

NPC COSMETOLOGY ADVISORY BOARD MEETING MINUTES FALL 19 October 28, 2019

In Attendance: Cosmetology Faculty/Location: Chloe Fagotti/WMC, Autom Christensen/WMC, Ferryn Sam/LCC, Glenna Lavoie/WMC, Peggy Belknap/CTE Dean.

Salon Owners/Name and Location: Lacey Kauffman/Pistols and Pearls, Winslow, Shawna Bolton/Buffalo Nickel Salon and Day Spa and Cowgirls and Gypsies Too Skincare Co, Michelle Blair/stylist at Buffalo Nickel, Matthew Pino/Ashten's,

Carrie Jordan/NAVIT Program Director

Topics

- Greet, and refreshments
Introductions
- Minutes from Spring 19 – Approved by email -Misty Hancock
Misty is no longer with us. She had a job opportunity at the hospital that she could not pass up. We have hired another lab aid for the front desk and will be working Georgette into more of an office position.

Old Business

- Soft skills-
Assignments have been implemented to bridge the gaps between school and employment. Our students are needing more instruction on general people skills. Basic knowledge and reinforcing things that were learned in the freshman room. We want our students to be capable and comfortable talking with their clients. Students are assigned to the front desk and are working with the receptionist answering the phone, making appointments, and greeting the clients. The students are reporting positive learning and a new understanding of the responsibility of the receptionist position.
- Percentages – weekly assignment –Autom Christensen.
Autom developed an assignment that involves service pricing and requires the students to be able to add up income and expenses weekly. It helps the students understand percentage breakdowns to assist in commission situations in a salon environment. The assignment was in response to past committee recommendations and was successfully piloted in the summer of 2018. Autom explained the way that the assignment works and Michelle did this assignment as a student and said that it has helped her in the salon in many ways.
- Retail –
 - Retail has been a success so far
 - Confidence – communication
 - Product Knowledge-Ferryn Sam Rusk educator and product knowledge class.
Ferryn will be visiting each campus this semester to provide classes for faculty and students
 - Data of sales- revolving account to replenish - per business plan.
Accounts are building and revolving and we are able to purchase more product. Shawna offered a suggestion of earning a certificate for retail. We need to improvise a client survey that asks about retail. We are working with Deb Meyers on an evaluation system and Chloe will follow up on it. We will continue to work on ways to better evaluate students and give feedback. The committee members were unanimous is wishing for us to continue to expand on this part of the student's education. We have a 5-year plan to generate money to expand the product line as well as offer student scholarships.
- Front desk.
 - Phone etiquette

- Booking appointments
- Counting back money -issue
- Communication assignments on building self-confidence and self-esteem, with scenarios and role playing -Invite guest speakers to help with this
- Handling disgruntle clients

Students are assigned a week at a time to the front desk. Counting back money is an issue because the students can't handle the money. Peggy said that there was a game that we could use or we can make up our own. Chloe invited our members to visit the school or have our students available to visit the salons. Lacey would love to get student assistants. Maybe we can work on an internship. She explained the process. Matthew had a current student visit his salon and he said that it was a great experience. Our clients have been out of hand lately. Matthew has had some problems as well. He said that you just have to take control. Chloe asked how they wanted us to work with the students to prepare them for the salon. Usually an owner or a manager is available to help.

- Dispensary- Glenna Lavoie.

- Inventory
- Formulations
- Toning
- Mixing
- Trouble shooting scenarios

Glenna is amazed and impressed with what our students are doing. We have assigned students to the dispensary each week. Glenna has prepared packets for them that they have to complete and showed and explained its contents to the committee. We are reinforcing reading directions so they will know how to work with different products that they may have to use in the salon. These students are also involved in all of the color and perm consultations. The students are having fun and learning a lot. We need to make sure that our students are level finding on the top of the head not in the back. Ferryn is using the same tactics in Winslow. Social media is helping. Students are sharing on social media and generating clientele. Michelle is using social media as well and says that she believes it is helping to keep her busy and her clientele building while others are slowing down.

New Business

- What can NPC do for you? Professional Development/Advanced classes for licensed professionals in our communities.
 - Hair show is cancelled this year and may not return.
Advanced classes would be great. Peggy explained how non-credit courses at NPC would work well to provide this to our professionals and students in the community. We could come up with a calendar where our professionals teach specific topics here at the college on evenings after regular classes. Shawna suggested using our facilities to conduct webinars. Peggy explained that it would be great but the college's resources and IS dept. are stretched pretty thin with our current use. Matthew explained that we can log in to webinars anytime in the classroom. Justin is still working with the college to try to put together a small show here locally.
- Safety meetings and Infection Protection in the class room at each location.
Chloe explained the importance and encouraged the salon owners to keep on top of this. Once they leave the school they need to continue these practices. There are some free online classes that offer certificates. Navit needs copies if Navit students receive any certificates.
- Job Shadowing
 - We haven't had any salon owners volunteer.
Lacey expressed an interest and wondered how to reach out to the students. Matthew explained how he had a student and advisor come to his salon and what a great experience the student had,

but he also has heard of reluctance on the student's part to meet with him. Chloe encouraged them to visit the schools and talk to the students about their salons and what type of assistant/internships were available. This will also make that initial contact less intimidating for the students. Matthew is going to set up a time to give a demonstration and talk to the students in show low.

- Soft skills added to Moodle

- Moodle shells
- Online tests
- Homework
- Quizlet
- Surveys

Winslow is up and running. There are still some glitches that we are working out. WMC has many issues due to the larger number of faculty who are team teaching in each course. Ferryn is meeting with Wei Ma to continue to troubleshoot our unique needs and help us to find workable solutions for the future. Carrie expressed concern for students turning in assignments on time for grades. Ferryn explained that it is only offered as additional support, not a hard grade at this time.

- Skills USA updates

We will not be hosting regional competitions at NPC this year, but we will take our students to compete in another region. Autom is unaware of the region or location at this time. Our students will still be eligible to compete in state competitions as well. Autom, Ferryn and Oona have come up with a plan that will hopefully work better to prepare our students for skills competitions and also allow them to be available for other students.

- New trends and techniques.

Balyage, ombre, foiling, and everything in between is all staying around. Keep up on trends because the clients will keep coming in and will pay. Ferryn just saw a class for foilage. Matthew said to find someone who is more successful than you are and follow them on social media.

- Client Expectations.

Chloe asked if anyone was having extra problems with clients and what the common procedures are for problems that may arise. All the members talked about having someone who is owner/manager available to help if necessary. Some are having problems with pricing as well and it seems that our clients think that they know more than we do about how to do their hair. Matthew said that he has had to just take control and handle the situation. Chloe asked the committee what we could do to help our students deal with these situations. We were advised to teach our students to be honest about expectations and up front with the clients about time and money involved. Break things up into sessions with prices for each. Educate your clients and have proper consultations and expectations. Take control of situations going south quickly and get help if needed.

- Round table discussion.

Lacey expressed concern that our graduates are not ready for body waxing. Chloe explained that it is not part of the curriculum available to our students. State board mandates all cosmetology curriculum and we have very specific course objectives and outcomes at NPC. There was more talk about advanced courses. We need educators to teach. Shawna suggested more of a business component in our curriculum. Chloe again asked everyone to please come and visit the students. Talk about the salon and your expectations, internships, etc.

- Schedule next meeting for Spring 2020

- Location, Date, Time.

April is good. Mondays are best for everyone. Side Note:

Peggy explained accreditation with the higher learning commission and some of the process and what it means for our college and students. She wanted to let everyone know that as members of our advisory committee, they may be invited to meet with them when they visit in November. She explained that the invitation would come from the president's office. Our committee members present are willing to meet with the accreditation team if invited.

APPROVED