Program Review Final Report

for

Cosmetology
Esthetics Technology
Manicuring/Nail Technology

Submitted to

Dr. Eric McKeithan, President (and serving as interim Vice President of Instruction)

by

Program Review Committee Chair:
Robert Philpott, Dean of Vocational/Technical Education

Program Review Team:
Shigeta McMillan, Lead Instructor Cosmetology
John Ward, Public Services Department Chair
Amanda Lee, Associate Vice President of Instructional Operations
Wes Gubitz, Lead Instructor Electrical/Electronics Technology
Matthew Thomas, Career and Job Placement Specialist
Patsy Lackey, Administrative Assistant to the VP of Institutional Effectiveness

Signatures:
Lead Instructor: Shigeta McMillan
Instructional Dean: [Signature]

I. List of Team Members

Shigeta McMillan, Lead Instructor Cosmetology
John Ward, Public Services Department Chair
Robert Philpott, Dean Technical/Vocational Education
Amanda Lee, Associate Vice President of Instructional Operations
Wes Gubitz, Lead Instructor Electrical/Electronics Technology
Matthew Thomas, Career and Job Placement Specialist
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II. Analysis of Results:

A. Strengths

Program enrollment is very healthy and growing in Cosmetology and Esthetics. Esthetics has a cap of 20 students per year and is very close to being filled to capacity each year.

The graduation rate is very strong for all programs.

The Cosmetology program offers a diploma, a certificate and a Cosmetology Instructors certificate. The Esthetics program offers a certificate and an Esthetics Instructors certificate. Manicuring/Nail Technology offers a certificate. This provides many avenues for students to pursue in their profession.

The programs are accredited by the North Carolina State Board of Cosmetic Arts.

A state of the art facility is provided for the extensive hands on training required for the program.

Students and faculty participate in regional competitions each year and always come home with multiple trophies.

Community patrons support the program by frequenting the salon and providing ample opportunity for students to have the required hours of hands on experience needed for graduation.

Graduates perform extremely well on their state board exams each year.
Instructors are enthusiastic, professional and talented and participate in professional development activities to maintain license and to remain current in their field.

The Advisory Committee is active and very supportive of the program.

On the Currently Enrolled Student Survey, 94.1% of Cosmetology respondents, 86.6% of Esthetics respondents and 88.8% of Manicuring/Nail Technology respondents indicated they are satisfied with the quality of instruction and the overall program.

Strategic Planning on Line (SPOL) objectives are student learning outcomes using skill sets with independent assessments.

B. Weaknesses

Students do not always make customer service a priority.

There are currently no written guidelines regarding professionalism for faculty members.

C. Opportunities

Instructors and cosmetology professionals are required to take continuing education units each year to keep their license current. Most of this training is held in other locations requiring local instructors and professionals to travel some distance in order to fulfill this requirement. The opening of CFCC’s new cosmetology facility provides a place to hold continuing education classes which would accommodate many professionals in the local area.

The Esthetics program is currently taught by a part-time faculty member. Because of the success of the program and the number of students in the program, it is time to request a full-time faculty to manage the program.

Threats

Once a Huskins (high school) student takes COS 111A and 111B they are not eligible to take other cosmetology classes until they graduate from high school. This causes a one year gap in their education. This could discourage students from continuing the program once they graduate from high school.

Manicuring students are not eligible for financial aid because of the number of hours in the program and this could prevent some prospective students from enrolling.

III. Committee Recommendations

The team recommended that the college:
Continue program with recommendations.

Continue to stay up to date with equipment and supplies by requesting funds for needed equipment and supplies at the annual budget hearings.

Explore opportunities for offering continuing education training for the cosmetology profession within our facility.

Stress the need for customer service and preserving client dignity to students at every opportunity.

Create guidelines for professionalism to be distributed to all cosmetology program faculty.

The lead instructor is commended for the excellent leadership she provides and for staying abreast of changes and current trends in the industry, and for continuing her education.

Review again in five years.