

NACCAS Workshop – Evaluator Training Session  
Case Study

Pelo Bello Beauty School  
145 Roller Set Boulevard  
Acrylic, AL 67453

Visit Date: Wednesday, July 24, 2011

Courses Offered: Cosmetology (1500 Hours): 75 Students  
Barbering (1500 Hours): 20 Students  
Instructor (750 Hours): 5 Students  
Hair Braiding (35 Hours): 9 Students

2009 Outcomes: Completion 44%  
Placement 62%  
Licensure 71%

¶1 Pelo Bello Beauty School is seeking Renewal of Accreditation from NACCAS. The school is owned by Ms. Henda Bricks, and her husband Red. Mr. Bricks was not able to be at the school on the day of the visit because he was giving a deposition in a trial where one of the estheticians at his spa waxed a client's eyebrows completely off. The Bricks' also own five day-spas in the Acrylic/Gel metropolitan areas. Because the Bricks are so busy with their spa business, the Director of Operations, Mr. Chill Burch, assumes the day-to-day operations of the school. The school employs four full-time instructors: Ms. Betha Larnes, Mr. Mony Tirando, Mr. Pal Sappacoda, and Ms. Yen Koung.

¶2 Upon the team's arrival at the school, Henda and Chill took the team on a school-tour. The team noted that there were no lockers in the school. The team also noted that the Hair Braiding class was held in the Student Salon area, and had no dedicated classroom. The team also noted that Aaron Presley, a Barbering student, arrived at the school and clocked in, six minutes after the start of class.

¶3 After the school tour Mr. Burch led the team to a conference room, where they would work for the day. The room was already equipped with most of the necessary documentation the team would need for the day, including a copy of the school's Institutional Self-Study.

¶4 The team noted that the school's Mission Statement, which appeared in the ISS, did not appear in the school's catalog. The team noted that the Mission Statement also appeared in a tri-fold pamphlet, distributed to prospective students, and reads as follows:

“Pelo Bello strives to provide quality education in the fields related to the Image Industry, so that they can get jobs. This will ensure that they become good Mothers and Fathers and make a tremendous amount of money.”

¶5 The team's Academic Evaluator, Dr. Fredrick Couples, became concerned during his observation of classes. He discovered that academic learning classes are not held on Wednesdays for the Cosmetology Program, and therefore could only observe Instructor Larnes' teaching in the Student Salon. Dr. Couples was also concerned about the number of stations in the student salon area, which numbered 35. Dr. Couples decided to mention that to the team's Practitioner Evaluator, Nary Mell Macke. Ms. Macke said that she would investigate the issue. Until that point, Ms. Macke had been reviewing the Rules & Regulations of the State of Alabama. She noted that the State has a teacher-to-student ratio of one to twenty.

¶6 While reviewing those Rules & Regulations, Ms. Macke discovered that the State does not require continuing education for instructors. When asked about the school's policy, Ms. Bricks stated: “Alabama doesn't require any, so we just have our instructors complete 12 contact hours to satisfy NACCAS.” Ms. Macke checked the instructor personnel files, and found that all of the instructors had completed more than the policy requires. Also, the instructor files

demonstrated that each instructor is evaluated every two years. The forms were signed, and files were well-organized.

¶7 Pelo Bello is a Title-IV Participating school, and as such the team's School Owner Evaluator, Ms. Inger Wave, asked to see the Program Participation Agreement (PPA), and the Eligibility Certification Approval Report (ECAR). The ECAR had the school's previous address, which was approved by the NACCAS Board of Commissioners in 2007. When asked about the discrepancy, Red Bricks (via telephone), said that there was a file in his office with copies of correspondence with the U.S. Department of Education, showing that they had notified the Department of Education, and the Department had no problem with the change. The Department noted however, that a new ECAR would not be issued until the school went through the recertification process.

¶8 During review of student files, Ms. Wave noticed that Ingrid Nordegren, a current cosmetology student, did not have proof of secondary education. Her enrollment agreement stated that she was an Ability-To-Benefit student, but no test or score was documented in the student's file. The school's catalog did say, however, that the school admits Ability-To-Benefit students. The school also requires that students submit a health form before enrolling in any of its programs.. This requirement appears in the school's admissions policy. This form was not found in Sarah Sickly's file. Ms. Sickly is a current student in the Instructor program. When asked, Mr. Burch stated that Ms. Sickly is in tip-top condition.

¶9 The practitioner evaluator asked Ms. Bricks to show her where products are kept for practical demonstration and services. Ms. Bricks said they used to have a dispensary, but don't any longer because of student theft. She also stated: "If the students want to know anything about a specific product, they have to bring it in, and we will show them." Ms. Macke also noted

that the school had posted information from organizations such as Planned Parenthood, a Suicide Prevention Hotline, and others in the student break area. The evaluator interviewed Instructor Yen Koug and asked her what happens if a student asks for a professional referral to deal with pregnancy. Ms. Koug replied, “We generally just refer everyone to Mr. Sappacoda. He became an ordained Minister on the internet.”

During the Administrator Interview with Ms. Bricks, Ms. Wave asked how the Advisory Committee had impacted the operations of the school. Ms. Bricks stated that they determined that the market was not too hungry for Barbers, so they suspended enrolling students for that program. But she also stated that the trend in the area was more toward Esthetics, which is why they started the program two years ago. She said that the only external member of her advisory committee, Sherman Williams, is a local salon owner that employs Cosmetologists, Barbers, and Hair Braiders. She also mentioned that Mr. Williams convinced her to start a hair braiding program, which requires a license in Alabama.

¶10 Near the end of the day, Dr. Couples and Ms. Wave got together to discuss grading and Satisfactory Progress. Ms. Wave said that she did not see any Satisfactory Progress Evaluations in the files that she reviewed. Dr. Couples said that the school’s policy was in compliance and that they evaluate at 450, 900, and 1350 scheduled hours for Cosmetology. The school’s policy on report cards was in compliance according to both evaluators, and documentation of that appeared in the files.

¶11 The team asked for the school to pay for their dinner that night, and Ms. Bricks eagerly agreed. The team thanked the school for their hospitality and promptly left.