

Program Review

**AAS in Salon and Spa Management (CIP: 12.0412)
(Cosmetology, Esthetics, and Therapeutic Massage Options)
Certificate in Salon and Spa Management (CIP: 12.0412)
(Cosmetology, Esthetics, and Therapeutic Massage Options)
Short-Term Certificate in Therapeutic Massage (CIP: 51.3501)**

Program Purpose

What is the published purpose/mission of the program?
The Salon and Spa Management Program provides training and education to prepare students for a rewarding career in cosmetology, esthetics, nail technology and massage therapy. To thoroughly train student for the workplace, the program operates a fully-functioning salon that also provide a service to the community and promotes community development.
How does the program's purpose/mission fit into the overall mission of the college?
The program supports mission goals three, five, seven and eight.
Do any changes need to be made to the program's purpose/mission? Explain.
Add Goal # 1.
Do any changes need to be made to how the program's purpose/mission fits into the overall college mission? Explain.
Add Goal # 1. An "open door" admission policy which insures nondiscriminatory educational opportunities for individuals regardless of race, color, disability, sex, religion, creed, national origin, or age.

Program Learning Outcomes

What are the program learning outcomes, and how are they assessed?	
Outcome	Assessment
Enrollments: Attain at least 335 enrollments in SAL, COS, and MSG courses in Summer 2018-Spring 2019.	Student enrollment will be retrieved from the AS/400 database.
Retention: The program will attain a success rate (completion with a grade of A,B or C) of at least 88% in Summer 2018, Fall 2018 and Spring 2019 terms (SAL, COS, MSG courses).	Retention and success rates will be reported by OIPA.
Maintain NIC-National Interstate Council Alabama Board of Cosmetology Licensure Exam passing rate of at least 90%.	Review the NIC quarterly School Candidate Exam Report.
Assist students in becoming completers within the Certificate and Degree programs from Summer 2018-Spring 2019. MSG STC: 5 SAL CER: 18 SAL AAS: 20	Credentials data will be retrieved from the AS/400 Database.
Attain at least 80% employment for Salon and Spa Management graduates.	The employment rate will be determined through data collection for the Perkins report. The percent of CTE concentrators employed, in military, or apprenticeship programs in the 2 nd quarter following the term in which they left NACC will be reported.
Program Learning Outcomes - Cosmetology	
Outcome	Assessment
The student will function as a competent entry-level salon and spa professional.	In COS 190, the student will be evaluated on his/her ability to function as a competent entry-level salon and spa professional by scoring at least 75% on either the Cosmetologist or Esthetician Comprehensive Checklist as appropriate.
The student will perform tasks in a safe manner.	In COS 190, throughout the class, the student will perform tasks in a safe manner with 100% proficiency according to the standardized Occupational Safety and Health Rubric.
The student will exhibit a positive work ethic.	In COS 190, the student's work ethic will be assessed by scoring at least 30 points on a standardized Workplace Readiness Skills Rubric.
Program Learning Outcomes – Therapeutic Massage	
Outcome	Assessment
The student will function as a competent entry-level massage therapist.	In MSG 206, the student will be evaluated on his/her ability to function as a competent entry-level massage therapist by scoring at least 75% on a comprehensive knowledge and skill exam.
The student will perform tasks in a safe manner.	In MSG 206, throughout the class, the student will perform tasks in a safe manner with 100% proficiency according the standardized Occupational Safety and Health Rubric.
The student will exhibit a positive work ethic.	In MSG 206, the student's work ethic will be assessed by scoring at least 30 points on a standardized Workplace Readiness Skills Rubric.

What can students do with the knowledge they have after completing the program?

Students meeting the requirements of the Salon & Spa Management Program in Cosmetology, Esthetics or Massage Therapy are eligible to apply for the State Board of Cosmetology/Esthetics Board Licensure Exam or the State Board of Massage Therapy Licensure Exam.

The knowledge and experience gained through the Salon & Spa Management Programs open endless doors of opportunity.

Graduates are employable as Salon or Spa Professionals in Hair Salons, Nail Salons, Barber Shops, Spa, Resorts, Medi-Spas, Medical Offices as Estheticians or Massage Therapist, Business Owner/Manager, Sales Consultant, Educator, Color Artists and Platform Artist .

What are the plans for reviewing the program learning outcomes and revising them?

- To evaluate the program learning outcomes, continue meeting the needs of the students in the specific skills and behaviors that a graduate of the program should know and demonstrate.
- To evaluate the measures put in place to improve attainment of the specified outcomes.
- To evaluate advising to ensure retention.

Assessed Needs and Assumptions

What are the occupational projections for careers for which the program trains?

Employment Projections by Occupational Group and Geographical Region													
Occupation	National Projections				Statewide Projections				North Alabama Works Region Projections				
	2016	2026	Net Change	Percent Change	2014	2024	Net Change	Percent Change	2014	2024	Net Change	Percent Change	Avg. Wage (2016)
Barbers, Hairdressers, Hairstylists, Cosmetologists	673.7	761.4	87.6	13	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Barbers	56.4	64	7.6	13.4	80	90	10	1.18	N/A	N/A	N/A	N/A	N/A
Hairdressers, Hairstylists, and Cosmetologists	617.3	697.4	80.1	13	5,870	6,470	600	.98	1300	1420	120	.89	27,892
Miscellaneous Personal Appearance Workers	213.6	242	28.6	13.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Makeup Artists, Theatrical and Performance	4.8	5.4	.6	12.5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Manicurists and Pedicurists	126.3	143	16.7	13.2	700	780	80	1.09	180	200	20	1.06	26,764
Shampooers	21.2	24.1	2.8	13.4	160	170	10	.61	30	30	0	0	19,095
Skincare Specialists	61.3	69.7	8.5	13.8	420	480	60	1.34	40	50	10	226	29,020
Massage Therapists	160.3	202.4	42.1	26.3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

National Projections: Bureau of Labor Statistics, Employment Projections. (https://www.bls.gov/emp/ep_table_102.htm)

Statewide Projections: Alabama Department of Labor, Production Employment and Average Annual Job Openings.

(<http://www2.labor.alabama.gov/Projections/occupational/statewide/Statewide2024.aspx>)

North Alabama Works Region Projections: Projections 2014 to 2024. (<http://www2.labor.alabama.gov/Projections/Occupational/Regions2024B.aspx>)

Based on the occupational projections, what is the employment outlook for graduates of the program?

The employment outlook for graduates in Cosmetology, Esthetics and Massage Therapy is very good, as long as there are people, people will want to look and feel their best. The U.S. Bureau of Labor Statistics expects employment in cosmetology careers to grow faster than the average for all occupations between 2016 and 2026, by about 13 percent. The U.S. Bureau of Labor Statistics for skincare specialists is projected to grow 14 percent from 2016-2026 faster than the average of all occupations. The U.S. Bureau of Labor Statistics projects 26.3 percent employment growth for massage therapists between 2016-2026. In that time, an estimated 42,100 jobs should open up.

What is the outlook for the continued need of the program within the mission of the college?

More Salons and Spas are in need of Estheticians and Massage Therapist to meet the need of the community. Also, with Google moving into the area, there will be an increase in population and need for more Cosmetologists, Estheticians, Barbers, and Massage Therapists.

Structure**What credentials does the program offer?**

The Salon and Spa Management Program offers the following credentials:

- Associate in Applied Science Degree in Salon and Spa Management with options in Cosmetology, Esthetics, and Therapeutic Massage
- Certificate in Salon and Spa Management—Cosmetology, Esthetics, and Therapeutic Massage
- Short-Term Certificate in Esthetics and Therapeutic Massage

What are the requirements for each credential?

AAS in Salon and Spa Management
Area I: Written Composition (3 hours total)
ENG 101—English Composition I or ENG 100 (3 hours)
Area II: Humanities and Fine Arts (6 hours total)
SPH 107—Fundamentals of Public Speaking (3 hours)
Humanities and Fine Arts Elective (3 hours) Choose from ART 100, 203, 204; MUS 101; PHL 206; REL 100, 151, 152; SPA 201, 202; THR 120, 126
Area III: Natural Science and Mathematics (9-11 hours total)
MTH 116 or any 100-level MTH (3-4 hours)
CIS 146 Microcomputer Applications (3 hours)
Math, Science, or CIS elective (3-4 hours)
Area IV: History, Social, and Behavioral Sciences (3 hours total)
Area IV Elective (3 hours) Choose from: ECO 231, 232; GEO 100, 101; HIS 101, 102, 201, 202; POL 211; PSY 200, 210; SOC 200, 210
Area V: Pre-Professional, Major, and Elective Courses (4.5 hours total)
SAL 133 Salon Management Technology (3 hours)
SAL 201 Entrepreneurship for Salon/Spa (3 hours)
WKO 106 Workplace Skills (3 hours)
Technical Core Total (9 hours)
COS 111 Introduction to Cosmetology (3 hours)
COS 112 Introduction to Cosmetology Lab (3 hours)
COS 113 Theory of Chemical Services (3 hours)
COS 114 Chemical Services Lab (3 hours)
COS 115 Hair Coloring Theory (3 hours)
COS 116 Hair Coloring Lab (3 hours)
COS 117 Basic Spa Techniques (3 hours)
COS 118 Basic Spa Techniques Lab (3 hours)
COS 123 Cosmetology Salon Practices (3 hours)
COS 143 Specialty Hair Preparation Techniques (3 hours)
COS 144 Hair Shaping and Design (3 hours)
COS 190 Internship in Cosmetology (3 hours)
Total Hours Required AAS Degree: 66-68 hours
Salon and Spa Management Certificate - Cosmetology
ENG 101—English Composition I or ENG 100 (3 hours)
SPH 107—Fundamentals of Public Speaking (3 hours)
MTH 116—Mathematical Applications or any 100-level MTH (3-4 hours)

CIS 146—Microcomputer Applications (3 hours)
WKO 106—Workplace Skills (3 hours)
SAL 133—Salon/Spa Management (3 hours)
COS 111—Introduction to Cosmetology (3 hours)
COS 112—Introduction to Cosmetology Lab (3 hours)
COS 113—Theory of Chemical Services (3 hours)
COS 114—Chemical Services Lab (3 hours)
COS 115—Hair Coloring Theory (3 hours)
COS 116—Hair Coloring Lab (3 hours)
COS 117—Basic Spa Techniques (3 hours)
COS 118—Basic Spa Techniques Lab (3 hours)
COS 123—Cosmetology Salon Practices (3 hours)
COS 143—Specialty Hair Preparation Techniques (3 hours)
COS 144—Hair Shaping and Design (3 hours)
COS 190—Internship in Cosmetology (3 hours)
Total Hours Required for Certificate: 54-55 hours
AAS in Salon and Spa Management – Esthetics
Area I: Written Composition (3 hours total)
ENG 101—English Composition I or ENG 100 (3 hours)
Area II: Humanities and Fine Arts (6 hours total)
SPH 107—Fundamentals of Public Speaking (3 hours)
Humanities and Fine Arts Elective (3 hours) Choose from ART 100, 203, 204; MUS 101; PHL 206; REL 100, 151, 152; SPA 201, 202; THR 120, 126
Area III: Natural Science and Mathematics (9-11 hours total)
MTH 116 or any 100-level MTH (3-4 hours)
CIS 146 Microcomputer Applications (3 hours)
Math, Science, or CIS elective (3-4 hours)
Area IV: History, Social, and Behavioral Sciences (3 hours total)
Area IV Elective (3 hours) Choose from: ECO 231, 232; GEO 100, 101; HIS 101, 102, 201, 202; POL 211; PSY 200, 210; SOC 200, 210
Area V: Pre-Professional, Major, and Elective Courses (42 hours total)
SAL 133 Salon Management Technology (3 hours)
SAL 201 Entrepreneurship for Salon/Spa (3 hours)
WKO 106 Workplace Skills (3 hours)
Technical Core – Required of all options (9 hours)
COS 117 Basic Spa Techniques (3 hours)
COS 118 Basic Spa Techniques Lab (3 hours)
COS 127 Esthetics Theory (3 hours)
COS 134 Advanced Esthetics (3 hours)
COS 135 Advanced Esthetics Applications (3 hours)
COS 163 Facial Treatments (3 hours)
COS 164 Facial Machine (3 hours)
COS 165 Related Subjects Estheticians (3 hours)
COS 168 Bacteriology and Sanitation (3 hours)
COS 190 Internship in Cosmetology (3 hours)

COS 191 Co-Op (3 hours)
Total Hours Required for Degree: 63-65 hours
Salon and Spa Management Certificate – Esthetics
ENG 101 English Composition I or ENG 100 (3 hours)
SPH 107 Fundamentals of Public Speaking (3 hours)
MTH 116 Mathematical Applications or higher (3-4 hours)
CIS 146 Microcomputer Applications (3 hours)
WKO 106 Workplace Skills (3 hours)
SAL 133 Salon/Spa Management (3 hours)
SAL 201 Entrepreneurship for the Salon/Spa (3 hours)
COS 117 Basic Spa Techniques (3 hours)
COS 118 Basic Spa Techniques Lab (3 hours)
COS 127 Esthetics Theory (3 hours)
COS 134 Advanced Esthetics (3 hours)
COS 135 Advanced Esthetics Applications (3 hours)
COS 163 Facial Treatments (3 hours)
COS 164 Facial Machines (3 hours)
COS 165 Related Subjects-Estheticians (3 hours)
COS 168 Bacteriology and Sanitation (3 hours)
(REMOVED COS 181)
COS 190 Internship in Cosmetology (3 hours)
COS 191 Co-Op in COS (3 hours)
Total Hours Required for Certificate: 54-55 hours
Salon and Spa Management Short Term Certificate – Esthetics
SAL 133 Salon Management Technology (3 hours)
SAL 201 Entrepreneurship for the Salon/Spa (3 hours)
COS 117 Basic Spa Techniques (3 hours)
COS 118 Basic Spa Techniques Lab (3 hours)
COS 163 Facial Treatments (3 hours)
COS 164 Facial Machines (3 hours)
COS 168 Bacteriology and Sanitation (3 hours)
COS 190 Internship in Cosmetology (3 hours)
COS 191 Co-Op (3 hours)
Total Hours Required for Short Term Certificate: 27 hours
AAS in Salon and Spa Management – Therapeutic Massage
Area I: Written Composition (3 hours total)
ENG 101—English Composition I or ENG 100(3 hours)
Area II: Humanities and Fine Arts (6 hours total)
SPH 107—Fundamentals of Public Speaking (3 hours)
Humanities and Fine Arts Elective (3 hours) Choose from ART 100, 203, 204; MUS 101; PHL 206; REL 100, 151, 152; SPA 201, 202; THR 120, 126
Area III: Natural Science and Mathematics (9-11 hours total)
MTH 116 or any 100-level MTH (3-4 hours)
CIS 146 Microcomputer Applications (3 hours)
Math, Science, or CIS elective (3-4 hours)

Area IV: History, Social, and Behavioral Sciences (3 hours total)
Area IV Elective (3 hours) Choose from: ECO 231, 232; GEO 100, 101; HIS 101, 102, 201, 202; POL 211; PSY 200, 210; SOC 200, 210
Area V: Pre-Professional, Major, and Elective Courses (42 hours total)
SAL 133 Salon Management Technology (3 hours)
SAL 201 Entrepreneurship for Salon/Spa (3 hours)
WKO 106 Workplace Skills (3 hours)
Technical Core – Required of all options (9 hours)
MSG 101 Introduction to Therapeutic Massage (2 hours)
MSG 102 Therapeutic Massage Lab I (3 hours)
MSG 103 Anatomy and Physiology (3 hours)
MSG 104 Musculoskeletal and Kinesiology I (3 hours)
MSG 105 Therapeutic Massage Supervised Clinical I (2 hours)
MSG 200 Business and Marketing Plans (1 hour)
MSG 201 Therapeutic Massage for Special Populations (2 hours)
MSG 202 Therapeutic Massage Lab II (3 hours)
MSG 203 Pathology (3 hours)
MSG 204 Musculoskeletal and Kinesiology II (3 hours)
MSG 205 Therapeutic Massage Supervised Clinical II (2 hours)
MSG 206 Licensure Exam Review (1 hour)
EMS 103 First Aid / CPR (1 hour)
Electives (7 hours) Choose from BUS, COS, EMS, HED, SAL or CIS
Total Hours Required for Degree: 66-68 hours
Salon and Spa Management Certificate: Therapeutic Massage
ENG 101—English Composition I (3 hours)
SPH 107—Fundamentals of Public Speaking (3 hours)
MTH 116 or any 100-level MTH (3-4 hours)
CIS 146 Microcomputer Applications (3 hours)
WKO 106 Workplace Skills (3 hours)
SAL 133 Salon Management Technology (3 hours)
MSG 101 Introduction to Therapeutic Massage (2 hours)
MSG 102 Therapeutic Massage Lab I (3 hours)
MSG 103 Anatomy and Physiology (3 hours)
MSG 104 Musculoskeletal and Kinesiology I (3 hours)
MSG 105 Therapeutic Massage Supervised Clinical I (2 hours)
MSG 200 Business and Marketing Plans (1 hour)
MSG 201 Therapeutic Massage for Special Populations (2 hours)
MSG 202 Therapeutic Massage Lab II (3 hours)
MSG 203 Pathology (3 hours)
MSG 204 Musculoskeletal and Kinesiology II (3 hours)

MSG 205 Therapeutic Massage Supervised Clinical II (2 hours)
MSG 206 Licensure Exam Review (1 hour)
EMS 103 First Aid / CPR (1 hour)
Electives (7 hours) Choose from BUS, COS, EMS, HED, SAL or CIS
Total Hours Required for Certificate: 54-55 hours
Salon and Spa Management Short Term Certificate – Therapeutic Massage
MSG 101 Introduction to Therapeutic Massage (2 hours)
MSG 102 Therapeutic Massage Lab I (3 hours)
MSG 103 Anatomy and Physiology* (3 hours)
MSG 104 Musculoskeletal and Kinesiology I (3 hours)
MSG 105 Therapeutic Massage Supervised Clinical I (2 hours)
MSG 200 Business and Marketing Plans (1 hour)
MSG 201 Therapeutic Massage for Special Populations (2 hours)
MSG 202 Therapeutic Massage Lab II (3 hours)
MSG 203 Pathology (3 hours)
MSG 204 Musculoskeletal and Kinesiology II (3 hours)
MSG 205 Therapeutic Massage Supervised Clinical II (2 hours)
MSG 206 Licensure Exam Review (1 hour)
EMS 103 First Aid / CPR (1 hour)
<i>*BIO 201 is an approved substitute for MSG 103</i>
Total Hours Required for Short-Term Certificate: 29
How often are the requirements for the degree reviewed?
Annually or as needed upon direction of Alabama Community College System
Are there any plans for revising the degree requirements?
No

Accreditation

What is the institutional accreditation for the program?
The Salon and Spa Management Program is within the institutional accreditation granted by the SACS Commission on Colleges and reaffirmed in 2005.
Does the program have any program-specific accreditations?
The Salon and Spa Management program is approved by the following agencies. 1) Alabama Board of Cosmetology 2) Alabama Board of Massage Therapy

Instructors

Who are the current instructors in the program, and what are their credentials?	
Name	Degree/Qualifications
Julise Clement	<ul style="list-style-type: none"> • AA, Northeast Alabama Community College • BA, Alabama A & M University • Cosmetology Instructor, Alabama Board of Cosmetology • Barber Instructor, Alabama Board of Cosmetology
Regina Gilliland	<ul style="list-style-type: none"> • AS, Wallacer State Community College, Hanceville • BS, Athens University • Cosmetology Instructor Alabama Board of Cosmetology • Barber Instructor, Alabama Board of Cosmetology
Heather Griggs	<ul style="list-style-type: none"> • AAS Northeast Alabama Community College • Cosmetology License, Alabama Board of Cosmetology • Massage Therapy Instructor, Alabama Board of Massage Therapy
Debra Hancock	<ul style="list-style-type: none"> • AAS Northeast Alabama Community College • Cosmetology License, Alabama Board of Cosmetology • Massage Therapy Instructor, Alabama Board of Massage Therapy

How have the instructors in the program developed professionally over the past two years?

2015-2016

Instructors at Educational Professional Development classes to bring back the latest trends, style techniques and equipment and product knowledge by attending: The Redken Symposium with International Artist and Salon and Spa Business Educators. The Alabama Premiere Hair Show and Conference. The Atlanta Dermal Institute for advanced Esthetics
Massage Therapy Instructors obtain CEU's in advanced techniques in Massage Therapy
The National Student Organization, SkillsUSA

2016-2017

The Premiere Orlando and International Hair, Esthetics, Nails and Equipment and Supplies Conference.
The Atlanta Dermal Institute for advanced Esthetics.
Massage Therapy Instructors obtain CEU's in advanced techniques in Massage Therapy.
The National Student Organization, SkillsUSA
National Leadership and Skills Training Engage

What are any planned professional development activities for instructors in the program?

Continued Professional Development classes to provide up to date training in Cosmetology, Esthetics and Massage Therapy in theory, skill, technology and equipment.
Redken Symposium 2019, Alabama Premiere Hair, Skin and Nails Conference, and the National Student Organization, SkillsUSA, Instructor Engage Training

Are any additional instructors anticipated within the next five years? If so, please explain.

In order to meet the needs of student enrollment, the Salon and Spa Management Department plans to hire an Esthetics Instructor. All cosmetology students are required to take two courses in esthetics in order to obtain the cosmetology certificate and be eligible for Alabama State Board of Cosmetology Licensure. With the increase interest in the Esthetics Program as an individual certificate/degree, the program would benefit both for the cosmetology students as well as the esthetic students enrolled.

Instructional Quality and Enhancements/Curriculum Design

How is the general education core incorporated into the course of study for this program?
The AAS degree includes 21-22 credit hours of general education in the 70 credit-hour total: ENG 101 or ENG 100; SPH 107; three credit hours of humanities or fine arts; MTH 116 or any 100-level math; CIS 146; a 3-4 hour math, science or CIS elective; and three credit hours of history, social, or behavioral sciences.
Are all course syllabi current and posted on the NACC website? Explain.
Yes
How is curriculum of each program option evaluated to ensure it is relevant and current? Examples include advisory committee suggestions, student learning outcome evaluations, student evaluations, etc.
Alabama Board of Cosmetology and Massage Therapy Updates, Advisory Committee suggestions, student learning evaluations and student evaluations
Describe changes that have been made in the delivery of the courses in each option of the program as a result of review of the program learning outcomes over the last five years.
<ul style="list-style-type: none"> • Increase individual instruction and demonstrations to meet student's needs as they work for completion. • Additional emphasis on developing entry-level management skills for the business including topics on business principles, business laws, insurance, marketing, and technology issues in the workplace. • Students actions and attitudes toward safety are assessed in every course. • Increase assistance in employment opportunities in the surrounding counties. • Increase more individual Advising assistance to the students to help them be part of the career path process. A student is more likely to complete a program, earn certificates and graduate if they feel part of the plan.
Are courses in the program scheduled to maintain availability and accessibility in accordance with the college's mission? Explain.
The courses in the program are set for Fall and Spring rotations making the courses accessible to beginning students. The courses continue to rotate four semesters until the student completes the Degree Plan. If we have a student that wants to begin the program during the summer semester, we advise students to take academic courses that pertain to the Degree Plan or we place them in the Esthetics beginning Theory and Lab classes that will work into the rotation.

Program Resources

Describe the physical facilities and resources, including any laboratories, used in the program. Are the physical facilities and resources adequate? Explain.

The Salon and Spa Management Program is located on an off-campus facility in the Liberty Square Shopping Center in Scottsboro, Alabama known as The Salon Institute. The building is a state-of-the-art facility that meets the needs of students seeking certificates and degrees in Cosmetology, Esthetics, and Massage Therapy. There are 3 classrooms that will accommodate the students equipped with a Starboard podium, four computers, flat screen TV, DVD, lockers, wet stations, tripods and counters for lab assignments. Each classroom has two bathrooms handicapped accessible for students. The Nail Tech Lab consists of five stainless steel manicure stations, six pedicure stations, six stainless steel product station and stools, wet station, waiting area and dispensary. The Esthetics classroom/lab consists of eight esthetics tables, eight stainless steel product stations, eight Skin Care Systems with steamers, galvanic current magnifying lamp, steamer, woods lamp, high frequency, vacuum unit, brush unit. The lab also has storage closet, flat-screen TV, DVD and wet station. The private Esthetics Room is for live work on clients, it consists of hydraulic table, facial machine, towel warmer, derm-abrasion machine, hydrfacial machine, waxing machine and cart, stainless steel carts, bathroom and separate shower. The cosmetology lab has 25 hydraulic chairs, five hooded dryers and chairs, five shampoo stations and shampoo chairs, 25 student work stations for equipment, 25 stainless steel trays for products, receptionist desk, computer, waiting area, Esthetics Face mapping station, 3 Therapeutic Massage chairs and stainless steel trays, two restrooms for clients, laundry room. The dispensary consists of products and supplies used on clients receiving live work applications. The locked supply room consists of products and supplies in bulk items stored for use in live work applications. The Massage Therapy classroom/lab consists of Podium with Starboard and Elmo, two flat-screen TV, DVD, classroom tables and chairs, eight massage tables, three massage chairs, towel warmer, two stainless steel carts, biology skeleton, and supply closet with sheets, blankets, disposable head covers, products and supplies, partitions for dividing lab. The two private massage therapy client rooms are for live work they consist of two hydraulic tables, two towel warmers, two stainless steel carts for supplies. The Salon Institute also has a coffee bar which consists of coffee bar, refrigerator, two stainless steel sinks, supplies for complementary coffee to clients.

Are there any plans for major expansion or upgrade of facilities or major replacement/expansion of equipment? Explain the rationale and include projected costs.

The facility and its equipment are in excellent condition, we would only replace equipment as needed.

Describe the technological resources used in the program. Are the technological resources adequate? Explain.

The Salon and Spa Management program uses a computer software system, the Salon Iris, designed especially for salons, schools, and spas that offer services, schedule appointments, and products. The Salon Iris software acts as a register, credit card system, appointment book, gift card manager, and reporting program which generates receipts, daily, weekly, monthly and annual reports of all live work services and moneys accounted for. Students assist instructors in the management of the customer service desk as part of their Salon and Spa Management curriculum training in salon management skills and workforce.

Are there any plans for major expansion or upgrade of technological resources? Explain the rationale and include projected costs.

The technological resources are sufficient.

Describe the library resources that are available to the program.

Examples of library resources provided by the NACC Learning Resources Center include the following: books, eBooks (full-text electronic books), and full-text journal, magazine, and newspaper articles. Depending on format, these items may be accessed electronically or in print. Online tutorials, as well as program-specific LibGuides pages, provide instruction in the use of these resources. Library staff are available to assist students and faculty in person, online, and by phone.

Are the library resources adequate for the program? Explain.

The NACC Learning Resources are sufficient. Aside from the Learning Resources, the Salon and Spa Management program provides students with available resources consisting of books, DVD's, CD's, hairstyling books, trend magazines, and professional materials in support of the Salon and Spa Management Programs.

Are there any plans for expansion or upgrade of library resources for the program? Explain the rationale and include projected costs.

Annually we purchase trend hairstyling books for the client live work floor, approximately \$300.00.

Advisory Committee

Is an advisory committee in place for the program? If so, list the committee members and their affiliation in the community. If not, are plans in place to establish an advisory committee?

The Salon and Spa Management Program has Advisory Committee members that benefit Cosmetology, Esthetics, Massage Therapy and Business. Members are listed below.

- Dana Thomas, Jackson County Salon Owner
- Babs Holcomb, Jackson County Nail Technician
- Toni McGriff, Jackson County, Economic Growth, Vice Chair of the Jackson County Democratic Party
- Casi Pope, Jackson County Massage Therapist
- Katy Freeman, DeKalb County Salon Owner
- Michelle Decker, DeKalb County Salon Owner
- Michelle White, DeKalb County Nail Technician
- Christie Shrader, DeKalb County Massage Therapist
- Lauren Keck, Huntsville, AL Salon Owner
- Paula Lecher, Huntsville, AL Salon Owner
- Cathy Mitchell, Impact Learning Center
- Dana Mitchell, Territory Development Manager for Redken, Pureology, Matrix, Loreal', Pulp Riot
- Heath Mankey, Outside Manager for State Beauty, coordinator for Education and Product Knowledge classes

What is the purpose and role of the advisory committee?

The purpose of the advisory committee is:

- 1) To assure the relevance of the program and curriculum to local industry.
- 2) Assure the quality of educational programs through external review.
- 3) Establish relationships with local business and industry that will result in advantages to students.

Describe any changes that have been made to the program as a result of advisory committee activity or suggestions.

We are open to suggestions and advancements in the profession. Our affiliation with Dana Mitchell and Heath Mankey have brought in Educational classes from Redken, Matrix, Pulp Riot Specialist in product knowledge and color classes. We host educational classes and invite salon owners from the surrounding two counties. Our students not only benefit from the classes, they also benefit by meeting and communicating with salon owners.

Enrollment and Completions

What are the enrollment trends in the program over the last five years?

Number of Students Enrolled in Salon and Spa Management Courses AY 2013-2014 through AY 2017-2018					
Course	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
COS	259	290	251	231	186
SAL	57	45	50	44	72
MSG	117	46	66	63	49
Total	433	381	367	338	307

Source: Office of Institutional Planning and Assessment. NACC ACCESS/400 database system. 17 January 2019.

What are the enrollment trends in the program over the last five years by gender?

Number of Students Enrolled in Salon and Spa Management Courses (Cosmetology, Massage Therapy, Esthetics Options) by Gender AY 2013-2014 through AY 2017-2018					
	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Male	2	2	4	1	1
Female	61	60	53	49	46
Total	63	62	57	50	47

Source: Office of Institutional Planning and Assessment. NACC ACCESS/400 database system. 17 January 2019.

What are the enrollment trends in the program over the last five years by race/ethnicity?

Number of Students Enrolled in Salon and Spa Management Courses (Cosmetology, Massage Therapy, Esthetics Options) by Race/Ethnicity AY 2013-2014 through AY 2017-2018					
	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
African American	1	2	2	3	1
Asian	-	-	-	-	1
Hispanic	4	7	5	3	6
Native American	-	-	-	3	1
Other	-	-	-	-	-
White	58	53	50	41	38
Total	63	62	57	50	47

Source: Office of Institutional Planning and Assessment. NACC ACCESS/400 database system. 17 January 2019.

What are the total number of enrollments and credit-hour production over the last five academic years?

Total Enrollments and Credit-Hour Production Salon and Spa Management Courses (Cosmetology, Massage Therapy, Esthetics Options) AY 2013-2014 through AY 2017-2018					
	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
COS CHP	777	870	753	693	558
SAL CHP	171	135	150	132	147
MSG CHP	274	110	156	132	173
Total Enrollments	433	381	367	338	307
CHP	1,222	1,115	1,059	973	878

Note: Total Enrollments is a duplicated headcount. If a student enrolled in more than one CRJ course, that student is counted multiple times.

Source: Office of Institutional Planning and Assessment. NACC ACCESS/400 database system. 17 January 2019.

What are the course success and retention rates in the program over the last three academic years?

Course Success and Retention Rates Salon and Spa Management Courses (Cosmetology, Massage Therapy, Esthetics Options) AY 2015-2016 through AY 2017-2018									
Year	Enrollments	Withdrawal Rate		Failure Rate		Pass Rate (A-D)		Success Rate (A-C)	
		No.	%	No.	%	No.	%	No.	%
2015-2016	367	22	6	45	12.2	117	31.8	296	80.7
2016-2017	338	21	6.2	25	7.4	146	43.2	283	83.7
2017-2018	307	22	7.2	8	2.6	128	41.7	263	85.7

Source: Office of Institutional Planning and Assessment. NACC ACCESS/400 database system. 17 January 2019.

What do the data indicate about enrollment and student retention in the program?

The 85.7% success rate in the program indicates the need for the program to meet the need of Salon and Spa employees in the surround two counties.

What are the plans for increasing enrollment and retention rates in the program?

Increased efforts in Advising meeting the needs of the students. Tracking students from Fall to Fall. Assisting students in obtaining certificates. Assist students in becoming completers with the Certificate and Degree programs. Assisting students as they near graduation with employment opportunities. Visit High Schools, Career Fairs and marketing the programs.

How many students have earned a credential in the program in the last five academic years?

Completers in Salon and Spa Management Courses (Cosmetology, Massage Therapy, Esthetics Options) Academic Years 2013-2014 through 2017-2018					
Credential	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
AAS	19	13	12	12	17
CER	17	14	10	22	14
STC	7	27	3	4	1
Total Completers	43	54	25	38	32

Note: A student who earned multiple awards is counted in all applicable rows.

Source: Office of Institutional Planning and Assessment. NACC ACCESS/400 database system. 17 January 2019.

What are the plans for increasing the completion rates in the program?

Making the application for program completion certificate applications easily assessable and assisting students completing the applications process.

Licensure passage rates

Does the program lead to the opportunity for licensure? If so, what are the licensure opportunities?
Students in the Cosmetology and Esthetics programs are eligible for the Alabama Board of Cosmetology Licensure exam upon completion of the Salon and Spa Management Program. Massage Therapy students are eligible for the Alabama Board of Massage Therapy Licensure exam upon completion of the Salon and Spa Management/Massage Therapy Program.
What are the licensure pass rates, if applicable?
The Salon and Spa Management Cosmetology/Esthetics State Licensure pass rate is 100% since 2007 The Salon and Spa Management Massage Therapy pass rate is 90%
Does the program or any coursework in the program lead to any type of industry certification? If so, what are the certifications?
Students obtain industry certification are school certified from Barbicide, Backscratcher, Dermalogica, Dermal Institute, Tammy Taylor, Career Essentials Professional Development.
What are the industry certification pass rates, if applicable?
100%

Job Placement Rates and Employer Satisfaction

What are the job placement rates for graduates of the program?
For Summer, Fall, Spring '17-'18, 33 students were enrolled, 26 are employed
Is employer satisfaction of graduates assessed? If so, are employers satisfied with graduates of the program? Please describe.
We contact employees on a monthly basis for feedback on graduate's progress. Employees have been impressed with the student's work ethic, knowledge and technical skills, safety, sanitation and disinfections procedures.

Student Follow-Up Reports

Is student satisfaction with the program assessed? If so, are students in the program satisfied with the program? Please describe.
Students have the opportunity to evaluate the instructors and program. Students are very satisfied with the programs, instructors, certificates and degrees offered in all Salon and Spa Management Programs
Is alumni satisfaction with the program assessed? If so, are alumni of the program satisfied with the program? Please describe.
We contact owners on a monthly basis. Students have been very pleased with the knowledge and skills learned in the Salon and Spa Management Programs. We hear from our students quite frequently, they want us to know how successful they are and they tell us thank you often for all we do to help them. We also invite them back to attend advanced classes that we host in our department.

Findings of Review THIS IS THE MOST IMPORTANT PART OF THE PROGRAM REVIEW!

What are the strengths of the program?

The Salon and Spa Management Program operates as a fully functioning Salon and Spa offering services in Cosmetology, Esthetics, Nails, and Massage Therapy to clients from the two surrounding counties.

The Salon and Spa Management Program provides students with the education and technical skills needed for a successful career by training in a real live work setting.

Instructors are degreed, enthusiastic and motivated in training students for the workplace.

The Salon and Spa Management Program offers education and training in a state-of-the-art facility with up to date, equipment, technology and professional products needed to prepare students with products used in upscale Salons and Spas, as we are training students to be successful in their chosen career in Cosmetology, Esthetics, Nails and Massage Therapy.

Our professional affiliations as a Dermalogica Partnership School, a Redken Partnership School and Backscratcher Partnership School, allows us to offer students advanced training with professional products and professional trainers.

We, as instructors take our jobs very seriously, we want to empower every student with skills that will help them achieve career success.

The Salon and Spa Management Program offers Certificates and Associate of Applied Degrees in Cosmetology, Esthetics and Massage Therapy.

Graduates of the Salon and Spa Management Program will be able to function as a competent entry level or above as a salon and spa professional in Cosmetology, Esthetics, or Massage Therapy while performing tasks in a safe manner and exhibiting a positive work ethic.

What are recommendations for improvement?

To continue to strive to meet the needs of every student through retention, completion, licensure and successfully helping them with job placement in a rewarding career.

Please provide any other findings that are pertinent to the review.

The Instructors for the Salon and Spa Management Program are dedicated to their students in providing an atmosphere conducive for learning. We want our students to enjoy their experience while developing knowledge and skills that can open many doors of opportunities whether they are enrolled in Cosmetology, Esthetics, or Massage Therapy.

We encourage our student to be involved in Student Organizations that encourage community service, professional development, personal skill improvement, and achievement in Technical Skills while being grounded in academics to develop their leadership skills and become a viable part of the community.

Through the SkillsUSA Student Organization, The Salon and Spa Management Program has excelled in Leadership and Skilled Competitions within the State and National Levels. In the past five years the Salon and Spa Management Program has competed in and won more than 35 medals. Five of the Salon and Spa Management students have also represented the Northeast Alabama Community College and The Salon and Spa Management Program as SkillsUSA State Officer.

We are very proud of the success of our students, we are also proud to know that we helped, encouraged, and even pushed a little when they needed it to further their education, and careers.

Report Affirmed by:

Signed:	SIGNATURES ON FILE IN OFFICE OF INSTITUTIONAL PLANNING AND ASSESSMENT	
Signed:		
Signed:		