



NATIONAL ACCREDITING COMMISSION OF CAREER ARTS & SCIENCES

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<http://www.naccas.org> naccas@naccas.org

LIMITATIONS BANK

2016

[Click here to enter text.](#)

Reference # [Click here to enter text.](#)

Date of On-Site Evaluation Visit:

[Click here to enter text.](#)



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EVALUATION SUMMARY
 FOR THE
 ON-SITE EVALUATION VISIT REPORT ON NACCAS STANDARDS

This report summarizes the findings of the on-site evaluation team, detailing the team's assessment of the institution's compliance with the *Standards and Criteria* and other accreditation requirements. All evidence supporting the team's findings is set forth within this report or attached hereto as an exhibit. Note that this report will be made part of the record when the Commission considers either the institution's application for (re) accreditation or results of a special evaluation pursuant to Section 8.3 (a)(3) of the NACCAS *Rules of Practice and Procedure*.

School Visited	Click here to enter text. _____
Reference #	Click here to enter text. _____
City & State	Click here to enter text. _____
Type of On-Site Evaluation	Choose an item. _____
Date(s) of Evaluation	Click here to enter text. _____
Standards Used	Click here to enter text. _____
NACCAS Representative	Click here to enter text. _____
Academic	Click here to enter text. _____
School Owner/Administrator	Click here to enter text. _____
Practitioner	Click here to enter text. _____

PROGRAMS OBSERVED	PROGRAM LANGUAGE OBSERVED	CLOCK HOURS	NUMBER OF STUDENTS CURRENTLY ENROLLED
Click here to enter text. _____	Click here to enter text. _____	Click here to enter text. _____	Click here to enter text. _____
Click here to enter text. _____	Click here to enter text. _____	Click here to enter text. _____	Click here to enter text. _____
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Limitation(s): _____ Click here to enter text.

School Name – Ref. #000000-00

**NACCAS On-Site Evaluation Visit
Report**

Day 1

Day 2

Time of Team Arrival
Time of Team Departure for Lunch
Time of Team Return from Lunch
Time of Exit Interview
Time of Team Departure

	<u>Day 1</u>	<u>Day 2</u>
Time of Team Arrival		
Time of Team Departure for Lunch		
Time of Team Return from Lunch		
Time of Exit Interview		
Time of Team Departure		

I. EDUCATIONAL OBJECTIVES AND INSTITUTIONAL EVALUATION

The institution has a published mission statement identifying the institution as providing career preparation. The institution assesses its performance as related to its stated objectives, summarizes the results of the assessment, and uses the assessment to maintain or improve institution performance.

<u>YES</u>	1. A mission statement has been adopted by the institution and clearly identifies the institution as one preparing graduates for employment. (D)
<u>YES</u>	2. The mission statement is published in the institution’s catalog. (D)
<u>YES</u>	3. The data contained in the institution’s most recent NACCAS Annual Report are accurate. (D)
<u>YES</u>	4. The institution maintains documentation that can be verified and supports the rates of graduation, licensure/certification, and employment for the most recent Annual Report year. (D)
a. <u>YES</u> b. <u>YES</u> c. <u>YES</u>	5. The institution is responsible for the achievement of expected and acceptable outcomes, regardless of mode of educational delivery (select either “YES”, “NO”, or “N/A” for each outcome rate below) (D): a. Graduation rate – 50% b. Pass rate on certification or state licensing examinations, if required – 70% c. Placement rate of graduates - 60% Enter the applicable outcome rate below for the institution’s most recent annual report year. Graduation: <u>00.00%</u> Licensure: <u>00.00%</u> Placement: <u>00.00%</u> Indicate below if the institution is currently in low outcomes monitoring for any of the outcomes rates? Graduation: <u>YES</u> Licensure: <u>YES</u> Placement: <u>YES</u> (Note: If the institution is in compliance with current low outcomes monitoring, this criterion is not cited as a limitation).

Criteria 4 & 5

An institution is required to maintain accurate data for its outcomes rates. In addition, an institution is responsible for the achievement of expected and acceptable outcomes in graduation (50%), placement (60%), and licensure (70%). Lastly, the institution is required to maintain documentation that can be verified and supports the rates of completion, placement, and licensure.

On the date of the on-site evaluation, the institution was not able to provide supporting documentation for information required in a NACCAS Annual Report, nor any documentation of placement rates. Therefore, the Outcomes Rates were unverifiable and the

Commented [JH1]: For when an initial school receives Annual Report limitations.

NOTE: For schools that submit in November (starting in 2015), Criterion 3 should also be cited as there will be verifiable data to compare with what was submitted to NACCAS.

School Name – Ref. #000000-00

NACCAS On-Site Evaluation Visit Report

institution was not able to provide documentation showing that its outcomes meet or exceed the minimum required thresholds of a 50% graduation rate, 70% licensure rate and a 60% placement rate.

Criteria 3, 4, & 5

An institution is required to maintain accurate data for the most recent NACCAS Annual Report. In addition, an institution is responsible for the achievement of expected and acceptable outcomes in graduation (50%), placement (60%), and licensure (70%). Lastly, the institution is required to maintain documentation that can be verified and supports the rates of completion, placement, and licensure.

On the day of the on-site evaluation the institution was unable to provide documentation to support the rates of completion, placement, and licensure for the **2013 (data) NACCAS Annual Report**. Therefore, the Annual Report Outcomes Rates were unverifiable and the institution was not able to provide documentation showing that its outcomes meet or exceed the minimum required thresholds of a 50% graduation rate, 70% licensure rate and a 60% placement rate.

Commented [JH2]: For when the institution is unable to provide backup documentation.

Criteria 3, 4, & 5

An institution is required to maintain accurate data for the most recent NACCAS Annual Report. In addition, an institution is responsible for the achievement of expected and acceptable outcomes in completion (50%), placement (60%), and licensure (70%). Lastly, the institution is required to maintain documentation that can be verified and supports the rates of graduation, placement, and licensure.

On the day of the on-site evaluation, the on-site evaluation team noted that the institution is operating under a training agreement with **Saddleback College**. Furthermore, the on-site evaluation team determined that all but **one (1)** of the current students enrolled at **Institution Name** are **Saddleback College** students enrolled under a training agreement with the institution. Therefore, **Institution Name** had **one (1)** current student enrolled in the institution. The institution included the students enrolled under a training agreement in the calculations for the **2013 (data) NACCAS Annual Report** rates. Therefore, the on-site evaluation team determined that the institution's most recent NACCAS Annual Report information is inaccurate.

Commented [JH3]: For when the institution completes the Annual Report incorrectly.

Institution Name was unable to present documentation that would support the rates of graduation, licensure or placement as reported on the **NACCAS 2013 (data) Annual Report**. Therefore; the graduation, licensure, and placement rates could not be verified as compliant.

Criteria 3, 4, & 5

An institution is required to maintain accurate data for the most recent NACCAS Annual Report. In addition, an institution is responsible for the achievement of expected and acceptable outcomes in completion (50%), placement (60%), and licensure (70%). Lastly, the institution is required to maintain documentation that can be verified and supports the rates of graduation, placement, and licensure.

On the day of the on-site evaluation, the on-site evaluation team reviewed the documentation provided by the institution to support the rates of completion, placement, and licensure for the **2013 (data) NACCAS Annual Report**. Upon review, it was determined that the **X%** rate fell below the required, minimum threshold of **X%**, and therefore, did not match the rate of **X%** reported to NACCAS. Therefore, the institution was not able to provide documentation showing that its outcomes meet or exceed the minimum required thresholds of a **50% graduation rate, 70% licensure rate and a 60% placement rate**.

Commented [JH4]: For when the institution's documentation is reviewed and places a rate or rates below the required, minimum threshold.

Commented [JH5]: Insert applicable rate (completion, placement, or licensure)

Commented [JH6]: Insert the applicable required threshold (50%, 70%, or 60%).

Commented [JH7]: Insert applicable rate as reported to NACCAS.

*****Insert a table here, as applicable, to list specific student names noted as ineligible/eligible and why (3 column grid with headers explaining the columns)**

YES	6. The institution has an external advisory committee comprised of an employer or employers representing the field(s) of study offered by the institution. A committee member may represent multiple fields. (D)
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Criterion 6

An institution is required to have an external Advisory Committee comprised of an employer or employers representing the fields of study offered by the institution.

The institution did not have any employers representing the **Esthetics** program. Therefore, the institution was unable to provide documentation to prove that the external Advisory Committee is comprised of an employer or employers that represent the fields of study offered by the institution.

a. <u>YES</u> b. <u>YES</u> c. <u>YES</u>	7. Advisory Committee members shall provide annual feedback in those areas relevant to their experience and/or background. The feedback from the committee must include, but does not have to be limited to, information about the institution's: (D) a. curriculum b. facilities and equipment, and c. graduation, licensure or certification, and placement rates.
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Criterion 7

An institution is required to solicit annual feedback from the Advisory Committee member(s) in those areas relevant to their experience and/or background. The feedback from the Advisory Committee must include, but does not have to be limited to, information about the institution's (a) curriculum, (b) facilities and equipment, and (c) graduation, licensure and certification, and placement rates.

Upon review of the feedback provided by the institution from the Advisory Committee it was determined that the institution did not solicit feedback regarding **facilities and equipment**. Therefore, the institution could not provide documentation to prove that the Advisory Committee provided feedback in all the required areas relevant to their experience and/or background.

<u>YES</u>	8. The institution must solicit feedback from current students based on its mission and educational objectives at least annually. (D)
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Criterion 8

An institution is required to solicit feedback from current students based on its mission statement and educational objectives at least annually.

On the day of the on-site evaluation, the institution was unable to provide documentation of feedback from current students based on its mission and educational objectives. Therefore, the institution could not provide documentation to prove that it solicits feedback from current students based on its mission and educational objectives. (Alternately, feedback provided by the institution contained survey forms that were not dated; therefore compliance could not be determined as the feedback could not be verified to have occurred during the most recent 12 month period.)

<u>YES</u>	9. The institution must solicit feedback from graduates based on its mission and educational objectives at least annually. (D)
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Criterion 9

An institution is required to solicit feedback from graduates based on its mission and educational objectives at least annually.

On the day of the on-site evaluation, the institution was unable to provide documentation of feedback from graduates based on its mission and educational objectives. Therefore, the institution was unable to provide documentation to prove that it solicits feedback from graduates based on its mission and educational objectives. (Alternately – see Criterion 8 example.)

<u>YES</u>	10. The institution must maintain a summary of the feedback received from the Advisory Committee members, students and graduates. (D)
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Criterion 10

An institution is required to maintain a summary of feedback from the Advisory Committee members, current students, and graduates.

During the on-site evaluation, the on-site evaluation team was given summaries of feedback collected from **Advisory Committee** members. The institution was unable to provide the on-site evaluation team with a summary of feedback from **current students and graduates**, as the institution did not have documentation of feedback on record.

<u>YES</u>	11. Based on the feedback received, the institution implements improvements and changes, as applicable to maintain compliance with NACCAS Standard and Policies. (D)
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Criterion 11

An institution is required to implement improvements and changes based on the feedback received by the Advisory Committee, current students, and graduates.

On the day of the on-site evaluation, the institution was unable to provide documentation of feedback from **current students and graduates** based on its mission and educational objectives. In addition, the institution was unable to provide the on-site evaluation team with a summary of feedback from current students and **graduates**, as the institution did not have documentation of feedback on record. Therefore, the institution was unable to provide the on-site evaluation team with documentation of showing implementation of improvements and changes, as applicable, based current student and graduate feedback.

II. INSTRUCTIONAL STAFF

The institution employs an instructional staff that is fully qualified and of adequate size to fulfill the objectives of the educational courses and/or program(s) regardless of mode of delivery.

<u>YES</u>	1. Instructors (including substitutes) hold teaching credentials demonstrating compliance with applicable state requirements. (D)
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Criterion 1

An institution is responsible for hiring instructors that hold teaching credentials demonstrating compliance with applicable state requirements.

During the on-site evaluation, the on-site evaluation team found that of the **three (3)** instructors employed, the institution had one (1) instructor with an expired **Cosmetology Instructor** license. The institution presented a copy the instructor’s license information from the state. The information states that instructor **Name** has a suspended **California Cosmetology Instructors** license and that she had submitted an application for a Cosmetology License Renewal on **Month Day, Year**.

Refer to the following table regarding the instructor with the expired license:

Instructor Name	License Number	License Type	License Expiration Date	Status
Name	xxxx	Cosmetologist	xx/xx/xxxx	Suspended as of xx/xx/xxxx

Refer to **Exhibit B - State License** information for **Name**

<u>YES</u>	2. The student/teacher ratio meets the state requirements, if applicable, and in the absence of state requirements, the student/teacher ration must not exceed 30 students in attendance per instructor. (O/A)
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Criterion 2

An institution is required to have a student/teacher ratio that meets the state requirements, if applicable, and in the absence of state requirements, the student/teacher ratio must not exceed thirty (30) students in attendance per instructor.

The state of **STATE NAME** does not have a mandated student/teacher ratio. On the day of the on-site evaluation, the on-site evaluation counted sixty-five (65) students in attendance. This was confirmed by a print out of an attendance roster for the date of the on-site evaluation showing that sixty-five (65) students were clocked in as in attendance. There were only two (2) licensed instructors, **Instructor Name** and **Instructor Name** present to supervise the students, which exceeds the required NACCAS ratio of thirty (30) students to one (1) instructor.

Refer to **Exhibit X – Student Attendance Roster**

<u>YES</u>	3. Qualified substitute instructors are familiar with the institution’s curriculum, policies and procedures. (A)
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<u>YES</u>	4. Qualified substitute instructors are used when needed. (A)
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Criterion 3 and 4

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On the day of the on-site evaluation the school stated that they do not use substitutes as the instructors are never ill. As the institution was unable to provide documentation of compliance with these criteria compliance could not be assured.

<u>YES</u>	5. Instructors, with the exception of substitutes, attend meetings according to the institution's policy, which shall require a meeting at least once annually. (D)
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Criterion 5

An institution's instructors are required to attend meetings according to the institution's policy which shall require a meeting at least once every twelve (12) months.

The institution's policy requires that instructor meetings are held **five (5)** times a year. During the on-site evaluation, the on-site evaluation team determined that instructor meetings are not being held according to policy. In **2013** the institution held **three (3)** meetings (**February, August, and September**). In **2012**, the institution held **one (1)** meeting (**August**).

Refer to **Exhibit B** – The institution's Staff Meeting Policy and Meeting Minutes

Criterion 5

An institution's instructors are required to attend meetings according to the institution's policy which shall require a meeting at least once every twelve (12) months.

During the on-site evaluation, it was determined that the institution's instructors are not attending staff meetings according to the institution's policy. The institution's policy requires that staff meetings will be held at least once every **three (3) months**. Upon review of the staff meeting minutes the on-site evaluation team determined that the meetings were not held every **three (3) months**. The institution could not provide documentation to demonstrate that meetings were held according to the policy provided to the on-site evaluation team.

The institution has held staff meetings **three (3)** times this year on the following dates:

Staff Meeting Dates	Time interval between meetings
xx/xx/xxxx	
xx/xx/xxxx	X months
xx/xx/xxxx	X months

Refer to the following Exhibits:

Exhibit C - Staff Meeting Policy

Exhibit D - Staff Meeting Minutes

<u>YES</u>	6. Instructor meeting topics are relevant to the institution's stated mission and educational objectives. (A)
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Criteria 5 & 6

An institution's instructors are required to attend meetings according to the institution's policy which shall require a meeting at least once every twelve (12) months. In addition, instructor meeting topics need to be relevant to the institution's stated mission and educational objectives.

The institution was unable to provide the on-site evaluation team with instructor meeting minutes for the **2013** calendar year. The institution's policy states that instructor meetings are held once per month; however, the institution did not have any documentation showing instructor meetings took place during **2013**. Therefore, the institution could not provide documentation to prove that instructor meetings are held and that meeting topics are relevant to the institution's stated mission and educational objectives.

Refer to **Exhibit B** – Staff Meeting Policy

<u>YES</u>	7. With each year of employment, each regularly employed instructor (but not substitute instructors) meets the applicable state requirements for continuing education or obtains 12 hours of continuing education, whichever is greater. This requirement shall not apply during the employee’s first year of employment. A year of employment shall be measured on a calendar basis or rolling 12-month basis, as defined by the institution’s policy. (D/A)
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<u>YES</u>	8. Continuing education, completed in person or online, includes a minimum of 4 hours in teaching methodology. (D)
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Criteria 7 & 8

Instructors are required to meet their state requirements for continuing education for licensure or certification renewal, but not less than twelve (12) hours of such activity each year, including a minimum of four (4) hours in teaching methodology per instructor.

The institution employs a total of **number (X)** regularly employed instructors. Of the **number (X)** instructors, the institution was unable to provide documentation showing compliance with the requirements of the institution’s continuing education policy for **number (X)** instructors. A review of the continuing education documentation provided to the on-site evaluation team revealed that the institution is not in compliance with the number of hours required per year. The institution did provide continuing education hours for **Name** and **Name** for the **2013** year; however, the certificates did not indicate the number of hours completed. The institution also provided continuing education hours for **Name** for the **2014** year which did not indicate the number of hours completed. Additionally, the institution provided evidence of registration for the **International Beauty Show** held **March 6-8, 2014**. However, the registration form provided only indicated the number of adult passes purchased and did not indicate the instructors who attended or what classes were completed at the show. The institution was not able to provide evidence of twelve (12) hours of continuing education which includes four (4) hours in teaching methodology for each regularly employed instructor for either the **2013** or **2014** calendar year.

Commented [C08]: If an instructor is employed less than 1 year, please note this as well in the limitation as they are not required to have completed the continuing education.

Refer to the following chart for a list of all regularly employed instructors.

Instructor Name	Hire Date	Number of CEU Hours Completed for 2013	Number of Missing CEU Hours for 2013

Refer to **Exhibit C** for a copy of the continuing education documentation provided by the institution.

Criterion 8

Each instructor is required to meet the state requirements for continuing education, but not less than twelve (12) clock hours of such activity each year. The twelve (12) hours of continuing education must include a minimum of four (4) clock hours of teaching methodology.

On the day of the on-site evaluation, the institution could not provide the on-site evaluation team with documentation showing that of the **number X** instructors, **Number X** instructors had completed four (4) hours of continuing education in teaching methodology.

Refer to the following chart for a list of the regularly employed instructors that did not have four (4) hours of continuing education in teaching methodology.

Instructor Name	Hire Date	Number of CEU Hours Completed	Number of Missing CEU Hours for 204	Number of CEU Hours Devoted to Teaching Methodology Completed for 2014	Number of CEU Hours Devoted to Teaching Methodology Missing for 2014

<u>YES</u>	9. Each instructor, with the exception of substitutes, shall receive and sign a written performance evaluation at least once <i>annually</i> . (D/A)
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Criterion 9

An institution is required to provide each instructor a written performance evaluation and each instructor is required to acknowledge receipt of the written performance evaluation at least once every twelve (12) months.

The institution’s policy requires that each instructor receive a written performance evaluation at least every twelve (12) months. On the day of the on-site evaluation the institution’s director, **Name**, informed the on-site evaluation team that each instructor receives a written evaluation once each year **on the date of the anniversary of the instructor’s date of hire or in [applicable Month] of each calendar year**. The on-site evaluation team reviewed the records of the **six (6)** full-time instructors. A review of instructor records revealed that **two (2)** instructors, **Name** (hired **Month Day, Year**), and **Name** (hired **Month Day, Year**) did not receive a written performance evaluation. **Name** confirmed that the evaluations had not been completed.

Refer to the following chart for the instructors’ names and dates of hire that did not **receive** or **acknowledge receipt of** a written performance evaluation:

Instructor Name	Date of Hire

<u>YES</u>	10. The evaluation includes, at a minimum, teaching preparation and effectiveness. (D)
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Criterion 10

An institution is required to provide each instructor a written performance evaluation, and the instructor is required to acknowledge receipt of the written performance evaluation, at least once every twelve (12) months. The evaluation must include, at a minimum, teaching preparation and effectiveness.

On the day of the on-site evaluation, a review of the written performance evaluations of **six (6) full time** instructors revealed in four **(4) instances** that the evaluation form used did not include the required component(s) of teaching preparation **and/or** teaching effectiveness.

Refer to the following chart for the instructors’ name and date of hire:

Commented [C09]: If an instructor is employed less than 1 year, please note this as well in the limitation as they are not required to have a completed performance review.

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Instructor Name	Date of Hire	Missing Element(s)

Refer to Exhibits X-AA for copies of the referenced instructors’ performance evaluations

III. ADMINISTRATIVE SERVICES

The institution has in place administrative policies and services appropriate to the educational courses and/or program(s). Such policies and services meet applicable federal, state, local, and NACCAS policies.

<u>YES</u>	1. The institution is legally authorized to provide training. (D)
<u>YES</u>	2. Appropriate licenses and certificates issued by state and/or other regulatory authorities are publicly displayed in accordance with state regulations. (O)
<u>YES</u>	3. The institution complies with applicable federal (including Title IV Federal Financial Aid), state, and local statutes and regulations governing the operations of the institution including the NACCAS <i>Rules of Practice and Procedure</i> . (A/O/D)

Criterion 3

Commented [JH10]: This limitation is regarding an unapproved Change of Ownership/Control

An institution is required to comply with applicable federal, state, and local statutes and regulations governing the operations of the institution including the NACCAS *Rules of Practice and Procedure*. Section 1.8 of the NACCAS *Rules of Practice and Procedure*, regarding “Equivalence”, requires that any institution seeking or holding accreditation from the National Accrediting Commission of Career Arts & Sciences and from another accrediting agency recognized by the U.S. Department of Education or seeking or holding a license, certification, or similar authorization or credential from another state or federal agency must describe itself in identical terms to each body with regard to ownership and ownership structure.

On the day of the on-site evaluation, the Eligibility Certification Approval Report (ECAR) that was provided to the on-site evaluation team did not reflect the ownership information that had been reported to NACCAS. The institution informed the on-site evaluation team that the ownership was changed in Year after one of the owners, Name, passed away; however, it was never officially reported to NACCAS. Therefore, the institution could not provide documentation to prove that it is in compliance with the NACCAS *Rules of Practice and Procedure*, specifically Section 1.8 of the *Rules* regarding “Equivalence.”

Ownership on record with NACCAS:

Chewbacca’s Cosmetology, LLC	100%
Sheldon Lee Cooper	100%

Ownership on the institution’s ECAR:

Chewbacca’s Cosmetology, LLC	100%
Leonard Leaky	100%

Refer to the following Exhibits:

Exhibit B for a copy of the ownership as listed with NACCAS.

Exhibit C for a copy of the ownership listed on the ECAR with the U.S. Department of Education.

Criterion 3

An institution is required to comply with the applicable federal, state, and local statutes and regulations governing the operations of the institution including the NACCAS Rules of Practice and Procedure. Section 4.14(a) of the Rules of Practice and Procedure requires that an institution must submit the appropriate Notification Form and fee to the Executive Director at least thirty (30) days before the change and NACCAs shall acknowledge the change. Furthermore, Appendix #10 regarding Description of Separate Facilities requires that a school is responsible and accountable to the Commission for its expanded campus facilities.

The institution has an expanded campus which was not reported to or approved by NACCAS located at **Address**. **This institution is located in strip mall type shopping plaza and is situated in Suite A. During the on-site evaluation campus tour, the on-site evaluation team was taken to additional classrooms located in Suite D of shopping center, a separate suite, which held classrooms for the Barbering and Esthetician programs.** There is no access to these classrooms in the expanded campus from the interior of the approved location of the institution located at **123 Cosmetology Road, Suite A, in Cosmetologytown, TX**. The institution did not submit a Notification Form 1 - Non-Substantive Change Form notifying NACCAS and seeking approval for this separate expanded campus facility located at **123 Cosmetology Road, Suite D, in Cosmetologytown, TX**. Therefore, the institution does not comply with Section 4.14(a) of the NACCAS Rules of Practice and Procedure and Appendix #10 regarding Expansion of Campus Facilities.

Commented [JH11]: This limitation is regarding an unapproved expanded campus

Criterion 3

The institution must comply with applicable federal, state, and local statutes and regulations governing the operations of the institution including the NACCAS Rules of Practice and Procedure. Pursuant to Section 1.3 of the NACCAS Rules of Practice and Procedure, institutions offering any program exceeding 150 hours in length and/or leading to licensure or certification must be approved by NACCAS.

On the day of the on-site evaluation, the on-site evaluation team reviewed **four (4) graduate** records. The on-site evaluation team reviewed the records of **graduate Name**, who was contracted for **X** scheduled hours from **Month Day, Year** to **Month Day, Year**. After further review of the enrollment agreement the on-site evaluation team found that the institution offered a **X** clock hour **Program Name**, which is not approved by NACCAS. The institution stated that it does not plan to seek approval for the program, and will discontinuing offering the **X** clock hour **Program Name**. [Also check to see and note if the graduate received Title IV student financial aid funding and/or if the program is listed on the ECAR.]

Refer to **Exhibit B – Student Name’s** enrollment agreement

Commented [JH12]: This limitation is regarding an unapproved program

Criterion 3

The institution must comply with applicable federal, state, and local statutes and regulations governing the operations of the institution including the NACCAS Rules of Practice and Procedure. Pursuant to Section 1.3 of the NACCAS Rules of Practice and Procedure, institutions offering any program exceeding 150 hours in length and/or leading to licensure or certification must be approved by NACCAS.

On the day of the on-site evaluation, the on-site evaluation team reviewed the list of current students provided by the institution. The list included **three (3) students** enrolled in a **X** clock hour **Program Name** program. The **X** program is not approved by NACCAS. **School Official Name**, insert name, stated that the institution has been offering the program since **X**. [Also check to see and note if the student is receiving Title IV student financial aid funding and/or if the program is listed on the ECAR.]

Refer to the following chart for current student information.

Commented [JH13]: This limitation is regarding an unapproved program

Student Name	Date of Enrollment	Start Date	Receiving Title IV?

Refer to **Exhibits B – D** for each student’s enrollment agreement

Criterion 3

Commented [JH14]: This limitation is regarding clinic work prior to the state-required timeframe

The institution must comply with applicable federal, state, and local statutes and regulations governing the operations of the institution including the NACCAS Rules of Practice and Procedure. According to the [insert name of state regulation and agency], “A student enrolled in a school shall not be permitted to work upon a patron paying for services until he or she has completed the freshman period of training and instruction. The freshman period shall be 10 percent of the total training hours specified for each course.”

On the day of the on-site evaluation the on-site evaluation team was made aware through student and faculty interviews that students were performing services on clients before reaching the required 10% of the total training hours for the **1600 clock hour Cosmetology program**. Therefore, the institution was unable to provide documentation showing that it is in compliance with applicable state and local statutes and regulations governing the operations of the institution.

Refer to **Exhibit A** – State Regulations

<u>YES</u>	4. The institution has adopted written operating policies and procedures. (D)
<u>YES</u>	5. The institution’s written operating policies and procedures are implemented and maintained effectively. (A)
<u>N/A</u>	6. The institution has controls in place to ensure operations, programs, and staff meet the requirement for administrative capacity and capability.(D/O/A) This criterion is not reviewed during the on-site evaluation as it is currently reviewed and determined by the Commission.
<u>YES</u>	7. The institution has current, signed participation agreement(s) (Title IV, Veteran’s Administration, Work Force Development, etc.) and Eligibility Certification Approval Report (ECAR) listing approved courses and/or programs, if applicable. (D)
<u>YES</u>	8. Advertising conforms to the NACCAS <i>Policy on Advertising</i> . (D)

Criterion 8

The institution is currently not in compliance with the NACCAS Policy on Advertising. An institution is required to maintain advertising that is accurate with regard to the institution or program. In addition, an institution is required to maintain current data sufficient to prove the truthfulness of any quantitative claim.

The institution provided samples of its advertising and the following issues were noted by the on-site evaluation team:

- On one (1) of the institution’s advertising documents, it states “No Money down;” however, the institution requires a \$2500 deposit on the enrollment agreement. On a separate document, the institution indicated that a \$500 deposit is required.
- On the document stating “No Money Down,” the institution advertised a “**99% passing of SC barber state board;**” however, the institution was unable to provide the on-site evaluation team any supporting documentation regarding how that information was gathered. The additional advertising provided to the on-site evaluation team also had different outcome rates than what was listed on the previously referenced advertising document, as well as in the catalog.

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- Another advertising document was provided to the on-site evaluation team which referred to the institution as “**Personal Touch Beauty & Barber**”. Per Item 1(e) of NACCAS’ *Policy III.02; 1(e): Off-site advertising (not on the premises of the school) must include the approved name of the school.*” The institution was informed that the name “**Personal Touch Beauty & Barber**” does not identify the institution as a school. Therefore, “**Personal Touch Beauty & Barber**” is not a compliant or approved alternate name of the institution.

Refer to **Exhibit A** for copies of advertising, as well as, outcome rates listed in the catalog.

Criterion 8

An institution’s advertising is required to conform to the NACCAS Policy on Advertising.

The *Policy of Advertising* allows for a maximum of two (2) alternate names which are shortened versions of the institution name which clearly identify it as the same institution. The institution is approved by NACCAS to utilize **one (1)** alternate name: **NACCAS School**. During the on-site evaluation, the on-site evaluation team noted **two (2)** unapproved alternate names being used on the institution’s outside signage: **NACCAS School of Cosmetology**; and **NACCAS College**. The institution is not approved by NACCAS to use these alternate names nor are the alternate names in compliance with the *Policy on Advertising*. Therefore, the institution was unable to provide documentation to prove that its advertising conforms to the *NACCAS Policy on Advertising*.

Refer to the following **Exhibits**:

Exhibit C for a photograph of the outside sign of the expanded campus facility

Exhibit D for a photograph of the outside sign of the main campus facility

<u>YES</u>	9. The institution maintains copies of any training agreements with government agencies, school districts and/or other entities, if applicable. (D)
<u>YES</u>	10. The institution guarantees each student (or parent or guardian if the student is a dependent minor) access to that student's records. (D)
<u>YES</u>	11. The institution must have a policy regarding the release of student information which is in compliance with local, state, and federal law (FERPA). (D)
<u>YES</u>	12. The institution provides access to student and other institution records as required for any accreditation process initiated by the institution or by the National Accrediting Commission of Career Arts and Sciences, or in response to a directive of the Commission. (D)
<u>YES</u>	13. All institutional records related to accreditation (NACCAS Standards and Policies) must be maintained from the effective date of the most recent grant or renewal of accreditation and in accordance with state and federal law. Newly accredited institutions that do not have a six-year accreditation history must maintain records from the Candidate Consultation visit forward. Student records must be maintained in accordance with state and federal law. (O)
<u>YES</u>	14. All institution records are maintained and safeguarded against loss, theft, identity theft, or damage. (O)

Criterion 14

An institution is required to maintain and safeguard all institution records against loss, theft, identity theft, or damage.

On the day of the on-site evaluation, the institution was unable to provide **one (1)** of the student records in the selected record sample of **eight (8)** students. Specifically, the institution was unable to locate the student record and record of current student **insert student name**. According to the list of current students provided to the on-site evaluation team, **insert student name** started classes on **insert class start date**. The institution’s director stated that this record was missing. Therefore, the on-site evaluation team determined that institution was not responsible in fulfilling the requirements to maintain safely institution records against loss, theft, identity theft, or damage.

<u>YES</u>	15. The institution utilizes technologies and practices that are effective in verifying the identity of a distance-learning student who participates in class or coursework (such as a secure login and pass code or proctored examinations) while protecting student privacy. (A)
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<u>YES</u>	16. Any information provided to applicants, enrollees, or students that is relevant to their decision to enroll in the institution or to satisfactorily complete the course and/or program must be available in the language in which the course will be taught. (A/D)
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Criterion 16

Any information provided to applicants, enrollees, or students that is relevant to their decision to enroll in the institution or to satisfactorily complete the course and/or program must be available in the language in which the course will be taught.

During the on-site evaluation **nine (9) current** student records were selected for review. The institution currently teaches in the following languages: **English, Spanish, and Russian**. A review of the selected student records revealed that the institution is not executing enrollment agreements in the languages in which the course is being taught. The institution indicated that only **one (1)** out of the **nine (9) current** student records selected for review was enrolled in a program delivered and taught in **English**. All other current students’ records selected for review were found to have **English** enrollment agreements in programs which were being taught in either **Spanish or Russian**.

Refer to following chart indicating the current student records selected for review and the language in which the student enrolled in.

Student Name	Program	Start Date	Program Language	Enrollment Agreement Language

Refer to the corresponding **Exhibits D-L** for a copy of each students’ enrollment agreement.

IV. ADMISSIONS POLICIES AND PROCEDURES

The institution has published student admissions policies that are appropriate for the educational courses and/or program(s), and the institution follows these policies.

<u>YES</u>	<p>1. The institution's admission policies require that each student meet one of the following (D):</p> <ul style="list-style-type: none"> a. Have successfully completed high school or its equivalent as evidence by any of the items on the following non-exhaustive list: copy of diploma, copy of GED certificate, copy of a transcript showing high school completion, or a certificate of attainment (only applicable to non-Title IV recipients), etc.; or b. Have evidence of completion of home schooling that state law treats as a home or private school. If the state issues a credential for home schooling, maintain this credential; or c. Have the ability to benefit from the training, according to the NACCAS <i>Ability to Benefit Policy</i>. d. Have evidence that verification of a foreign student's high school diploma has been performed by an outside agency that is qualified to translate documents into English and confirm the academic equivalence to a U.S. high school diploma. e. If attending under a training agreement with a government agency, school district, and/or other entity, meets the admission requirements set out in the training agreement and/or applicable state licensing or certification regulations.
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<u>YES</u>	<p>2. A limited number of secondary students who are not enrolled under a training agreement as described in item d above (no more than 10% of the number of students currently enrolled) may be admitted if the applicant meets the state requirements for admission, obtains permission in writing from the secondary school in which they are enrolled and successfully completed a pre-enrollment evaluation as established by the institution. (D)</p>
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<u>YES</u>	<p>3. The institution's written catalog complies with the NACCAS <i>Catalog Requirements</i>. (D)</p>
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Criterion 3

The institution's catalog must comply with the NACCAS Catalog Requirements and Checklist.

A review of the institution's catalog revealed that the policy is missing a number of the required *Checklist* items as detailed in Policy IV.04: *Catalog Requirements and Checklist*. The institution was notified of the missing or incorrect items and given the opportunity to correct its catalog. The institution was not able to revise its catalog prior to completion of the on-site evaluation. Therefore, the institution was unable to provide documentation to prove that its catalog complies with the NACCAS *Catalog Requirements and Checklist*.

The following is a comprehensive list of the missing and/or incorrect items:

- *Item 3:* This item is missing. The date of publication must be identified in the catalog.
- *Item 4:* While the mission statement indicates that the institution is preparing graduates using quality education, it does not clearly identify the institution as one preparing graduates for employment.
- *Item 8:* This item is missing. Please identify the name, nature, and level of occupation for which training is provided.
- *Item 9:* The catalog does not address the 450 clock hour Instructor program that the institution is approved to offer. Please revise the catalog to include all pertinent and relevant information regarding this program.
- *Item 9:* The number of clock hours in each program offered by the institution in sufficient detail to show the scope and sequence of units included was missing from the catalog. While the catalog indicates the topics in each program, the hours devoted to each unit were not outlined.
- *Item 10:* This item is missing. The catalog must include a description of the institution's general facilities and equipment.

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- *Item 15:* This item is missing. The catalog must include a clear statement that the institution does not guarantee employment and describe the nature of employment assistance.
- *Item 16:* The school calendar of beginning dates of classes with holidays and school closures is outdated, as it is from 2008. The catalog must include a current school calendar of beginning dates of classes for each course and/or program, as well as, holidays and dates of school closures.
- *Item 17:* The non-discrimination statement on page seven (7) of the catalog is missing the words “ethnic origin.” The catalog must include a statement that the institution does not discriminate on the basis of sex, race, age, color, ethnic origin, or religion.
- *Item 18:* This item is missing. The catalog must include the name(s) of the institution’s owner(s).
- *Item 27e:* This item is missing from the catalog. The catalog must identify the methods (i.e. cash, credit card, money order, check, Title IV, loan, etc.) and terms of payment of monies owed to the institution.

Refer to **Exhibit B** – The institution’s catalog

<u>YES</u>	4. Before accepting an applicant for admission, the institution provides the applicant access to the institution’s catalog. (D)
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Refer to **Criterion 19** for limitations for all four (4) Pre-Enrollment criteria.

<u>YES</u>	5. Before enrollment each applicant is provided access to written information that accurately reflects the most recent annual report statistics. (D)
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Criterion 5

Before enrollment, an institution is required to provide access to written information that accurately reflects the most recent Annual Report year statistics.

During the on-site evaluation, the on-site evaluation team determined that the institution’s reported Annual Report year statistics were not accurate. **This is due to the fact that the institution was including students enrolled under a training agreement in the calculation of the NACCAS Annual Report rates.** Therefore, the institution has not provided applicants with access to written information that accurately reflects the most recent Annual Report year statistics. The institution was informed that it can only count the students directly enrolled at **Institution Name**.

Refer to **Criterion 19** for limitations for all four (4) Pre-Enrollment criteria.

<u>YES</u>	6. Before enrollment each applicant is provided access to written information that accurately reports the certification or licensing requirements of the jurisdiction for which it is preparing graduates. (D)
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Refer to **Criterion 19** for limitations for all four (4) Pre-Enrollment criteria.

<u>YES</u>	7. The institution uses an enrollment agreement that complies with the NACCAS <i>Enrollment Agreement Requirements</i> . (D)
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<u>YES</u>	8. The enrollment agreement must be fully executed prior to the enrollee starting classes. (D)
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Commented [JH15]: This limitation is regarding an inaccurate Annual Report due to training agreement students

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Criteria 8, 9 & 10

The institution's enrollment agreement does not comply with NACCAS' Enrollment Agreement Requirements and Checklist.

NACCAS requires that enrollment agreements have a calculated completion date. A review of twelve (12) of the thirteen (13) current student records reviewed on the day of the on-site evaluation revealed that the enrollment agreements did not include a calculated completion date but only stated a month and a year for completion. Additionally, the calculated program completion length was either stated in months or years instead of the amount of weeks required to complete the program. This discrepancy was brought to the attention of the institution's Administrative Manager, Name, and s/he acknowledged the discrepancies. Therefore, it was also determined that the institution was not fully executing enrollment agreements prior to enrollees and/or legal guardians starting classes nor maintaining or providing fully executed enrollment agreements to students.

Table with 6 columns: Student Name, Status, Program of Study, Listed Start Date on Enrollment Agreement, Term to End (Calculated Completion Date), Length of Program (Listed on Enrollment Agreement). The table contains 12 empty rows.

Refer to Exhibits B-M for copies of current students' enrollment agreements

Table with 2 columns: YES, 9. A copy of the fully executed enrollment agreement is provided to the student and legal guardian, as applicable. (D)

Table with 2 columns: YES, 10. A copy of the fully executed enrollment agreement is maintained by the institution. (D)

Criteria 9 & 10

A copy of the fully executed enrollment agreement is required to be provided to the enrollee and the legal guardian, if applicable. Additionally, a copy of the fully executed enrollment agreement must be maintained by the institution.

During the on-site evaluation five (5) current student records were selected for review. Upon review of the current student records it was determined in all five (5) instances that the institution is not fully executing the enrollment agreements. NACCAS defines a "Fully Executed Enrollment Agreement" as:

One that clearly outlines the obligations of the institution and the student, including all required elements of the Enrollment Agreement Requirements, having no blanks. Where a portion of the enrollment agreement does not apply, "Not applicable" or "N/A" is written or a dash is placed through the space. Where changes are made, changes are initialed by all applicable parties or changes are outlined on an addendum to the contracted signed by all applicable parties.

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During review of the student records, it was found that the institution offers students leaves of absence; however, the institution has not amended the enrollment agreement and subsequent contract end dates per the requirements of Policy IV.06: *Leave of Absence Policy*. Of the five (5) current student records reviewed, five (5) student records were found to contain Leave of Absence approval forms. The student records contained no documented evidence of a revised contract end date.

Refer to the following chart listing the students found to be on or who have taken a leave of absence.

Name	Program	Start Date	Original End Date	LOA Period	Revised End Date	Other Error(s)

Refer to Exhibits B-F for copies of students' enrollment agreements and the corresponding LOA Forms

<u>YES</u>	11. If the institution has a leave of absence policy, it must be in compliance with the NACCAS <i>Leave of Absence Policy</i> . (D)
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<u>YES</u>	12. The institution accurately implements the Leave of Absence Policy, as applicable. (D)
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Criterion 12

The NACCAS Leave of Absence Policy states that in order to qualify for a leave of absence an institution must have a formal leave of absence policy that requires that all leaves of absence be applied for in advance (unless unforeseen circumstances arise), include the reason for the request and include the student's signature. Item 8 of the NACCAS Leave of Absence Policy additionally states, "The institution must extend the student's contract period by the same number of days taken in the [leave of absence]. Changes to the contract period on the enrollment agreement must be initialed by all parties or an addendum must be signed and dated by all parties."

The Leave of Absence (LOA) – Re-Entry policy of Volunteer Beauty Academy states:

If it becomes necessary for a student to interrupt his/her training, students must notify the manager in advance. If an unforeseen circumstance prevents a student from doing so, the school will document the reason and collect the request at a later date. To receive n (sic) LOA, the school will expect the student to return from the leave before granting the leave. A student will re-enter at the same status as when they went on leave and no additional charges will be added due to the LOA. When on a leave of absence a student's contract period is extended by the same number of days as taken on the leave. Any changes of period to the enrollment agreement will be documented by an addendum and signed and dated by all parties. A student is not allowed to exceed 180 days of combined days of LOA during a 12-month period. A student on an LOA is not considered withdrawn and therefore no refund calculation is required. If a student does not return from an LOA the date for the refund calculation will always be the last day attended.

The leave of absence policy of the institution complies with NACCAS requirements.

However, the institution was not implementing its policy in accordance with the NACCAS *Leave of Absence Policy* and its own Leave of Absence (LOA) – Re-Entry policy. The on-site evaluation team selected the records of four (4) current students, two (2) graduates and two (2) withdrawn students for review during the on-site evaluation. The on-site evaluation team reviewed the "Change of Status/ Enrollment Agreement Addendum" forms contained in the records selected for review. In seven (7) instances, the on-site evaluation team found that the institution was not correctly implementing its Leave of Absence (LOA) – Re-Entry policy, and its own policies for completing documents.

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It appeared that students were placed on a leave of absence or change of schedule (i.e. changing from full time to part time, etc.) without extending the students' contract end date. Moreover, the student records did not contain either a revised enrollment agreement or addenda to the original enrollment agreements. Lastly, it was noted that the Change of Status/ Enrollment Agreement Addendum form states in the directions that the institution should, "Attach Exit Interview with the form if the student was graduating, dropping, or taking a leave of absence." However, none of the records reviewed during the on-site had an exit interview form attached to the Change of Status/ Enrollment Agreement Addendum.

The chart below and accompanying documentation typifies how the school is documenting leave of absence requests.

Name	Program	Status	Number of LOAs Taken	Addendum Problem(s)
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Refer to the following Exhibits:

- Exhibit A - Leave of Absence Policy found in the Catalog
- Exhibit B –Amber Chism’s Change of Status/ Enrollment Agreement Addendums
- Exhibit C – Felecia Elmore’s Change of Status/ Enrollment Agreement Addendums
- Exhibit D – Debra Gardner’s Change of Status/ Enrollment Agreement Addendums
- Exhibit E- Nicole Quinn’s Change of Status/ Enrollment Agreement Addendums
- Exhibit F – Angela Rose’s Change of Status/ Enrollment Agreement Addendums
- Exhibit G - Kiswaniah Shaw’s Change of Status/ Enrollment Agreement Addendums
- Exhibit H – Amy Ybarra’s Change of Status/ Enrollment Agreement Addendums

<u>YES</u>	13. The institution's policies clearly state that the institution does not discriminate on the basis of sex, age, race, color, religion, or ethnic origin in admitting students. (D)
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<u>YES</u>	14. The institution has a policy that clearly defines how training or education received at another institution is applied to the receiving institution's course or program requirements for graduation (including the possibility that no such transfer credit is granted). (D)
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<u>YES</u>	15. The institution maintains a list of institutions with which it has established an articulation agreement, if applicable. (D)
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<u>YES</u>	16. The institution's practices are consistent with its admissions policies and requirements. (D)
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Criterion 16

The institution's practices must be consistent with its admissions policies and requirements.

The institution's admissions policy requires the following:

Proof that the student successfully completed high school as evidenced by a copy of the diploma, copy of GED certificate, an official transcript, or a certificate of attainment.

During the on-site evaluation **fourteen (14) current** student records were selected for review. For all fourteen (14) of the current student records reviewed during the on-site evaluation, the institution was unable to provide the on-site evaluation team with proof of

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education. As the institution is not maintaining proof of education in student records, the on-site evaluation team determined that the institution is not following its published admission's policy and requirements.

Refer to the following chart for a list of the current student records selected for review.

Student Name	Program	Start Date	Deficiency

Refer to **Exhibit L** for a copy of the institution's admissions policy.

Criterion 16

The institution's practices must be consistent with its admissions policies and requirements.

The institution's admissions policy requires the following: **"Proof that the student successfully completed high school as evidenced by a copy of the diploma, copy of GED certificate, an official transcript, or a certificate of attainment."** During the on-site evaluation **five (5) current** student records were selected for review. Based upon a review of the current student records, it was determined in **three (3) of the five (5) instances** that the institution did not meet its published admission policies.

During review of the student records, it was found that the institution accepted **one (1) student through self-certification, one (1) student without proof of education, and one (1) with a transcript indicating the student withdrew from high school.**

Refer to the following chart listing the students not meeting the institutions published admissions requirements.

Name	Program	Start Date	Proof of Education
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Refer to the following **Exhibits**:

Exhibit L – Self-Certification for Student Name

Exhibit M – High School Transcript for Student Name

Exhibit N – Admission Policy

Criterion 16

The institution's practices must be consistent with its admissions policies and requirements.

Upon review of the institution's catalog it was determined that the institution requires the following criteria for admission.

- A high school diploma, or its equivalent, GED, or a transcript showing high school completion;
- Documentation of proof of age;
- A letter of recommendation; and
- An admissions essay.

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On the day of the on-site evaluation, the on-site evaluation team selected five (5) current student records for review. Upon review, it was determined in all five (5) current student records that the institution did not document all admission criteria. Specifically, the institution did not document a letter of recommendation and an admissions essay in all five (5) current student records. Therefore, the institution could not provide documentation to prove that practices are consistent with its admissions policies and procedures.

Refer to the table for information regarding the current student records reviewed.

Name	Program	Start Date	Missing Admissions Requirement
			•
			•
			•
			•
			•

Refer to **Exhibit C** – The institution’s admissions policy

Criterion 16

The institution’s practices must be consistent with its admissions policies and requirements.

The institution’s admissions policy requires the following: “...proof of a high school diploma or GED or its equivalent.” During the on-site evaluation **four (4)** current student records were selected for review. Based on a review of the current student records, it was determined in **one (1) of the four (4)** instances that the institution did not meet its published admissions policy.

During review of the student records, it was found that the institution accepted **one (1)** student with an **online, out of state diploma** that could not be verified as valid.

Refer to the following chart listing the student not meeting the institution’s published admissions requirements.

Name	Program	Start Date	Proof of Education
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Refer to the following **Exhibits**:

Exhibit B – Diploma and transcript for Harley Curtis

Exhibit C – Internet Search Documents

<u>YES</u>	17. The institution notifies distance learning students at the time of registration or enrollment of any projected additional student charges associated with the verification of student identity. (D)
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<u>YES</u>	18. If an institution offers a program that is longer than the state requirements, before enrollment, each applicant is provided the rationale for completing the additional hours and the benefits to be derived from the additional training. (D)
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Criterion 18

An institution that offers a program that is longer than the state requirement is required to provide each applicant with the rationale for completing the additional hours and the benefits to be derived from the additional training prior to enrollment. Michigan state law states that to become licensed as a manicurist or esthetician an individual must complete a program of study of not less than 400 clock hours.

Institution Name offers **two (2)** programs: **Program Name** for **X** clock hours; and **Program Name** for **X** clock hours. The **X** clock hour **Program Name** and **Program Name** exceed the state requirements by **[state percentage amount]**. As of the date of the evaluation for renewal of accreditation, the institution had students enrolled in **both programs**.

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The on-site evaluation team requested the documentation that Institution Name provides to applicants of its X clock hour Program Name and X clock hour Program Name with the rationale for completing the additional hours and the benefits to be derived from the additional training prior to enrollment. The institution provided the on-site evaluation team with a "Document Name" for both of these programs. However, the student records reviewed did not contain evidence that the applicable students received the document prior to enrollment and the school admitted that it is not providing the document to students prior to enrollment.

During the evaluation for renewal of accreditation, Institution Name revised its catalog so that the rationale for completing the additional hours and the benefits derived from the additional training are now contained in the catalog which is provided to students prior to enrollment.

Refer to the following Exhibits:

Exhibit WW – [Provide the state regulation]

Exhibit XX – [Provide document from school given to on-site evaluation team]

Criterion 18

An institution that offers a program that is longer than the state requirement is required to provide each applicant with the rationale for completing the additional hours and the benefits to be derived from the additional training prior to enrollment.

Illinois state law states that to become licensed, an individual must complete the program of study as follows:

Cosmetologist - 1500 Clock Hours

Nail Technician – 350 Clock Hours

Institution Name offers five (5) programs: Cosmetology/Nails for 1700 clock hours; Cosmetology for 1540 clock hours; Cosmetology Teacher for 1000 clock hours; Nail Technology Teacher for 625 clock hours; and Nail Technology for 400 clock hours. The X program for X clock hours, X program for X clock hours, and X program for X clock hours exceed the state requirements. As of the date of the on-site evaluation for renewal of accreditation, the institution had students enrolled in the X program for X clock hours.

The on-site evaluation team requested the documentation that Institution Name provides to applicants of its X clock hour X program, X clock hour X program, and X clock hour X program with the rationale for completing the additional hours and the benefits to be derived from the additional training prior to enrollment. The institution provided the on-site evaluation team with the course descriptions located in the school catalog for all of these programs. However, the course outlines did not provide rationale for completing the additional hours and benefits to be derived from the additional training prior to enrollment. Additionally, the student records reviewed did not contain evidence that the applicable students received the document prior to enrollment and the school admitted that it is not providing the document to students prior to enrollment.

Refer to the following Exhibits:

Exhibit B – State regulations for Illinois

Exhibit C –Course Descriptions: Cosmetology/Nails; Cosmetology; and Nail Technology

Table with 2 columns: YES and 19. Before enrollment, each applicant is provided access to written information that reflects generally known prerequisites for employment and factors that might preclude an individual from obtaining employment in the field for which training is provided such as (D): licensure requirements, regulatory oversight restrictions, physical requirements of the industry, ability to meet requirements sets forth by employers.

Criteria 4, 5, 6, & 19

Before accepting an applicant for admission, an institution must provide the applicant access to the following information:

Access to the institution's catalog;

Access to written information that accurately reflects the most recent Annual Report year statistics;

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*Access to written information that accurately reports the certification or licensing requirements for which it is preparing graduates;
and*

Access to written information that reflects generally know prerequisites for employment and factors that might preclude an individual from obtaining employment in the field for which training is provided, such as (a) licensing requirements, (b) regulatory oversight restrictions, (c) physical requirements of the industry, and (d) ability to meet requirements set forth by employers.

On the day of the on-site evaluation, the on-site evaluation team reviewed **eight (8)** current student records. The institution was unable to verify and/or document that the institution was providing students with access to the abovementioned required pre-enrollment information prior to being admitted in all student records reviewed. When this was addressed with the administrators of the institution, it was found that the institution **that the institution was providing with students with this information after enrollment as the date on the pre-enrollment checklist was after the date the students signed his/her enrollment agreement.**

Student Name	Status	Program of Study	Date Pre-Enrollment Checklist Signed	Date Enrollment Agreement Signed	Class Start Date

Refer to **Exhibits B-M** for copies of current students' enrollment agreements and pre-enrollment checklist

V. STUDENT SUPPORT SERVICES

The institution has in place student support services which provide appropriate information and advice to students.

<u>YES</u>	1. The institution provides access to orientation programs on or before the first day of class. (If the institution intends to award hours or credits for orientation, the orientation must be part of the institution’s curriculum, if permitted by state and federal law. (A)
a. <u>YES</u> b. <u>YES</u> c. <u>YES</u> d. <u>YES</u>	2. The orientation program provides, at a minimum, information about (A): a. the instructional course or program, b. the educational objectives of each program or course, c. administrative policies affecting students, and d. support services available to students.
<u>YES</u>	3. Students are provided with academic advising and additional assistance as necessary. (A)
<u>YES</u>	4. Contact information for professional assistance is made available to students. (A)
a. <u>YES</u> b. <u>YES</u> c. <u>YES</u> d. <u>YES</u>	5. The institution offers employment assistance to help graduates’ efforts to secure education-related employment that includes, but is not limited to training in (D): a. Professionalism; b. Resume development; c. Interview preparation; d. Job search skills.
<u>YES</u>	6. Information and advice on any available financial assistance is accessible to students. (A)
<u>YES</u>	7. The institution has an internal complaint or grievance procedure to consider student complaints that complies with the NACCAS <i>Internal Grievance Procedure Policy</i> . (D)

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<u>YES</u>	8. The institution implements the <i>Internal Grievance Procedure Policy</i> as applicable. (A)
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VI. CURRICULUM

The institution offers educational courses and/or programs congruent with the mission of the institution and its educational objectives. Courses and/or programs incorporate job market requirements in instruction through involvement with the institution’s Advisory Committee. The institution ensures that all courses and/or programs offered by the institution, regardless of location or mode of delivery, are qualitatively consistent.

<u>YES</u>	1. Courses and/or programs are congruent with the mission of the institution and its educational objectives. (A/O)
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<u>YES</u>	2. Courses and/or programs meet the state requirements where the student is seeking licensure and/or certification, if applicable. (A/O)
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Criterion 2

An institution’s courses and/or programs must meet the state requirements where the student is seeking licensure and/or certification.

The institution’s **Name** program does not meet the state requirements where students are seeking licensure. The program outline provided by the institution describes the content and units of instruction of **X** clock hours. The state of **X** requires a total of **X** clock hours for the **Name** program. The **Board of Barbering and Cosmetology** prescribes specific curriculum requirements for the **Name** program by detailing the amount of hours that must be devoted to each topic. Specifically, the institution was lacking **X** hours in **X** subject topic [include this information for each topic. You may use a list/bullet points, if necessary]. The institution’s program outline does not meet these specifications, nor could the institution provide additional documentation verifying that its program meets the **state’s** minimum requirements.

Refer to the following Exhibits:
Exhibit I – Program Outline
Exhibit J – Copy of State Board Regulations detailing the Requirements for the **Program Name**

<u>YES</u>	3. Each student is provided with a written program and/or course outline, at the beginning of the program and/or course. (D)
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a. <u>YES</u> b. <u>YES</u> c. <u>YES</u> d. <u>YES</u> e. <u>YES</u> f. <u>YES</u>	4. The course and/or program outlines(s) must include each of the following elements (D): a. Name of the course or program; b. Course and/or program description c. Course and/or program educational objectives; d. Contents of the units of instruction and, as applicable, hours, credits and/or competencies devoted to each unit; e. Instructional methods used to teach the course and/or program; f. Grading procedures.
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Criteria 3 & 4

The institution is required to provide each student with a written and/or course outline at the beginning of the program and/or course.

The institution indicated that the program and/or course outlines are provided to the students prior to enrollment in the catalog. Upon review of the institution’s catalog, the course and/or program outlines provided in the catalog were missing two (2) required elements: course or program educational objectives and grading procedures. Additionally, the institution was unable to provide documentation to prove that each current student is provided with a written and/or course outline at the beginning of the program and/or course.

Refer to the table for a list of current student records reviewed during the on-site evaluation.

Student Name	Program	Start Date
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a. <u>YES</u> b. <u>YES</u> c. <u>YES</u> d. <u>YES</u>	5. In order to fulfill program and/or course requirements, the institution makes available to students the following (A/O): a. Textbooks and/or text materials, b. Supplementary instructional resources, c. Equipment, as applicable, d. Products and supplies, as applicable.
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Criterion 5c & d

An institution is required to make available to students equipment, products and supplies, as applicable.

On the day of the on-site evaluation, the on-site evaluation team interviewed a total of **ten (10)** students. Of the **ten (10)** students interviewed, **eight (8)** stated that they did not have adequate supplies as they did not receive their kits and supplies on time. This was noted on each of their Student Survey/Interview Forms by making comments recorded and written on the form and/or by answering “No” to the questions “Are the textbook(s) and classroom materials adequate?” or “Are the products and supplies adequate?” The institution provided email documentation with vendors showing that several items from the student kit were on back order.

Also, all **three (3)** of the **Esthetician** student interviews included within the **eight (8)**, stated that there were not adequate facial chairs to accommodate the **eighteen (18)** students enrolled. The equipment available includes a total of **four (4) fully functioning facial chairs and one (1) partially functioning chair**. Each student made this comment which was recorded on their Student Survey/Interview Form and all **three (3)** answered “No” to the question, “Is the equipment provided for your training adequate?” In particular, the students stated in interviews that they do not have adequate access to the equipment to complete required practical applications. In addition to the student interviews, the on-site evaluation team observed an overcrowded **esthetics** room on the day of the on-site evaluation.

Therefore, based on feedback received through student interviews and the documentation showing the items on back order, the on-site evaluation team determined that the institution was not consistently providing students with their kits and supplies needed in a timely manner. Based on these facts, the on-site evaluation team concluded that the school is not providing kits and supplies in a timely manner in the **Cosmetology, Esthetician and Manicure** programs.

Refer to the following **Exhibits**:

Exhibit E – Eight (8) Student Survey/Interview Forms

Exhibit F – Email showing items on back order

<u>YES</u>	6. The institution provides students and teachers with access to current written reference materials to support the educational course and/or program(s) offered. (A/O)
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<u>YES</u>	7. Courses and/or programs offered by the institution comply with the applicable regulatory agency curriculum requirements. In the absence of oversight agency regulations regarding curriculum, courses and/or programs are designed to meet industry standards using feedback from the institution’s Advisory Committee and required elements of the state and/or national examination, if applicable, and/or requirements defined in oversight agency’s statutes or regulations for licensure. (D)
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<u>YES</u>	8. Each course and/or program provides instruction on the regulations governing the scope of practice for which students are training. (A)
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<u>YES</u>	9. Each program or course provides supervised instruction in the applicable skills and competencies. (A)
<u>YES</u>	10. Academic and practical learning precede student salon or clinic activities, as applicable. (D)
<u>YES</u>	11. Academic and practical learning methods (e.g. discussion, question and answer, demonstration, cooperative learning, distance learning, problem solving, interactive lecture, individualized instruction, student and classroom presentations, labs and student salon activities) are used during the program. (A/O)
<u>YES</u>	12. Effective training aids and audiovisual materials are used to supplement the instructional process. (A/O)
a. <u>YES</u> b. <u>YES</u> c. <u>YES</u> d. <u>YES</u>	13. Instruction in classrooms, labs, student salons, and/or via distance learning, if applicable, is effectively organized as evidenced by (D): a. Program and/or course outlines b. Lesson objectives c. Evaluations d. Other applicable instructional materials
a. <u>YES</u> b. <u>YES</u>	14. To offer a course and/or program that exceeds the required minimum course length by more than 50%, the institution must justify the course or program length. In accordance with the mission of the institution, the justification must state how the course or program length is necessitated by the following factors (D): a. Industry needs as determined and/or recommended by the institution's Advisory Committee; b. Special academic needs of the students served.
<u>YES</u>	15. If an institution participates in an externship, the institution's externship complies with all applicable requirements established by the state regulatory agency, however, not to exceed 10% of the total course and/or program hours. In the absence of regulations promulgated by the state regulatory agency, the institution's externship will comply with the NACCAS <i>Externship Requirements Policy</i> . For programs that fall within the scope of Health (wellness) and related programs the externship requirements may (upon approval of the program) exceed 10% and must be in compliance with federal, state, and local regulations. (D)
<u>YES</u>	16. The institution is responsible for the management, control, and delivery of distance education instruction. (D)

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<u>YES</u>	17. Distance education cannot be used as a mode of delivery for more than 50% of any program. (D)
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<u>YES</u>	18. If the institution offers a distance education program it must have a policy in compliance with NACCAS <i>Policy on Distance Education, Policy VI.02</i> (D)
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<u>YES</u>	19. The institution implements the <i>Policy on Distance Education</i> , as applicable (A/O/D)
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VII. FINANCIAL PRACTICES AND MANAGEMENT

The institution maintains a sound financial condition and has qualified financial management.

<p><u>N/A</u></p> <p><u>N/A</u></p>	<p>Criteria 1 through 3 pertain to the institution’s financial statements are not reviewed during an on-site evaluation. They are considered confidential and are submitted annually with due dates based on the institution’s fiscal year.</p> <p>1. Not Reviewed On-Site (D)</p> <p>2. Not Reviewed On-Site (D)</p> <p>The institution’s financial statements are not reviewed during an on-site evaluation but are submitted to the NACCAS Director of Finance and Commission to determine if they are in compliance with Standard VII.</p>
<p><u>YES</u></p>	<p>3. Unless superseded by a state-, federal-, or program-mandated refund policy, the Institution shall adopt a policy that complies with the NACCAS <i>Withdrawal and Settlement Policy and Checklist</i>. (D)</p>
<p><u>YES</u></p>	<p>4. Institutions participating in federal Title IV financial aid programs must perform both an institutional refund calculation and a Return to Title IV calculation. (D)</p>
<p><u>YES</u></p>	<p>5. The institution applies the applicable refund policy to all terminations for any reason, by either party, including student decision, course and/or program cancellation, or institution closure. (D)</p>
<p><u>YES</u></p>	<p>6. The institution maintains evidence that institutional refunds are received by the recipient in a timely manner, such as, but not limited to, cancelled check, bank reconciliation, signed receipt of delivery, or documentation that funds were disposed of in accordance with applicable federal or state regulations. (D)</p>
<p><u>YES</u></p>	<p>7. The institution accurately implements the applicable refund policy. (D)</p>

Criteria 5, 6 & 7

The institution is required to apply applicable refund policies to all terminations for any reason, by either party. In addition, the institution must maintain evidence that institutional refunds are received by the recipient in a timely manner. Lastly, the institution must accurately implement the applicable refund policy.

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On the day of the on-site evaluation, the on-site evaluation team initially reviewed **two (2)** withdrawn student records. After its findings, the on-site evaluation team **increased or doubled** its sample size and selected **two (2)** additional records. **Three (3)** of the **four (4)** withdrawn student records reviewed by the on-site evaluation team did not have refund calculations completed within forty-five (45) days of the institution’s drop determination date as stated in the institution’s refund policy. The institution did not have documentation showing whether or not a refund was due or if so, that the refund was made within the required timeframe of forty-five (45) days. The institution has a published refund policy; however, the institution is not adhering to its published policy.

Refer to the following chart listing the selected withdrawn students’ records.

Student Name	Start Date	Program	Last Day of Attendance	Withdrawal Determination Date	Date of Refund Calculation	Issues with Refund Calculation

Refer to the following **Exhibits**:

Exhibit M – Institution’s Refund Policy

Exhibits J-L – Institutional Refund Calculations and paperwork for referenced withdrawn students

Criteria 5, 6 & 7

The institution is required to apply applicable refund policies to all terminations for any reason, by either party. In addition, the institution must maintain evidence that institutional refunds are received by the recipient in a timely manner. Lastly, the institution must accurately implement the applicable refund policy.

The institution is not accurately implementing its refund policy. In **two (2)** of **two (2)** withdrawn records reviewed on the day of the on-site evaluation, the institution had incorrectly calculated the institutional refund calculations. In addition, the institution did not fully complete the institutional refund calculation form; therefore, the institution did not have documentation showing whether or not a refund was due to the student or if the refund, as applicable, was made to the student within the required timeframe of forty-five (45) days of the institution’s withdrawal determination date.

Refer to the following table for information regarding the student records reviewed.

Student Name	Program	Start Date	Last Day Attended	Withdrawal Determination Date	Date of Refund Calculation	Actual and Scheduled Hours as of Last Day of Attendance	Issue(s)
							•
							•

Refer to the following **Exhibits**:

Exhibit B – The institution’s refund policy

Exhibit C – The institution’s tuition costs

Exhibits D-E – Institutional Refund Calculations and paperwork for referenced withdrawn students

Criteria 5, 6 & 7

The institution is required to apply applicable refund policies to all terminations for any reason, by either party. In addition, the institution must maintain evidence that institutional refunds are received by the recipient in a timely manner. Lastly, the institution must accurately implement the applicable refund policy.

The institution is not accurately implementing its refund policy. In **two (2)** of **two (2)** withdrawn records reviewed on the day of the on-site evaluation, the institution had incorrectly calculated the institutional refund calculations. Upon review, it was determined that in both instances, the students were owed a refund; however, the institution did not calculate a refund in the favor of the student.

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Refer to the following table for information regarding the student records reviewed.

Student Name	Program	Start Date	Last Day Attended	Withdrawal Determination Date	Date of Refund Calculation	Actual and Scheduled Hours as of Last Day of Attendance	Issue(s)
							•
							•

Refer to the following Exhibits:

Exhibit B – The institution’s refund policy

Exhibit C - The institution’s tuition costs

Exhibits D-E – Institutional Refund Calculations and paperwork for referenced withdrawn students

Criteria 5, 6 & 7

The institution is required to apply applicable refund policies to all terminations for any reason, by either party. In addition, the institution must maintain evidence that institutional refunds are received by the recipient in a timely manner. Lastly, the institution must accurately implement the applicable refund policy.

The institution is not accurately implementing its refund policy. In two (2) of two (2) withdrawn records reviewed on the day of the on-site evaluation, the institution had incorrectly implemented the refund policy. Item 14 of the NACCAS Withdrawal and Settlement Policy and Checklist requires that unofficial withdrawals for clock hour students are determined by the school through monitoring clock hour attendance at least every thirty (30) days. A review of the two (2) withdrawn student records revealed that both students’ withdrawal determination dates were more than thirty (30) days after the last day of attendance.

Refer to the following chart for information regarding student records reviewed.

Student Name	Program	Start Date	Last Day Attended	Withdrawal Determination Date	Date of Refund Calculation	Issue

Refer to the following Exhibits:

Exhibit C – The institution’s refund policy

Exhibit D-E – Students’ refund calculations

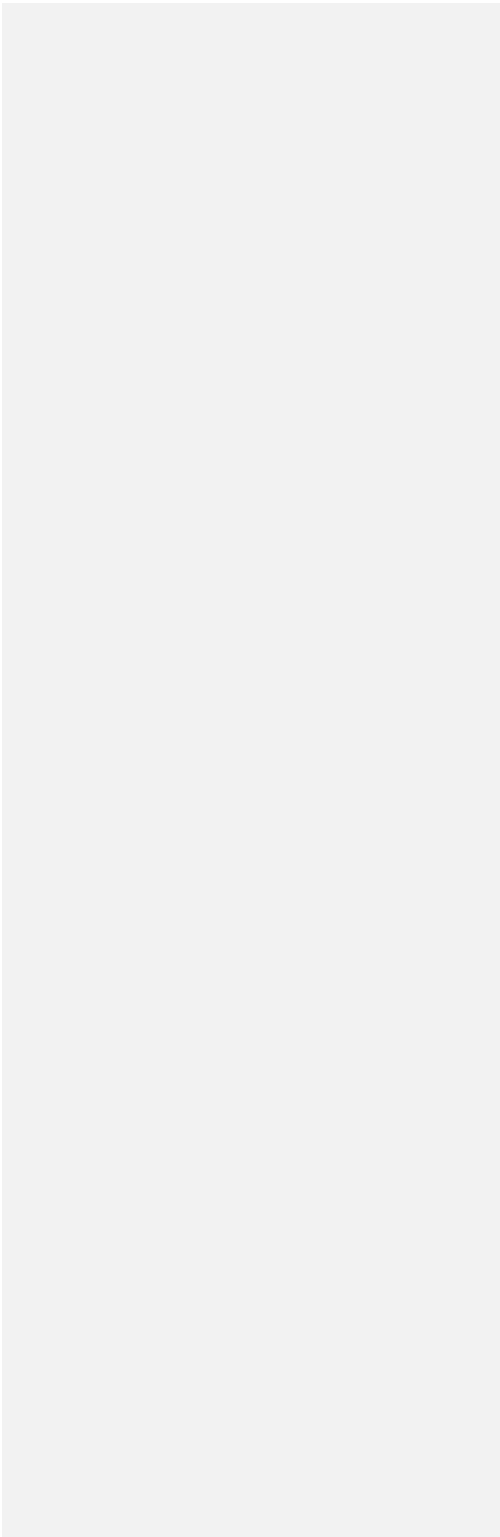
<u>YES</u>	8. The institution complies with the NACCAS Policy on Extra Instructional Charges, if applicable. (D)
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<u>YES</u>	9. Staff working with financial and accounting records is qualified by training and/or experience in accounting and bookkeeping. (D/A)
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<u>YES</u>	10. Staff working with student financial aid is qualified by training and/or experience in applicable laws and regulations. (D/A)
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VIII. INSTRUCTIONAL SPACE AND FACILITIES

The institution provides equipment, instructional and laboratory space, and other physical facilities that are adequate for instructional needs and meet professional standards of safety and hygiene.

<u>YES</u>	1. Instructional areas allow for effective delivery of instruction. (O)
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Criterion 1

An institution is responsible for maintaining instructional spaces that allow for effective delivery of instruction.

On the day of the on-site evaluation, the on-site evaluation team observed that Classroom One located in the basement of the school has a wall that enters a third of the way through the classroom. The on-site evaluation team observed that the students could not see the Instructor, **Insert Instructor’s Name**, using the visual aids she had prepared due to the wall obstructing their view. Based on the team’s classroom observation, students behind the wall were not engaged in the learning activity.

Refer to the following Exhibits:
Exhibit B – Photos of Classroom One
Exhibit C – Classroom Observation Form

<u>YES</u>	2. Institutional space is equipped to accommodate the numbers of students assembled at one time. (O/A)
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Criterion 2

An institution is responsible for maintaining instructional space that is equipped to accommodate the number of students assembled at one time.

On the day of the on-site evaluation, the on-site evaluation team observed that **twenty-eight (28)** students were assembled in Classroom One. Out of the **twenty (20)** student interviews conducted, **sixteen (16)** students indicated that they were not satisfied with the institution’s facility. In addition, **seven (7)** students wrote additional comments regarding the institution’s facilities. Therefore, based on feedback received through student interviews, the on-site evaluation team determined that the instructional space was not adequately equipped to accommodate the number of students assembled at one time. Based on the fact that the students were unable to see the instructor and the visual aids used, the on-site evaluation team concluded that the school is not providing adequate seating for the number of students present and the physical facilities are not adequate for the instructional needs. **Sixteen (16)** items were marked “disagree” or “strongly disagree” when asked **questions 26, 27 and 28 under the “Facility” heading on the Student Survey/Interview Form** during **twenty (20)** student interviews. Therefore, the institution could not provide assurance that it is responsible for maintain instructional space that is equipped to accommodate the number of students assembled at one time.

Refer to **Exhibit DD** – **Sixteen (16)** Current Student Survey/Interviews Forms

a.. <u>YES</u> b. <u>YES</u> c. <u>YES</u> d. <u>YES</u> e. <u>YES</u> f. <u>YES</u> g. <u>YES</u>	3. The institution meets applicable fire, building, health, ventilation, heating and safety requirements. In particular (O): a. Sanitary drinking water is available; b. Sanitary lavatories have hot and cold running water; c. Relevant instructional equipment has hot and cold running water; d. Appropriately located fire extinguishers are maintained in operable condition; e. Electrical service is adequate to serve institution needs; f. Emergency evacuation plans are known to staff and students; and g. Sanitary conditions of space, equipment and product are maintained.
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Criterion 3(b)

An institution must meet applicable fire, building, health, ventilation, heating, and safety requirements, in particular:

- a) Sanitary drinking water is available;
- b) Sanitary lavatories have hot and cold running water;
- c) Relevant instructional equipment has hot and cold running water;
- d) Appropriately located fire extinguishers are maintained in operable condition;
- e) Electrical service is adequate to serve institution needs; and
- f) Emergency evacuation plans are known to staff and students; and
- g) Sanitary conditions of space, equipment and product are maintained.

On the day of the on-site evaluation, the on-site evaluation team observed that the institution had three (3) restroom facilities. Upon inspection, it was determined that all three (3) restrooms did not have hot running water from the faucets. Therefore, the institution did not meet the applicable fire, building, health, ventilation, heating, and safety requirements, specifically, with regarding to sanitary lavatories having hot and cold running water.

Criterion 3(d)

An institution must meet applicable fire, building, health, ventilation, heating, and safety requirements, in particular:

- a) Sanitary drinking water is available;
- b) Sanitary lavatories have hot and cold running water;
- c) Relevant instructional equipment has hot and cold running water;
- d) Appropriately located fire extinguishers are maintained in operable condition;
- e) Electrical service is adequate to serve institution needs; and
- f) Emergency evacuation plans are known to staff and students; and
- g) Sanitary conditions of space, equipment and product are maintained.

On the day of the on-site evaluation, the on-site evaluation team observed the **three (3)** fire extinguishers did not have a date of inspection tag on them. Therefore, the institution was unable to prove that the fire extinguishers were in operable condition.

<u>YES</u>	4. Classrooms and service facilities are used exclusively for training. Classroom facilities may be used for other educational business outside of published school business hours. (O)
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<u>YES</u>	5. A sign indicating clearly that all services are performed by supervised students is posted in a place easily seen by all service customers. (O)
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Criterion 5

An institution is required to have a sign clearly indicating that all services are performed by supervised students posted in a place easily seen by all service customers.

On the day of the on-site evaluation, the on-site evaluation team observed signage on the entrance door, the clinic service area, and the posted services price list, which all stated “Student Work Only.” Therefore, the institution’s sign does not clearly indicate that all services are performed by “supervised” students.

Refer to **Exhibit D** – Pictures of the institution’s three (3) signs stating, “Student Work Only.”

<u>YES</u>	6. When a professional service facility or other business entity and an institution are under the same ownership or otherwise associated, separate operation of each entity is maintained. (O)
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<u>YES</u>	7. The name clearly identifies the institution as an educational institution. (O)
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<u>YES</u>	8. The name of the institution appears on permanent affixed sign visible from the exterior of the institution, using the institution's approved official or alternate name. (O)
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IX. EVALUATION OF STUDENTS

The institution uses systematic student evaluation to assist student learning and to demonstrate satisfactory student achievement before a certificate of completion is awarded.

<u>YES</u>	1. Each student is evaluated periodically on attendance (clock hours only), academic and/or practical learning, as applicable. (D)
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<u>YES</u>	2. Practical learning is evaluated using written criteria, such as rubrics or similar means. (D)
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Criterion 2

The institution must evaluate practical learning using written criteria, such as rubrics or similar means. The NACCAS Glossary of Terms defines “Practical Grading Criteria” as:

Specific criteria used by an instructor to determine whether a skill is performed with the required degree of competency and accuracy. Practical grading criteria should be written in a way that ensures that two (2) different instructors evaluating the same practical skills performance will assign the same grade.

On the day of the on-site evaluation, the institution provided the on-site evaluation team with **two (2)** examples of practical grading that allowed for the student to obtain a specific number of points for each practical experience. The evaluations provided indicate a specific point range (i.e. 1-15, etc.) that can be received for each step completed. The evaluations do not specify what quality of work will earn each separate point value. For instance, the evaluations do not specify how a student can achieve five (5) points as opposed to eight (8) points for completing a specific step. The evaluations provided do not contain the written grading criteria used by the instructors at the institution. The institution did not have additional documentation for practical grading. Therefore, the institution was unable to provide documentation to prove that practical grading is evaluated using written criteria, such as rubrics or similar means that ensures that two (2) different instructors evaluating the same practical skills performance will assign the same grade.

Refer to **Exhibit ZZ** for examples of practical grading

<u>YES</u>	3. Student evaluation results are provided to students. (A)
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<u>YES</u>	4. The institution documents that each student who graduates or is otherwise awarded a certificate of completion has fully met the institution's published graduation requirements. (D)
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Criterion 4

An institution is required to document that each student who graduates or is otherwise awarded a certificate of completion has fully met the institution’s published graduation requirements.

The institution’s graduation requirements state that students will be eligible for graduation once they do not have any financial obligations to the institution. During the on-site evaluation **five (5) graduate** records were selected for review. A review of the graduate records revealed that every record had a balance owed to the school. The institution indicated that graduates who owe a balance to the school are not given a certificate/diploma until all fees are paid. However, the institution was not able to provide documentation which indicated certificates/diplomas were not issued to students or that students had been notified of the balance owed. Therefore, the on-site team determined that the institution is not following its published graduation requirements.

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Refer to the following chart for a list of the graduate records selected for review.

Table with 5 columns: Student Name, Program, Start Date, Graduation Date, Balance Owed. All rows are empty.

Refer to the following Exhibits: Exhibit Q for a copy of the institution’s graduation requirements. Exhibits R-V for a copy of each graduate’s enrollment agreement and ledger card.

Criterion 4

An institution is required to document that each student who graduates or is otherwise awarded a certificate of completion has fully met the institution’s published graduation requirements.

The institution’s graduation requirements state that students will be eligible for graduation once they complete the 1040 clock hour program in satisfactory academic progress of 77% or greater, pass a final exam, and all fees must be current. During the on-site evaluation, four (4) graduate records were selected for review. A review of the graduate records revealed in all four (4) instances that the record reviewed did not have a final GPA included in the student’s record. The institution was unable to provide the final GPA for each graduate recorded reviewed when requested by the on-site evaluation team. Therefore, the institution was unable to provide documentation showing that it is following its published graduation requirements.

Refer to the following chart for a list of the graduate records selected for review.

Table with 5 columns: Student Name, Program, Start Date, Graduation Date, Deficiency. All rows are empty.

Refer to Exhibit A for a copy of the institution’s graduation requirements.

Table with 2 columns: YES, 5. The institution’s Satisfactory Academic Progress Policy complies with the NACCAS Satisfactory Academic Progress Policy and Checklist for Programs Measured in Clock Hours or Competencies or for Programs Measured in Credit Hours. (D)

Criterion 5

The institution’s Satisfactory Academic Progress Policy must comply with the NACCAS Satisfactory Academic Progress Policy and Checklist for Programs Measured in Clock Hours or Competencies.

Upon review of the institution’s Satisfactory Academic Progress Policy it was noted that the policy is missing a number of the required checklist items as detailed in Policy IX.01: Satisfactory Academic Progress Policy and Checklist for Program Measured in Clock Hours or Competencies. The institution was notified of the missing or incorrect items and given the opportunity to correct its policy. The institution was not able to revise its Satisfactory Academic Progress Policy prior to completion of the on-site evaluation.

The following is a comprehensive list of the missing and/or incorrect items:

- Item 10: The institution’s policy establishes the evaluation points for students who participate in financial aid programs. However, the institution’s policy does not specify the evaluation points for students who do not participate in financial aid programs. The institution must establish evaluation periods, whether in clock hours, weeks or months, that are similar in length for all students enrolled in a NACCAS-approved program.
Item 13: The institution’s policy does not specify that students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory academic progress until the next scheduled evaluation.
Items 14/16: The institution’s policy states the following: “If a student fails to maintain the minimum satisfactory progress levels for attendance or academics at a required evaluation point, he or she will be placed on warning. If a student does not meet the minimum satisfactory progress levels at the next required evaluation point, the student’s financial aid will be terminated.” The institution’s policy does not state the status which students are placed in upon the determination of a student who is not meeting

satisfactory academic progress standards at the evaluation point following the completion of the warning period. The institution’s policy only addresses the financial aid status for students not meeting at the second evaluation point. Additionally, the policy does not indicate if students who are determined as not meeting satisfactory academic progress standards after the warning period are placed on probation or deemed not meeting satisfactory academic progress standards.

- *Item 15:* The institution’s policy does not indicate how a student can re-establish satisfactory academic progress and/or financial aid eligibility.
- *Item 17a:* The institution’s policy states the following: “Students whose financial aid is terminated for failing to maintain minimum satisfactory progress levels may appeal the termination.” The institution’s policy indicates that only students who lose their financial aid are eligible to appeal the determination. The policy does not allow for students to appeal a negative determination regardless of whether the student participated in financial aid programs. Additionally, for students who prevail on an appeal, it does not explain or describe if financial aid is returned or what status the student is placed in until the next evaluation period.
- *Item 17d:* The institution’s appeal policy does not describe how the results of the appeal are documented in the student’s records.
- *Item 24:* The institution’s policy does not establish that transfer hours from another institution that are accepted toward the student’s educational program are counted as both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted.
- *Item 24:* The institution’s policy states the following: “the attendance rate calculation for transfer students is calculated by adding the number of transfer hours accepted by **Institution Name** to both the actual hours and the scheduled hours recorded during the student’s enrollment at **Institution Name**, rounded to the nearest hundredth (for example, 200 transfer hours accepted, 521 actual hours and 550 scheduled hours at **Institution Name** would be calculated as $521 + 200 = 721$ actual hours divided by $550 + 200 = 750$ scheduled hours equals 96.13 percent attendance)”. Per item #24, SAP evaluation periods for transfer students are based on actual contracted hours at the institution. As the institution’s calculation for a transfer student’s attendance rate includes the transfer hours previously completed by the student and accepted by the institution, the institution’s SAP policy is not in compliance.
- *Item 25:* The institution’s policy does not describe how students have access to satisfactory academic progress evaluation results.
- *Other:* The institution’s policy states the following: “the minimum attendance rate at each evaluation point is a cumulative rate of 80 percent of scheduled hours. This minimum attendance rate is required to complete the program within the maximum timeframe established by **Institution Name** of 125 percent of the program”. The institution’s policy continues to state that if, at a required evaluation point, it becomes clear that the student will be unable to complete the program within the maximum timeframe, the student’s financial aid will be terminated. The institution’s policy addresses the financial aid status of students who are determined as not able to complete the program within the maximum time frame; however, the policy does not address the status in which students may be placed when it is determined they are not able to complete the program within the maximum time frame regardless of whether the student participates in financial aid programs.

Refer to **Exhibit B** for a copy of the institution’s Satisfactory Academic Progress Policy.

YES	6. The institution accurately evaluates student progress according to the requirements of the NACCAS Satisfactory Academic Progress Policy and Checklist for Programs Measured in Clock Hours or Competencies or for Programs Measured in Credit Hours, if applicable. (D)
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Criterion 6

An institution must accurately evaluate student progress according to the requirements of the NACCAS Satisfactory Academic Progress Policy and Checklist for Programs Measured in Clock Hours or Competencies.

On the day of the on-site evaluation, the on-site evaluation team determined that the institution was not accurately evaluating student progress according to the Satisfactory Academic Progress (SAP) Policy.

The institution’s SAP Policy indicates that students will be evaluated at the following actual hours:

Program Name	1	2	3	4
Cosmetology	400	800	1200	1600
Manicuring	150	300	450	600

Based on a review of the student records, the on-site evaluation team determined that the institution was not evaluating students at the required scheduled intervals on a consistent basis. The on-site evaluation team reviewed **twenty-seven (27)** current student records. The review by the on-site evaluation team revealed that **seven (7)** of the **twenty-seven (27)** current student records contained

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NACCAS On-Site Evaluation Visit Report

inconsistent SAP evaluations. The on-site evaluation team determined that SAP evaluations completed were not done at the correct evaluation periods. In addition, there were **five (5)** student records in which the institution was unable to provide any documentation showing that a SAP evaluation had been completed at the required evaluation period.

Refer to the following table for information regarding inconsistent SAP evaluations:

Student Name	Status	Program Name	Hours Clocked	1	2	3	4

Refer to the following **Exhibits**:
Exhibits B-H for students' SAP Evaluations
Exhibit I for the institution's Satisfactory Academic Progress Policy

Criterion 6

The institution is required to accurately evaluate student progress according to the requirements of the NACCAS Satisfactory Academic Progress Policy and Checklist for Programs Measured in Clock Hours or Competencies.

The institution's SAP Policy indicates that students will be evaluated at the following actual hours:

Program Name	1	2	3
Master Barber	450	900	1200

The institution is not accurately evaluating satisfactory academic progress. In **three (3)** of the **five (5)** current student records reviewed on the day of the on-site evaluation, the satisfactory academic progress evaluations were not being conducted at the checkpoints established in the school's policy.

Please reference the table below for information regarding student records reviewed.

Student/Status	Program	Hours Completed to Date	SAP Evaluations Due	SAP Evaluations

Refer to the following **Exhibits**:
Exhibit F – The institution's Satisfactory Academic Progress Policy
Exhibits G-K – Students' satisfactory academic progress evaluations

X. OCCUPATIONAL ASSOCIATE DEGREE PROGRAMS

The institution offers Occupational Associate Degree programs and/or courses that are consistent with the institution’s mission and educational objectives. The general education courses offered in the program are applicable to the occupation. Institutions offering degree programs and/or courses must meet all other applicable standards of accreditation.

<u>N/A</u>	1. Instructors teaching applied general education courses must have at least an associate’s degree with appropriate course work in the subject area(s) taught OR related work experience (3 years) and college level course work in the subject area being taught. (D)
<u>N/A</u>	2. If the institution has a transfer policy, it must state that a minimum of 25% of the degree program must be delivered by the institution awarding the degree. (D)
<u>N/A</u>	3. The program must consist of a minimum of two academic years and 60 semester credit hours in length. (D)
<u>N/A</u>	4. A minimum of 45 semester credit hours must be included in the occupational area. (D)
<u>N/A</u>	5. At least 15 semester credit hours must be included in general education courses . (D)
<u>N/A</u>	6. Courses and/or programs enhance the ability of an individual to apply academic and occupational skills in the workplace. (A)
<u>N/A</u>	7. Courses and/or programs must be qualitatively related to the occupational degree offered. (A)
<u>N/A</u>	8. Resource materials available to degree-seeking students are relevant, current, and appropriate to the courses of study and/or programs. (D)

Standard I – Annual Report Verification Review Table Form

Institution Name: [Click here to enter text.](#)

Ref. #: [Click here to enter text.](#) **Date:** [Click here to enter a date.](#)

Who conducted the verification: [Click here to enter text.](#)

Year of Annual Report Data: [Click here to enter text.](#)

Instructions: Verify data for ten percent (10%) of students scheduled to graduate on the cohort grid provided by the school

Student Name	Date Scheduled to Graduate	Graduated ? (Y/N)	Document reviewed verifying Graduation	Eligible for Placement ?	Placed ? (Y/N)	Document reviewed verifying Placement	Sat for All Parts of License Exam? (Y/N)	Passed All Parts of Exam? (Y/N)	Document reviewed verifying Licensure
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									

Annual Report Data Verified as Correct? Yes No N/A

*(**If no, please refer to On-Site Evaluation Visit Report for a list of deficiencies. If N/A, please refer to Memo to File for explanation.**)*