review #3 team.

Ms. Vargas attended Western Texas College in Snyder, Texas where she studied Fashion Design and graduated from Aladdin Beauty College in San Angelo, Texas in 1987. She is a certified Paul Mitchell Advisor and a graduate of the American Crew Academy.

Improvements, Changes, and Activities Since 2008

NACCAS has been extremely busy throughout the last decade and are proud of our many achievements. The following highlight just some of these recent accomplishments, while under the leadership of Dr. Tony Mirando:

- **Webinars:** We developed, and we continue to add, a library of prerecorded webinars designed for schools to use as a teaching tool for themselves and their staff, or as a method for ensuring their compliance with NACCAS. These webinars are available on demand and are updated regularly throughout the year on our website.
- **New Workshop:** We have developed over the past 12 years a more contemporary method of teaching our *Standards, Policies and Rules*, through four annual workshops. We have incorporated a more interactive teaching methodology to include smaller breakout classes. Additionally, Dr. Mirando has launched a series of these breakout classes in the area of business fundamentals. This entire change in our format was designed in order to provide schools with better tools they can use immediately.

- **New Paperless Project:** In an effort to streamline our processes and to provide any easier, more efficient, method for our schools to communicate with NACCAS, we implemented a new paper-less process. Over the many years, we have slowly developed methods for schools to provide NACCAS with their official documents electronically via the NACCAS Owner Portal.

- **New Method for File Review:** Time for all of us is a sparse commodity, so after many years of Commissioners receiving boxes and boxes of materials to review, NACCAS developed an in-house process. This new process saves time and created a more robust review process for the Commission and individual Commissioners.

- **Business Fundamentals Track:** To provide Business School Owners and Directors new tools more efficiently, NACCAS developed a series of business classes during its workshops in the areas of: Improving School Financial Best Practices; Improving Student Outcomes; and Business Theory and Practice.

- **Travel Agency:** One of NACCAS' major accomplishments was qualifying for an ARC number (Airline Reporting Corporation). This approval allowed NACCAS to form its own NACCAS Travel Agency and book airline tickets, cars and hotels on its own, and not have to use a third-party provider; thus saving the schools money so they don't have to pay NACCAS for their site visits.

- **Primary Non-Federal Negotiator for Negotiated Rulemaking, Neg-Reg:** Dr Mirando in 2009-10, Program Integrity Issues and in 2018, Gainful Employment, was chosen by the US Secretary of Education to represent the National Accreditors on their Neg-Reg Committee. These Committees are formed to help the USDOE come to consensus on a number of proposed regulations that affect Higher Education. Dr. Mirando was very honored to have been chosen to represent the National Accreditors.

- **National Accreditors:** Over the past 12 years, NACCAS Executive Director, Dr. Mirando developed a very strong collegial and collaborative relationship with all the executives of the other National Accreditors. These relationships help establish a dialog of national concerns and provide a forum for deliberative discussions that effect all of our agencies.

- **Virtual Visit Process:** NACCAS took an internal issue and quickly turned it into a very forward-thinking change, whereby NACCAS staff began to lead visiting teams (peer reviewers) via phone conference and electronic documentation submissions. Dr. Mirando views this as turning "lemons into lemonade." This new creative process in turn saved money for schools and cut down on the number of schools NACCAS staff had to actually visit.

Millions of Americans...have a desire for skills that will lead to upward mobility in a dramatically changing economy and workforce.

Nail Technology, Manicuring, and Massage Therapy), into more health and wellness type programs as well. NACCAS officially increased its scope from Beauty to Beauty, Health and Wellness. In the near future, NACCAS will be requesting an increase in its scope with the USDOE.

■ **Name Change:** NACCAS believed very adamantly that because it accredits programs beyond Cosmetology, that it should change its name to reflect its commitment to those other career programs. It changed its name from “National Accrediting Commission of Cosmetology Arts & Sciences” to “National Accrediting Commission of Careers Arts & Sciences.”

■ **New Customer Relations Initiative:** Accreditation is hard on schools, and NACCAS has a mandate from the USDOE, as an accreditor, to ensure it is following the Code of Federal Regulations (CFR). However, NACCAS, wanted to take accreditation to another level. So it decided (Dr. Mirando and the Commission) that NACCAS did not have to only ensure that schools adhered to the Standards, but would also provide additional tools and customer service to enhance their accreditation experience. NACCAS has ongoing daily phone consultations, live webinars, improved quarterly workshops, one-on-one in-person consultations, monitoring consultations, email reminders, etc.

■ **95% On Time Application Completion Rate:** It is one thing to require schools to do their job, but it is another to practice what you preach. NACCAS has achieved an overall 95% on-time completion rate of its processes for its schools. This process took many years to achieve. It required many long hours of hard work by the NACCAS staff and Commission, but the hard work paid off.

■ **Increase in Scope:** NACCAS heard from their schools that it was only a natural progression for them to advance its program offerings at their schools from the Beauty sector programs (Cosmetology, Barbering, Hair Design,

■ **Single Cohort:** Student outcome rates, graduation, licensure and placement, are rates which NACCAS is required to collect annually from its schools in order to initially grant and maintain a school's accreditation. However, this process was a very confusing and convoluted multi-cohort process. Subsequently, NACCAS in an effort to streamline this process, and has developed a more sensible single cohort with the right to request an extended return.

■ **Visit Schedule:** As many of you may remember, it would not have been unusual for you to receive a notification from NACCAS that we were coming out to do your renewal of accreditation visit within the next month. That practice of receiving last-minute notifications is a thing of the past. NACCAS is now sending out its visit notification notices along with the reminder of your renewal process 9-12 months out.

■ **Electronic ISS and other submissions:** Do you remember having to send in that large ISS book to NACCAS, your visit report response, your deferral response, or even your Card Process Response, by mail? NACCAS has not only developed a new system to submit and upload this information into the NACCAS Owner Portal, but we are now developing a new and improved CRM system that will allow you to submit almost everything electronically in 2020.

NACCAS HIGHLIGHT

Major Milestone NACCAS Purchases its Own Office Building

History was sealed in stone when NACCAS decided to invest in purchasing their office building. In November 2016, NACCAS' staff moved to 3015 Colvin Street in Alexandria, Virginia. The move to Colvin Street was in many ways, a sign of maturity and confidence they had in the organization. It underscored the permanent importance of their mission and the deep commitment of Executive Director, Dr. Tony Mirando, and the Commission. The move also increased the professionalism and visibility of the organization in our adopted city of Alexandria, Virginia and throughout the nation.

Now, nearly four years later, it is apparent that the move had several lasting advantages for the organization and the schools they serve. The newly-owned NACCAS property has allowed the organization to utilize the new space to maximize staff interaction, facilitate support of the Commissioners, and enhance the functionality of the facility for communication and meetings. Importantly, by remaining located in Alexandria – a city that has become the “go-to” venue for professional and non-profit organizations in the National Capital area – we have seen that there are several advantages in co-locating with like organizations in this vibrant community.

Finally, but most importantly, this move has saved NACCAS and the schools it serves a significant amount of funds (\$100,000 annually). That money would have otherwise had to be spent on rent at the old location on Ford Avenue. Those savings provided NACCAS with the ability to freeze any increases in their annual sustaining fees for three-of-the-past four years. Additionally, property values in this vibrant area are on the rise – making this a solid investment for the future.

We owe a lot to the Executive Director, Dr. Tony Mirando and the Commissioners who took a leap of faith nearly four years ago, that this move would be not only a good move for the office, but a sustainable cost-saving prospect for the schools they serve. On this 50-year anniversary, we celebrate the major commitment to the important mission of NACCAS and to the schools and students it serves.





Commissioners who served NACCAS from 2010 through 2019

Akard, Andrea
Arnheim, Stuart
Barnes, Letha
Becher, Cynthia
Bouman, Michael D.
 Chair 2015-2016
Bouranis, Scott
Camp, Darrell
 Chair 2011-2012
Cheung, Olivia

Chave, Reid W.
Church, Bill
 Chair 2009-2010
Clark, Michele
Davis, Jenae
Foster, Larry
Garcia, Alexander
Kelly, Robert
Kinion, Gina
Kirkland, Elizabeth

Laitis, Karyn
Layton, Kim
Lott, Bobby
Lowry, Mary Gail
Pankey, Julie
Pappacoda, Sal
Perry, Ronald
Smith, Allen Lee
Soressi, Dorothy M.
Starita, Louis
Stemmer, Janet

Strawn, Chris
Trottier, Gary
Vargas, Julie
 Chair 2019
Vogel, Therese
 Chair 2017-2018
Wolman, Jessica
 Chair 2013-2014
Young, Kenneth
Zachary, Wanda

Chapter Eight: THE NEXT DECADE – A VISION FOR THE FUTURE

As we celebrate the first 50 years of NACCAS as a great accrediting agency, it seems appropriate to ponder what the future holds for career education and the organization. Certainly recent history suggests that reform of occupational licensing is expected to accelerate in the near future. Its purpose will be to not only relieve small businesses of regulatory burdens, but to address the differences in laws from state to state. More than ever before, it will be important for the industry to unite. When career education professionals come together from all segments of the industry, it will be possible to address local, state, and federal legislative threats.



At the Tampa NACCAS Accreditation Workshop, Kathy Chow, Executive Director of the American Association of Cosmetology Schools, (shown far right) invited participants for lunch to exchange ideas. Such collaboration is a perfect example of industry organizations working together toward common goals.

Executive Director Looks Ahead for 2019 and Beyond

The following are excerpts from Dr. Tony Mirando's message to the community at the beginning of 2019, NACCAS' 50th anniversary:

"New Year, New Opportunities! I hope that 2019 is shaping up to be an amazing year for each and every one of you... It is time for our schools to reassess priorities for

the coming year and set goals in order of their necessity and importance. View your list of goals as a roadmap to your success; it is an opportunity to grow your school and improve your student outcomes. The best compliment a school can receive is a student or graduate referral. A great school produces amazing graduates.

Your school's continued success relies on its management's ability to ensure financial stability. The number one reason most businesses fail is cash flow, and schools are no different. Ensuring that you have a reasonable budget and sound financial

best practices will provide your team with consistent cash flow controls. Remember to plan what you want to achieve and gather the resources needed to achieve the plan. Empower those individuals involved in achieving the goals. Monitor your progress. If you are not meeting a goal you originally set, take necessary steps to get back on track.

Every successful business must consider staying in compliance with local, state, and federal oversight, and for accredited schools, with their Accreditor. Monitor the NACCAS website regularly as well as local and state government agencies for proposed changes and requirements.

Throughout 2019 NACCAS will be implementing new and exciting changes to advance customer relations and processes with its schools. Proposed changes will allow schools and NACCAS to stay on the cutting edge of how we engage with one another... Let's make 2019 the beginning of the best decade ever for NACCAS-accredited institutions!"

QUIPS & QUOTES

“ For 50 years, NACCAS has promoted institutional and academic quality. It has helped schools improve and grow to improve educational opportunities for thousands of students. ”

- Dr. Anthony Mirando

Tomorrow & Beyond...

By Robert F. Kelley, Jr., NACCAS 2019 1st Vice-Chair

Tomorrow, the fundamental purpose of accreditation will continue to be the assurance of educational quality: to the student; the student's future employer; and to the public. To be meaningful, tomorrow's accreditors must prepare for change, continue to learn, and continue to improve.

The **STUDENT** of tomorrow will want accreditor processes to be easier to understand, consistent, and more visible. Students are aware of their role in education and will want to be more involved in the accreditation process and may ask to be better represented in reviews and accreditor decisions.

The **EMPLOYER** of tomorrow will demand new hires complete their education faster and be better trained. Tomorrow's employer will share with institutions how they train and how they measure new hires' performance, which will take outcomes beyond placement and toward performance driven results.

The **ASSOCIATIONS** of tomorrow understand accreditor governance and the value of their independence. Associations will focus more on improving institutions by providing new tools and sharing the institution best practices.

The **TAX PAYERS** of tomorrow will continue to re-define the roles of the triad; encourage accreditors to focus more on evidence-based accountability. Confidence in accreditors will grow as accreditors provide greater transparency of decisions and in the methods used to show consistency, validity, and reliability. Accreditation will continue to be contingent upon events and policy.

The **INSTITUTIONS** of tomorrow will challenge traditional educational methods with an increasing emphasis on the student learning experience. Student mastery using prior learning assessments and competency-based learning will replace seat time and allow students to move at their own pace. Technology will "flatten the world" and enable new teaching modalities such as distance learning. New methodologies will create new challenges in assuring quality. Institutions will broaden their scope of offerings and become international.

The **ACCREDITOR** of tomorrow will use data to go beyond summative annual reports and learn to assess new metrics in the student learning experience. Implementing risk-based reviews and off-cycle reports to accreditation processes will focus on specific areas of improvement. The rhythm of reviews will change from periodic to more fluid, meaningful interaction. Standards will become more integrative to provide a universal assessment of quality. Institution self-studies and responses will be more analytical to assure continuous institutional improvement. Reviews will be redesigned to incorporate rubrics and audit methodologies. Results will become tiered to stimulate institutions to aspire beyond meeting compliance thresholds and to better illustrate an institution's strengths and weaknesses in public reporting.

Today, NACCAS is preparing for the future. NACCAS has created a data analysis and reporting process; invested in new technology through its customer relationship software; and convened advisory, ad-hoc industry panels on topics such as competency-based education. NACCAS will continue to earn the public trust through its own rigorous self-study and an awareness of the dynamic learning environment. NACCAS will continue to build upon its foundation to remain the respected accrediting authority it is today.

The 2019 Commission Vision for the Future

"Over the next two to five years, I see the Commission continuing to simplify processes and improve our communication and the perception schools have of NACCAS and its intent. I also see the Commission broadening its scope and further exploring the concept of competency-based education. Research needs to be conducted to determine if this path will be beneficial for our schools and students."

- Julie Vargas



Chair Julie Vargas,
Practitioner
Commissioner,
Georgetown, Texas



First Vice-Chair, Robert Kelly, School Owner
Commissioner, Chicago, Illinois

"In the future, as today, Institutions strive to harness the power of technology in education delivery; face varying winds of political ideology and rise to the changing tides of employer needs. Through accreditation, institutions can navigate by the stars of accreditation, the standards of quality and peer review; to reach higher levels of institutional educational quality.

Through my experience with NACCAS as a school owner, an evaluator, and Commissioner, I have learned that it is through thoughtful diligence and discourse among volunteer evaluators, Commissioners, the Executive Director, and an incredible staff that the value of accreditation by NACCAS endures."

- Robert Kelly

"My vision for the future of NACCAS is an incredibly effective, dynamic organization that is continually adjusting its sails to adapt to the current winds of change within the Beauty, Health, and Wellness Industry. NACCAS has a history of successfully evaluating institutions and will continue to adapt to meet the needs of its member institutions so they can continue to provide a quality education for their students."

- Wanda Zachary

Second Vice-Chair, Wanda Zachary, School
Owner Commissioner, Oswego, Illinois





"I believe Mr. Alvin Toffler's quote, 'You've got to think about big things while you're doing small things, so that all the small things go in the right direction,' applies to the future of NACCAS. We must focus on the small things daily to ensure that great things happen in the future."

- Scott Bouranis

"My vision for the future of NACCAS is extremely enthusiastic because we are constantly sparking conversation with new ideas to bring about positive change. NACCAS will shape the future by preserving its knowledgeable expertise in the realm of accreditation and sharing it with the educational world."

- Olivia Cheung

"I believe the Beauty and Wellness industry is in a good place to thrive. NACCAS, as the accreditor of quality education is a sound resource to help our schools and students succeed."

- Michele Clark

Kim Layton, Treasurer, Academic Commissioner, Arlington, Texas

Karyn Laitis, Secretary, Academic Commissioner, Culver City, California

Andrea Akard, School Administrator Commissioner, Hot Springs, Arkansas

"NACCAS has weathered many storms over its first fifty years. It is said that storms make trees take deeper roots. I believe that NACCAS is firmly planted to ensure the success of institutions and the communities they serve for many more decades to come."

- Kim Layton

"As I consider what the future holds for NACCAS, I believe Steve Jobs best characterized it when he said that we should "Be a yardstick of quality." That we support and guide others to be the best version of themselves, always doing our best."

- Karyn Laitis

"With the continued momentum that NACCAS has experienced in the past decade, I expect our future to be full of firsts and new experiences and for our organization to serve as the example for others that seek progress and innovation."

- Andrea Akard



Mr. Scott Bouranis, Public Interest Commissioner, Claremont, New Hampshire



Ms. Olivia Cheung, School Owner Commissioner, Flushing, New York



Ms. Michele Clark, School Owner Commissioner, St. Louis, Missouri



Alexander Garcia, School Administrator Commissioner, Miami, Florida

"Although it is uncertain what the future brings, we must apprehend it with great enthusiasm. Ultimately, we are in charge and we must continue to maneuver our industry through barriers and onto higher grounds. The work currently being done at NACCAS is a great sign this agency will lead our industry in the proper direction."

– Alexander Garcia



Ms. Julie Pankey, Professional Services Commissioner, North Berwick, Maine

"My vision for the future of NACCAS is to continue being one of the most highly respected Accrediting Commissions as well as a leader in education standards, compliance, safety and graduate success. As we step into the future we have a unique opportunity to help positively impact the educational experience and success of our future industry leaders."

– Julie Pankey



Mr. Allen Smith, Public Interest Commissioner, Monroe Falls, Ohio

"I would like to see NACCAS expand its scope in the area of health and wellness in the future. Broadening our scope to other fields will allow NACCAS to help even more students and institutions."

– Allen Smith

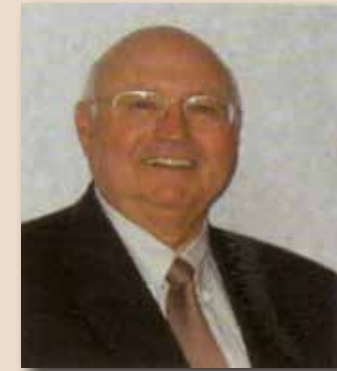


Ms. Janet Stemmer, School Owner Commissioner, Schererville, Indiana

"If I could sum up my hopeful vision for the future of NACCAS, it would be three words: clarity, transparency, and accountability. In other words, I think NACCAS should strive for clarity when communicating with its institutions regarding standards, policies, procedures and rules. Further, I feel NACCAS should always be open and honest with its member institutions regarding how it has arrived at important decisions that affect schools. And finally, NACCAS should be held accountable for its actions, not only by the U.S Dept of Education, but by its institutions."

– Janet Stemmer

Notable Quotes from Our Esteemed Chairs Since 2008



Philip Stewart (2008)

"I was proud to be instrumental in providing new leadership and accountability at the NACCAS office including a successful reaffirmation of NACCAS' Petition with the United States Department of Education. We also cultivated and empowered NACCAS Commissioners to work through a necessary process for leading change, including the development of a new CRM."



Bill Church (2009-10)

"I believe the most significant NACCAS accomplishment during my tenure as Chairman was the nurturing and development of Dr. Tony Mirando. His guidance of staff and his total and complete grasp of NACCAS policies and procedures far exceeded my expectations. He was the gift that kept on giving!"



Darrell Camp (2011-12)

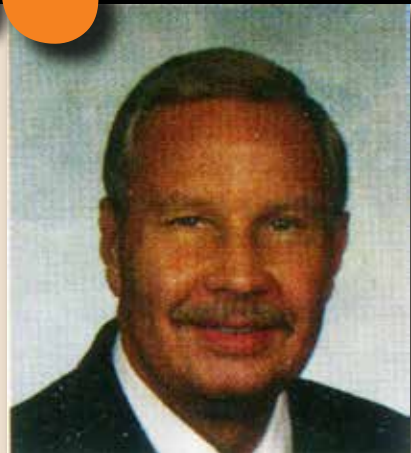
"Lots was going on at NACCAS during my time as Chairman. Between ensuring that the NACCAS' website and all of our documents within it were up to date and accurate, to helping Dr. Mirando alongside the other Commissioners in chipping away at updating old, antiquated practices of the past, and instituting new and more effective and efficient processes and procedures."



Jessica Wolman (2013-14)

"Everything the commission worked on was centered around making our schools better equipped to serve their students. This included working with Dr. Mirando and staff on developing the new NACCAS workshop format in order to provide school owners and their staff an opportunity to spend more time attending concurrent breakout sessions. Concurrently, developing a collaborative process between the NACCAS Commission and the Executive Director, Dr. Mirando, to ensure a contemporary approach of accountability and changing, establishing and implementing the new NACCAS student outcomes single cohort Annual Report."

Notable Chair Quotes, continued



Mike Bouman
(2015-16)

"NACCAS has been providing a high-quality peer review accreditation for over 50 years, and during my tenure as Chair, my only responsibility was to insure that would not change. With a team of dedicated Commissioners and the support of a highly-qualified staff, we provided the continuing changes necessary to insure — and hopefully improve — the standard of post-secondary education that our students, institutions, and the industry deserves. By providing support to the Executive Director, we also improved the core values and positive culture of the organization. It was an honor to serve as Chair during this important time of NACCAS's history."



Therese Vogel
(2017-2018)

"NACCAS' greatest accomplishment during my two years serving as Chair would be that we established and ensured consistency in everything we accomplished. We completed many outstanding ad-hoc projects that allowed us to standardize processes that streamlined NACCAS and helped schools through the accreditation process in a more consistent way. These processes will hopefully continue to help schools stay compliant as well."



Julie Vargas
(2019)

"To me building strong leadership in all members of the Commission by encouraging involvement and allowing everyone to be heard is paramount to this organizations success. Equally important is the building of trust and having equal respect towards one another. Finally, working with Dr. Mirando and the other Commissioners to broaden NACCAS' Commission into the areas of Health and Wellness, is key to our commitment to expansion of our scope."

NACCAS Staff Members Chime In on the Positive Organizational Changes over the Last 12 Years

"One of NACCAS' major accomplishments was qualifying for our own ARC number (Airline Reporting Corporation), which allowed us to book airline tickets, cars and hotels inhouse for Commissioners, staff members and independent contractor Peer Evaluators. Having our own ARC number, eliminated the costly fees paid to another company to use their ARC number to book travel."

– **Susie Kofler**, *Travel Manager*

"Over my 10 years at NACCAS, numerous changes have taken place. These include such things as changes to the NACCAS Handbook, our daily work space, where NACCAS now calls "home," internal processes and procedures, as well as changes in fellow coworkers and Commissioners. There have also been improvements in the visit process to include the usage of virtual visits. Each of these modifications has helped shape NACCAS into the agency it is today and will continue to guide NACCAS as an agency moving into the future."

– **Mary Nell Myers**,
Accreditation Manager

"Over my past 10 years at NACCAS, numerous changes have occurred. Changes to requirements and procedures, all the way to moving buildings. That being said, the numerous changes along the way have led to more streamlined processes and a customer service-centered mindset. The strides that have been made to lessen paperwork in the office and emphasize the use of electronic submissions have been incredible. NACCAS has become my family, and there isn't a better team of hard-working individuals full of camaraderie and collaboration that I would rather work with."

– **Brittany Burnett**,
Senior Accreditation Analyst

"NACCAS is a service-focused organization and the level of customer service continues to increase year after year."

– **Carol Orsini**,
Accreditation Manager

"Over the past 10 years, NACCAS has become even more of a productive, pleasant, and peaceful workplace. Dr. Tony Mirando has fostered a professional STAR environment — an environment that promotes value, integrity, character, standards, and morals. NACCAS has gone through many changes; and 10 years later, NACCAS is a quieter and calmer workplace which encourages growth, change, and positivity."

– **Lupeachra Davis**,
Accounts Receivable

"Over the last decade, NACCAS has developed one of the most productive and successful relationships with the U.S. Department of Education of any national accreditor. As a result of our sterling reputation with the Department, NACCAS was granted the maximum term of re-recognition in each of its last two re-recognition reviews."

– **Darin Wallace**, *Director of
Government Relations and Legal*

"One of the positives at NACCAS was when we decided to go paperless, and as a result, have all benefited from getting our work done faster. We now regularly have customer service training conducted by our HR Manager, Hannah Lhee, where she meets with the staff to discuss NACCAS' STAR values, which are to be supportive, transparent, accountable and respectful. I was originally trained to do application reviews one way, but when Dr.

Mirando came to NACCAS, he showed me the right way of doing things, and by doing more research prior to completing my tasks, it helped me to better understand my objectives. After 30 years at NACCAS, we finally got our own building and two parking lots (FREE to staff, yup I said 'free'). NACCAS developed an info-router system for our use, which was a good investment, so you can see all different programs and it makes it easier to do your work. And, I know there are bigger things to come. I continue to be part of the NACCAS family. I have been here 33 year and I have seen it all. All I can say is NACCAS has changed for the better in the last 12 years! Thank you, Dr. Mirando! I can't forget that in the last few years, we have been getting the week of Christmas and the week of July 4th off — now that's real STAR values!"

– **Jeanette Walker**, *Pre-Screener*

"Even after seven years, I continue to be amazed by the sense of community at NACCAS. Commissioners, staff, evaluators and accredited school owners have all demonstrated an extraordinary passion and dedication in their collective efforts to advance this industry through the betterment of education. Such progress is a testament to the commitment and the collaboration of everyone associated with this agency through the years. It is this knowledge that our collective efforts have such a positive impact upon the lives of so many young people and, in the long term, our communities as a whole, that excites me to begin each day. I must take this opportunity to also say thank you each of my colleagues for the same positive impact that the NACCAS community has made upon my own life and that of my family."

– **Eddie Broomfield**,
Director of Accreditation

House of Heavilin

Founding Member

House of Heavilin is a founding member school having achieved its initial accreditation in 1968. Its current owners are Cheryl Barnett and her brother Jerry Heavilin. The school was originally owned by their parents, George and Sammy Heavilin.

Cheri and Jerry both feel fortunate to have parents who were both very hard working and extremely dedicated to the field of Cosmetology. After owning and operating a successful salon in Kansas City, they opened their first school. With its success they continued to grow to five campuses in and near the Kansas City area.

Their parents knew the value of a business community and were active in the Missouri Association of Cosmetology Schools and the National Association of Cosmetology Schools (NACS) which is now the American Association of Cosmetology Schools (AACS). Through that association they learned early on of the creation of the Cosmetology Accrediting Commission (CAC). They recognized the value of the establishment of standards and goals for Cosmetology schools and decided to seek the goal of accreditation. In 1968 they attained accreditation of all five campuses.

Since 1978, their daughter and son, Cheri Barnett and Jerry Heavilin have maintained the Heavilin legacy. Much like their parents, they have been active with MACS, AACS and NACCAS. Both have held offices of responsibility in all of these organizations including serving as Commissioners of NACCAS. Cheri served on the NACCAS Board of Commissioners from 1992 to 1997 and was the Commission Chair from 1996 to 1997. Jerry served on the Commission from 1998 to 2000.

House of Heavilin is now fortunate to have the third generation in the family hold responsible positions in the schools. The future is looking stronger than ever.

Investing In The Future

As NACCAS moves forward into the next decade, it recognizes that career colleges meet a need for non-traditional students to attain career-focused, post-secondary education. This need has not always been met by traditional colleges and universities. The career education offered by NACCAS-accredited institutions will continue to receive a quality assessment by the agency. Peer evaluation and continuous improvement of schools will assure a higher return on investments made by students, taxpayers, and the communities at large. Institutions that do not meet established standards, policies, and rules will continue to be removed from the system by using evaluation, review, referral, corrective action, and if necessary, withdrawal from accreditation. Through these processes, schools will continue to improve, and students will continue to benefit from quality, career-focused education.

NACCAS schools can boast impressive performance statistics for the Annual Report data collection year 2017, the most recent available data). For example, nationwide, based on the number of students scheduled to graduate in the calendar year 2017, 70.8% of those students completed their programs of study. Of those graduates, 93.3% went on to become licensed or certified in their chosen career field. Of those eligible graduates, 73.3% found employment in career-related positions and became productive, tax-paying members of society. That means that our family of schools has a tremendous success rate; a rate that cannot be claimed by any traditional college or university. Our career education schools are having a positive impact on education and society, especially



NACCAS-accredited schools prepare for a new decade by attending the Accreditation workshop in Tampa, Florida.

since our students and graduates touch thousands of lives daily in a positive way. Career schools often help those individuals that might never otherwise have an opportunity to complete post-secondary education. The dream of many in our country is to get an undergraduate college degree, in large part due to societal pressures. While that is a worthwhile goal, recent decades have demonstrated that simply having a degree from a traditional four-year college or university often does not mean immediate

....our family of schools has a tremendous success rate; a rate that cannot be claimed by any traditional college or university.

employment. Many of those graduates find relief by attending a career school, enabling them to find employment much more quickly after completion of their training. The juxtaposition of the two educational systems seems increasingly evident for those who wish to provide for themselves and their families.

As our country diversifies, there will continue to be a growing need for career schools to provide a variety of programs that match the multidiscipline needs of the marketplace. This will require schools to invest in new programs and adapt their offerings to meet those needs. NACCAS will continue to stay abreast of the changing needs and consider expansion of scope as the needs arise. The NACCAS community is comprised of an extensive group of professionals including school owners, professional service practitioners, academics, leaders, representatives of the public interest, and committed staff members. With the help of all those dedicated individuals, NACCAS will continue in the direction of quality, integrity, and accountability in career-focused education. It is exciting to consider what the next fifty years will bring.

“ QUIPS & QUOTES ”

Vision without action
is merely a dream.
Action without vision just
passes the time. Vision with
action can change the world.

- Joel A. Barker



ABOUT THE AUTHOR

Celebrations are very special, so when we recognized NACCAS was approaching its 50th year in existence, we wanted to commemorate this special milestone with a fitting salute. NACCAS had the idea of publishing a special book marking the anniversary by sharing the respected history of the NACCAS organization. I knew exactly who would be up for this monumental task, and immediately contacted Letha to ask her if she would take on this special project for us. She graciously agreed, and we could not have been more pleased with the result. Thank you, Letha for a job well done!

- Tony Mirando, MS, DC, NACCAS Executive Director

Letha Barnes is honored to have been asked to compile this 50-year historical documentary of NACCAS, beginning with its humble beginnings in 1969 through its 50th year of operation in 2019. Barnes acknowledges that her research rendered very little documented history of the agency during the 1970s, but has attempted to reconstruct how post-secondary education evolved in general.

Barnes is a third generation educator and school owner. In her 50+ years in career education, she has achieved many accomplishments. She served the State of New Mexico for 10 years as the school representative on the Board of Barbers and Cosmetologists, holding the position of Vice-Chairman or Chairman during the entire tenure. She is a former President of the American Association of Cosmetology Schools (AACCS), during which time she spearheaded the effort, with the inspiration and assistance of a great team of professionals, to re-establish the educational branch of the association, the Cosmetology Educators of America, which is known today as the Career Educators Alliance. She

was designated the AACCS Person of the Year in 1995. She is the recipient of the AACCS Special Recognition Award for her Contribution to Cosmetology Education and the AACCS Award of Distinction for Lifetime Contribution to Cosmetology Education. In addition, she was the recipient of the coveted N. F. Cimaglia Award in 2001.

As an approved provider of continuing education and former Director of the Career Institute, Barnes has presented continuing education programs to thousands of educators, professionals and students through the United States and Canada. She has been a speaker at many regional, national, and international events, including Hairworld '96, Great Clips for Hair National Conventions, AACCS Mid-Year Conferences, AACCS annual conventions, the National Interstate Council of State Boards annual conferences, and numerous Cosmetology Educators of America conventions. She is well known for her highly energetic presentations and her passion for education. She has testified before the New Mexico State Senate and a U.S. Congressional Subcommittee on



**Letha Barnes
Former Commissioner**

behalf of career education. She served as a school-owner commissioner, an academic commissioner, and the first Vice Chairman for the National Accrediting Commission of Career Arts and Sciences (NACCAS). She also taught the NACCAS Accreditation Workshops for over 10 years.

She has authored numerous educational materials in career education including three editions of *The Master Educator*, course management guides for cosmetology, esthetics, nail technology, and instructor training. She also developed and authored four editions of the *Essential Companion Study Guide* that accompanied the *Standard: Cosmetology* textbook.

Appendix: LIST OF ACTIVE NACCAS SCHOOLS

Roster as of July 15, 2019

ALABAMA

Alabama School of Nail Technology & Cosmetology, Jackson, AL
Aveda Institute Birmingham, Hoover, AL
Brown Beauty Barber School, Bessemer, AL
Midfield Institute of Cosmetology, Midfield, AL
New Beginning College of Cosmetology, Albertville, AL
Paul Mitchell The School Huntsville, Madison, AL
The Salon Professional Academy, Huntsville, AL
University Academy of Hair Design, Tuscaloosa, AL
Winonah's International School of Cosmetology, Hoover, AL
Xcell Academy A Paul Mitchell School dba Paul Mitchell the School Birmingham, Hoover, AL

ARIZONA

All Beauty College, Fort Mohave, AZ
All Beauty College, Kingman, AZ
All Beauty College, LLC, Lake Havasu City, AZ
Arizona Academy of Beauty, Inc., Tucson, AZ
Avalon School of Cosmetology, Mesa, AZ
Avalon School of Cosmetology, Phoenix, AZ
Aveda Institute Phoenix, Tempe, AZ
Aveda Institute Tucson, Tucson, AZ
Charles of Italy Beauty College, Bullhead City, AZ
Charles of Italy Beauty College and Massage Therapy School, Lake Havasu City, AZ
Empire Beauty School, Avondale, AZ
Empire Beauty School, Chandler, AZ
Empire Beauty School, Flagstaff, AZ
Empire Beauty School, Phoenix, AZ
Empire Beauty School, Tucson, AZ

G Skin & Beauty Institute, Chandler, AZ
International Barber College, Chandler, AZ
Kor Beauty Academy, Peoria, AZ
Olympus Beauty Academy, Phoenix, AZ
Paul Mitchell The School Phoenix, Phoenix, AZ
The Studio Academy of Beauty, Phoenix, AZ
The Studio Academy of Beauty, LLC, Chandler, AZ
The Studio Academy of Beauty, LLC, Tolleson, AZ
TONI & GUY Hairdressing Academy, Scottsdale, AZ
Tucson College of Beauty, Tucson, AZ
Turning Point Beauty College, Casa Grande, AZ
Turning Point Beauty College, Phoenix, AZ
Universal Barber College, Phoenix, AZ
Xtylo Beauty College, LLC, Phoenix, AZ

ARKANSAS

Academy of Professional Cosmetology, Rogers, AR
Academy of Salon and Spa, Fort Smith, AR
Arkansas Beauty School - Little Rock, Little Rock, AR
Arthur's Beauty College, Inc., Conway, AR
Arthur's Beauty College, Inc., Fort Smith, AR
Arthur's Beauty College, Inc., Jacksonville, AR
Arthur's Beauty College, Inc., Jonesboro, AR
Career Academy of Hair Design, Rogers, AR
Career Academy of Hair Design, Springdale, AR
Career Academy of Hair Design-Fayetteville @ Farmington, Fayetteville, AR
Career Academy of Hair Design-Fort Smith, Fort Smith, AR
Career Academy of Hair Design-Siloam Springs, Siloam Springs, AR
DeSigner Barber & Stylist School, LLC, Fort Smith, AR
DeSigner Barber & Stylist School, LLC, Springdale, AR

Hot Springs Beauty College, Hot Springs, AR
Imagine-Paul Mitchell Partner School, North Little Rock, AR
New Beginnings Beauty Academy, Pine Bluff, AR
Northern Technical College, Pine Bluff, AR
Paul Mitchell The School Arkansas, Fayetteville, AR
Professional Cosmetology Education Center, El Dorado, AR
Searcy Beauty College, Searcy, AR
The Beauty School, Mountain Home, AR
The Salon Professional Academy, Sherwood, AR
Velvatex College of Beauty Culture, Little Rock, AR

CALIFORNIA

Academy for Salon Professionals, Northridge, CA
Academy of Esthetics and Cosmetology, San Fernando, CA
Adrians Beauty College of Tracy, Tracy, CA
Adrian's Beauty College of Turlock, Inc., Turlock, CA
Advance Beauty College, Garden Grove, CA
Advance Beauty College, Laguna Hills, CA
Advance Beauty Techs Academy, Corona, CA
Alhambra Beauty College, Alhambra, CA
American Beauty College, Palmdale, CA
American Beauty College, West Covina, CA
Amy Beauty School, Corona, CA
Asel Beauty College, Inc., Garden Grove, CA
Asian-American International Beauty College, Westminster, CA
Associated Barber College of San Diego, Inc., San Diego, CA
Avalon School of Cosmetology, Alameda, CA
Aveda Institute Los Angeles, Los Angeles, CA
Bellus Academy, Chula Vista, CA
Bellus Academy, El Cajon, CA
Bellus Academy, Poway, CA

Beyond 21st Century Beauty Academy, Santa Fe Springs, CA
Blush School of Makeup, San Francisco, CA
Borner's Barber College, Los Angeles, CA
Borner's Barber College, Long Beach, CA
Bridges Beauty College, Rancho Cucamonga, CA
Bridges Beauty College, Victorville, CA
California Barber & Beauty College, San Diego, CA
California Beauty College, Modesto, CA
California College of Barbering and Cosmetology, Stockton, CA
California Hair Design Academy, La Mesa, CA
Career Academy of Beauty, Garden Grove, CA
Cen Beauty Academy LLC, Riverside, CA
Central Valley Barber College, Riverbank, CA
Champion Institute of Cosmetology, Inc., Palm Springs, CA
Cinta Aveda Institute, San Francisco, CA
Cinta Aveda Institute, San Jose, CA
Citrus Heights Beauty College, Inc., Citrus Heights, CA
Coachella Valley Beauty College, Inc., Hemet, CA
Coachella Valley Beauty College, Inc., La Quinta, CA
Coastline Beauty College, Fountain Valley, CA
Coba Academy, Anaheim, CA
Colleen O'Hara's Beauty Academy, Santa Ana, CA
Cosmetica Beauty and Barbering Academy, Downey, CA
Cosmo Beauty Academy, Sacramento, CA
CR' U Institute of Cosmetology and Barbering, Garden Grove, CA
Design's School of Cosmetology, Paso Robles, CA
Diamond Beauty College, South El Monte, CA
D'LaCreme School of Cosmetology and Barbering, Fairfield, CA
Elite Cosmetology School, Yucca Valley, CA
Estes Institute of Cosmetology Arts & Sciences, Visalia, CA
Fantasy Beauty College, Pomona, CA
Federico Beauty Institute, Sacramento, CA
Flair Beauty College, Valencia, CA
Fredrick and Charles Beauty College, Eureka, CA
Fremont Beauty College, Fremont, CA
Hilltop Beauty School, Daly City, CA
Hinton Barber and Beauty College, Vallejo, CA
Hoss Lee Academy, Roseville, CA

Inspire Academy of Barbering and Cosmetology, Stockton, CA
International College of Beauty Arts & Sciences, Los Angeles, CA
International College of Cosmetology, Oakland, CA
International School of Beauty, Inc., Palm Desert, CA
Jama's Beauty & Barber College, Canoga Park, CA
JD Academy of Salon and Spa, Danville, CA
John Wesley International Barber and Beauty College, Long Beach, CA
KC Beauty Academy, Los Angeles, CA
Lancaster Beauty School, Lancaster, CA
Lawrence & Company College of Cosmetology, Hanford, CA
Lawrence & Company College of Cosmetology, Selma, CA
Le Melange Academy of Hair and Esthetic's, Napa, CA
Lu Ross Academy, Ventura, CA
Lyle's College of Beauty, Bakersfield, CA
Lyle's College of Beauty, Fresno, CA
Lytle's Redwood Empire Beauty College, Inc., Santa Rosa, CA
Master Barbering Academy, LLC, Long Beach, CA
Milan Institute of Cosmetology, Fairfield, CA
Milan Institute of Cosmetology, La Quinta, CA
Milan Institute of Cosmetology, Visalia, CA
Mixed Institute of Cosmetology & Barber, Sacramento, CA
Modern Beauty Academy, Oxnard, CA
My Beauty & Barber College, Sacramento, CA
Newberry School of Beauty, Granada Hills, CA
North Adrian's College of Beauty, Modesto, CA
Palace Beauty College, Los Angeles, CA
Palomar Institute of Cosmetology, San Marcos, CA
Paul Mitchell The School-Costa Mesa, Costa Mesa, CA
Paul Mitchell The School-East Bay, Pleasant Hill, CA
Paul Mitchell The School-Fresno, Fresno, CA
Paul Mitchell The School-Modesto, Modesto, CA
Paul Mitchell The School-Pasadena, Pasadena, CA
Paul Mitchell The School-Sacramento, Sacramento, CA



Paul Mitchell The School-San Diego, San Diego, CA
 Paul Mitchell The School-San Jose, San Jose, CA
 Paul Mitchell The School-Sherman Oaks, Sherman Oaks, CA
 Paul Mitchell The School-Temecula, Temecula, CA
 Princess Institute of Beauty, Reedley, CA
 Professional Institute of Beauty, El Monte, CA
 Redondo Beach Beauty College, Redondo Beach, CA
 Riggins Urban Barber College, San Diego, CA
 Rosemead Beauty School, Rosemead, CA
 Royale College of Beauty and Barbering, Temecula, CA
 SABA Beauty School, Lake Forest, CA
 Saddleback Beauty Academy, Laguna Hills, CA
 Salon Success Academy, Corona, CA
 Salon Success Academy, Fontana, CA
 Salon Success Academy, Redlands, CA
 Salon Success Academy, Riverside, CA
 Salon Success Academy, Upland, CA
 Salon Success Academy, West Covina, CA
 San Bernardino Beauty College, Inc., San Bernardino, CA
 San Francisco Institute of Esthetics & Cosmetology, San Francisco, CA
 Santa Ana Beauty Academy, Santa Ana, CA
 Santa Ana Beauty College, Santa Ana, CA
 Shasta School of Cosmetology, Redding, CA
 Sierra College of Beauty, Merced, CA
 Thanh Le College School of Cosmetology, Garden Grove, CA
 The Cosmo Factory Cosmetology Academy, Santa Cruz, CA

The Salon Professional Academy, San Jose, CA
 TONI & GUY Hairdressing Academy, Costa Mesa, CA
 TONI & GUY Hairdressing Academy, Los Angeles, CA
 TONI & GUY Hairdressing Academy, Modesto, CA
 TONI & GUY Hairdressing Academy TIGI Creative School, San Jose, CA
 Topline Beauty College, Santa Ana, CA
 Universal College of Beauty, Inc., Los Angeles, CA
 Urban Barber College, Concord, CA
 Urban Barber College, San Jose, CA
 Victory Career College, Torrance, CA
 Wayne's College of Beauty, Salinas, CA
 West Coast Barber College, Oceanside, CA
 Western Barber Institute, Reseda, CA

COLORADO

Avalon School of Cosmetology, Aurora, CO
 Aveda Institute Denver, Denver, CO
 Cheeks Beauty Academy, Loveland, CO
 College of International Esthetics, Inc., Arvada, CO
 Empire Beauty School, Aurora, CO
 Empire Beauty School, Littleton, CO
 Empire Beauty School, Thornton, CO
 International Salon and Spa Academy, Colorado Springs, CO

Montage Academy, Westminster, CO
 National Beauty College, Denver, CO
 New Dimensions Beauty Academy, Inc., Parker, CO
 Paul Mitchell The School-Colorado Springs, Colorado Springs, CO
 Paul Mitchell The School-Denver, Lakewood, CO
 Stacey James Institute, Parker, CO
 The Salon Professional Academy, Colorado Springs, CO
 The Salon Professional Academy, Grand Junction, CO
 Tuana European Beauty Academy, Fort Collins, CO
 United Beauty College, Denver, CO

CONNECTICUT

Academy Di Capelli, East Hartford, CT
 Academy Di Capelli, Wallingford, CT
 Ace Cosmetology and Barber Training Center, Ansonia, CT
 Ace Cosmetology and Barber Training Center, Hartford, CT
 Ace Cosmetology & Barber Training Center, Waterbury, CT
 Belle Academy of Cosmetology, Waterbury, CT
 Branford Academy of Hair & Cosmetology, Branford, CT
 Bravado Academy, New London, CT
 Dolce LLC The Academy, Waterbury, CT

International Institute of Cosmetology, LLC, Plainville, CT
 International Institute of Cosmetology, LLC, Wethersfield, CT
 North Haven Academy, LLC DBA Paul Mitchell The School North Haven, North Haven, CT
 Oxford Academy of Hair Design, Seymour, CT
 Ricci's Toni & Guy Hairdressing Academy/TIGI Creative School, Newtown, CT
 Shear Brilliance Institute of Hair Design, West Haven, CT

DELAWARE

All In The Wrist Barber Academy, Smyrna, DE
 Delaware Learning Institute of Cosmetology, Dagsboro, DE
 Hair Academy School of Barbering & Beauty, Newark, DE
 Paul Mitchell The School-Delaware, Newark, DE
 Schilling-Douglas School of Hair Design, LLC, Newark, DE

DISTRICT OF COLUMBIA

Aveda Institute Washington DC, Washington, DC
 Bennett Career Institute, Inc., Washington, DC
 Dudley Beauty College, Washington, DC
 The Salon Professional Academy, Washington, DC

FLORIDA

Academy of Career Training, Kissimmee, FL
 Academy of Cosmetology, Merritt Island, FL
 Academy of Cosmetology - Melbourne, Melbourne, FL
 Affinity Hair Academy, Orlando, FL
 Ambiance Beauty & Barber Academy, Melbourne, FL
 American Academy of Cosmetology, Inc., Orange Park, FL
 American Institute of Beauty, Inc., Largo, FL

American Institute of Beauty, Inc., St. Petersburg, FL
 Artistic Nails and Beauty Academy, Tampa, FL
 Artistic Nails and Beauty Academy, Lakeland, FL
 ASM Beauty World Academy, Inc., Davie, FL
 Aveda Institute - Jacksonville, Jacksonville, FL
 Aveda Institute - Orlando, Winter Park, FL
 Aveda Institute - South Florida, Davie, FL
 Aveda Institute - Tallahassee, Tallahassee, FL
 Aveda Institute - Tampa Bay, Clearwater, FL
 Beauty and Massage Institute, Vero Beach, FL
 Bene's Career Academy, Brooksville, FL
 Bene's Career Academy, New Port Richey, FL
 Bene's Career Academy, Spring Hill, FL
 Celebrity School of Beauty, Hialeah, FL
 Celebrity School of Beauty, Miami, FL
 Community Barber Schools, Jacksonville, FL
 Cozmo Beauty School, Bonita Springs, FL
 Electrolysis Laser & Beauty Institute, Orlando, FL
 Elite School of Cosmetology, Panama City, FL
 Empire Beauty School, Lakeland, FL
 Empire Beauty School, Lauderhill, FL
 Empire Beauty School, Tampa, FL
 Empire Beauty School, West Palm Beach, FL
 Fashion Cuts Hair & Beauty Academy, LLC, Ocala, FL
 First Coast Barber Academy, Jacksonville, FL
 Florida Academy of Health & Beauty, Oakland Park, FL
 Florida Massage and Beauty Institute, Tampa, FL
 Fort Pierce Beauty Academy, Fort Pierce, FL
 Hair Benders Academy, Longwood, FL
 Hollywood Institute of Beauty Careers, Casselberry, FL
 Hollywood Institute of Beauty Careers, Hollywood, FL
 Hollywood Institute of Beauty Careers, West Palm Beach, FL
 International Academy, South Daytona, FL
 International Hair and Barber Academy, Boca Raton, FL
 Kaizen Beauty Academy, Pembroke Pines, FL
 KCK Beauty & Barber Academy, Inc., Jacksonville, FL
 La Belle Beauty Academy, Miami, FL
 La Belle Beauty School, Hialeah, FL

Latin Beauty Academy, Inc., Greenacres, FL
 Loraines Academy & Spa, St. Petersburg, FL
 McDougle Technical Institute, Pompano Beach, FL
 New Concept Massage and Beauty School, Cutler Bay, Miami, FL
 New Concept Massage & Beauty School, Inc., Miami, FL
 New Concept Massage & Beauty School - West Campus, Miami, FL
 North Florida Cosmetology Institute, Inc., Tallahassee, FL
 Nouvelle Institute, Hialeah, FL
 Nouvelle Institute, Miami, FL
 Parisian Spa Institute, Jacksonville, FL
 Paul Mitchell The School - Fort Myers, Fort Myers, FL
 Paul Mitchell The School - Jacksonville, Jacksonville, FL
 Paul Mitchell The School - Miami, Miami, FL
 Paul Mitchell The School - Orlando, Oviedo, FL
 Paul Mitchell The School - Tampa, Tampa, FL
 Port St. Lucie Beauty Academy, Port St. Lucie, FL
 Robert Fiance Beauty Schools, Boynton Beach, FL
 Saint Petersburg Beauty Institute, St. Petersburg, FL
 Shear Excellence Hair Academy, Tampa, FL
 Shear Excellence Hair Academy, Valrico, FL
 Shear Finesse Beauty Academy, Inc., Jacksonville, FL
 Summit Salon Academy - Gainesville, Gainesville, FL
 Tenaj Salon Institute, The Villages, FL
 The Adrian H. Wallace Barber Academy, Pensacola, FL
 The Beauty Institute, West Palm Beach, FL
 The Salon Professional Academy, Fort Myers, FL
 The Salon Professional Academy-Delray Beach, Delray Beach, FL
 The Salon Professional Academy-Melbourne, Melbourne, FL
 Total Beauty Institute, Jacksonville, FL
 Trendsetters of FL. School of Beauty & Barbering, Inc., Jacksonville, FL
 Tyler's Beauty and Spa Academy, Bradenton, FL
 UR Beauty & Barber Academy, Sebring, FL
 World Class Academy of Beauty Careers, Tallahassee, FL

BEAUTY SCHOOL



GEORGIA

Albany Beauty Academy, Albany, GA
 Atlanta Beauty & Barber Academy, Doraville, GA
 Aveda Institute Atlanta, Atlanta, GA
 Dalton Institute of Esthetics and Cosmetology, Dalton, GA
 Empire Beauty School, Atlanta, GA
 Empire Beauty School, Augusta, GA
 Empire Beauty School, Dunwoody, GA
 Empire Beauty School, Kennesaw, GA
 Empire Beauty School, Lawrenceville, GA
 Empire Beauty School, Morrow, GA
 Empire Beauty School, Savannah, GA
 Fayetteville Beauty & Barber Academy, Fayetteville, GA
 Golden Razor Academy of Cosmetology, Covington, GA
 Health And Style Institute, LLC, Kennesaw, GA
 Health And Style Institute, LLC, Atlanta, GA
 Hogan Institute of Cosmetology and Esthetics, Lilburn, GA
 Keune Academy by 124, Lawrenceville, GA
 Lovett Beauty School, Morrow, GA
 MAK Beauty Institute, Cumming, GA
 MAK Beauty Institute, Duluth, GA
 Paul Mitchell the School-Atlanta, Atlanta, GA
 Paul Mitchell The School-Esani, Roswell, GA
 Profile Institute of Barber-Styling, Atlanta, GA
 Webb's Barber School of Arts, Inc., Macon, GA

GUAM

Mariacy Beauty Academy, Maite, GU

HAWAII

IBS School of Cosmetology and Massage, Kahului, HI
 Paul Mitchell The School Honolulu, LLC, Honolulu, HI

IDAHO

Academy di Firenze, Jerome, ID
 Austin Kade Academy, Idaho Falls, ID
 Aveda Institute Boise, Boise, ID
 Aveda Institute Twin Falls, Twin Falls, ID
 Boise Barber College a d.MARTiN Academy, Boise, ID
 Cosmetology School of Arts and Sciences, LLC, Burley, ID
 Elevate Salon Institute Pocatello Beauty Academy, Inc., Chubbuck, ID
 Evans Hairstyling College, Rexburg, ID
 Headmasters School of Hair Design, Lewiston, ID
 Mr. Leon's School of Hair Design, Lewiston, ID
 Mr. Leon's School of Hair Design, Moscow, ID
 Oliver Finley Academy of Cosmetology, Garden City, ID
 Paul Mitchell the School Boise, Boise, ID
 Paul Mitchell The School Nampa, Nampa, ID
 Paul Mitchell The School Rexburg, Rexburg, ID
 The Salon Professional Academy, Nampa, ID
 Urban 113 School of Cosmetology, Twin Falls, ID

ILLINOIS

All Styles Barber College, Belleville, IL
 Bell Mar Beauty College, Cicero, IL
 Cameo Beauty Academy, Oak Lawn, IL
 Cannella School of Hair Design-Aurora, Inc., Chicago, IL
 Cannella School of Hair Design, Chicago, IL
 Cannella School of Hair Design, Blue Island, IL
 Cannella School of Hair Design, Villa Park, IL
 Capri Beauty College, New Lenox, IL
 Capri Beauty College, Oak Forest, IL
 Cosmetology and Spa Academy, Crystal Lake, IL
 Cosmetology and Spa Academy, Schaumburg, IL
 Creative Touch Cosmetology School, LLC, Waterloo, IL
 Curve Metric School of Hair Design, Inc., Elmwood Park, IL
 Debutantes School of Cosmetology & Nail Technology, LLC, Dekalb, IL
 Douglas J Aveda Institute Chicago, Chicago, IL
 Educators of Beauty College of Cosmetology, Peru, IL
 Educators of Beauty College of Cosmetology, Rockford, IL
 Educators of Beauty College of Cosmetology, Sterling, IL
 Empire Beauty School, Hanover Park, IL
 Empire Beauty School, Stone Park, IL
 Empire Beauty School, Vernon Hills, IL
 Estelle Skin Care and Spa Institute, Skokie, IL
 G Skin & Beauty Institute, Chicago, IL
 G Skin & Beauty Institute, Oak Brook, IL
 G Skin & Beauty Institute, Schaumburg, IL
 Hair Professionals Career College, Palos Hills, IL
 Hair Professionals Career College, Inc., Sycamore, IL
 Hair Professionals School of Cosmetology, Inc., Oswego, IL
 Hairmasters Institute of Cosmetology, Inc., Bloomington, IL
 Innovations Design Academy, Canton, IL
 Innovations Design Academy, MaComb, IL
 John Amico School of Hair Design, Oak Forest, IL
 La' James International College, East Moline, IL
 Larry's Barber College, Chicago, IL



Marco Polo Schools, Inc., Chicago, IL
 Mr. John's School of Cosmetology & Nails, Jacksonville, IL
 Mr. John's School of Cosmetology Esthetics & Nails, Decatur, IL
 Ms. Roberts Beauty Academy, Hillside, IL
 Naperville Skin Institute, Naperville, IL
 Networks Barber College, Inc., Calumet City, IL
 Networks Barber College, Inc., Chicago, IL
 Niles School of Cosmetology, Niles, IL
 Paul Mitchell The School Bradley, Bourbonnais, IL
 Paul Mitchell The School Chicago, Chicago, IL
 Paul Mitchell The School Lombard, Lombard, IL
 Paul Mitchell The School Normal, Normal, IL
 Paul Mitchell The School Tinley Park, Tinley Park, IL
 Phipps Academy of Barbering, Richton Park, IL
 Pivot Point Academy, Bloomingdale, IL
 Professional's Choice Hair Design Academy LTD, Joliet, IL
 Rosel School of Cosmetology, Niles, IL
 Shear Learning Academy of Cosmetology, Inc. DBA Reflections Academy of Beauty, Decatur, IL
 Steven Papageorge Hair Academy, Chicago, IL
 The Barber Academy, Inc., Schaumburg, IL

The Salon Professional Academy, Shorewood, IL
 The University of Aesthetics & Cosmetology, Downers Grove, IL
 Trenz Beauty Academy, Calumet City, IL
 Trenz Beauty Academy, LLC, Chicago, IL
 Tricoci University of Beauty Culture, LLC, Bridgeview, IL
 Tricoci University of Beauty Culture, LLC, Chicago, IL
 Tricoci University of Beauty Culture, LLC, Danville, IL
 Tricoci University of Beauty Culture, LLC, Elgin, IL
 Tricoci University of Beauty Culture, LLC, Glendale Heights, IL
 Tricoci University of Beauty Culture, LLC, Libertyville, IL
 Tricoci University of Beauty Culture, LLC, Normal, IL
 Tricoci University of Beauty Culture, LLC, Peoria, IL
 Tricoci University of Beauty Culture, LLC, Rockford, IL
 Tricoci University of Beauty Culture, LLC, Urbana, IL
 Tri-County Beauty Academy, Litchfield, IL
 TSG Cosmetology, Inc. DBA Oehrlein School of Cosmetology, East Peoria, IL
 Universal Spa Training Academy, Inc., Downers Grove, IL
 University of Aesthetics & Cosmetology, Chicago, IL
 University of Spa & Cosmetology Arts, Springfield, IL

INDIANA

Art22 Academy, Fort Wayne, IN
 Aveda Fredric's Institute, Indianapolis, IN
 Christina and Company Education Center, Lafayette, IN
 Don Roberts School of Hair Design, Schererville, IN
 Empire Beauty School, Indianapolis, IN
 Empire Beauty School, Speedway, IN
 Ideal Beauty Academy, Inc., Jeffersonville, IN
 J. Michael Harrold Beauty Academy, Inc., Avon, IN

J. Michael Harrold Beauty Academy, Inc., Terre Haute, IN
Kenny's Academy of Barbering, Indianapolis, IN
Kenny's Academy of Barbering, Inc. - East, Lawrence, IN
Kenny's Academy of Barbering, Inc. - South, Indianapolis, IN
Knox Beauty College, Knox, IN
Lil Lou's Beauty and Barber College LLC, Gary, IN
Lil Lou's Beauty and Barber College, LLC, Hammond, IN
Michiana Beauty College, Granger, IN
Paul Mitchell the School-Indianapolis, Indianapolis, IN
Paul Mitchell The School-Merrillville, Merrillville, IN
Rated Next Barber Stylist School, Laporte, IN
Ravenscroft Beauty College, Fort Wayne, IN
REM SPA, INC. dba Summit Salon Academy, Anderson, IN
Roger's Academy of Hair Design, Evansville, IN
Rudae's School of Beauty Culture, Fort Wayne, IN
Summit Salon Academy Kokomo, Kokomo, IN
Textures Institute of Cosmetology, Indianapolis, IN
The Fuqua Institute of Beauty Culture LLC, Indianapolis, IN
The Salon Professional Academy, Evansville, IN
The Salon Professional Academy, Fort Wayne, IN
Tricoci University of Beauty Culture, LLC, Bloomington, IN
Tricoci University of Beauty Culture, LLC, Highland, IN
Tricoci University of Beauty Culture, LLC, Indianapolis, IN
Tricoci University of Beauty Culture, LLC, Lafayette, IN
Vincennes Beauty College, Vincennes, IN

IOWA

American Hair Academy, Mt. Pleasant, IA
Aveda Institute Des Moines, West Des Moines, IA
EQ School of Hair Design, Council Bluffs, IA

Faust Institute of Cosmetology, Spirit Lake, IA
Faust Institute of Cosmetology, Storm Lake, IA
Iowa School of Beauty, Des Moines, IA
Iowa School of Beauty, Ottumwa, IA
Iowa School of Beauty, Sioux City, IA
La' James College of Hairstyling, Mason City, IA
La' James International College, Cedar Falls, IA
La' James International College, Cedar Rapids, IA
La' James International College, Davenport, IA
La' James International College, Fort Dodge, IA
La' James International College, Iowa City, IA
La' James International College, Johnston, IA
PCI Academy, Ames, IA
PCI Academy, Iowa City, IA

KANSAS

Bellus Academy, Manhattan, KS
Crave Beauty Academy, Wichita, KS
Creative Image School of Cosmetology, Olathe, KS
Entourage Institute of Beauty & Esthetics, Lenexa, KS
Eric Fisher Academy, Wichita, KS
Hays Academy of Hair Design, Hays, KS
Hays Academy of Hair Design, Salina, KS
Legends Barber College, Wichita, KS
Mitsu Sato Hair Academy, Overland Park, KS
Paul Mitchell The School-Overland Park, Overland Park, KS
Paul Mitchell The School-Wichita, Wichita, KS
Sami Halaseh Institute, Andover, KS
Z Hair Academy Inc., Lawrence, KS
Z Hair Academy Inc., Overland Park, KS

KENTUCKY

American College of Barbering, Florence, KY
American College of Barbering, Louisville, KY
Appalachian Beauty School, Belfry, KY
East Kentucky Beauty College, Pikeville, KY
Edge Academy of Beauty, Manchester, KY
Empire Beauty School, Elizabethtown, KY
Empire Beauty School, Florence, KY
Empire Beauty School, Louisville, KY



Jenny Lea Academy of Cosmetology, Whitesburg, KY
Lindsey Institute of Cosmetology, Bowling Green, KY
Louisville Beauty Academy, Louisville, KY
Paul Mitchell The School Lexington, Lexington, KY
Paul Mitchell The School Louisville, Louisville, KY
Regina Webb Academy, Bowling Green, KY
South Eastern Beauty Academy, Paintsville, KY
Summit Salon Academy, Lexington, KY
Trend Setters' Academy of Beauty Culture Inc, Elizabethtown, KY
Trend Setters' Academy of Beauty Culture Inc, Louisville, KY
Tri-State Barber College, Ashland, KY

LOUISIANA

Aveda Arts & Sciences Institute Covington, Covington, LA
Aveda Arts & Sciences Institute Hammond, Hammond, LA
Aveda Institute Baton Rouge, Baton Rouge, LA
Aveda Institute Lafayette, Lafayette, LA
Aveda Institute New Orleans, Metairie, LA
Avery James School of Cosmetology, Lake Charles, LA

Blalock's Professional Beauty College, Shreveport, LA
Bos-Man's Barber College, Shreveport, LA
Celebrity Barber School, Monroe, LA
Celebrity Stylist Beauty School, Monroe, LA
Cosmetology Training Center, Lafayette, LA
D'Jay's Institute of Cosmetology and Esthiology, Baton Rouge, LA
Guy's Academy Hair, Skin & Nails, Shreveport, LA
John Jay Beauty College, Kenner, LA
J's Barber College, New Iberia, LA
Louisiana Academy of Beauty, Eunice, LA
My-Le's Beauty College LLC, Gretna, LA
Omega Institute of Cosmetology, Houma, LA
Opelousas School of Cosmetology, Inc., Opelousas, LA
Park Place Premier Barber School, New Orleans, LA
Pat Goins Benton Road Beauty School, Bossier City, LA
Pineville Beauty School, Pineville, LA
Ray J's College of Hair, Baton Rouge, LA
Setting The Standard Barbering and Natural Hair Academy, Shreveport, LA
Stage One - The Hair School, Inc., Lake Charles, LA
Stevenson's Academy of Hair Design, New Orleans, LA
Vanguard College of Cosmetology A Paul Mitchell Partner School-Baton Rouge, Baton Rouge, LA
Vanguard College of Cosmetology A Paul Mitchell Partner School-Metairie, Metairie, LA
Vanguard College of Cosmetology A Paul Mitchell Partner School-Slidell, Slidell, LA
VH Barber & Styling Academy, Bossier, LA

MAINE

Aveda Institute Maine A Capilo School, Augusta, ME
Empire Beauty School, Bangor, ME
Empire Beauty School, Portland, ME
Spa Tech Institute, Westbrook, ME

MARYLAND

Aspen Beauty Academy - Laurel, Laurel, MD
Aveda Institute Maryland, Bel Air, MD
Award Beauty School, Hagerstown, MD
Baltimore Beauty & Barber School, Baltimore, MD
Baltimore Studio of Hair Design School of Cosmetology, Baltimore, MD
Blades School of Hair Design, California, MD
Del-Mar-Va Beauty Academy, Salisbury, MD
Empire Beauty School, Glen Burnie, MD
Empire Beauty School, Owings Mills, MD
Frederick School of Cosmetology, Frederick, MD
Hair Academy, New Carrollton, MD
Hair Academy II, Inc., Hillcrest Heights, MD
Hair Expressions - Paul Mitchell Partner School, Rockville, MD
Hair Expressions Academy - Paul Mitchell The School - Jessup, Jessup, MD
Maryland Beauty Academy - Essex, Baltimore, MD
Maryland Beauty Academy - Westminster, Westminster, MD
Montgomery Beauty School, Silver Spring, MD
Robert Paul Academy of Cosmetology Arts & Sciences, Timonium, MD
THE TEMPLE Annapolis: A Paul Mitchell Partner School, Annapolis, MD
THE TEMPLE: A Paul Mitchell Partner School, Frederick, MD

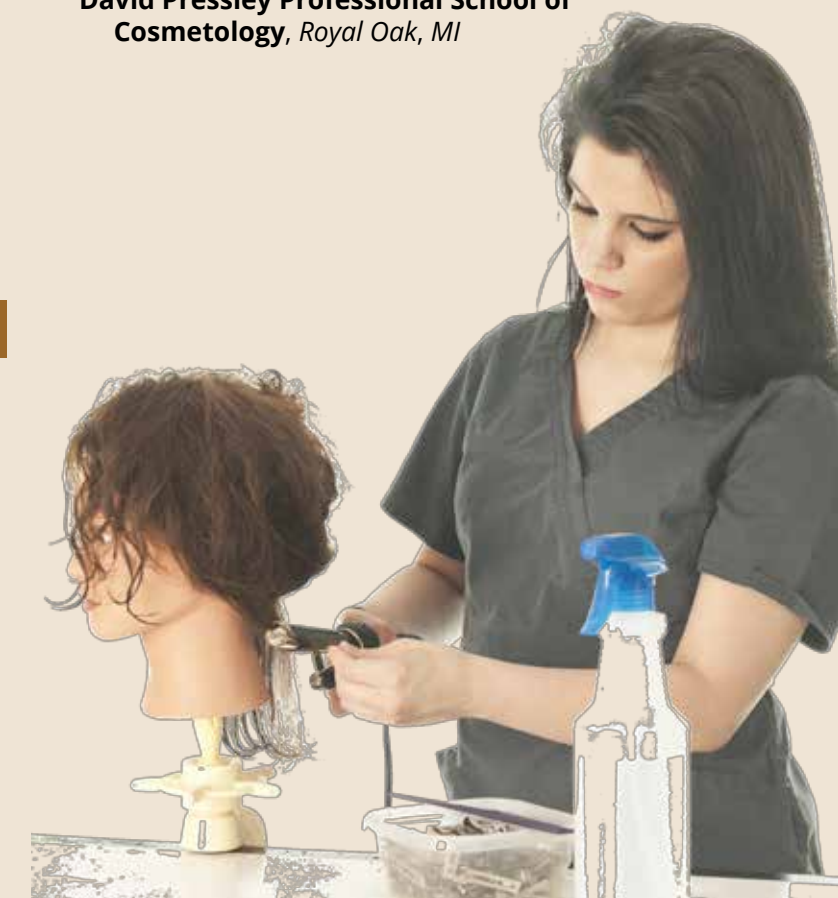
MASSACHUSETTS

Alexander Academy, Inc., Lunenburg, MA
DiGrigoli School of Cosmetology, West Springfield, MA
EINE Electrology/Esthetics Institute of NE, Tewksbury, MA
Elizabeth Grady School of Esthetics and Massage Therapy, Medford, MA
Empire Beauty School, Boston, MA
Empire Beauty School, Framingham, MA
Empire Beauty School, Malden, MA
Jolie Hair and Beauty Academy, Ludlow, MA
Jupiter Beauty Academy, Boston, MA
Lowell Academy Hairstyling Institute, Lowell, MA

Rob Roy Academy, Fall River, MA
Rob Roy Academy, New Bedford, MA
Rob Roy Academy, Taunton, MA
Rob Roy Academy, Worcester, MA
Spa Tech Institute, Ipswich, MA
Spa Tech Institute, Plymouth, MA
Spa Tech Institute, Westborough, MA
TONI & GUY Hairdressing Academy, Braintree, MA
TONI & GUY Hairdressing Academy, Worcester, MA

MICHIGAN

Bayshire Beauty Academy, Bay City, MI
Beauty Parlour Academy, LLC, Clio, MI
Brighton Institute of Cosmetology, Inc., Brighton, MI
Cadillac Institute of Cosmetology, Cadillac, MI
Charm Beauty School, Dearborn Heights, MI
Creative Hair School of Cosmetology, Flint, MI
D&S School of Cosmetology, Waterford, MI
David Pressley Professional School of Cosmetology, Royal Oak, MI





David Pressley Professional School of Cosmetology, Taylor, MI
 Douglas J Aveda Institute, Ann Arbor, MI
 Douglas J Aveda Institute, East Lansing, MI
 Douglas J Aveda Institute, Grand Rapids, MI
 Douglas J Aveda Institute, Royal Oak, MI
 Elevate Salon Institute, Royal Oak, MI
 Empire Beauty School, Grand Rapids, MI
 Empire Beauty School, Portage, MI
 French Academy of Cosmetology, Inc., Spring Lake, MI
 Hair Lab Detroit Barber School a Taylor Andrews Academy, Southgate, MI
 Hillsdale Beauty College, Hillsdale, MI
 Hillsdale Beauty College A&Z, Inc., Coldwater, MI
 International Cosmetology Academy LLC, Grand Rapids, MI
 L'esprit Academy, Canton, MI
 L'esprit Academy, Inc., Royal Oak, MI
 M. J. Murphy Beauty College, Mt. Pleasant, MI
 Marketti Academy of Cosmetology, LLC, Waterford, MI
 Metro Detroit Barber College, Detroit, MI
 Michigan College of Beauty, Waterford, MI
 Michigan College of Beauty-Monroe, Monroe, MI
 Michigan College of Beauty-Troy, Inc., Troy, MI
 Nuvo College of Cosmetology, Norton Shores, MI
 P&A Scholars Beauty School, Detroit, MI
 Paul Mitchell The School-Farmington Hills, Farmington Hills, MI
 Paul Mitchell The School-Great Lakes, Port Huron, MI
 Paul Mitchell The School-Grand Rapids, Kentwood, MI
 Paul Mitchell the School-Michigan, Sterling Heights, MI
 Princess Beauty School, Inc. DBA Princess Beauty School, Dearborn Heights, MI
 Protege Academy, East Lansing, MI
 Protege Academy, Mt. Pleasant, MI
 Taylortown School of Beauty, Inc. dba Dorsey School of Beauty, Taylor, MI
 The Salon Professional Academy, Battle Creek, MI
 The Salon Professional Academy of Holland, Holland, MI
 Traverse City Beauty College, Traverse City, MI
 Tulip City Beauty College, Holland, MI
 Twin City Beauty College, St. Joseph, MI

Unlimited Beauty Institute, Redford, MI
 West Michigan College of Barbering and Beauty LLC, Kalamazoo, MI
 Wright Beauty Academy, Inc., Battle Creek, MI

MINNESOTA

Avalon School of Cosmetology, Worthington, MN
 Aveda Institute Minneapolis, Minneapolis, MN
 Cosmetology Careers Unlimited College of Hair, Skin, and Nails, Duluth, MN
 Empire Beauty School, Bloomington, MN
 Empire Beauty School, Spring Lake Park, MN
 Hastings Beauty School, Hastings, MN
 Minnesota School of Barbering, Minneapolis, MN
 Minnesota School of Cosmetology, Inc., Woodbury, MN
 Minnesota School of Cosmetology, Inc., Plymouth, MN
 Model College of Hair Design, St. Cloud, MN
 Nova Academy of Cosmetology, Mankato, MN
 Nova Academy of Cosmetology, Rochester, MN
 PCI Academy, Inc., Plymouth, MN
 The Salon Professional Academy Maplewood, Maplewood, MN
 Townsend Barber Institute, Roseville, MN

MISSISSIPPI

Academy of Hair Design #1, Grenada, MS
 Academy of Hair Design #4, Pearl, MS
 Academy of Hair Design #6, Hattiesburg, MS
 April's Mane Academy, Moss Point, MS
 Chris' Beauty College, Gulfport, MS
 CNK Barber College, Tupelo, MS
 Corinth Academy of Cosmetology, Corinth, MS
 Delta Beauty College, Greenville, MS
 Foster's Cosmetology and Barber College, Ripley, MS
 Goshen School of Cosmetology, Cleveland, MS
 KC's School of Hair Design, Pontotoc, MS
 Magnolia College of Cosmetology, Jackson, MS
 Mississippi Barber Academy, Jackson, MS
 Mississippi College of Beauty Culture, Laurel, MS
 Mississippi Institute of Aesthetics Nails & Cosmetology, Clinton, MS

Trendsetters Barber College, Jackson, MS
 Tupelo Academy of Cosmetology, Tupelo, MS
 Unlimited Cosmetology School, LLC, Hattiesburg, MS
 Vaughn Beauty College, Aberdeen, MS

MISSOURI

Academy of Hair Design, Inc., Springfield, MO
 Academy of Salon Professionals, LLC, Sedalia, MO
 Advance Beauty College Wentzville, Wentzville, MO
 American College of Hair Design, Inc., Sedalia, MO
 Beyond The Basics School of Cosmetology, Marshfield, MO
 Central College of Cosmetology, Camdenton, MO
 Central College of Cosmetology, St. Robert, MO
 City Pointe Beauty Academy, Webb City, MO
 Crave Beauty Academy, Ballwin, MO
 Ea La Mar's Cosmetology & Barber College, Kansas City, MO
 eClips School of Cosmetology and Barbering, Overland, MO
 Elaine Steven Beauty College, St. Louis, MO
 Evolve Beauty Academy, Saint Clair, MO
 Grabber School of Hair Design, St. Louis, MO
 House of Heavilin Beauty College, Blue Springs, MO
 House of Heavilin Beauty College, Kansas City, MO
 House of Heavilin Beauty College, Raymore, MO
 Independence College of Cosmetology, Independence, MO
 Lebanon College of Cosmetology, Lebanon, MO
 Merrell University of Beauty Arts & Science, Jefferson City, MO
 Missouri College of Cosmetology North, Springfield, MO
 Neosho Beauty College, Neosho, MO
 New Dimensions School of Hair Design, Joplin, MO
 Paul Mitchell the School Missouri Columbia, Columbia, MO
 Paul Mitchell The School Springfield, Springfield, MO
 Paul Mitchell The School St. Louis, St. Louis, MO
 Salem College of Hairstyling, Rolla, MO

Renaissance Beauty Academy, LLC, Cape Girardeau, MO
 Skin Institute LLC, St. Louis, MO
 The Salon Professional Academy, St. Charles, MO
 Transformed Barber & Cosmetology Academy, LLC, Kansas City, MO
 Trend Setters School, Cape Girardeau, MO
 Z Hair Academy, Inc., Kansas City, MO
 Z Hair Academy Inc., Lee's Summit, MO

MONTANA

Academy of Cosmetology, Inc., Bozeman, MT
 Bitterroot School of Cosmetology, Hamilton, MT
 Bold Beauty Academy, Billings, MT
 Butte Academy of Beauty Culture, Butte, MT
 Crevier's Academy of Cosmetology Arts, Kalispell, MT
 Montana Academy of Salons, Great Falls, MT

NEBRASKA

Capitol School of Hairstyling and Esthetics, Omaha, NE
 Joseph's College Cosmetology, Beatrice, NE
 Joseph's College Cosmetology, Grand Island, NE
 Joseph's College Cosmetology, Hastings, NE
 Joseph's College Cosmetology, Kearney, NE
 Joseph's College Cosmetology, Lincoln, NE
 Joseph's College Cosmetology, Norfolk, NE
 La' James International College, Fremont, NE
 Paul Mitchell the School - Lincoln, Lincoln, NE
 Xenon International Academy II Inc, Grand Island, NE
 Xenon International Academy II Inc, Omaha, NE

NEVADA

Academy of Hair Design, Las Vegas, NV
 Aveda Institute Las Vegas, Las Vegas, NV
 Cosmetology Institute of Las Vegas, North Las Vegas, NV



Expertise Beauty & Barber College, North Las Vegas, NV
 Expertise Cosmetology Institute, Las Vegas, NV
 G Skin & Beauty Institute, Henderson, NV
 Hairology Institute, Henderson, NV
 International Academy of Style, Reno, NV
 Milan Institute of Cosmetology, Reno, NV
 Nevada's First Barber School, Las Vegas, NV
 Paul Mitchell The School Las Vegas, Las Vegas, NV
 Paul Mitchell The School Reno, Reno, NV
 Sierra Academy of Style, Carson City, NV

NEW HAMPSHIRE

American Academy of Health and Beauty, Manchester, NH
 Continental Academie of Hair Design, Hudson, NH
 Empire Beauty Schools, Hooksett, NH
 Empire Beauty Schools, Laconia, NH
 Empire Beauty Schools, Somersworth, NH
 Keene Beauty Academy, Keene, NH
 Laird Institute Of Spa Therapy, Manchester, NH
 Michael's School of Hair Design & Esthetics Paul Mitchell Partner School, Bedford, NH
 New England School of Hair Design, West Lebanon, NH
 Paul Mitchell The School Portsmouth, Portsmouth, NH

NEW JERSEY

Atlantic Beauty & Spa Academy, LLC DBA Shore Beauty School, Egg Harbor Township, NJ
Blanco's Barber & Beauty Academy, Newark, NJ
Capri Institute of Hair Design, Brick, NJ
Capri Institute of Hair Design, Clifton, NJ
Capri Institute of Hair Design, Kenilworth, NJ
Capri Institute of Hair Design, Paramus, NJ
Cutting Edge Academy, LLC, Succasunna, NJ
Empire Beauty School, Bloomfield, NJ
Empire Beauty School, Bordentown, NJ
Empire Beauty School, Cherry Hill, NJ
Empire Beauty School, Paramus, NJ
Empire Beauty School, Union, NJ
Innovate Salon Academy, Ewing, NJ
Innovate Salon Academy, South Plainfield, NJ
Jolie Health and Beauty Academy, Cherry Hill, NJ
Jolie Health and Beauty Academy, Northfield, NJ
PB Cosmetology Education Centre, Gloucester, NJ
Parisian Beauty School, Inc. DBA Parisian Beauty Academy, Paul Mitchell Partner School, Hackensack, NJ
Pioneer Education LLC dba Jolie Health and Beauty Academy, Turnersville, NJ
Rizzieri Aveda School for Beauty and Wellness, Voorhees, NJ
Robert Fiance Beauty Schools, North Plainfield, NJ
Robert Fiance Beauty Schools, Ocean Township, NJ
Robert Fiance Beauty Schools, Perth Amboy, NJ
Robert Fiance Beauty Schools, Pitman, NJ
Robert Fiance Beauty Schools, West New York, NJ
The Artistic Academy of Hair Design, Morris Plains, NJ
THE PRO BEAUTY ACADEMY, Edison, NJ
The Salon Professional Academy, Union City, NJ
Total Image Beauty Academy, Howell, NJ

NEW MEXICO

Glitz School of Cosmetology, Las Cruces, NM
Olympian Academy of Cosmetology, Alamogordo, NM
Olympian Academy of Cosmetology, Albuquerque, NM

Olympian Academy of Cosmetology, Las Cruces, NM
Olympian Academy of Cosmetology, Roswell, NM
The Aveda Institute of New Mexico, Albuquerque, NM
The Avenue Academy, A Cosmetology Institute, Albuquerque, NM
TONI AND GUY Hairdressing Academy, Albuquerque, NM
TONI & GUY Hairdressing Academy, Rio Rancho, NM
Vogue College of Cosmetology, Santa Fe, NM

NEW YORK

American Beauty School, Bronx, NY
Anousheh School of Hair, Binghamton, NY
Arrojo Cosmetology School, New York, NY
Atelier Esthetique Institute of Esthetics, New York, NY
Aveda Institute New York, New York, NY
Barber & Beauty Institute of New York, Hempstead, NY
Beauty Culture Academy, Staten Island, NY
Beauty School of Middletown Inc., Middletown, NY
Berkowits School of Electrolysis, Forest Hills, NY
Brittany Beauty Academy, Brooklyn, NY
Brittany Beauty Academy, Bronx, NY
Brittany Beauty Academy, Levittown, NY
Brittany Beauty Academy, New York, NY
Capri Cosmetology Learning Center, Nanuet, NY
Capri Cosmetology Learning Center, Newburgh, NY
Carsten Institute of Cosmetology, New York, NY
Continental School of Beauty Culture, Mattydale, NY
Continental School of Beauty Culture, Olean, NY
Continental School of Beauty Culture, Rochester, NY
Continental School of Beauty Culture, West Seneca, NY
Empire Beauty School, Astoria, NY
Empire Beauty School, Brooklyn, NY
Empire Beauty School, Cheektowaga, NY
Empire Beauty School, New York, NY
Empire Beauty School, Peekskill, NY

Empire Beauty School, Rochester, NY
Grace International Beauty School, Inc., Flushing, NY
John Paolo's Xtreme Beauty Institute, Goldwell Products Artistry, Ballston Spa, NY
John Paolo's Xtreme Beauty Institute, Goldwell Products Artistry, Utica, NY
Leon Studio One School of Beauty Knowledge, Williamsville, NY
Lia Schorr Institute of Cosmetic Skin Care Training, Inc. (The), New York, NY
Long Island Beauty School, Hauppauge, NY
Long Island Beauty School, Inc., Hempstead, NY
Long Island Nail Skin & Hair Institute, Levittown, NY
Midway Paris Beauty School, Ridgewood, NY
New York Beauty and Barber Academy LLC, Elmira, NY
New York Institute of Beauty, Islandia, NY
New York School of Esthetics & Day Spa, Inc., White Plains, NY



Paul Mitchell The School Schenectady, Schenectady, NY
Shear Ego International School of Hair Design, Rochester, NY
The Academy of Cosmetology & Esthetics, NYC, LLC, Staten Island, NY
The Aesthetic Science Institute, LLC, Latham, NY
The Orlo School of Hair Design and Cosmetology, Albany, NY
The Salon Professional Academy, Tonawanda, NY
Westchester School of Beauty Culture, Mt. Vernon, NY

NORTH CAROLINA

Alamance Barber Institute, Burlington, NC
Alexander Paul Institute of Hair Design, Greenville, NC
Aveda Institute Chapel Hill, Chapel Hill, NC
Aveda Institute Charlotte, Charlotte, NC
Beyond Measure Barbering Institute, LLC, Mebane, NC
Bull City Durham Beauty and Barber College, Durham, NC
Circle of Love Academy, Dudley, NC
Cosmetic Arts Academy, Hickory, NC
Durham Beauty Academy, Durham, NC
Elevate Salon Institute, Durham, NC
Empire Beauty School, Charlotte, NC
Empire Beauty School, Concord, NC
Empire Beauty School, Greensboro, NC
Empire Beauty School, Winston Salem, NC
Health And Style Institute, LLC, Greensboro, NC
Leon's Beauty School, Greensboro, NC
Myrangel Beauty Institute, Charlotte, NC
No Grease Barber School, Charlotte, NC
Paul Mitchell the School Charlotte, Charlotte, NC
Paul Mitchell The School Fayetteville, Fayetteville, NC
Paul Mitchell The School Gastonia, Gastonia, NC
Paul Mitchell The School Raleigh, Raleigh, NC
Pinnacle Institute of Cosmetology, Inc., Mooresville, NC
World of Excellence Beauty College, Durham, NC

NORTH DAKOTA

Josef's School of Hair, Skin & Body, Fargo, ND
Josef's School of Hair, Skin & Body, Grand Forks, ND
JZ Trend Academy Paul Mitchell Partner School, Bismarck, ND
The Hair Academy, LLC, Bismarck, ND
The Salon Professional Academy, Fargo, ND

OHIO

Allstate Hairstyling & Barber College, Cleveland, OH
Apex Academy Hair Skin Nails School of Cosmetology, Ontario, OH
Aveda Fredric's Institute, West Chester, OH
Aveda Institute Columbus, Columbus, OH
Beyond Expectations Barber College, Akron, OH
Brown Aveda Institute, Mentor, OH
Brown Aveda Institute, Strongsville, OH
Casal Aveda Institute, Austintown, OH
Cincinnati School of Barbering & Hair Design, Inc., Cincinnati, OH
Creative Images Institute of Cosmetology, Dayton, OH
Creative Images Institute of Cosmetology, Dayton, OH
Dayton Barber College, Miamisburg, OH
Define Institute of Beauty, Bellaire, OH
Elite Academy Of Hair Design LLC, Bellaire, OH
Elite Institute of Cosmetology, Portsmouth, OH
Elite School of Cosmetology, Ashland, OH
Elite School of Cosmetology, Norwalk, OH
Empire Beauty School, Cincinnati, OH
Gerber Akron Beauty School, Akron, OH
Hair Academy, LLC, Chillicothe, OH
Inner State Beauty School, Lyndhurst, OH
LaBarberia Institute of Hair, Mayfield Heights, OH
Mason Anthony School of Cosmetology Arts & Sciences, Hilliard, OH
Meryma' at Barber College, Cleveland, OH
Moler Hollywood Beauty Academy, Cincinnati, OH
Moler Pickens Beauty College, Fairfield, OH

National Beauty College, Canton, OH
New Directions Beauty Institute, Columbus, OH
Northern Institute of Cosmetology, Lorain, OH
Ohio State Beauty Academy, LLC, Lima, OH
Ohio State School of Cosmetology, Canal Winchester, OH
Ohio State School of Cosmetology, Heath, OH
Ohio State School of Cosmetology, Marion, OH
Paramount Beauty Academy, Portsmouth, OH
Paul Mitchell The School Cleveland, Twinsburg, OH
Paul Mitchell The School Cincinnati, Cincinnati, OH
Paul Mitchell The School Columbus, Columbus, OH
Paul Mitchell The School Toledo, Sylvania, OH
Raphael's School of Beauty Culture Inc., Alliance, OH
Raphael's School of Beauty Culture, Inc., Boardman, OH
Raphael's School of Beauty Culture, Inc., Brunswick, OH
Raphael's School of Beauty Culture, Inc., Niles, OH
Raphael's School of Beauty Culture, Inc., North Olmsted, OH
Raphael's School of Beauty Culture, Inc., Willoughby, OH
Salon Institute - Toledo Campus, Toledo, OH
Salon Institute-Columbus Campus, Lewis Center, OH
Scott College of Cosmetology, East Liverpool, OH
Summit Salon Academy, Perrysburg, OH
The Spa School, Columbus, OH
Tiffin Academy of Hair Design, Tiffin, OH
Toledo Academy of Beauty Culture - East, Oregon, OH

OKLAHOMA

Beauty Technical College, Tahlequah, OK
Bixby Beauty College, Bixby, OK
Broken Arrow Beauty College, Inc., Broken Arrow, OK
Cosmetology Education Center, Tulsa, OK



Durant Institute of Hair Design, *Durant, OK*
Elite Academy of Cosmetology, *Duncan, OK*
Elite Beauty College, *Muskogee, OK*
Enid Beauty College, *Enid, OK*
Eve's College of Hairstyling, Inc. dba Elite Academy of Cosmetology, *Lawton, OK*
Hair Arts Institute, *Oklahoma City, OK*
Hello Gorgeous Barber School, *Stillwater, OK*
I.T.S. Academy of Beauty, *Lawton, OK*
Imagine Paul Mitchell Partner School, *Norman, OK*
JB's Hair Design and Barber College, LLC, *Oklahoma City, OK*
Jenks Beauty College, *Jenks, OK*
Paul Mitchell The School Ardmore, *Ardmore, OK*
Paul Mitchell The School Tulsa, *Tulsa, OK*
Ponca City Beauty College, *Ponca City, OK*
Premier Academy of Cosmetology, *McAlester, OK*
River Valley Cosmetology Institute, LLC, *Poteau, OK*
Shawnee Beauty College, *Shawnee, OK*
Southern School of Beauty Inc., *Durant, OK*
The Academy of Hair Design, *Oklahoma City, OK*
Totally Cosmo School of Modern Cosmetology, *Broken Bow, OK*

Virgil's Beauty College, *Muskogee, OK*
Woodward Beauty College, *Woodward, OK*
Yukon Beauty College, *Yukon, OK*

OREGON

Aveda Institute Portland, *Portland, OR*
Beau Monde Academy of Cosmetology, *Portland, OR*
College of Cosmetology, *Klamath Falls, OR*
College of Hair Design Careers, *Salem, OR*
Johnny Matthew's Hairdressing Training School, *Salem, OR*
Northwest College School of Beauty, *Beaverton, OR*
Northwest College School of Beauty, *Happy Valley, OR*
Northwest College School of Beauty, *Hillsboro, OR*
Northwest College School of Beauty, *Medford, OR*
Northwest College School of Beauty, *Springfield, OR*
Northwest College School of Beauty, *Tualatin, OR*
Paul Mitchell The School Portland, *Portland, OR*
Phagans' Beauty College, *Corvallis, OR*

Phagans' Central Oregon Beauty College, *Bend, OR*
Phagans' Grants Pass College of Beauty, *Grants Pass, OR*
Phagans' Medford Beauty School, *Medford, OR*
Phagans' School of Beauty, *Salem, OR*
Phagans' School of Hair Design, *Happy Valley, OR*
Portland Beauty School, *Portland, OR*
Premiere Aesthetics Institute, LLC, *Bend, OR*
Summit Salon Academy-Portland, *Tigard, OR*
The Salon Academy, *Wilsonville, OR*

PENNSYLVANIA

Altoona Beauty School, Inc., *Altoona, PA*
American Barber Academy, *Reading, PA*
Barber School of Pittsburgh, *Monroeville, PA*
Barber School of Pittsburgh, *Pittsburgh, PA*
Beaver Falls Beauty Academy, *Beaver Falls, PA*
Bella Capelli Academy A Paul Mitchell Partner School, *Monroeville, PA*
Bella Capelli Academy A Paul Mitchell Partner School, *Pittsburgh, PA*
Bucks County School of Beauty Culture, Inc., *Feasterville, PA*
Butler Beauty Academy, *Butler, PA*
Butler Beauty Academy - Kittanning Beauty Academy, *Kittanning, PA*
Butler Beauty Academy - New Castle Beauty Academy, *New Castle, PA*
Chambersburg Beauty School, *Chambersburg, PA*
Champ's Barber School, *Lancaster, PA*
Cutting Edge Barber and Beauty Academy, *Harrisburg, PA*
Divine Crown Barber and Beauty Academy, *Harrisburg, PA*
Empire Beauty School, *Hanover, PA*
Empire Beauty School, *Harrisburg, PA*
Empire Beauty School, *Lancaster, PA*
Empire Beauty School, *Lebanon, PA*
Empire Beauty School, *Monroeville, PA*
Empire Beauty School, *Moosic, PA*
Empire Beauty School, *Philadelphia, PA*
Empire Beauty School, *Pittsburgh, PA*
Empire Beauty School, *Pottsville, PA*
Empire Beauty School, *Reading, PA*
Empire Beauty School, *Shamokin Dam, PA*
Empire Beauty School, *Springfield, PA*
Empire Beauty School, *West Mifflin, PA*
Empire Beauty School, *Whitehall, PA*
Empire Beauty School, *Wyncote, PA*
Empire Beauty School, *York, PA*
Fountain of Youth Academy of Cosmetology, *Mars, PA*
Fountain of Youth Academy of Cosmetology, *Pittsburgh, PA*
Jean Madeline Aveda Institute, *Bensalem, PA*
Jean Madeline Aveda Institute, *Philadelphia, PA*
Jolie Health and Beauty Academy, *Hazleton, PA*
Jolie Health and Beauty Academy, *Wilkes-Barre, PA*
KAT Beauty School, Inc., *Philadelphia, PA*
Lancaster School of Cosmetology & Therapeutic Bodywork, *Lancaster, PA*
Lansdale School of Cosmetology, Inc., *Lansdale, PA*
Lehigh Valley Barber School, *Bethlehem, PA*
Lehigh Valley Barber School, *Philadelphia, PA*
Levittown Beauty Academy LLC, *Levittown, PA*
Merge Barber School, *Allentown, PA*
Metro Beauty Academy, LLC, *Allentown, PA*
North Hills Beauty Academy, Inc., *Pittsburgh, PA*
PMCA Pittsburgh Multicultural Cosmetology Academy Inc., *Pittsburgh, PA*
Premier Barber Institute, *Norristown, PA*
Professional Academy of Cosmetology LLC, *Norristown, PA*
South Hills Beauty Academy, Inc., *Pittsburgh, PA*
The Beauty Institute, *Allentown, PA*
The Beauty Institute, *Ambler, PA*
The Beauty Institute, *Philadelphia, PA*
The Beauty Institute, *Stroudsburg, PA*
The Salon Professional Academy, *Altoona, PA*
The Salon Professional Academy, *Collegeville, PA*
Venus Beauty Academy, *Sharon Hill, PA*
Venus Beauty Academy, *Aston, PA*
World A Cuts Barber Institute, *York, PA*

PUERTO RICO

Emma's Beauty Academy, *Mayaguez, PR*
Emma's Beauty Academy, *Juana Diaz, PR*

Emma's Beauty Academy, *Aguada, PR*
Institute of Beauty Careers, *Arecibo, PR*
Institute of Beauty Careers, *Manati, PR*
Institute of Beauty Careers, *Miramar, PR*
Modern Hairstyling Institute, *Arecibo, PR*
Modern Hairstyling Institute, *Bayamon, PR*
Modern Hairstyling Institute, *Carolina, PR*
Modern Hairstyling Institute, *Fajardo, PR*
MyrAngel Beauty Institute, *Caguas, PR*
MyrAngel Beauty Institute, *San Lorenzo, PR*
Neo-Esthetique European Institute, *Rio Piedras, PR*
Quality Technical & Beauty College, *Bayamon, PR*
Rosslyn Training Academy of Cosmetology, Inc., *Aguada, PR*

RHODE ISLAND

Empire Beauty School, *Providence, RI*
Michael K. Galvin Beauty & Business Academy, *Cranston, RI*
Paul Mitchell The School Rhode Island, *Cranston, RI*
Rob Roy Academy, *Woonsocket, RI*
TONI & GUY Hairdressing Academy, *Cranston, RI*

SOUTH CAROLINA

Academy of Hair Technology, *Greenville, SC*
Barber Tech Academy, LLC, *Orangeburg, SC*
B-Unique Beauty & Barber Academy, *Greenville, SC*
Express Cuts Barber School, *Greenville, SC*
Kenneth Shuler School of Cosmetology, *Columbia, SC*
Kenneth Shuler School of Cosmetology, *Florence, SC*
Kenneth Shuler School of Cosmetology, *Goose Creek, SC*
Kenneth Shuler School of Cosmetology, *Greenville, SC*
Kenneth Shuler School of Cosmetology, *Rock Hill, SC*
Kenneth Shuler School of Cosmetology, *Spartanburg, SC*



Kenneth Shuler School of Cosmetology & Hair Design, *North Augusta, SC*
Kenneth Shuler School of Cosmetology & Nails, *Columbia, SC*
LeGrand Institute of Cosmetology, Inc., *Camden, SC*
Necie's College of Barbering, *Camden, SC*
Palmetto Beauty School, Inc., *Spartanburg, SC*
Paul Mitchell The School Charleston, *North Charleston, SC*
Paul Mitchell The School Columbia, *Columbia, SC*
Paul Mitchell The School Greenville, *Greenville, SC*
Personal Touch Beauty and Barber College, *Kingstree, SC*
Strand College of Hair Design, *Myrtle Beach, SC*
Top of the Line Barber College, *Charleston, SC*
Vski Cosmetology School, *Charleston, SC*

SOUTH DAKOTA

Black Hills Beauty College, *Rapid City, SD*
Headlines Academy, Inc., *Rapid City, SD*

TENNESSEE

Academy of Make-Up Arts, LLC, *Nashville, TN*
American College of Barbering, *Murfreesboro, TN*
Austin's Beauty College, Inc., *Clarksville, TN*

Aveda Institute Nashville, *Franklin, TN*
Baker's Barber and Cosmetology College,
Chattanooga, TN
Career Beauty College, *Lawrenceburg, TN*
Douglas J Aveda Institute, *Knoxville, TN*
Elite College of Cosmetology, *Lexington, TN*
Empire Beauty School, *Brentwood, TN*
Empire Beauty School, *Jackson, TN*
Empire Beauty School, *Memphis, TN*
Franklin Hair Academy School of Cosmetology,
Franklin, TN
Goshen School of Cosmetology, *Memphis, TN*
Gould's Academy, *Bartlett, TN*
Gould's Academy, *Memphis, TN*
Image Maker Beauty Institute, *Hendersonville, TN*
Jenny Lea Academy of Cosmetology, Inc.,
Johnson City, TN
**Last Minute Cuts School of Barbering and
Cosmetology**, *Memphis, TN*
Lisa Akbaris Cosmetology Institute, *Memphis, TN*
Master's Barber & Styling College, Inc.,
Old Hickory, TN
Nashville Barber and Style Academy,
Madison, TN
Paul Mitchell The School Knoxville, *Knoxville, TN*
Paul Mitchell the School Memphis, *Memphis, TN*
Paul Mitchell The School Murfreesboro,
Murfreesboro, TN

Premier Cosmetology Academy, *Johnson City, TN*
Raco Radiant Academy of Cosmetology,
Covington, TN
Sandra Academy of Salon Services, Inc.,
New Tazewell, TN
Shear Perfection Academy of Cosmetology,
Antioch, TN
Sweetwater Institute of Cosmetology,
Sweetwater, TN
Tennessee School of Beauty, *Knoxville, TN*
The Hair Academy, LLC, *Fayetteville, TN*
The Salon Professional Academy, *Nashville, TN*
Vibe Barber College, *Memphis, TN*

TEXAS

ABC Beauty Academy, *Richardson, TX*
Academy of Hair Design, Inc., *Austin, TX*
Academy of Hair Design Inc., *Beaumont, TX*
Academy of Hair Design, Inc., *Jacksonville, TX*
Academy of Hair Design, Inc., *Jasper, TX*
Academy of Hair Design, Inc., *Lufkin, TX*
Advanced Beauty College, *Irving, TX*
Ann Webb Skin Institute, *Austin, TX*
Aveda Institute Austin, *Austin, TX*
Aveda Institute-Corpus Christi, *Corpus Christi, TX*
Aveda Institute Dallas, *Dallas, TX*
Aveda Institute Houston, *Shenandoah, TX*
Aveda Institute-San Antonio, *San Antonio, TX*
Avenue Five Institute, *Austin, TX*
Baldwin Beauty Schools, *Austin, TX*
Barber Academy of Texarkana, *Texarkana, TX*
Barber Institute of Texas-Lewisville,
Lewisville, TX
Barber Institute of Texas, LLC, *Longview, TX*
Bella Cosmetology College, *Greenville, TX*
Bella Cosmetology College, *Winnsboro, TX*
BeVelle Barber School, *Austin, TX*
Central Texas Beauty College, *Temple, TX*
Central Texas Beauty College 2, *Round Rock, TX*
Charles & Sue's School of Hair Design, *Bryan, TX*
Conlee's College of Cosmetology, *Kerrville, TX*
Cosmetology Academy of Texarkana,
Texarkana, TX
Duvall's School of Cosmetology, *Bedford, TX*
East Texas Cosmetology College, *Lufkin, TX*

Exposito School of Hair Design, *Amarillo, TX*
Fort Worth Beauty School-Granbury Campus,
Granbury, TX
Fort Worth Beauty School-Lake Worth Campus,
Fort Worth, TX
GA Nails Beauty School LLC, *McAllen, TX*
Grahams Barber College, *Dallas, TX*
Houston Barber School, *Houston, TX*
I.T.S. Academy of Beauty, *Arlington, TX*
I.T.S. Academy of Beauty, *Denton, TX*
I.T.S. Academy of Beauty, *El Paso, TX*
I.T.S. Academy of Beauty, *Fort Worth, TX*
I.T.S. Academy of Beauty, *Hurst, TX*
I.T.S. Academy of Beauty, *Irving, TX*
I.T.S. Academy of Beauty, *Mesquite, TX*
I.T.S. Academy of Beauty, *Plano, TX*
I.T.S. Academy of Beauty, *Wichita Falls, TX*
International Beauty College #3, *Garland, TX*
K&G 5-Star Barber College, *Dickinson, TX*
Laredo Beauty College, Inc., *Laredo, TX*
Laredo CHI Academy Beauty School, *Laredo, TX*
Manuel & Theresa's School of Hair Design,
Brenham, TX
Manuel & Theresa's School of Hair Design,
Bryan, TX
Manuel & Theresa's School of Hair Design,
Victoria, TX
Mei Barber School, *Brownsville, TX*
Michael's Barber & Hair Stylist Academy,
Irving, TX
Mid Cities Barber College, *Grand Prairie, TX*
Milan Institute of Cosmetology, *Amarillo, TX*
Milan Institute of Cosmetology, *El Paso, TX*
Milan Institute of Cosmetology, *San Antonio, TX*
Mission Beauty Institute, *Mission, TX*
Natural Images Beauty College, *Clute, TX*
NeeCee's Barber College, *Abilene, TX*
Neilson Beauty College, *Dallas, TX*
New Image Beauty School LLC, *Harlingen, TX*
Ogle School Hair Skin Nails, *Arlington, TX*
Ogle School Hair Skin Nails, *Dallas, TX*
Ogle School Hair Skin Nails, *Denton, TX*
Ogle School Hair Skin Nails, *Fort Worth, TX*
Ogle School Hair Skin Nails, *Hurst, TX*
Ogle School Hair Skin Nails, *San Antonio, TX*
Ogle School Hair Skin Nails, *Stafford, TX*
Paul Mitchell The School Austin, *Austin, TX*

Paul Mitchell The School Houston, *Houston, TX*
Paul Mitchell The School Houston, *Webster, TX*
Pearlands Innovative School of Beauty,
Pearland, TX
Pipo Academy of Hair Design, *El Paso, TX*
Premier Barber School, *Houston, TX*
Preparing People Barber Styling College,
Dallas, TX
Salon & Spa Institute, *Brownsville, TX*
Salon Boutique Academy, *Addison, TX*
Southern Texas Careers Academy, LP, *McAllen, TX*
South Post Oak Barber College, *Houston, TX*
Star College of Cosmetology, *Tyler, TX*
Texas Beauty College, *Haltom City, TX*
Texas College of Cosmetology, *Abilene, TX*
Texas College of Cosmetology-Lubbock,
Lubbock, TX
Texas College of Cosmetology, *San Angelo, TX*
The Professional Cosmetology Academy,
Laredo, TX
The Salon Professional Academy, *Georgetown, TX*
The Salon Professional Academy, *Lewisville, TX*
The Salon Professional Academy of San Antonio,
San Antonio, TX
The Strand Institute of Beauty & Esthetics,
Portland, TX
Tint School of Make-Up & Cosmetology,
Grand Prairie, TX
Tint School of Make-Up & Cosmetology, *Irving, TX*
Total Transformation Institute of Cosmetology,
San Marcos, TX
Tri-State Cosmetology Institute, *El Paso, TX*
**UCAS University of Cosmetology Arts &
Sciences**, *Harlingen, TX*
**UCAS University of Cosmetology Arts &
Sciences**, *McAllen, TX*
**UCAS University of Cosmetology Arts &
Sciences**, *San Antonio, TX*
**UCAS University of Cosmetology Arts &
Sciences**, *La Joya, TX*
Victoria Beauty College, Inc., *Victoria, TX*
Vogue College - San Antonio, *San Antonio, TX*
Vogue College of Cosmetology, *San Antonio, TX*
Vogue College of Cosmetology, *Lubbock, TX*
Vogue College of Cosmetology, *McAllen, TX*
Wade Gordon Hairdressing Academy, *Amarillo, TX*

Wade Gordon Hairdressing Academy, *Lubbock, TX*
William Edge Institute, *New Braunfels, TX*
Yahweh Beauty Academy, *Killeen, TX*

UTAH

Acaydia Spa and School of Aesthetics, LLC,
Provo, UT
American Beauty Academy, *Payson, UT*
American Beauty Academy, *West Valley City, UT*
Archie's Academy School for Barbers, *Sunset, UT*
Avalon School of Cosmetology, *Layton, UT*
Aveda Institute Provo, *Provo, UT*
**Bonnie Joseph Academy of Cosmetology &
Barbering**, *Heber City, UT*
Cameo College of Essential Beauty, *Murray, UT*
Collectiv Hair Dressing Academy, *Sandy, UT*
Color My Nails School of Nail Technology,
Midvale, UT
Esteem Academy of Beauty, *South Ogden, UT*
Evans Hairstyling College, *Lindon, UT*
Evans Hairstyling College, *St. George, UT*
Evans Hairstyling College of Cedar City, Inc.,
Cedar City, UT
Mandalyn Academy, *American Fork, UT*
New Horizons Beauty College, *Logan, UT*
NIMA National Institute of Medical Aesthetics,
South Jordan, UT
Paul Mitchell The School Logan, *Logan, UT*
Paul Mitchell The School Ogden, *Ogden, UT*
Paul Mitchell The School Provo, *Provo, UT*
Paul Mitchell The School Salt Lake City,
Salt Lake City, UT
Paul Mitchell The School St. George,
St. George, UT
**Renaissance Academie, LLC DBA Renaissance
Academie Cosmetology and Esthetics**, *Provo, UT*
**Sherman Kendall's Academy of Beauty Arts &
Science**, *Salt Lake City, UT*
Skin Science Institute of Laser & Esthetics,
Sandy, UT
Skin Science Institute of Laser & Esthetics,
Orem, UT
Taylor Andrews Academy - St. George,
St. George, UT

Taylor Andrews Academy of Hair Design,
West Jordan, UT
Taylor Andrews Academy of Hair Design - Orem,
Orem, UT
The Barber School by Tim Hite, *Midvale, UT*
The Beauty College, LLC, *Vernal, UT*
The Forum Academy of Cosmetology Aesthetics,
American Fork, UT
Top Nails & Hair Beauty School, LLC,
Taylorsville, UT

VERMONT

O'Brien's Aveda Institute, *Williston, VT*

VIRGINIA

**Another Level Barbering and Cosmetology
School**, *Petersburg, VA*
Bristol School of Hair Design, *Bristol, VA*
Culpeper Cosmetology Training Center,
Culpeper, VA
**Dermal Science International Aesthetics & Nail
Academy**, *Reston, VA*
Empire Beauty School, *Midlothian, VA*
Empire Beauty School, *Newport News, VA*
Empire Beauty School, *Richmond, VA*
Empire Beauty School, *Virginia Beach, VA*
Hair Technology Center, *Norfolk, VA*
Institute of Advanced Medical Esthetics,
Ashland, VA
Jazz Barber & Hairstyling Academy, Inc.,
Petersburg, VA
Kenny's Beauty Academy, Inc., *Arlington, VA*
Kulture Kuts Barber & Styling Academy,
Hopewell, VA
Luckes Beauty Academy, *Newport News, VA*
Miracle Beauty and Nails Academy,
Virginia Beach, VA
**Northern Virginia School of Therapeutic
Massage**, *Falls Church, VA*
Paul Mitchell The School - Tysons Corner,
McLean, VA
Paul Mitchell The School Woodbridge,
Woodbridge, VA



Rudy & Kelly Academy, A Paul Mitchell Partner School, *Virginia Beach, VA*

Staunton School of Cosmetology, Inc., *Staunton, VA*

Star Beauty School LLC, *Winchester, VA*

Suffolk Beauty Academy, *Suffolk, VA*

The Chrism Institute of Esthetics, *Virginia Beach, VA*

The Cutting Room Barber Institute LLC, *Portsmouth, VA*

The Esthetic Institute, *Vienna, VA*

Tomorrow's Image Barber & Beauty Academy of Virginia, *Newport News, VA*

Virginia Barber School, *Richmond, VA*

Virginia School of Hair Design, *Hampton, VA*

WASHINGTON

Aveda Institute Portland Vancouver Campus, *Vancouver, WA*

BJ's Beauty & Barber College, *Puyallup, WA*

BJ's Beauty & Barber College, *Tacoma, WA*

Centralia Beauty College, *Centralia, WA*

Elite Cosmetology, Barber & Spa Academy, LLC, *Yakima, WA*

Evergreen Beauty and Barber College, *Shoreline, WA*

Evergreen Beauty and Barber College, *Everett, WA*

Evergreen Beauty and Barber College - Renton, *Renton, WA*

Evergreen Beauty and Barber College - Yakima, *Yakima, WA*

Fosbre Academy of Hair Design, *Olympia, WA*

Gary Manuel Aveda Institute, *Seattle, WA*

Gene Juarez Academy, *Federal Way, WA*

Gene Juarez Academy, *Mountlake Terrace, WA*

Glen Dow Academy of Hair Design and Salons, Inc., *Spokane, WA*

International Beauty Education Center, *Airway Heights, WA*

J. Kinlow School of Barbering and Cosmetology, *Tacoma, WA*

Paroba College of Cosmetology, *Everett, WA*

Paul Mitchell The School Richland, *Richland, WA*

Paul Mitchell The School Spokane, *Spokane Valley, WA*



Studio Beauty School, *Spokane Valley, WA*

Stylemasters College of Hair Design, *Longview, WA*

Summit Salon Academy, *Tacoma, WA*

The Skin Studio Academy, LLC, *Spokane, WA*

Tint School of Makeup & Cosmetology, *Seattle, WA*

Victoria's Academy of Cosmetology, *Kennewick, WA*

Zorganics Institute Beauty and Wellness, *Bellingham, WA*

WEST VIRGINIA

Charleston School of Beauty Culture, *Charleston, WV*

Clarksburg Beauty Academy & School of Massage Therapy, *Clarksburg, WV*

Huntington School of Beauty Culture, *Huntington, WV*

Morgantown Beauty College, Inc., *Morgantown, WV*

Scott College of Cosmetology, *Wheeling, WV*

WISCONSIN

Academy of Beauty Professionals, *Appleton, WI*

Academy of Beauty Professionals, *Green Bay, WI*

Academy of Beauty Professionals, *Madison, WI*

Advanced College of Cosmetology, *Waupun, WI*

Aveda Institute Madison, *Madison, WI*

Bella Academy of Cosmetology, *Oshkosh, WI*

Empire Beauty School, *Ashwaubenon, WI*

Empire Beauty School, *Milwaukee, WI*

First Class Cosmetology School, *Beloit, WI*

Panache Academy of Beauty, *Lake Delton, WI*

Paul Mitchell The School Milwaukee, *Pewaukee, WI*

State College of Beauty Culture, *Wausau, WI*

The Institute of Beauty and Wellness, *Milwaukee, WI*

The Professional Hair Design Academy, *Eau Claire, WI*

The Salon Professional Academy, *Appleton, WI*

The Salon Professional Academy of Kenosha, *Kenosha, WI*

Tricoci University of Beauty Culture, LLC, *Janesville, WI*

VICI Beauty School, *Greenfield, WI*

WYOMING

Cheeks Beauty Academy, *Cheyenne, WY*

True Colors Cosmetology School, *Sheridan, WY*



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Tel: 703-600-7600 | Fax: 703-379-2200

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