



HOW ARE WE DOING?

*A COMPREHENSIVE SURVEY OF THE ASSISTANCE NACCAS PROVIDES TO
ITS ACCREDITED AND APPLICANT INSTITUTIONS*

October 2006

Please Return to: [Lisa Shapiro, Research Technician](#)
NACCAS
4401 Ford Avenue, Suite 1300
Alexandria, VA 22302

NACCAS Services Survey
October 2006

October 16, 2006

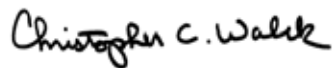
Dear School Owners and Interested Parties:

In 1998 and again in 2002, the Commission sent a questionnaire to all applicant and accredited schools, on-site evaluators, and interested parties to find out your experience with NACCAS. The questionnaire asked you to rate the services being provided by NACCAS and requested your comments and suggestions for improving our services or providing greater technical assistance to our schools. Based on your comments, the Commission has put in place numerous changes. Also, since the 2002 survey, developments in technology have allowed the Commission and the institutions it accredits to communicate in new ways.

While NACCAS welcomes your comments at any time, the Commission hopes you will complete the attached survey that will be used to assist NACCAS in improving the services that we provide.

We appreciate your time and input on this important survey.

Sincerely,



Christopher C. Walck
Executive Director

Communications

Please provide comments about your experiences in communicating with the NACCAS staff.

1. How often do you contact the NACCAS office via telephone?

_____ weekly

_____ monthly

_____ every 3 to 6 months

_____ 2-3 times per year

_____ less than once a year

_____ never

2. Do you feel the automated telephone answering service adequately directs your telephone calls?

_____ Yes

_____ No

If no, what suggestions for improvement do you have?

3. Are you able to speak with an accreditation staff member (or his/her voice mail) within a reasonable amount of time?

_____ Yes

_____ No

4. If the staff person you are trying to reach is in the office, do you receive a return call within 24 hours after leaving a message?

_____ Yes

_____ No

5. If the staff person you are trying to reach is traveling, do you receive a return phone call within 48 hours after his or her return?

_____ Yes

_____ No

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6. Is the information you receive by telephone clear and useful?

Yes No

7. If you call with a specific question about a pending issue with your own school, do you receive an answer/assistance within a reasonable amount of time?

Yes No

8. How often do you contact the NACCAS office via e-mail?

- weekly
 monthly
 every 3 to 6 months
 2-3 times per year
 less than once a year
 never

9. If you contact a staff member, via email, with a specific question about a pending issue with your school, do you receive an answer/assistance within a reasonable amount of time?

Yes No

If no, what suggestions for improvement do you have?

10. Is your internet access through (check all that apply):

- school/business
 third party servicer
 home

11. Have you accessed NACCAS' web site at <http://www.naccas.org> to obtain information?

Yes No

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If yes, how often do you use the web site?

_____ weekly

_____ monthly

_____ 2-3 times per year

_____ less than once a year

_____ never

12. Rate the ease with which you find the information you seek on the NACCAS website on a scale of 1 to 5, with 1 being very easy and 5 being very difficult

1	2	3	4	5
Very Easy	Somewhat easy	Average	Difficult	Very difficult

13. What additional information would you like to see included on the web site?

14. As a cost saving measure, which of the documents listed below would you be willing to obtain through NACCAS website, without receiving a copy via mail?

_____ *NACCAS NOW*

_____ Handbook

_____ Applications & Forms

_____ Workshop Brochure

15. How often do you refer to the *NACCAS Handbook* as a reference guide?

_____ Daily

_____ Weekly

_____ Monthly

_____ Two or three times a year

_____ Never

16. What suggestions do you have to improve either the format or content of the NACCAS *Handbook*?

Printed Version

Web Version

17. Are the NACCAS evaluators helpful in explaining NACCAS' accreditation requirements on-site?

1 2 3 4 5
Very Helpful Moderately Helpful Not Very Helpful

18. Are NACCAS staff members helpful in explaining NACCAS' accreditation requirements on-site, through telephone or e-mail consultations, and through written correspondence?

1 2 3 4 5
Very Helpful Moderately Helpful Not Very Helpful

19. In what areas would you like to receive more technical assistance? Please check any areas that you would like to see developed further.

_____ Annual report

_____ Outcomes assessment

_____ Refund practices

_____ Continuing education

_____ Financial requirements

_____ Practical grading criteria

_____ Other (please specify)

20. If your school has had to respond to stipulations, within the past 5 years, was the NACCAS office accessible and helpful to you in preparing your responses?

_____ Yes

_____ No

If no, please explain why and what we could have done to have been more helpful.

21. Do the complaint procedures outlined in Part 6 of the NACCAS *Rules of Practice and Procedure* provide you and your students with supervision and assistance in filing or responding to a complaint? If no, what suggestions do you have for improving the process.
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22. The Commission sends out approximately four “Calls for Comment” each year asking schools for input on proposed changes to NACCAS’ policies and procedures. The response from schools and interested parties has increased, however many schools do not choose to participate. If you are one of the individuals who do not respond, please check any of the reasons below as to why you have not responded.

- too busy to take the time
- not interested until the proposal is adopted
- the format is too difficult to understand
- I feel that my input is not considered
- AACS responds on my behalf
- the proposal is already a done deal
- other please explain

23. Have you been asked to participate in the Annual Report Verification Study (ARVS) in the past four years?

Yes No

- a). If yes, Do you feel that through the ARVS process, you have a better understanding of how to prepare your NACCAS Annual Report?

Yes No

In what aspects has it helped you? _____

- b). Did you understand the Individual School Analysis (ISA) that summarizes what researchers found through contacts with the sample of students and employers, and in the back-up documentation you submitted?

_____ Yes _____ No

If no, what do you feel needs further explanation? _____

Workshops

24. Indicate the month(s) in which you prefer to attend workshops (check all that apply.)

_____ January	_____ July
_____ February	_____ August
_____ March	_____ September
_____ April	_____ October
_____ May	_____ November
_____ June	_____ December

25. When attending a NACCAS Accreditation Workshop, what type of hotel do you prefer? Please check all that apply.

_____ Airport Hotel	_____ Downtown Hotel
_____ Resort Property	_____ Major Airport Hub

26. Please list your top four cities where you would be interested in attending a workshop.

1. _____ 2. _____
3. _____ 4. _____

27. When did you last attend an Accreditation Workshop?

_____ 2002 _____ 2005

_____ 2003

_____ 2006

_____ 2004

In what ways do you think the workshops could be improved? _____

28. What issues/topics would you like to see covered during the workshop or in concurrent sessions? (check all that apply)

_____ greater emphasis on problematic areas (most frequently cited limitations)

_____ innovative school programs

_____ catalog, contract review, and satisfactory academic progress

_____ refund practices

_____ other (please specify) _____

29. Please rate the usefulness of the handouts on a scale of 1 to 5 with 1 being very useful and 5 being not useful.

1	2	3	4	5
Very Useful	Somewhat Useful	Useful	Often Useful	Not Useful

30. What changes or additions to the workshop handouts do you think would be most useful to you? (Please be specific.)

31. Please rate the teaching methods of the workshops used on a scale of 1 to 5 with 1 being that the teaching methods used helped foster learning and 5 being I left confused.

1	2	3	4	5
Learned a lot	Learned some	Learned a little	Somewhat unclear	I left confused

32. What methods do you consider to be the most effective? (check all that apply)

- lecture
- power point presentation
- round table discussion
- individual consultation
- individual exercises
- group exercises
- question/answer periods
- other (please specify)

Accounting

33. The NACCAS Accounting Department sends invoices to schools and tracks payments and fees. If you have had a question or concern regarding a financial matter, in the past year, was the NACCAS Accounting Department helpful in addressing your concerns?

Yes No

How can the Accounting Department better serve your needs?

Volunteerism

NACCAS is seeking individuals who would have an interest in serving in various capacities on the Commission, including as Commissioners, committee members, on-site evaluators or in other positions to meet needs that may arise.

34. Would you be interested in serving on an advisory committee to the Commission or in another capacity?

Yes No

35. Would you be interested in becoming an on-site evaluator?

_____ Yes _____ No

36. If you are interested in serving, please indicate your qualifications and any special areas of expertise in which you may be able to provide assistance. Please provide your educational training, background, and work experience in any specialty areas. (check all that apply)

_____ educational training

_____ financial aid

_____ background in curriculum development and pedagogy

_____ ESL course review

_____ bilingual in Spanish (read and speak)

_____ bilingual in Vietnamese (read and speak)

_____ licensed and currently practicing in cosmetology or related field (please specify) _____

_____ other (please explain)

37. In May of each year NACCAS sends out a “Call for Nominations” for Commission seats that will be vacant in the upcoming year. There are only a few names that are submitted for nomination in each category each year. Would you be interested in running for a seat on the Commission?

_____ Yes _____ No

If yes, which category would you qualify for?

_____ owner of NACCAS-accredited institution

_____ practitioner

_____ academic

_____ public member

If no, what reasons have prevented you from placing your name in nomination? (check all that apply)

_____ other obligations

_____ the time commitment is too great

_____ I'm not interested in this level of involvement

_____ I'm unfamiliar with the process

_____ other (please specify)

General Comments

Please let us know any other areas in which we can improve or provide your school with greater assistance.

Thank You for Participating!