Cosmetology
Honolulu Community College
2007-2008 Annual Assessment Report
Covering the Fall 2006-Spring 2007 Semesters

College Mission Statement
Honolulu Community College’s mission is to:

- Serve the community as an affordable, flexible, learning centered, open-door comprehensive Community College that meets the post-secondary educational needs of individuals, businesses, and the community.
- Serve the Pacific Rim as the primary technical training center in areas such as transportation, information technology, education, communications, construction, and public and personal services.

Program Mission Statement
The Cosmetology program’s mission is to serve the community as an affordable, learning-centered, open door program which is committed to the development and delivery of innovative, high-quality education for the hair and beauty industry and empower individuals to maximize their potential and elevate the professionalism of the industry.

Part I: Quantitative Indicators for Program Review

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual New and Replacement Positions State</td>
<td>236 / 163</td>
</tr>
<tr>
<td>Annual New and Replacement Positions County</td>
<td>188 / 41</td>
</tr>
<tr>
<td>Number Majors</td>
<td>139</td>
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<tr>
<td>SSH for Program Majors all Program Classes</td>
<td>1027</td>
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<tr>
<td>SSH for non program majors in all program classes</td>
<td>0</td>
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<tr>
<td>SSH for all students in all program classes</td>
<td>1027</td>
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<tr>
<td>FTE Program Enrollment</td>
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<tr>
<td>Number of Classes Taught</td>
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<tr>
<td>Average Class Size</td>
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<tr>
<td>Class Fill Rate</td>
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<td>FTE (headcount) of BOR Appointed Program Faculty</td>
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<tr>
<td>Student/ Faculty Ratio (calculated field)</td>
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<tr>
<td>Number of Majors Per FTE (workload) Faculty</td>
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<td>Program Budget Allocation</td>
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<tr>
<td>Cost Per SSH (Calculated field)</td>
<td>$326</td>
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<tr>
<td>Number of classes that Enroll less than 10 students</td>
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<td>Persistence Fall to Spring</td>
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<td>Number of Degrees Earned</td>
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<td>Number Certificates Earned</td>
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<td>Number of Students Transferred</td>
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<td>Perkins Core Indicator - 1P1</td>
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<tr>
<td>Perkins Core Indicator - 1P2</td>
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<tr>
<td>Perkins Core Indicator - 2P1</td>
<td>63.33</td>
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Part II: Analysis of the Program

What are the strengths of this program?

1. The reputation of the program in the cosmetology industry.
2. The faculty and staff of the cosmetology department contribute many years of field experience to the program.
3. The faculty and staff make learning "real" in the life of the student by offering evidence of learning. Being supportive of the students performance with direction verses criticism and create goals to achieve professional skills that are expected in the field.
4. The core of the cosmetology program is the Pivot Point educational learning system designed to engage the learner in meaningful and measurable learning outcomes.
5. The core of the esthetics options is the partnership with Dermalogica is one of the industry leaders in education and skin care.
6. Access to national and international educational leaders in the cosmetology industry, such as Dr. Clif St. Germain, a leading expert in the area of student learning and the study of how the brain learns.
7. The faculty's willingness to share and quickly identify how each element of change and new information will benefit us in preparing the students for industry.
8. The faculty maintains high standards for the program, Honolulu Community College cosmetology program is considered to be one of the educational leaders in the field of cosmetology for the state of Hawaii.

What are the weaknesses of this program?

1. Maintaining common goals as an educational team can become side tracked on other projects.
2. The physical appearance of the cosmetology department, peeling paint, cardboard panels in the dressing areas for clients and mold growing on the walls in the laundry room.
3. Constant electricity problems using basic equipment in the lab classes.
4. Maintaining a client base clinic lab for the students to practice on.
5. Tracking systems that are not manageable and too time consuming for the faculty and staff of the program.
6. Having only one APT to work with the cosmetology program and the esthetics option.

What opportunities exist for the program?

1. The creation of advanced course work for post graduates.
2. Faculty development opportunities from educational partners.
3. Networking with the industry leaders to maintain and go beyond the status quo of basic cosmetology and esthetic education.

What challenges (threats) exist for the program?

1. The dependence on client base labs that impact the budget and
students learning experiences.
2. The student attendance complicated by adult lifestyle challenges.
3. Apprenticeship opportunities with the benefit of an income while learning the trade.
4. The department has one APT working with both the cosmetology program and the esthetics option; ordering supplies, handling monies, making requisitions, doing inventory for both programs, tracking the budget, working with the program vendors, scheduling appointments and monitor students that are scheduled for front desk and dispensary duty.

How do you know that students are achieving your stated Program SLOs?
1. Cosmetology
   a. Project a positive attitude and sense of personal integrity and self-confidence.
      i. The use of a textbook; Salon Success
      ii. Written exams on “Life Skills” (Respect, Integrity and Commitment)
      iii. Role playing with scripts on salon situations.
   c. Practice effective communication skills, visual poise, and proper grooming.
      i. The use of a textbook; Salon Fundamentals
      ii. Written exams, Departments Rules of conduct and a dress code.
      iii. Client feedback on level of service they have received.
   d. Respect the need to deliver worthy service for value Received in an employer-employee relationship.
      i. The use of a textbook and the Industry’s “Code of ethics”.
      ii. Students create a classroom code of ethics in the first semester.
   e. State the benefits of prioritizing time efficiently.
      i. Studying the topic “Commitment”.
      ii. Established timelines for projects on a monthly basis.
      iii. Learning to use a planner, and appointment schedules.
   f. Use proven strategies to build a clientele.
      i. Studying the theories of attracting and retaining clients
      ii. Study and practice the six “Best-practice strategies” to build a clientele.
      iii. Written exam is given on subjects and topics.
   g. List safety and sanitation procedures for use of equipment, implements, and treatments.
      i. Written exam and practical demonstrations.
   h. Perform basic manipulative skills in the areas of hairstyling, hair shaping, hair coloring, texture services, scalp and hair conditioning, skin and makeup, manicure and pedicures.
      i. First semester; Practical Competency assessment and a practical final exam.
      ii. Second and Third semesters; Passport exercises, and a practical final exam.
i. Perform the basic analytical skills to determine proper makeup, hairstyle, and color application for the client’s overall image.
   i. Students perform a client consultation, while the instructor evaluates the performance level.
   ii. Students use a rubric for self-assessment.

j. Apply learned theory, technical information and related matter to assure sound judgments, decisions and procedures.
   i. Students perform a client consultation, makes recommendations using critical thinking skills, the instructor evaluates the performance level.

k. Apply learned theory, manipulative skills and analytical skills to obtain licensure and competency in entry-level positions in cosmetology or a related career field.
   i. Student must pass the State Board of Cosmetology examination for licensure in the State of Hawaii in order to work as a Cosmetologist.

2. Esthetics
   a. Project a positive attitude and sense of personal integrity and self-confidence.
      i. The use of a textbook; Standard textbook of Esthetics.
      ii. Written exams on “Life Skills” (Respect, Integrity and Commitment)
      iii. Role playing with scripts on salon situations.

b. Practice effective communication skills, visual poise, and proper grooming.
   i. The use of a textbook; Standard textbook of Esthetics.
   ii. Written exams, Departments Rules of conduct and a dress code.

c. Respect the need to deliver worthy service for value Received in an employer-employee relationship.
   i. The use of a textbook and the Industry’s “Code of ethics”.
   ii. Students create a classroom code of ethics in the first semester.

d. State the benefits of prioritizing time efficiently.
   i. Studying the topic “Commitment”.
   ii. Learning to use a planner, and appointment schedules.

e. Use proven strategies to build a clientele.
   i. Studying the theories of attracting and retaining clients
   ii. Study and practice the six “Best-practice strategies” to build a clientele.
   iii. Written exam is given on subjects and topics.

f. List safety and sanitation procedures for use of equipment, implements, and treatments.
   i. Written exam and practical demonstration

"Perform basic manipulative skills in the areas of skincare, hair removal body treatments and makeup
i. First semester; Practical Competency assessment and a practical final exam.

ii. Second semester; Passport exercises, and a practical final exam.

h. Perform the basic analytical skills to determine proper skincare, body treatments, hair removal and makeup application for the client's overall image.

i. Students perform a client consultation, while the instructor evaluates the performance level.

ii. Students use a rubric for self-assessment.

i. Apply learned theory, technical information and related matter to assure sound judgments, decisions and procedures.

i. Students perform a client consultation, makes recommendations using critical thinking skills, the instructor evaluates the performance level.

j. Apply learned theory, manipulative skills and analytical skills to obtain licensure and competency in entry-level positions in esthetics or a related career field.

i. Student must pass the State Board of Cosmetology examination for licensure in the State of Hawaii in order to work as a Esthetician.

- **What kinds of evidence can you provide?** (You don’t have to include the evidence in this report. Just list some of the ways that you collect evidence on student learning. Examples include knowledge surveys, projects, writing samples, observations, portfolios, performance tests, capstone experiences, etc.)

  1. Cosmetology 20
     a. Knowledge surveys over each topic.
     b. Written exams over each topic, and workbook completion.
     c. Two capstone projects; color swatch and design concept projects.
     d. The use of a planner designed just for the Cosmetology industry.
     e. Final written exam over all topics covered in the semester.

  2. Cosmetology 21L
     a. Rubric with each practical/performance task
     b. The use of a planner designed just for the Cosmetology industry.
     c. Practical competency assessment
     d. Practical/performance final exam at the end of the course.

  3. Cosmetology 30
     a. Completion of study guides before the written exam
     b. Written exams over each chapter, and workbook completion.
     d. Final written exam over all chapters/topics covered in the semester.

  4. Cosmetology 31L
     a. “Passport” of the students’ practical skills performed monthly.
     b. “Pivot Point” (Green Folder) practical completion sheet project.
     c. Practical/performance final exam at the end of the course.

  5. Cosmetology 40
     a. Completion of study guides before the written exam
     b. Written exams over each chapter, and workbook completion.
d. Final written exam over all chapters/topics covered in the semester.

6. Cosmetology 41L
   a. Manikin design project.
   b. “Passport” of the students’ practical skills performed monthly.
   c. Practical/performance final exam at the end of the course.

7. Cosmetology 50V
   a. Completion of study guides before the written exam
   b. Written exams over each chapter, and workbook completion.
   d. Final written exam over all chapters/topics covered in the semester.

8. Cosmetology 60
   a. Completion of study guides before the written exam
   b. Written exams over each chapter, and workbook completion.
   d. Final written exam over all chapters/topics covered in the semester.

9. Cosmetology 61L
   a. Practical competency assessment
   b. Practical/performance final exam at the end of the course.

10. Cosmetology 70
    a. Completion of study guides before the written exam
    b. Business Plan project
    c. Written exams over each chapter, and workbook completion.
    d. Final written exam over all chapters/topics covered in the semester.

11. Cosmetology 71L
    a. “Passport” of the students’ practical skills performed monthly.
    b. Practical/performance final exam at the end of the course.

12. Cosmetology 80V
    a. Written exams on topics
    b. Create a lesson plan project
    c. Create a course planner project
    d. Final written and practical exam

- Does the program have sufficient resources to promote student learning?
  1. The program would need additional resources to expand the educational experience of the student learning. The program would need to set up a small computer lab in the department for the purpose of utilizing the entire pivot point educational system, which includes interactive learners study discs to be used in conjunction with the textbook and workbooks used by the program.

  2. The program has sufficient resources to maintain the current educational standard in student learning.

- Are other resources needed such as personnel, facilities, or equipment?
  1. A part time APT is needed to support the esthetics courses.
     a. To assist the one instructor in the day to day activities;
        ii. ordering supplies, tracking inventory, the handling monies from the lab services and fill out daily cash
reports.
   iii. working with the ethics vendors, setting up classes with
guest technicians.
   iv. maintain students records, and track the students from
the esthetics program.

2. To extend or expand the students learning and educational
experience cosmetology program would need additional resources.
   e. Cosmetology nail services could be expanded with additional
lab space.
   f. Estheticians practical skills could be enhanced with the addition
of services with the addition of more lab space and equipment.

4. Three laptop computers (one for each of the cosmetology department
Classrooms)
   a. The textbook publishers are including power point presentations
with their orders for instructional support material that can only
be used on a computer.
   b. The support material would help stimulate the learner interest,
give the learner the opportunity for a interactive lecture class
and support the textbook information.

5. To have the classrooms, labs, lobby and hallway painted due to the
peeling paint and the overall appearance of the department.

6. Have the Mold removed and controlled in the Landry room.

7. Build a office in the corner of the lobby for the APT and turn the office
currently occupied by the APT into a faculty office.
   a. currently two faculty are sharing a office and are very cramped with
personal working space.

   • If additional resources are required, what evidence/rationale is there to support
this?

1. A part time APT is needed to support the esthetics courses.
   c. To assist the one instructor in the day to day activities;
      v. ordering supplies, tracking inventory, the handling
monies from the lab services and fill out daily cash
reports.
      vi. working with the ethics vendors, setting up classes with
guest technicians.
      vii. maintain students records, and track the students from
the esthetics program.

Currently we have a student hire to work the front desk for the
esthetics program. Their duties are to schedule appointments, collect
monies, answer the phone, file client records and train students on the
front desk duties. (I believe that a student hire should not have the
responsibility of training another student)

2. Three laptop computers (one for each of the cosmetology department
Classrooms
   a. The textbook publishers are including power point presentations with their orders for instructional support material that can only be used on a computer.
   b. The support material would help stimulate the learner interest, give the learner the opportunity for an interactive lecture class and support the textbook information.

3. To have the classrooms, labs, lobby and hallway painted due to the peeling paint and overall appearance of the department.
   a. The paint is currently peeling in large patches, this can be a health hazard.

4. Have the Mold removed and controlled in the Landry room.
   a. This is a health concern.

5. Build an office in the corner of the lobby for the APT and turn the office currently occupied by the APT into a faculty office.
   a. currently two faculty are sharing an office and are very cramped with personal working space.

- Do all of your instructors (both faculty and lecturers) include the course (not program) SLOs into their syllabus?
  1. Yes, the instructors understand the importance of communicating student learning outcomes thru the syllabus.
- How do you ensure that everyone is doing so?
  1. I ask for a copy of their syllabus each semester, and place it on file in the Department.
- Where do the instructors get the course SLOs from?
  1. From three different sources;
     a. Department of Commerce and Consumer Affairs; State of Hawaii Hawaii State Administrative Rules; Title 16; Chapter 78 Cosmetology
        1. Beauty School Curriculum
     b. The Course material, Textbook, workbook, and instructional support material.
     c. Suggestions from the Cosmetology Advisory Committee
        o Do they get them from the program coordinator?
           ▪ Everyone in the department has the opportunity to give input on student learning outcomes for each course.
        o From the division secretary?
           ▪ No, it would not be logical to have a person outside the field to create student learning outcomes in a course that requires not only theoretical knowledge but a specialized practical skill.
        o From the HCC Website?
           ▪ No, the cosmetology program is a lockset program; The first semester courses are the foundation needed for the second semester courses and the second semester is the foundation of the third semester.
The combinations of all the cosmetology courses bring the program learning outcomes together.

- **Are all safety issues addressed?**
  - In the first semester, sanitation and sterilization of implements, infection control and salon ergonomics is covered in depth.
  - For each practical skill a section on infection control and safety is studied before hands on practice is applied.
  - All the safety measurers are reviewed in the next level / course.
  - The students sign a safety verification form each level / course or semester they are in the program.

**Part III: Action Plan**

- **What tasks/goals have you accomplished from your previous action plan items on last year’s annual review report?**
  1. Update on the program SLO’s
     - In the spring of 2007, the program SLO’s were updated.
     - The person responsible was Jess Aki and they are currently in the 2007 -2008 college catalog.
     - Will be reviewed in 2008, with appropriate action taken.
  2. Evaluate the current course offerings and made curriculum changes to stay current.
     - Curriculum change was made in spring 2007, deleting COSM 22 (people skills) the course textbook is no longer available by the publisher. Person responsible for the changes was Jess Aki.
  3. Meet with the faculty of the programs for the purpose of creating an exit packet with feedback information/form or card.
     - The faculty of both programs; cosmetology and esthetics have adopted the forms from the faculty development website.
  4. Set up the next academic calendar for advisory committee meetings; one a semester.
     - The advisory committee liaison (Lynnette McKay) feels that once an academic year is efficient for the programs needs.
  5. Have one person from the department attend the department of commerce and consumer affairs; cosmetology board meetings and report to the program each month on the meeting.
     - The department was informed by the community affairs liaison (Lynnette McKay) that the DCCA; cosmetology board meets only every other month.
  6. Contact former student of the programs to; Initialize an alumni association in order to receive feedback from former students concerning career preparation.
     - The department is still working on building an alumni association of former graduates.
7. Set up a bi-monthly faculty workshop for team building and instruction consistency in the technical standards.
   a. In the spring 2007; the faculty attended 5 workshops;
      1. Goldwell (Haircoloring) class at the department
      2. Dermalogica (Skin Care) class at the department
      3. Redken (Hair products) class at the department
      4. How to use the multimedia in the classrooms
      5. Pivot Point Salon Success (Textbook) workshop on how to use the system.

8. The electricity in the Esthetics lab has been re-routed and additional outlets where created to eliminate the use of extension cords.

9. The overloading of the electric circuits in building 27; room 102 has been down by 90%, courtesy of the electrical installation and maintenance technology program under the guidance of Professor Gordon Pang.

- What tasks/goals have you set for the upcoming year (Fall 2007/Spring 2008)?

1. To review and update course materials as needed in all the cosmetology courses.
   a. Have copies available for the department (ex. Hardcopy or electronic file)
   **Responsible for completing:** Jess Aki for COSM 20,21L
      Jessica Kaniho for COSM 30,31L
      Lynnette McKay for COSM 40,41L
      Stella Akamine for COSM 60,61L
      Stella Akamine for COSM 70,71L

   The course materials will be reviewed annually.

2. To improve the physical appearance of the department.
   a. To have the mold removed from the walls in the laundry room.
   b. Start the process of getting the classrooms, labs, lobby and halls painted.
   c. Inquire about building another office inside the cosmetology department in the corner of the lobby area, for the APT.
   d. Update the student reference library in the department
   **Responsible for completing:** Jess Aki
   **Timeline for achieving these task/goals:** By May 2008

3. To create a tracking system for the budget.
   a. Logging P.O.s, tracking the income with the expenditures.
   b. Log supplies that has been requested and log the date when the ordered was placed.
   c. Check into a software program to help with budget and inventory control.
   **Responsible for completing:** Keri Nakasone
4. To work on updating the lecture pool.
   a. Checking and updating the lecture pool in the administration file.
   b. Create a student survey for graduating students in the program.

**Responsible for completing:** Jessica Kaniho

Timeline for achieving these task/goals; By May 2008

5. To repair broken equipment in the department.
   a. Contact vendors for hydraulic chair repair and/or maintenance contract.
   b. Inform budget liaison on the number of repairs or replacement.
   c. Schedule regular sink maintenance with the maintenance staff.

**Responsible for completing:** Stella Akamine

Timeline for achieving these task/goals; By May 2008

6. To review and update student kits.
   a. Review kit contents and cost, suggestions on addition or substitute supplies or equipment.
   b. Second semester kit if needed.
   c. Create a list of supplies needed for classroom use, for budget purposes.

**Responsible for completing:** All classroom faculty

Timeline for achieving these task/goals; By May 2008

7. Establish ties with the community through;
   a. Community service and service learning projects to promote the program.
   b. Schedule school visitations, career fairs.
   c. Inform the department of suggestions from the advisory board.
   d. Attend Department of Commerce and Consumer Affairs Board meetings for the spring semester and inform department of any changes or actions.

**Responsible for completing:** Lynnette McKay

Timeline for achieving these task/goals; By May 2008

8. Establish goals and measurable results within the department for each year.
   a. Creating goals for the department, using input from each of the liaisons.
   b. Creating goals that are; Specific, Measurable, Action-Oriented, Realistic and Timely.
   c. Evaluate the PLO’s and update if necessary.

**Responsible for completing:** Jess Aki

Timeline for achieving these task/goals; By May 2008

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**Part IV: Resource Implications (physical, human, financial)**

- Are there any budgetary impacts for carrying out your action plan?
1. A part time APT is needed to support the esthetics courses.
   a. To assist the one instructor in the day to day activities; ordering supplies, tracking inventory, the handling monies from the lab services and fill out daily cash reports.
   b. Working with the vendors on supplies needed for the esthetics option
   c. Setting up classes with guest technicians.
   d. Maintain students records, and track the students from the esthetics program.

   Currently we have a student hire to work the front desk for the esthetics program. Their duties are to schedule appointments, collect monies, answer the phone, file client records and train students on the front desk duties. (I believe that a student hire should not have the responsibility of monitoring another student)

2. To improve the physical appearance of the department.
   a. To have the mold removed from the walls in the laundry room.
   b. Start the process of getting the classrooms, labs, lobby and halls painted.
   c. Inquire about building another office inside the cosmetology department in the corner of the lobby area, for the APT.
   d. Improve the electrical needs of the program. (overload circuits on a daily basis)

   **Do any of your action plan items require integration into the strategic plan? (If so, have you notified your division chair / Dean of this action?)**

   1. Yes, to establish a position for a part-time APT in the cosmetology department to work with the esthetics program.
      a. The APT position is not in the current strategic plan.

   2. To establish an advisory committee for the esthetics option made up of; Day Spa owners, Medi Spa owners and Dermatologist.

   3. The painting of the department classrooms, lobby and hallway, due to peeling paint.

   4. Improve the electrical needs of the program.

   5. Additional office space need for cosmetology faculty.

   I will be notifying my division chair and my dean of the five items listed.

**Part V: Strategic Planning Items**

   - **Does your program have any funding requests on the current strategic plan (equipment, positions, etc.)? If yes, please write an explanation on how your program review report supports the need to fund the program’s strategic plan request.**

   1. Yes the cosmetology program has funding requests on the current strategic plan. The request is located under the strategy: Program Development and
Expansion.

a. The activity involved; Establish and maintain an evening esthetics option in the Cosmetology (COSM) Program.
   1. The Esthetics option was established in the cosmetology program in the Fall 2000.
   2. A wait list of three years remained constant until spring 2007 when the list became unmanageable to maintain.
      a. The program established a first come first serve policy.
   3. The esthetics option has established it self as a leader and set the standard of esthetic education in the state of Hawaii.
      a. Have been approached by other schools to training their students in advanced skin care techniques that is a part of our curriculum.