

CITRUS COMMUNITY COLLEGE
Cosmetology Advisory Board Meeting
August 09, 2021, 9:00 a.m. – 10:00 a.m.

Attendees:

- Patti Glover, Full Time Faculty, Citrus Community College
- Celia Gonzales, Admin Secretary CTCE Division, Citrus Community College
- Albert Graciano, Full Time Faculty, Citrus Community College
- Susan Bautista, Full Time Faculty Citrus Community College
- Maria Morrish, Full Time Faculty, Citrus Community College
- Charles _____ , Citrus College Alumni
- Polly Lucke, _____
- Randy Sayer, _____
- Stevenie Smith Farmer, _____
- Salvador Hernandez, Full Time Faculty, Citrus Community College
- Alana Kaiaokamalie, Citrus College Alumni
- Shirley Crossan, Talent Acquisition for SuperCuts
- Tara Douglas, Instructors Assistant, Citrus Community College

Agenda	Discussion
Introductions	Everyone introduced themselves

<p>Five things that would be helpful in a Salon</p>	<p>Students should leave the program with the following:</p> <ul style="list-style-type: none"> Good Work Ethic Timeliness Communication (between themselves and customers) Work/Life Balance Friendliness (between customers) Enjoy What You Do (positive outlook)
<p>Reopening After Covid-19</p>	<p>Stevenie Smith Farmer, customers are calling to find out how they are keeping clients feel safe. They are already State Board regulated so they clean in between clients and they use Lysol to clean so clients can see them cleaning.</p> <p>Patty reiterated that the State Board said they could now use just wipes.</p> <p>Alan Kaiaokamalie said the biggest thing for them right now is getting them to come in. She said in San Bernardino County they are in the middle of back to school rush, they still get a few guests that are uncomfortable still. In San Bernardino County there are less people hesitant to come back in LA County they are a little more hesitant.</p> <p>Stevenie Smith Farmer, said her community has been ready to come back and reopening was easy and all her stylists were filled quickly but she does require mask wearing in her facility no matter what.</p>

Charles said there is a strong 50% that wanted to come back and 50% that wanted to wear masks and are still a little hesitant.

Maria said it's really successful being back in person. Especially for the visual learners. She's going to emphasize that it's their responsibility to protect themselves and their clients. Online is really not ideal for learning and that they need to emphasize the importance of protecting themselves and others.

Polly Lucke said last summer they developed a whole set of protocols and had an internal committee to decide and meet with the different employers and labor unions what to use to protect themselves with PPE. Members have been wearing PPE and have made accommodations for vaccinated people so they wear face shields. It's a little different for them because employers dictate what they use in each individual location. They have seen an uptick in positive testing but it's been okay so far.

Randy Sayer said that protocols were put together at local 706 covid safety task force. They relied on the State Board for the protocols.

Stevenie Smith Farmer said they are not temperature checking because people who are asymptomatic with no symptoms and they could still have it.

<p>What skills are new students lacking in the Salon environment now?</p>	<p>Charles said hands-on is something they are lacking and they have to gap that confidence for the students because they are only working on doll heads right now.</p> <p>Patty said in her environment (nails) she asks students to work on people they know in their families and environments. She gets them to video it so she can help them.</p> <p>Susan Bautista said that Maria Morrish had mentioned in a meeting that students can't even shampoo. She asked Charles what they are doing to gap the skills that we are not able to teach them.</p> <p>Charles said whenever he's just about to start something like a haircut, is when he calls over a new hire to get their eyes on there so that they can see what he's doing so they can feel more comfortable.</p> <p>Alana Kaiaokamalie said they do a lot of pre and post training. They have models before they are on the floor. They shadow, and do quality control so a team member can check on the haircuts so they can follow up with them and give them feedback.</p>

Stevenie Smith Farmer said she asks them to bring in a model, family, etc.

Shirley Crossan said they have pre training and they are expending and spending more time with hands-on. Spending more time on training some students aren't able to complete their academy in four days. They are out of mannequins.

Albert Graciano said that he has someone who started a training with a mannequin to go over hands- on with new students so they get that training.

Polly Lucke said they are really busy so they take resumes from people who have some set experience. There are a lot of need for period influenced work. They need people who can work well with others. It's about personality and ability to work within a team. There is a different situation, they need creative people, people who can think outside the box, and accept critiques from people.

Patty said that they can't teach them how to hustle but it's the soft skills that they can teach.

Susan Bautista said that we have a 4-week business class that students take and a section on soft skills, teamwork, getting along well with other.

Maria Morrish said that it's really hard to teach communication because of the new generation. Their

communication is one sided. She has a no cell phone policy.

Shirley Crossan said they are teaching an 8-hour course on guest service training. Teaching them how to ask open ended questions, how to build rapport. Said she'd appreciate if they can stress that businesses are looking for serious applicants.

Susan Bautista said she believes it's a generational thing. Because although they teach the course, it's the follow through that students don't understand.

Stevenie Smith Farmer said it's confidence and communication. They can't teach them things that should have been instilled in them as children.

Patty said that you can't teach them communication because that is something that is taught at home which is challenging.

Randy Sayer said that cell phones on a soundstage is a two edge sword because they are used on sets to take continuity photos or texts are sent to each other to take breaks. Most shows have NDAs that people can't use cell phones.

Polly Lucke said she's had department heads contact her about telling people about the no cell phone policy and she said that they should tell them. They are seeing it with a lot of the younger members.

	<p>Susan Bautista suggested maybe when we can bring people in that they have students bring in family and friends.</p> <p>CC Gonzales suggested that students work on staff here at the campus because staff would definitely participate. High end salons are spending a whole day on just shampooing different textures of hair so they are more comfortable.</p>
Thoughts on Hybrid Education	<p>Alan Kaiaokamalie said that adapting and thinking outside of the box about how we can get the students to zone in and pay attention. We need to just deal with where we are at right now and adapt and move forward.</p> <p>Stevenie Smith Farmer said that theory online and hands-on in person are important. She said that it's easier to do a live person rather than a doll head. If they can bring someone in instead of using a doll head that would be better.</p> <p>Charles said that he loved being here in person and getting to know everyone. He feels hands-on kids would help if they had a real life haircut or pedicure in real life are things you can't really learn online. He said connecting with people and telling your story is really important in finding who you are and relating to the people in your chair.</p>

	<p>Susan Bautista explained Hybrid. Covid forced Cosmetology to go this route (Hybrid). In lieu of what the students want, learning hands-on. The students are doing lectures online. Instructors are live with them and then they have a break and they come to campus to practice skills or something they've learned that day. This opened the opportunity for Citrus to go the route of Hybrid learning.</p> <p>Maria Morrish said she does an online workshop. One day they'll do blow-dry and flat iron, then the next day they will go in person and do it in class. Recorded lectures and embedded quizzes are what she uses. She uses videos for practical and she can see who has watched it and they get points if they watched it and zero points if they don't.</p> <p>Stevenie Smith Farmer said that a lot of them learn from YouTube. So now they are learning in social media.</p>
Meeting Adjourned	1:10 p.m.