

# NACCAS NOW

A NON-PROFIT EDUCATIONAL COMMISSION SERVING STUDENTS THROUGH THE HIGHEST STANDARDS OF EDUCATION

When Continued Operations  
Are Threatened

Avoid Probation

**DON'T PANIC:**

A Beginner's Guide to Understanding  
and Navigating the NACCAS Appeal Process



September 2009

## FROM THE DESK OF THE EXECUTIVE DIRECTOR:

### Timing is Everything!

Dr. Tony Mirando – NACCAS Executive Director



**Dr. Tony Mirando,**  
NACCAS Executive Director

NACCAS understands you are very busy juggling your business, family, and personal affairs, and that timing is everything. I want to let you know “we hear you.” We are dedicated to working hard to help assist you, and your school, make it through these hard and trying times.

NACCAS was established to help schools foster and improve post-secondary education and training in the cosmetology arts and sciences, massage, and related areas. This includes establishing and enforcing minimum standards of performance towards ensuring that accredited post-secondary schools offer, and can be reasonably expected to continue to offer, successful programs to prepare graduates for licensure, certification, and/or employment in these areas. NACCAS will ensure that each accredited institution carries out its educational activities in ethical and responsible ways.

NACCAS takes what it does very seriously, and as an educational institution, you should too. When we look at today’s contemporary management business planning process, knowing the when, where, why, and how, is paramount to your school’s success. Correspondingly, in order for NACCAS to ensure its success, we plan as well. At NACCAS the “when” is very important, and so we need all of our schools to provide us with their required responses, applications, acknowledgments, fees, etc., on time. Everything we do here at NACCAS is important to the success of the schools we service. Timing is everything when it comes to what schools need from us, and thus our organization is constantly working on improving its overall service to you, our schools. We know that your schools are challenged in many ways, including obtaining or maintaining their accreditation. However, one easy way to promote success and prevent future problems is to stay cognizant of when, and just as important “where” your current and future submissions are due. NACCAS requests that all correspondence be submitted in accordance with 1.6 of our Rules of Practice and Procedure. This can be found on our website, along with other important information, at [www.naccas.org](http://www.naccas.org).

If you are beginning the process of applying for candidate or initial accreditation, timing is everything. The sooner you achieve this goal, the sooner your school will reap the benefits, and since this is why you began this process, this is “why” it is important to NACCAS that it is done correctly. Filling out and submitting your candidate application or initial accreditation application correctly the first time is “how” it is done. This will help prevent delays, and ultimately save you time and money. I can safely say the top two reasons schools experience delays in completing the accreditation process, is not doing it right the first time, and not submitting information to us in a timely manner. So please, if you have questions, feel free to contact our office and speak with your Regional Accreditation Specialist for help.

Similarly, if you are already an accredited school with NACCAS, timing is everything for you to! NACCAS has many requirements with deadlines that schools must adhere to in order to stay in compliance with our rules. For instance, submitting your sustaining fee, annual report, annual financial statement, renewal application, ISS, reporting any change at your school, etc., on time is very important. The time requirements are not arbitrary; they were developed and implemented to ensure “how” those submissions are received, in order for them to be processed in a timely manner. Many of the requirements are in place to help prevent your school from running into future problems with NACCAS and/or the D.O.E. Getting these required documents and/or fees into us on time will save your school money too. NACCAS charges a late fee equal to 25% of the base fee, and this is assessed on the 15th of each month following the due date. All late fees are capped at 150% of the base fee. This applies to late applications, forms, and invoices that have a due date.

As the saying goes, “timing is everything,” and NACCAS wants your school to be successful. We want your accredited school to stand apart from other schools near you who do not have the distinction of being an accredited school. We understand that you may be very busy, but keeping abreast of what NACCAS needs from your school, will save you time, money, but more importantly, ensure a fruitful relationship with NACCAS!

Sincerely Yours

## FROM THE CHAIRMAN:



**Mr. Bill Church,**  
Chairman

As Chairman of the NACCAS Commission, I often have the opportunity to gain new perspectives on how our staff is conducting day to day business. While we are constantly working hard to better serve our member schools, we have made significant gains in our day to day procedures.

One advantage of the Chairmanship is that I have the opportunity to review the School Owner Surveys submitted to me by schools that have recently been visited by NACCAS teams. I thought I would share some of the many comments I have read these past few months from school owners.

"The entire team was professional and had a clear understanding of its responsibility and articulated it to the school staff."

"The overall effectiveness of the team was a positive experience. The team members treated us with respect and integrity while conducting the visit. We appreciate their professionalism and suggestions on being a better school."

"They were helpful and kind. This was my first experience dealing with a site visit and I was quite terrified."

"Very professional and cooperative. This was the best team yet after 25 years of being accredited."

"The team was great and made our visit and staff very comfortable. They were prepared and communicated effectively."

"We were impressed with the depth of knowledge and supportive attitude displayed by the team."

"They were all great to work with and it is wonderful to meet volunteers and staff that share our passion for the industry. Thank you."

"This team was very thorough in all aspects of all of the standards. They were very professional and tried diligently not to disrupt business."

"This was our 30th year of being NACCAS accredited and I can say this was one of the best visits, made possible by the whole team."

"One of the best visits. Cannot say enough good things about the entire team. I don't see how this team could improve...they were the best."

And I could go on and on and on with the positive comments I have received. Virtually none of them have been of a negative nature. Again, while we are working very hard to improve our procedures, especially in the area of time line delivery, I cannot emphasize enough how proud I am of Dr. Miranda and the entire staff at NACCAS. It would appear that we are truly on the road to becoming the premier, professional accrediting organization, of which we can all be proud.

Thank you.



## “When Continued Operations Are Threatened”



**Mr. Ronald Perry,**  
Commissioner Representing  
the Public Interest

Soon after I was appointed Commissioner Representing the Public Interest in January 2009, I had the opportunity to review a school file that signaled distress. It wasn't so much what was missing from the required annual report, rather the absence of any kind of communications from the school. This was a

school that had regularly maintained its accreditation status with NACCAS. What I had learned was the school suffered a horrible natural disaster that interrupted its business for many months. If this happened to your school what do you do, and in what sequence?

I once worked for an organization that suffered severe damage to its operations when an airplane crashed into the building it resided in. The crash was at night thankfully, so no one was injured. Nevertheless, within hours my organization needed to act quickly to assess the damage, and how long the operations would take to get up and running again. Unfortunately, we didn't have a plan of action to begin recovery from a disaster. As a result, shock and immobility set in. Communications had shut down initially. The first several weeks were dedicated to assessing the loss of business related documentation, plant and equipment. It took months to recover.

As I'm sure you're aware, the significant fixed costs of operations do not stop after the destruction of a school or a significant part of its facilities. Communications with all stakeholders of a school must be established as quickly as possible. Key stakeholders

include: the owner(s) of the school; school personnel; your students; the police; banking institutions; the insurance companies; construction builders; realtors; local, state, and federal agencies; disaster recovery sites; and your accrediting agency, NACCAS. The burden of contacting all these stakeholders (and I'm sure there are others you recognize as needing contact with your organization) can be overwhelming, especially without a plan.

Your relationship with NACCAS is critical for your survival because of the federal aid your students receive from the United States Department of Education. Section 5.3 of NACCAS' *Rules of Practice and Procedure* requires that "each accredited school and each applicant for initial accreditation must notify NACCAS in writing of any material event which may jeopardize its continued operation as a licensed accredited school within (10) calendar days of the events occurrence." This report needs to be submitted to the Executive Director of NACCAS.

It may appear that preparing such a report soon after a serious event threatening your school is a low priority item. It is not. Preparing a special report for NACCAS may assist in enabling your school to return to full operation.

Meanwhile, my strong recommendation to school owners is to begin immediately in researching how to develop disaster recovery plans. There are many examples of plans on the web. Many are very comprehensive and sophisticated. However, you can just pull together the components of a plan that would work best for your organization, and budget. In fact, based on your demographics and location, you

may want to involve your school's Advisory Committee in the process. Consider placing the topic of preparing a checklist for a disaster recovery plan on your next meeting agenda. Some of the professional members of your Advisory Committee may have experience in such matters and can make a worthwhile contribution to the process.

A recovery plan can be the key to the survival of your school and, ultimately, that of your students. Those minutes and hours soon after a disaster are critical in moving an organization back into operation sooner rather than later, and at a more reasonable cost. But always remember that you must notify NACCAS within 10 days after disaster strikes.



## What is the NACCAS Sustaining Fee?

By Len Grus, CPA, Director of Finance

All schools that are accredited by our Commission, or in the process of seeking our accreditation, must pay a "sustaining fee". This fee provides revenue to cover our general corporate expenses. The Commission wants to allocate these costs in a reasonable manner among all schools in our system. Our various service fees pay for the direct costs of providing those particular services (e.g., visit fees cover the travel expenses and cost of staff for site visits). If NACCAS did not charge a sustaining fee, we would have to increase our service fees to make up the difference. NACCAS is a non-profit 501c (3) corporation.

The sustaining fee is based on the number of enrolled students that a school has reported on its most recent NACCAS annual report (due November 30 for the prior calendar year). Below 100 students the fee is \$1,620 per year. Between 100 and 199 students the fee is \$1,800, and schools with at least 200 students pay \$1,980. The fee is billed in two semi-annual installments due July 1 and January 1. The July installment

is \$990 for all schools. The January installment is for the balance due, depending on the number of students enrolled at the school (\$630, \$810, or \$990).

When a new school enters our system, it must pay a pro-rated sustaining fee of \$135 per month for the remainder of the semi-annual billing cycle (equivalent to the base amount of \$1,620 per year). For example, if an application for candidate status is received on September 1, the school would pay \$540 with the application representing 4 months of sustaining fee through December 31. There is a pro-rated fee chart on the application to show the amount due, based on the month when NACCAS receives the document. After a school becomes accredited and submits its first annual report, the fee is based on the number of students.

Our complete fee schedule is posted on the NACCAS website. If you have questions, please contact the Director of Finance, Len Grus, at (703) 600-7600 x 132.



## Avoid Probation

By Mary E. Bird, Esq.  
Director of Human Resources

Between January 1 and June 30, 2009 some 62 schools had their accreditation placed on probation. The most common reason was failure to pay fees on time (21). The second most common was failure to submit financial statements on time (11). Probation following an “administrative show cause” order gives an institution additional time to remedy a problem and comply with NACCAS requirements. If the institution does not do so, the Commission will withdraw the institution’s accreditation. During the January through June period accreditation was withdrawn from 14 institutions for failure to pay fees and from 7 institutions for not submitting required financial statements. Withdrawal for administrative non-compliance may be appealed but there is an appeal fee in addition to any fees and late fees owed to NACCAS.

Sometimes schools focus so much on compliance with NACCAS standards they overlook administrative requirements even after they receive an “administrative show cause” order. Administrative failures that can lead to probation and withdrawal are listed below. The institution

- Loses its state license
- Ceases operations
- Does not submit an application for renewal on time
- Does not submit an institutional self-study on time
- Does not submit an annual report or financial statement or audit on time
- Does not submit response to stipulation or reporting requirement
- Does not submit a special report on time
- Does not submit a plan for improvement on time
- Does not send a representative to a required workshop on time
- Owes money to NACCAS
- No longer offers a program leading to licensure
- No longer offers a program 150 hours or longer (or equivalent in credits or competencies)
- Does not have access to the internet
- Is owned wholly or in part by a person who has been debarred from participation in federal or state funding programs
- Does not meet requirements for a specialized school
- Has an official default rate of 25% or above
- Other administrative failures (the list above is not exclusive).
- See sections 1.2(b) and 7.1 (b) of the *Rules of Practice and Procedure*.

Federal law requires NACCAS to send the United States Department a list of schools on probation as soon as the schools are notified. There is a way to avoid this. When a school receives an “administrative show cause” order it is given 15 days to remedy the problem and show compliance. By promptly and appropriately responding to “show cause” orders, a school will avoid probation and possible withdrawal with the attendant appeal fees.

## DON'T PANIC:

# A Beginner's Guide to Understanding and Navigating the NACCAS Appeal Process

By Darin M. Wallace, Esq., Director of Government Relations and Legal

So ... Your school has just received official notice that the NACCAS Board of Commissioners has made an "adverse accreditation decision" with respect to the school, subject to "a right to appeal."

Now what? What's an appeal? How does it work? What do you need to do, how do you do it, when do you do it? Help!

Don't panic.

Part 9 of NACCAS' *Rules of Practice and Procedure* describes, in detail, the NACCAS appeal process. Although the process may seem intimidating at first glance, there are only a few, simple (but important) steps that a school must take to ensure that it has exercised its right to have an appeal heard. This article provides a brief summary of the appeal process, and a guide for answering the questions "What do I need to do, and when do I need to do it?"

## Five (and a Half) Simple Steps

### Step 1: Mark Your Calendar

NACCAS' Rules provide that an appealable Commission decision becomes final on the twentieth (20th) day after the school receives official notice of that action unless, by that date, NACCAS has received (i) the school's notice of intent to appeal (the "Appeal Notice") and (ii) payment in full of the applicable appeal fee. The Appeal Notice and fees must be received by NACCAS within twenty (20) days after the school receives official notice of the Commission's decision, or that decision will become final on the 20th day.

Mark this deadline on your calendar to ensure that you do not inadvertently lose your opportunity to appeal.

### Step 2A: Submit Your Appeal Notice to NACCAS

The Appeal Notice is the school's formal notice to NACCAS that it intends to appeal the Commission's decision. Although the Appeals Notice does not need to be complicated – the school will have the opportunity later to file a formal appeal document that describes its appeal in detail – Section 9.3 of the Rules does require that the Appeal Notice (1) state the school's specific grounds for appeal and (2) provide the names and titles of any representatives from the school, or any outside counsel representing the school, who will appear on behalf of the school at an appeal hearing (if the school requests a hearing).

### Step 2B: Pay the Applicable Appeal Fee

In addition to submitting its Appeal Notice, the school *must* also pay the applicable appeal fee to NACCAS within twenty (20) days after it receives official notice of the Commission's decision, or that decision will become final on the 20th day. Appeal fees must be paid in the form of a cashier's check, certified check or money order.

NACCAS' *Schedule of Fees* sets out three categories of appeals, and the appeal fee that applies to each.

**Category 1:** "Appeal from withdrawal for administrative reasons (by submitting the fee or missing document)"

This fee applies *only if* (i) the *sole* reason for the Commission's adverse action was the school's failure to pay a fee or submit a document *and* (ii) the school's appeal will consist *only* of providing proof that the fee has been paid or the document has been submitted.

**Category 2:** “Other appeals – documentary”

This fee applies to *all other appeals* (unless the school’s Appeal Notice states that it intends to have a representative appear before the Appeal Review Panel at a hearing, in which case the Category 3 fee applies).

**Category 3:** “Personal appearance”

This fee applies *only* if the school states in its Appeal Notice that it intends to have a representative or counsel appear before the Appeal Review Panel at a hearing.

If the school is uncertain which appeal fee applies to the type of appeal it intends to make, it should contact NACCAS as soon as possible to request clarification. Payment in full of the applicable appeal fee on or before the 20th day is the responsibility of the school.

**Step 3: Submit Your Appeal Document**

If the school intends to submit documents in support of its appeal other than (or in addition to) proof that it has paid its fees and/or submitted all required documents, the school must submit those additional documents, in the form of an “**Appeal Document**”, within forty-five (45) days after it receives official notice of the Commission’s decision. Section 9.4 (a) of the *Rules* requires that the Appeal Document:

“Shall set out in detail all of the facts and arguments which the school believes support a reversal or modification of the Commission’s adverse accreditation status decision. The statements shall be accompanied by all documents or other materials upon which the school relies to support its appeal, including the evidence of remediation. The ap-

peal document is the final opportunity for an institution to demonstrate remediation of any area of non-compliance or limitation on which the adverse accreditation decision was based.”

Ten (10) copies of the Appeal Document must be submitted.

**Step 4: Review the Appeal Review Panel List**

Appeals of Commission decisions are heard by an independent, 3-person appeal review panel (the “**ARP**”) selected by the Commission’s Executive Committee from a list of former Commissioners and experienced evaluators. The Executive Committee selects six proposed Panelists (three Panelists and three alternates) for each ARP. Any Panelist known by the Commission to have a possible conflict of interest with any school whose appeal is to be heard by the ARP is excluded from consideration.

A list of all proposed Panelists is sent to each school on appeal. Each school has the right to object to any proposed Panelist, for good cause shown. The objection must be received by NACCAS within ten (10) days from the date the school received the list of Panelists. If the Executive Committee agrees that the school has shown good cause for objecting to a Panelist, that Panelist will be removed from the ARP, a replacement will be selected, and the revised list of Panelists and Alternates will be re-circulated to the schools on appeal, which will have an additional five (5) days to object to the new Panelist(s).

**Step 5: Attend the Appeal Hearing (If You Requested One)**

Appeal Review Panels meet twice a year (typically in June and December), and each school on appeal will be notified of the meeting dates for the ARP that will consider that school’s appeal. If the school stated in its Appeal Notice that it intended to make

a personal appearance (and paid the Category 3 appeal fee), it will be notified in advance of the date and time at which the ARP will hear the school's appeal. At the hearing, the school's representatives will have the opportunity to present its appeal and answer questions from the Panelists. Typically, forty-five (45) minutes is allocated for the school's presentation. A formal record of the hearing proceedings will be kept, and the ARP will prepare a written statement of its decision for inclusion in the formal record of the appeal.

### Now What?

The school will be notified, in writing, of the ARP's decision. The ARP may either (1) affirm the decision of the Commission or (2) remand the decision to the Commission. If the ARP *affirms* the decision, the decision becomes final and the school's appeal rights are then exhausted.

If the ARP remands the decision to the Commission, then the Commission will reconsider the matter (typically at the next face-to-face Commission meeting occurring at least 30 days after the conclusion of the appeal hearing). At that meeting, the Commission will review the record of the school as it relates to the original decision – including the school's Appeal Document (if any), the record of the hearing (if a hearing was requested) and the ARP's written statement – and make a decision based on that record. The school will be notified in writing of the Commission's decision, which is final and not subject to further appeal or review.

### To Summarize:

In order to fully exercise its right to appeal an adverse accreditation decision by the Commission, a school must:

1. Submit an Appeal Notice to NACCAS, and pay the appropriate appeal fee, within twenty (20) days of receiving notice from NACCAS of the Commission's decision;
2. Submit an Appeal Document (if any is required) within forty-five (45) days of receiving notice from

NACCAS of the Commission's decision;

3. Review the list of proposed Panelists for the Appeal Review Panel scheduled to hear the school's appeal, and make any objections to the list within ten (10) days of receiving the list; and
4. Attend the appeal hearing (if the school requested one).

Taking these simple steps will not ensure that the school's appeal will be successful, but *will* ensure that the school has had the best possible opportunity to present its appeal to an independent panel.

As always, schools are encouraged to contact NACCAS with any questions they may have concerning this or any other accreditation process.



## NACCAS Accreditation Workshop A Learning Experience

By Clifford A Culbreath, Director of Communications

Each year NACCAS conducts a minimum of four accreditation workshops for institutions applying for their initial accreditation or re-accreditation. NACCAS held its most recent workshop on May 17-18, 2009 in Columbus, OH.

Over 150 school owners and school administrators attended the workshop for a unique learning experience. They were greeted by NACCAS Executive Director, Dr. Tony Mirando, and Mrs. Demara Stamler, Director of Accreditation.

The workshop focused on the NACCAS *Standards and Criteria* for accreditation with concurrent sessions that dealt with low outcomes, preparing the institutional self-study (ISS), the annual report, and satisfactory academic progress and refunds. Instructors at this workshop included NACCAS Commissioners Letha Barnes, Dorothy Soressi, and Darrell Camp, as well as, Regional Accreditation Specialists Eugene Hague, Randi Smith, and Miranda Shurtleff.

In order for a school to receive credit toward meeting the requirements of NACCAS' Workshop Policy, a representative of the school must attend both the Standards and Policies Workshop and one of the concurrent sessions.

Workshop attendance is required for an accredited institution and is based on the school's accreditation anniversary date. Also schools who have recently been acquired may need to attend a workshop (see Appendix # 3 of the *Rules of Practice and Procedure*).

If your institution's reaccreditation date is September 2011 you may want to consider attending the next workshop being held December 12-13, 2009 at the

Las Vegas Hilton Hotel, in Las Vegas, NV. The hotel telephone number for reservations is 800-635-7711. The registration deadline for the hotel is November 18, 2009 or until the room block is sold out.

Shown here are several attendees at the Columbus Workshop and their comments when asked about their workshop experiences.



Picture of Deborah Joly from Virginia Farrell Beauty School, Southfield, MI;

Ms. Joly stated, "very interesting workshop."



Grant Hurst from Imagine Paul Mitchell Partner School, N. Little Rock, AR;

Mr. Hurst said the workshop was, "very helpful and I learned many practical ideas."



Todd Wise from Paul Mitchell the School –Houston, Houston, TX;

Mr. Wise said, "the interaction with all the other great attendees was amazing. I have received a great amount of new knowledge to share with my school."



Ms. Trista Jones from Profile Institute of Barber Styling, Atlanta, GA;

Ms. Jones stated, "it was a great opportunity to interact with other school owners. The NACCAS staff was very helpful and knowledgeable."

## Meet the NACCAS New Staff



**Carol Orsini,**  
Accreditation Program  
Manager

**Carol Orsini** is returning as a Program Manager at NACCAS. Previously, she worked at NACCAS for over 10 years. Prior to coming to NACCAS, Carol lived in Paris, France. She received a Bachelor of Arts degree in International Studies from American University in Washington, DC, and her Master of Business Administration from

Ecole National des Ponts et Chaussées in Paris, France.

In her spare time, Carol enjoys reading, swimming, water aerobics, and traveling.



**Jose Domingos,**  
Research Technician

**José Domingos** joined NACCAS in June 2009 as the Research Technician. He is a 2009 Liberal Arts graduate from St. Lawrence University, where he earned a B.A. in Economics and Environmental Studies. José worked as a Research Consultant for a Micro-finance firm in Angola and has traveled to Colombia to research

the impact of internet use on academic performance of high school students in developing countries. Most recently, he attended the Washington Semester program at American University, where he studied International Business and Trade. José is a United World Col-

lege Scholar from Angola and a certified Portuguese Teacher. He is the first of six children and enjoys playing soccer and traveling. José expressed that "NACCAS is a learning opportunity and an experience beyond the field of economics."



**Mary Nell Nacke,**  
Regional Accreditation  
Specialist

**Mary Nell Nacke** joined NACCAS as a Regional Accreditation Specialist in May 2009. Prior to working with NACCAS, Mary Nell worked in the field of social services as a Regional Director for a private foster care agency. Mary Nell has obtained a Bachelor of Social Work and a Master of Divinity. She is currently furthering

her education by working towards a Master of Public Administration. In her spare time, Mary Nell enjoys traveling, watching movies, and talking with friends.



**Terrasia Stewart,**  
Regional Accreditation  
Specialist

**Terrasia Stewart** joined NACCAS as a Regional Accreditation Specialist in July 2009. She resides in Southern Maryland. Terrasia attended Wright State University in Dayton, OH and obtained her Bachelors degree in Modern Languages. She also studied abroad at Pau University in Pau, France. She is currently pursuing

her Masters in the Science of Management. Her most recent position before joining NACCAS was with the American College of Obstetricians & Gynecologists. Terrasia enjoys traveling, studying languages, and culture; and makeup artistry. Terrasia is thrilled to be a part of NACCAS "an organization which promotes the highest standards in a field of education that she loves so much."



**Brittany Burnett,**  
Regional Accreditation  
Specialist

**Brittany Burnett** joined NACCAS as a Regional Accreditation Specialist in July 2009. She has lived all over due to her father being in the United States Marine Corp, but considers Ohio home. She graduated from Miami University in Oxford, Ohio where she double majored in Family Studies and Social Work.

She worked in the social work field for a few years before moving to Arlington, VA. The things she misses most about Ohio are her twin brother and her dog Kona. Brittany loves to travel, read, and bake.



**Mike Finigan,**  
Travel Administrative  
Assistant

**Mike Finigan** officially joined NACCAS as part of the Travel Department in July 2009. He graduated from the University of San Francisco with a Bachelor of Science degree in Business Administration, and is looking forward to going back to school for his MBA. Prior to NACCAS he has worked for a payroll &

human resource services company and a financial planning firm.

Mike is the only child of a military family and has grown up in various locales all across the world, though he now calls Annandale, Virginia home. In his spare time he thoroughly enjoys furthering his travels and scuba diving



**Amy Isom,**  
Administrative Assistant

**Amy Isom** joined NACCAS in July 2009. She has previously been employed by Davita, Inc. where she was an Office Manager and by Prince Georges County Public Schools where she held the position of Attendance Coordinator. At NACCAS, Amy provides administrative support to the Department of Government Relations and Legal. She resides in Temple Hills, Maryland and in her spare time enjoys traveling, reading and playing with her 3-year-old daughter.

**WELCOME TO THE  
NEW STAFF!**

## **NACCAS Staff and Phone List:**

**Ph: 703-600-7600 Fax: 703-379-2200**

### **Executive Department**

Tony Mirando, M.S., D.C., Executive Director Extension # 154

Brenda Hicks, Executive Assistant to Executive Director Extension # 127

### **Accreditation Department**

Demara Stamler, Director of Accreditation Extension # 137

Julianne Landreneau, Admin to Director of Accreditation Extension # 147

Alison Losey, Program Manager Extension # 121

Carol Orsini, Program Manager Extension # 170

Susan Kofler, Visit Coordinator Extension # 129

Yvette Brooks, Reg. Accred. Specialist: NJ, NY, PA, WV Extension # 112

Brittany Burnett, Reg. Accred. Specialist: AR, GA, LA, MO Extension # 169

Eugene T. Hague III, Reg. Accred. Specialist: AZ, PR, TX Extension # 151

Eileen Manrique, Reg. Accred. Specialist: CA Extension # 148

Jonathan Murphy, Reg. Accred. Specialist: CO, OH ,OK Extension # 116

Mary Nell Nacke, Reg. Accred. Specialist:  
AK, HI, ID, MT, NV, OR, UT, WA, WY Extension # 152

Ubah Pathan, Reg. Accred. Specialist: AL, FL, GU MS, TN Extension # 128

Miranda Shurtleff, Reg. Accred. Specialist: IL, MI Extension # 158

Randi Smith, Reg. Accred. Specialist:  
IN, IA, KY MN, ND, , RI, SD VT, Extension # 117

Terrasia Stewart, Reg. Accred. Specialist:  
CA (LA, SD, SF) KS, NC, NE, NM, SC, WI Extension # 168

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CT, DC, DE, MA, MD, ME, NH, VA Extension # 125

Matt Wyse, Accreditation Specialist (Documents) 703-589-2764

Jeanette Walker, Accreditation Pre-screener Extension # 114

### **NACCAS Board of Commissioners**

#### **Executive Committee**

William Church,  
Chairman

Sal Pappacoda,  
First Vice Chairman

Reid Chave,  
Second Vice Chairman

Dorothy Soressi  
Treasurer

Darrell Camp,  
Secretary

#### **School Owner Commissioners**

Darrell Camp,  
Representing Zone 1

Jessica Wolman,  
Representing Zone 2

Cynthia Becher,  
Representing Zone 3

Jim Goins,  
Representing Zone 4

William Church,  
Representing Zone 5

Sal Pappacoda,  
Representing Zone 6

Stuart Arnheim,  
At-Large

#### **Commissioners Representing the Public Interest**

*At-Large*

Reid Chave

Ronald Perry

#### **Commissioners Representing the Professional Services Field**

*At-Large*

Kenneth Young

Jenae Davis

#### **Commissioner Representing the Academic Field**

*At-Large*

Letha Barnes

Dorothy Soressi



Brenda Hamilton, Admin for Accreditation Regional Specialist      Extension # 140  
Afsheen Mirza, Admin for Accreditation Regional Specialist      Extension # 156  
Mike Finigan, Travel Administrative Assistant      Extension # 157

### **Communications Department**

Clifford Culbreath, Director of Communications      Extension # 135  
Allen C. Harmon III, Production Specialist      Extension # 115  
Annette McNeil, Records Specialist      Extension # 122

### **Finance Department**

Len Grus, CPA, Director of Finance      Extension # 132  
Tina Waltower, Admin to Director of Finance      Extension # 146  
Cynthia McKoy, Controller      Extension # 149  
Lupeachra Davis, Accounts Receivable      Extension # 131  
Eric Hurst, Accountant I/ Financial Analyst      Extension # 130  
Tiffany Carter, Receptionist      Extension # 110

### **Government Relations and Legal Department**

Darin Wallace, Esq., Director of Government Relations and Legal      Extension # 159  
Shabobe Glover, Legal Secretary      Extension # 141  
José Domingos, Research Technician      Extension # 155  
Amy Isom, Administrative Assistant      Extension # 162

### **Development and Human Resources Department**

Mary Bird, Director of Human Resources      Extension 138

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1. To advance and develop standards of education and instruction in cosmetology arts and sciences and cognate areas which serve to supplement the practical, scientific and business skills of the cosmetology and massage professions. Cosmetology arts and sciences concern the care for the health, condition, and appearance of hair, skin, nails, massage, and cognate areas.
2. To give recognition through accreditation to schools that agree to and do maintain high standards of cosmetology and massage education and assure quality programs to their students.
3. To encourage high standards of ethical and professional conduct and activities and programs designed to advance and improve service to the public in the field of cosmetology arts and sciences, massage, and cognate areas.

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