

2008 PROGRAM OUTCOMES ASSESSMENT SUMMARY REPORT

PROGRAM: **SVI** – COSMETOLOGY CERTIFICATE

DATE: 28 JANUARY 2008

DEMONSTRATION OF LEARNING: *What assignments or projects demonstrate student learning outcomes are achieved?*
[Note: evidence of learning contained in Assessment methods and Findings sections.]

Learning Outcomes	Assessment methods
<p>Perform all aspects of cosmetology using the Pivot Point method for all types of hair and skin including haircutting, hair styling, hair coloring, permanent waving, chemical relaxing, manicuring and skincare.</p>	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Student performs cosmetology procedures, is evaluated by faculty and feedback is given to the student.</p> <p>Student performs cosmetology procedures during quarterly exams, is evaluated by faculty and feedback is given to the student.</p>
<p>Perform salon business such as front desk skills, inventory and loss prevention, resume building and interviewing skills, self-marketing and the basic knowledge of starting one's own salon business.</p>	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Student simulates business ownership at the cosmetology clinic, keeps ledgers, and produces portfolio with resume, work examples, and project product for assessment.</p>
<p>Demonstrate customer service skills, self-growth and personal development.</p>	<p>Grading sheets are used to evaluate customer service, professionalism, and front office skills.</p> <p>Journals are used to evaluate self-growth and personal development.</p> <p>Student meets with faculty one-on-one for advising session on progress in program.</p>

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Engage in lifelong involvement in the community through the profession of cosmetology.	Grading sheets are used to evaluate students performing community service.
Possess the necessary skills to pass the Washington State Cosmetology written and practical examination required for Certification to work in the cosmetology field.	Student is observed and evaluated by faculty and given feedback in practicum courses. Student performs procedures and is evaluated by faculty and feedback is given to the student.

EXTERNAL EVIDENCE? *Alumni, employer, Curriculum Review, Technical Advisory Committee feedback?*

The Technical Advisory Committee meets each quarter. Members include cosmetology professionals from salons throughout the Seattle area. They provide advice on curriculum, desired skills and professional knowledge. Salon owners provide feedback on student externships. Rates of students passing National-Interstate Council of State Boards of Cosmetology (NIC) Exam and obtaining Washington State Cosmetology License are tracked and give feedback on student learning.

FINDINGS: *What have you learned from your outcomes assessment activities?*

Our students are well prepared in technical cosmetology skills. They are good with customer service, professionalism, self-marketing, and retailing yet we would like to strengthen these skills further.

ACTIONS TAKEN: *What program changes have you made in the last three years? -- WHAT WAS THE IMPETUS FOR CHANGE?*

- Added specific grading criteria to daily grading sheets for technical, customer service, and professionalism skills.
- Added daily journal self-reflection.

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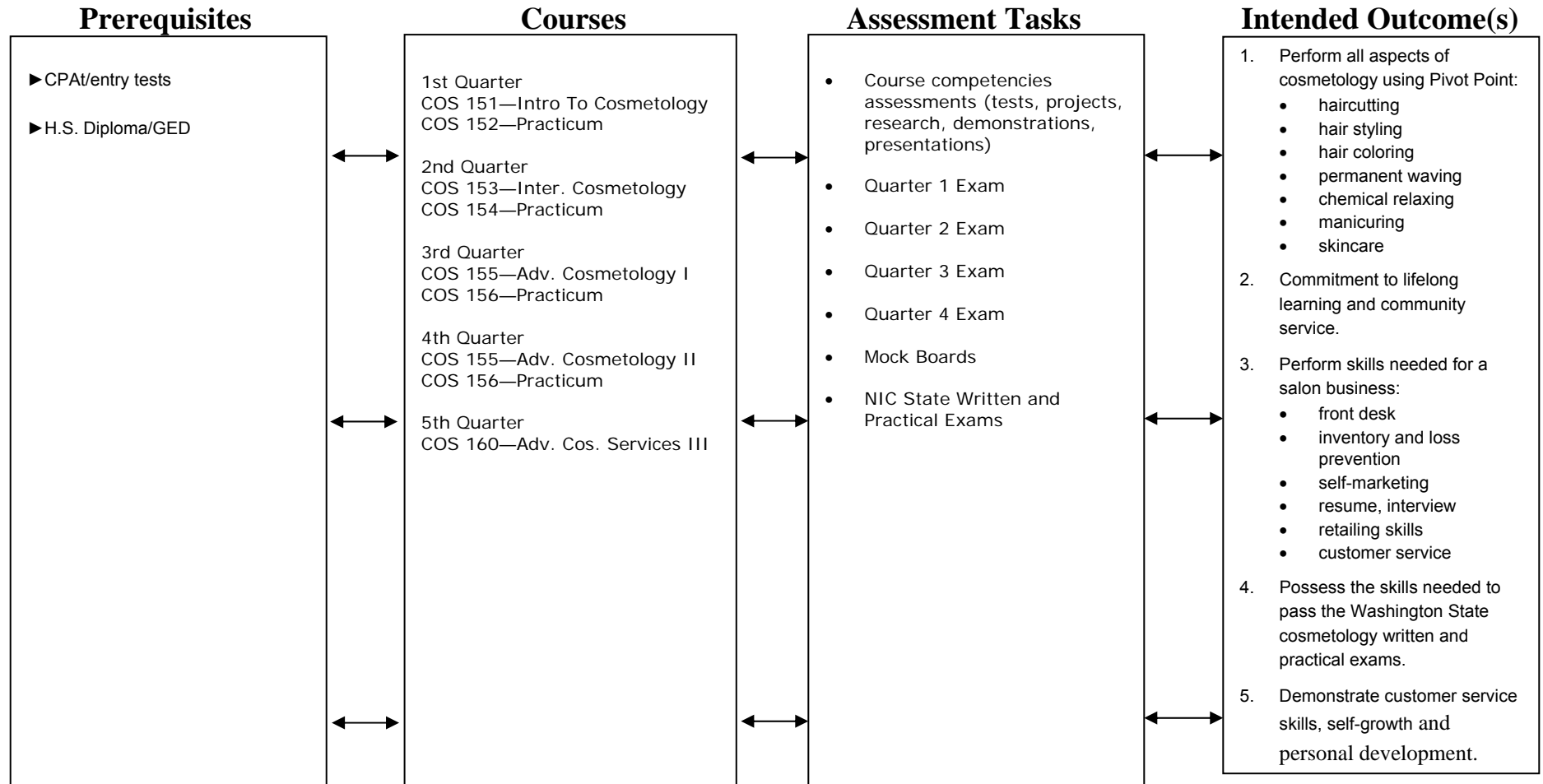
Program Name:

SVI Cosmetology Certificate

Revised 28 January 2008

Theme(s): Cosmetology skills, customer service, safety, professionalism

Program Role: The Cosmetology Program prepares graduates to perform multi-ethnic hairdressing and cosmetology services as well as salon management and front-office skills for cosmetology positions in salons and other businesses.



What must students understand to demonstrate the intended outcome?

What skills must students master to demonstrate the intended outcome?

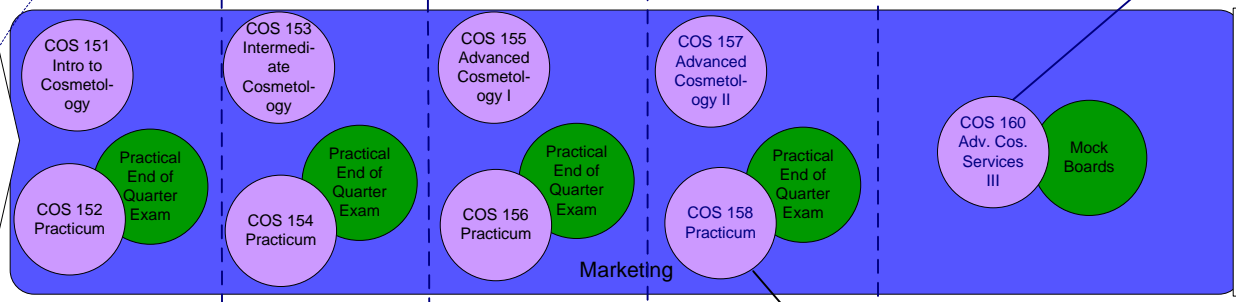
What will students do in here to demonstrate evidence of the outcome?

What do students need to be able to DO “out there” that we’re responsible for “in here”??

Program: Cosmetology
 Snapshot on: 28 January 2008

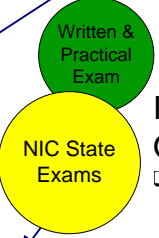
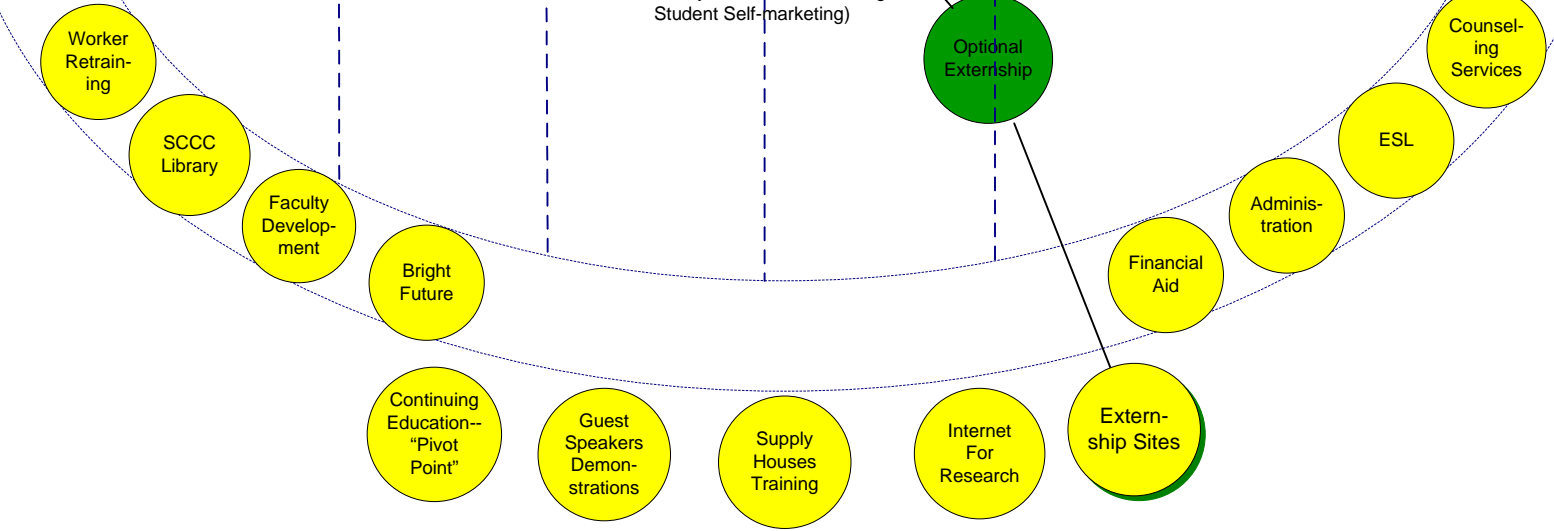


QTR 1 QTR 2 QTR 3 QTR 4 QTR 5



INTENDED ROLES
 Cosmetology Apprentice
 Licensed Stylist
 Cosmetologist
 Salon Owner
 Product Sales Rep
 Make-up Artist
 Runway Hair & Makeup Artist
 Platform Artist

ENTRY REQUIREMENTS
 CPA/Entry Tests
 GED
 HS Diploma



Intended Learning Outcomes:

- Perform all aspects of cosmetology using Pivot Point:
 - haircutting
 - hair styling
 - hair coloring
 - permanent waving
 - chemical relaxing
 - manicuring
 - skincare
- Perform skills needed for a salon business:
 - front desk
 - inventory and loss prevention
 - self-marketing
 - resume, interview
 - retailing skills
 - customer service
- Commitment to lifelong learning and community service
- Possess the skills needed to pass the WA State Cosmetology written and practical exams.

Program Assessment Inventory

Program: SVI—Cosmetology Certificate

Assessment methods used to determine that students are prepared to succeed and that they have achieved the program learning outcomes when they complete degrees or certificates.

	<i>Pre-/ early program</i>	<i>Mid program</i>	<i>End of program</i>
<i>Students are prepared to learn (prerequisites)</i>			
ASSET test scores			
COMPASS test scores			
SLEP test scores			
CPAt test scores	X		
CASAS			
H.S. Diploma/GED	X		
Other?			
<i>Students are assessed as they move through the program</i>			
Competencies assessment	<i>throughout program</i>		
Internship/Externship feedback			X
Pre-Mid-Post assessment			
Service Learning experience feedback	X	X	X
Student course evaluations	<i>quarterly</i>		
Student focus groups	X	X	X
Student grades	<i>quarterly</i>		
Student interviews		X	
Student self assessment	X	X	X
Student surveys			X
<i>Students are assessed as they complete the program</i>			
Completion statistics			X
Capstone projects			X
Graduation statistics			<i>by college</i>
Portfolios	X	X	X
Presentations	X	X	
<i>External assessment data is collected</i>			
Transfer rates			X
Employer surveys			
Technical Advisory Committee	<i>quarterly</i>		
License certification success rates			X
Performance in 4 year programs			
Employment rates			
Salary statistics			
Survey of former students			
Other? Externship Survey		X	

Cosmetology – Certificate – 2006 Learning Outcomes

1. Perform all aspects of cosmetology using the Pivot Point method for all types of hair and skin including haircutting, hair styling, hair coloring, permanent waving, chemical relaxing, manicuring and skincare.
2. Perform salon business such as front desk skills, inventory and loss prevention, resume building and interviewing skills, self-marketing and the basic knowledge of starting one's own salon business.
3. Demonstrate customer service skills, self-growth and personal development.
4. Engage in lifelong involvement in the community through the profession of cosmetology.
5. Possess the necessary skills to pass the Washington State Cosmetology written and practical exam to be Certified to work in the cosmetology field.