Instructional Annual Program Review and Planning Update Form Fall 2024

## BACKGROUND:

**Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.**

**Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.**

## SUBMISSION:

**Program:**

Cosmetology

**Principal Author(s):**

Yvonne Salazar

**Dean:**

Kenneth Starkman

**Submission Date:**

12/08/2024 3:40:05 PM

**Author Signature:**

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| Electronically signed by Yvonne Salazar on 12/06/2024 2:47:52 PM |

**Manager Signature:**

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| Electronically signed by Ken Starkman on 12/08/2024 3:40:05 PM |

# Part 1: Review of Data

## Use the data provided by the Office of Institutional Effectiveness (OIE)--[available in August 2024](https://fullcolledu-my.sharepoint.com/:f:/g/personal/dberumen_fullcoll_edu/Ejn54PAVVhJLqimOjiLWBBYBPkPdoZEFZxZtScvvyibo6A)--to review your program completion and success rates and compare them to the Institution Set Standards for course completion and success rates. Then, answer these questions:

1. **Where your program meets or exceeds the college-wide standard for completion and success, to what do you attribute your success?**

The Cosmetology Program had 678 enrollments during the academic year 2023-2024. Both completion and success rates exceeded the Institution Set Standards.

Cosmetology Completion 96.3%

Cosmetology Success 94.5%

Cosmetology Program: Excellence in Completion and Success Rates

The Cosmetology Program’s high completion and success rates are a direct result of its structured, well-organized approach to instruction and assessment. The program incorporates Pivot Point’s Mindful Teaching methods and Pivot Point's Cosmetology Fundamentals curriculum, providing students with a comprehensive and industry-relevant education. A full-time faculty member serves as the lead instructor for each course, overseeing a collaborative instructional model where multiple instructors teach under their guidance. The lead instructor ensures consistency by developing syllabi, class calendars, assignments, written assessments, laboratory scoring rubrics, and more. This structured approach ensures alignment with industry standards and state board requirements, equipping students with skills that exceed entry-level expectations and prepare them for a competitive job market.

In addition to our established curriculum, the program has adapted and incorporated modern salon technology to stay aligned with industry trends and provide students with real-world experience. Students are trained on advanced salon management systems, including customer relationship management (CRM) software and appointment booking tools, which are critical to success in today’s cosmetology workplaces. These technologies allow students to gain proficiency with tools that streamline operations, improve client services, and enhance efficiency in a salon setting. By integrating these technologies into our instruction, students learn to navigate the systems they will encounter in their careers, better preparing them for high-demand roles in the industry.

Faculty stay updated through professional development training focused on state board changes, industry trends, and Pivot Point curriculum updates. This ongoing training also includes an emphasis on the integration of salon technology, ensuring that instructors, students, and staff are proficient with the latest tools and systems. Training also emphasizes student engagement strategies to promote academic success, ensuring that the program adapts to evolving industry needs while fostering an effective learning environment.

1. **Where your program does not meet this standard, please examine the possible reasons and note any actions that should be taken, if appropriate.**

Not applicable.

The Cosmetology Program completion and success rates exceeds the established standards.

1. **Compare your data analysis in questions 1 and 2 to the review of data in your 2023 Annual Program Review update (available on the** [**Program Review and Planning Committee**](https://committees.fullcoll.edu/program-review/) **website). Are there significant changes? Do you notice any patterns from year to year?**

Program Enrollment Growth and Consistent Success:

The Cosmetology Program has experienced significant growth, with enrollments increasing by 67 students since last year’s program review. Despite this expansion, the program has maintained its exceptional success and completion rates, consistently exceeding the established standards. This achievement reflects the program’s well-organized structure, relevance in instructional methods, incorporation of salon technology, and commitment to quality. Faculty regularly participate in professional development training to stay current with industry and state board changes, ensuring that instruction remains consistent, up-to-date, and aligned with evolving standards.

# Part 2: Additional Resource Request Reasoning and Support

**We have reviewed our most recent self-study and have not identified any significant changes that necessitate resource requests for the upcoming academic year.**

**We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**

**For programs that have identified significant changes that necessitate additional resource requests, answer the following questions for each separate resource request:**

1. **Briefly describe your resource request.**

Personnel: Front Desk Salon Operations/Shift Supervisor

The Front Desk Salon Operations/Shift Supervisor will play a key role in managing the reception area and ensuring seamless client interactions. Responsibilities include answering phone calls, scheduling appointments, coordinating and supervising student workers, and maintaining the efficient operation of specialized CRM and appointment booking systems tailored to the needs of a cosmetology environment. This role ensures professional and efficient operations, directly contributing to the overall success of the student salon and enhancing client and student experiences.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2025 comprehensive self-study?**

Urgency of Funding Request: Front Desk Salon Operations/Shift Supervisor

The need for this position is critical as the program has recently started accepting clients and plans to expand services and hours to meet growing demand. Additionally, we have established community partnerships, such as sponsoring free haircut vouchers for the students at the Anaheim Elementary School District, which further increases the volume of clients and requires streamlined operations at the front desk.

Without this dedicated position, the program risks operational challenges that could hinder client satisfaction, student learning opportunities, and the success of our community outreach initiatives. Securing funding now will allow us to maintain and grow these essential services, directly benefiting students, clients, and the community.

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

The allocation for a Front Desk Salon Operations/Shift Supervisor will significantly enhance the Cosmetology Program's ability to deliver high-quality services, streamline processes, and support student learning and achievement.

Improved Service Efficiency:

The supervisor will manage the front desk, ensuring seamless scheduling, timely client interactions, and efficient coordination of student workers. This improved operational flow will create a professional, real-world salon environment where students can apply their skills in a structured setting.

Enhanced Learning Opportunities:

By handling operational tasks, the supervisor will allow instructors to focus more on teaching and mentoring. Students will also benefit from hands-on experience with advanced CRM systems, preparing them for industry demands and giving them a competitive edge in the job market.

Support for Community Engagement:

The supervisor will play a key role in coordinating client services, including community partnerships such as free haircut vouchers for elementary students. These activities provide students with practical experience while fostering a sense of community service and outreach.

Consistency and Professionalism:

By ensuring smooth operations and maintaining high service standards, the supervisor will enhance the program’s reputation and the quality of the client experience. This consistency supports student confidence and helps them achieve their educational and career goals in a professional environment.

Overall Impact:

The addition of this role will directly contribute to student learning by creating a structured, supportive environment that mirrors real-world salon operations. It will also strengthen the program’s ability to deliver exceptional client services, support community partnerships, and ensure continuous improvement in student achievement.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

The Cosmetology Program has recently expanded its services, including opening the student salon to external clients and establishing community partnerships, such as free haircut vouchers for elementary students. These new initiatives increase the complexity and volume of operations, requiring dedicated personnel to manage the front desk and ensure seamless client interactions.

Additionally, the program’s curriculum emphasizes real-world training, requiring students to participate in supervised, professional-grade salon operations. This aligns with the instructional need for a structured and well-managed operational environment, which the requested position will provide.

Full-Time/Adjunct Faculty Ratios:

Current faculty and staff resources are fully allocated to instructional and supervisory duties, leaving operational tasks at the front desk under-supported.

Full-Time and Adjunct instructors, classified staff, and student workers often assist with front desk responsibilities, but this detracts from their primary focus on teaching and learning, creating inefficiencies and inconsistencies. A dedicated front desk supervisor will allow faculty to concentrate on instruction and mentorship, improving student learning outcomes.

Operational Efficiency and Student Learning:

Evidence from client feedback, student evaluations, and operational logs highlights the need for a central figure to oversee and manage scheduling, customer service, and the integration of specialized booking and CRM systems. This role will ensure consistency, improve the client experience, and provide students with realistic training in a professional salon setting.

With over 150 students actively participating in salon operations across three levels, the addition of this position is essential to maintain operational excellence and meet curricular requirements.

Workload Data and Program Growth:

Enrollment in the program has grown by 67 students since the last program review, increasing the demand for services and logistical coordination.

The program operates across multiple sessions and levels, each requiring precise scheduling, resource allocation, and client management. The current staffing structure cannot sustain this growth without risking service delays, operational errors, and diminished student experiences.

The addition of a Front Desk Salon Operations/Shift Supervisor is not only justified by the program’s expansion and curricular demands but is also necessary to maintain the quality of instruction, enhance client services, and ensure the program’s continued success in meeting its educational and community goals.

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

College Goal 2: Success for Every Student

The supervisor will ensure that salon operations run smoothly, providing students with a structured, real-world environment where they can gain hands-on experience in professional customer service, scheduling, and managing salon technology. This aligns with the program’s focus on preparing students for success in the cosmetology industry by equipping them with technical skills and workplace readiness. By allowing instructors to focus more on teaching and mentoring, the resource allocation will also enhance instructional quality, contributing to improved student outcomes and career readiness.

College Goal 3: Strengthen Connections with Our Community

The supervisor will play a vital role in supporting community partnerships, such as managing free haircut vouchers for elementary students and coordinating client services for community members. By ensuring the salon operates efficiently and professionally, the program strengthens its reputation and builds trust within the community. These partnerships not only provide students with valuable experience but also demonstrate the college’s commitment to civic engagement and service.

College Goal 4: Commit to Accountability and Continuous Quality Improvement

This resource allocation will improve operational efficiency by addressing existing gaps in front desk management, such as scheduling, client interaction, and CRM system oversight. The supervisor’s role ensures that operations are consistent, reliable, and aligned with industry standards. Additionally, this position allows the program to monitor and adapt to growth, maintain high-quality services, and continually refine processes to better support students, staff, and clients.

Program Goals for Improvement (Self-Study) - Student Salon opens Fall 2024

In the last program self-study, goals for improvement included enhancing the professional environment of the student salon, expanding community partnerships, and providing students with more opportunities to develop job-ready skills. This resource allocation directly addresses these goals by:

Creating a well-organized and professional operational environment.

Supporting the expansion of services and partnerships, such as community outreach programs.

Allowing students to engage in practical, real-world experiences that align with industry expectations.

**For each separate resource request, complete this chart with details of the request:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel | Hourly |
| Facilities |  |
| Supplies |  |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other |  |
| **Total Requested Amount:** |  |

|  |
| --- |
| **Is the funding requested ongoing or one-time funding?**  Ongoing funds |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  Yes |

**For each separate resource request:**

1. **Briefly describe your resource request.**

Enhancing Data and Electrical Connectivity for Salon Management Systems:

The program requires upgrades to data and electrical ports to support modern salon management systems. These systems rely on consistent, high-speed connectivity, necessitating a transition from Wi-Fi to direct-wired connections in specific operational areas. Installing electrical and data ports will provide the necessary infrastructure to ensure reliable performance of these systems.

Front Desk Desktop Computer / Apple Tablets for Classroom Operations & Kiosk Enclosures (protect tablets):

To efficiently manage the salon's booking system, the program requires an Apple Desktop, which is compatible with the iOS-based booking software. This system handles the scheduling and management of 150 students across three levels of cosmetology services, ensuring accuracy and efficiency. Apple Tablets are essential for implementing the Student Automated Management System (SAMS), a software solution integral to classroom operations. Instructors will use these devices daily to manage attendance, assign and track coursework, and monitor the completion of cumulative tasks. SAMS operates exclusively on iOS, making these tablets a critical tool for instructional efficiency.

Updated Pivot Point Coursebook Set and Instructor Professional Development:

The Pivot Point coursebook set has recently released a new 2nd edition, featuring enhanced application workshops, updated exams, and revised content aligned with current industry standards. To ensure students receive the most relevant and effective training, the program needs to adopt the updated coursebooks and provide professional development for instructors to maximize the benefits of the new edition.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2025 comprehensive self-study?**

Delays in transitioning to direct-wired connectivity, implementing modern booking systems, and adopting tablets for classroom operations will have a cascading effect on the program's ability to deliver high-quality education and services, and meet its goals:

Student Learning and Career Preparation

Operational Efficiency and Productivity

Client Services and Community Partnerships

Program Growth and Competitiveness

The first edition coursebook set will no longer be available in print in Fall 2025. Waiting would delay the program’s ability to provide students with up-to-date, industry-relevant education. Timely professional development for instructors is critical to ensure seamless implementation of the updated curriculum. Delay would also hinder the program’s ability to maintain its competitive edge and alignment with industry trends, which could negatively affect enrollment, community partnerships, and student satisfaction

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

Transitioning to direct-wired connectivity will improve system reliability and customer service by reducing interruptions and ensuring smooth operations. This upgrade will also enhance student learning by offering hands-on experience with professional-grade tools, better preparing them for real-world careers. Additionally, the improved infrastructure will streamline front desk operations, boosting efficiency and productivity. Modern booking systems streamline front desk operations, improving customer service and reducing scheduling errors. Additionally, students gain valuable experience using industry-standard technology, preparing them for real-world workplace expectations. Transitioning from traditional pen-and-paper methods to tablets will save an estimated 320 hours of administrative tasks per 8-week session. This time savings allows instructors to dedicate more time to teaching, mentoring, and engaging with students, significantly enhancing the learning experience.

The new Pivot Point 2nd edition coursebooks include advanced application workshops and updated exams that reflect the latest industry standards and practices. Adopting these materials now ensures that current students benefit from these enhancements immediately, better preparing them for state board examinations and their careers. Timely professional development for instructors supports consistency in delivering new content, maintain the quality of instruction, student learning outcomes, and completion rates. Processing the request now allows the program to continue meeting its goals for improvement, supporting student success and maintaining its reputation as a leader in cosmetology education.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

The successful implementation and sustainable use of these upgraded systems will require personnel support. This includes roles related to system management, training, troubleshooting, and ensuring that both students and faculty are able to use these tools effectively. These new duties necessitate dedicated personnel to ensure smooth operations and to alleviate faculty and staff from tasks that detract from their core responsibilities of teaching and mentoring students.

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

College Goal 2: Success for Every Student

Fullerton College will support students in achieving their educational and career goals.

Enhanced Student Learning Opportunities: The integration of modern salon management systems, direct-wired connectivity, and industry-standard tools (such as tablets and booking systems) will ensure students gain relevant, hands-on experience with the technology used in the cosmetology industry. This aligns with the goal of preparing students for success in their careers by equipping them with up-to-date skills that meet real-world workplace expectations.

Improved Instructional Time: With the addition of tablets and modern systems, faculty will save significant time spent on administrative tasks, such as attendance tracking and appointment scheduling. This allows instructors to dedicate more time to teaching, mentoring, and engaging with students, enhancing the overall learning experience and supporting student success.

Increased Career Readiness: The upgrades will allow students to develop the skills necessary to excel in a professional environment, improving their employability and ensuring they are job-ready upon graduation. The use of these advanced technologies in the classroom is directly aligned with the goal of preparing students to meet industry demands and achieve their career goals.

College Goal 3: Strengthen Connections with Our Community

Fullerton College will develop and strengthen collaborative projects and partnerships with educational institutions, civic organizations, and businesses in North Orange County and beyond.

Community Partnerships and Outreach: With an expanded student salon and improved systems, the program will be able to accommodate more clients and community partnerships, such as free haircut vouchers for elementary students. This helps establish stronger connections with local schools, businesses, and civic organizations, directly benefitting the community while giving students real-world experience.

Enhancing Client Services: The ability to expand services and hours, made possible by modernized systems and infrastructure, will enable the program to engage more effectively with the community, offering professional services while simultaneously providing students with valuable, practical experience.

Strengthening Employer Partnerships: The integration of professional-grade technology, such as CRM and appointment systems, will better reflect the industry standards expected by local businesses, creating stronger relationships with employers in North Orange County and beyond, and opening more opportunities for student internships and employment.

College Goal 4: Commit to Accountability and Continuous Quality Improvement

Fullerton College will continually improve operational efficiency and effectiveness to ensure delivery of high-quality instructional and support programs.

Improved Operational Efficiency: The upgrades in technology, such as the transition to direct-wired connectivity and the implementation of modern booking systems, will streamline front desk operations and significantly reduce scheduling errors. This will ensure the smooth operation of the student salon, enhancing the experience for both clients and students and supporting continuous quality improvement.

Data-Driven Decision Making: The modern systems will provide better tracking and reporting of student performance, client interactions, and overall program outcomes, allowing the program to make data-driven decisions to continually refine and improve operations.

Sustained Program Growth: The addition of personnel to support system upgrades will help the program scale effectively, ensuring that it can handle growing enrollments, increased community engagement, and the expanded number of services offered, all while maintaining high standards of instructional quality and customer service.

Program Goals for Improvement (Self-Study) - Student Salon opens Fall 2024

In the last program self-study, goals for improvement included enhancing the professional environment of the student salon, expanding community partnerships, and providing students with more opportunities to develop job-ready skills. This resource allocation directly addresses these goals by:

Creating a well-organized and professional operational environment.

Supporting the expansion of services and partnerships, such as community outreach programs.

Allowing students to engage in practical, real-world experiences that align with industry expectations.

**For each separate resource request, complete this chart with details of the request:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel |  |
| Facilities | $8,000  Data and Electrical Connectivity for Salon Management Systems  Electrical ports / Data ports / Wi-Fi connection / Direct wire connection |
| Supplies | $8,000  Coursebook Set for instructors |
| Computer Hardware | $15,000 - Booking system (Salon Services) / Apple Tablets (works with booking system)  $1,200 - Kiosk or Enclosures (protect tablets issued to instructors. |
| Computer Software |  |
| Training | $10,000  Professional Development for instructors |
| Other |  |
| **Total Requested Amount:** | $42,200 |

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| --- |
| **Is the funding requested ongoing or one-time funding?**  Ongoing funds |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  Yes |

**For each separate resource request:**

1. **Briefly describe your resource request.**

Equipment Request: Replacement Salon Chairs

The program urgently requires new salon chairs to address significant safety concerns and maintain a professional learning environment. The current chairs are deteriorating, with unstable bases, broken or detached arms, and exposed metal footrests that pose injury risks to students, clients, and staff. These issues create potential hazards during practical sessions, jeopardizing student safety and hindering the program’s ability to provide a safe and effective learning experience. Investing in durable, high-quality salon chairs will not only mitigate safety risks but also enhance the professional appearance of the salon, providing students with a realistic and safe environment that reflects industry standards.

1. **Is this request related to an essential safety need?**

Yes

**Please explain how this resource will help your program meet an essential safety need.**

Replacing the current salon chairs will directly address critical safety concerns that jeopardize the well-being of students, clients, and staff. The existing chairs have unstable bases and exposed jagged metal footrests, which pose a risk of falls, cuts, or bruises during practical training sessions. Broken or loose parts, such as detached arms, contribute to an unpredictable environment, increasing the likelihood of accidents. By upgrading to new, stable, and ergonomically designed salon chairs, the program will eliminate these hazards, ensuring a safer learning environment for students. This upgrade will reduce the risk of injury, allowing students to focus on their work and develop skills in a secure, professional setting. It also supports the program’s commitment to maintaining industry-standard safety practices, which are essential for both student success and well-being.

**For each separate resource request, complete this chart with details of the request:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel |  |
| Facilities |  |
| Supplies |  |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other | Equipment: $45,000  Salon chairs for all five cosmetology laboratory classrooms. |
| **Total Requested Amount:** | $45,000 |

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| --- |
| **Is the funding requested ongoing or one-time funding?**  One-time funds |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  Yes |