

NIC Bulletin

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Official Newsletter of the National-Interstate Council of State Boards of Cosmetology, Inc.

www.nictesting.org

Plan for 2011 NIC Conference in Fort Lauderdale, Florida

With ribbons of blue waterways meandering throughout Fort Lauderdale, Florida, and ocean waves that flow and glisten like silk, it's a vacation wonder to enjoy for the NIC Conference.

The city has so much to offer from the 23 miles of unique beaches to the many types of water sports offered to explore the waterways whether by using the water taxis to sightseeing cruises, to the Gondola tour to kayaking.

Greater Fort Lauderdale features a diverse dining scene. Waterside restaurants

include all types of flavors from the simple café style to a gourmet dining meal. The nightlife in Fort Lauderdale includes many dance clubs with a relaxed upscale vibe to chose from, whether it's a chic club or a classic bar. With so many boutiques, the Sawgrass Mill designer outlets and the large Gallery Mall are selections to choose from for a shopping experience.

These are just a few highlights on Fort Lauderdale to make everyone want to attend the 2011 NIC Conference August 27-29

at the Gallery One Doubletree Guest Suites Hotel.

Room rates for single or double accommodations is \$119 plus applicable tax. For reservations call 800-222-8733.

For more information you may go online at www.nictesting.org or contact Debra Norton at debranorton@sbcglobal.net or (501) 227-8262.



Aurie J. Gosnell Scholarship

Cosmetology student applicants wishing to apply for the Aurie J. Gosnell Scholarship may apply between March 1, 2011 and June 1, 2011. For more information on how to apply and get an application form go to the NIC website at www.nictesting.org and download the home page for policies and procedures for the administration of the scholarship and application form.

The award of (4) one-thousand two hundred fifty dollar (\$1,250.00) scholarships will be given. This award is given annually in memory of Aurie J. Gosnell.

For more information please contact Debra Norton at (501) 227-8262 or debranorton@sbcglobal.net.



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Message From the President



As I was trying to decide what I would say to you, my mind was racing like a runaway horse. There is so much to talk about but what would be most beneficial to you all. And then it came to me. The economy of our country and how it affects us all is the big topic of discussion.

Our current economic environment does not just impact our financial standing but our very profession. Every day we learn of factories closing, companies laying off and scaling down. Jobs are lost and people look for new professions. Cosmetology is one of the top choices of study. The reasons vary: short time frame of course, ability to apprentice, flexible class schedules, government grant money and so forth. This places a great increased burden on all of us who serve on State Boards. Add to that the problems we deal with as it pertains to unlicensed practice, cheating on examinations, validating the authenticity of documents, etc. And while we who love this profession and are proud to have other's join us, we are still charged with the task of protecting the consumers. This is no easy task.

In order for all of us to do the best job we can we must all stand together as one strong body of regulators. We have to communicate and share information. We have to look at ways to help each other. We need to be open and accessible to each other. The most desirable way to do this would be if we could set up a nationwide data

base of licensees. This data could contain those who have current licenses and those who have recurring disciplinary actions. It could track cheating on exams and revoked licenses. This is a vision that NIC has dreamed of for a long time. We know it will carry a cost that none of our states can carry at this time. Maybe one day in the future this will happen, but until that day comes we can still work together to share the information we have. It doesn't take much time. We need to answer and send phone calls and emails. We need to share the news that a group of professional cheaters have been caught. We need to share the news when one state has to shut down a school for selling hours. Or when a state employee is caught selling licenses. This has happened and will continue to happen in all of our states. And while I would love to see all of our states give the NIC exam, the fact that some states chose to use other exams does not stop cheating or illegal practice. Let's all stand together strong and work to protect the profession we all love.

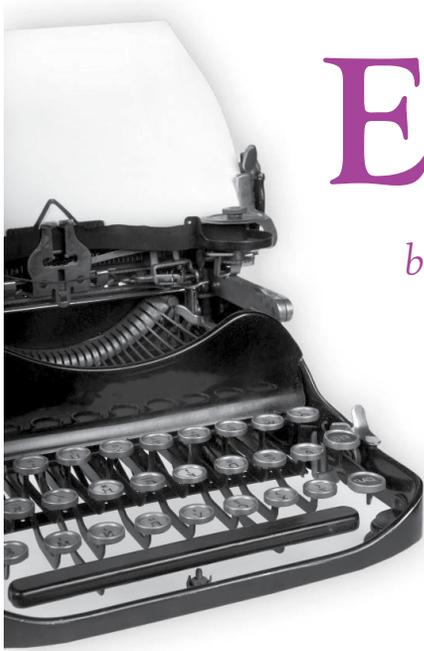
In closing let me say that I hope you all have a great summer and take time to enjoy your family. Hug your kid's everyday and let them know you love them.

Hope to see you all soon.

Kay Kendrick
President NIC

Dahlquist Becomes Mayor

Jackie Dahlquist was voted to serve as Mayor of her community of New Underwood, South Dakota this last year. The City Council, of which she has been a member for the past eleven years, voted for her to fill the vacant spot of the former deceased mayor. Jackie will continue the role until the election of the Council and Mayor in April.



Editorial

by Lois Wiskur

“Labeling” With Negativity

As I was thinking about NIC as an organization and how I have had the opportunity to witness its growth, my thoughts were on some of the ups and downs that were endured in the past years.

One of the things I remember was the judging of others by one's label that seemed to have an effect on the dividing of some of the membership. Also, some of the negative approaches that were used by individuals.

Today when I remember back, I am so glad to see that there were and are so many good “labels” that are a part of our state boards. What do I mean by “labels”? I'll explain how I see it today.

Labels aren't bad. It's what we do with them that affect our thinking process. For example, when asked to tell someone about yourself, you can use any number of descriptive words like mother, father, grandparent, businessman, teacher, cosmetologist, black, white, Native American, Catholic, Jewish, Protestant, Democrat, Republican, Independent, single, married and the list could go on and on. No matter what your labels maybe you have many that could describe you and they all are combined to make you into the individual you are. But unfortunately, in the last few years it seems that we are guilty of picking out only one label for an individual, forgetting that everyone is composed of many parts. This happens

all the time when meeting new people for the first time.

Labeling was at one time a big issue. I read how it had caused some problems for some Presidential candidates years ago. One candidate was divorced and one was a Catholic and people thought if he were elected the Pope would have too much power. Thankfully, today those types of brands aren't a big issue anymore and people aren't labeled by them.

We've gotten over some labels, but there still are way too many that separate us. Some manage to make us judgmental about cultures and practices that we don't take time to learn about just because they don't follow our traditions they must be wrong. If we could only not see by being blindfolded, the labels that we are so fond of like age, clothes, physical appearance, color, race and all the identities we give to others, we could learn a lot.

Also coming to mind was not just labeling an individual by their identity but meeting an individual who is a pessimist, a person who sees a pitfall in every opportunity, a danger in every situation, a downside in every upside.

We meet this kind of individual every day. “Finally a wonderful day of sunshine.” “But it will rain tomorrow.” “The stock market

has really roared ahead today!” “Yeah, but it's ready to crash.” These are a couple of negative reactions to some positive statements.

NIC has experienced much of this type of negative activity through the years since its existence by many individuals. This always created many trying times for the NIC Executive Board and membership.

It seems like every organization will have the constant complainer, the naysayers who whine about practically everything (except themselves.) They see only the dark side of every issue. Their continued negativity ensures that it will or could have an effect on an organization as well as their own personal career.

Why do they keep coming to the organizational meetings when everything is as bad as they claim? Why does the organization let them participate if they are such a bad influence on others?

The only answer is that the situation of each individual is different and unique. Organizations keep them on because, despite their own personalities, they are competent at what they do. Not all of their complaints are baseless. Some of us veterans have seen “change” too often along with mergers and acquisitions, restructuring, downsizing, “right sizing” and wonder kids whose careers eventually flame out.

NIC has been able to survive the negativity due to the exceptional over abundance of good will that so many individuals have offered to the organization. A little negativity doesn't hurt once in a while. It just makes those in charge a little sharper and confident when being challenged. NIC has been so lucky in the past by the support of its peers.

I read that one of the astronauts made an observation once while orbiting the Earth that as he looked out into space at Earth, it was round, it was beautiful and there were no lines separating people and countries. What a beautiful thought. Unfortunately, we have all drawn lines by labeling individuals for who they are and by looking only at the negative side of such individuals. Now, we just have to figure out how to erase them.

[Enter]ing The World of Hybrid Learning: Benefits & Challenges



By Gerard McAvey
Executive Marketing Manager, Milady

“The task of the modern educator is not to cut down jungles, but to irrigate deserts.” -C.S. Lewis

In Part One of this 4-part series on hybrid learning, we initiated the conversation by discussing the changing needs of today's student and how it effects them both inside and outside the traditional classroom. We also clarified some potentially confusing areas within this discussion such as: What role will instructors play? Where is the content coming from? Should students have to enroll in a hybrid program? Just to name a few.

In this next part let's look at some of the benefits and challenges of implementing a hybrid program. Remember, we're using the term hybrid because we're acknowledging that any future approvals will involve hour requirements for students to be completed both within the traditional school/classroom as well as allowable hours to be completed online.

Like any good debate you first start with an argument or topic and then you have two sides expressing their points and counterpoints. Hybrid learning is not a debate. The goal is for all of us to educate ourselves enough so that we're comfortable to move forward with a decision and how that should look, whether you're a board member approving legislation, a school owner implementing it, a student participat-

ing in it, or a publisher providing necessary resources for an institution.

So let's look at some of the benefits and challenges of hybrid learning, particularly the online portion, and open up the dialogue:

Flexible & Convenient

Delivering a portion of a program in an online format expands the availability to not only those that might be currently enrolled in a program but those that are very interested in choosing beauty and wellness as a career path. In a perfect world all students would have an open schedule to attend school from 9-5 during the week, and yes some schools offer evening programs; however, what about students that have conflicts? Employment challenges, financial challenges, childcare challenges are just a few. Even if a student has to eventually adapt to the requirements for the on-ground portion of pre-licensure program, what would it mean to them to be able to complete their assignments and take quizzes at 10:00pm at night because that's when they can? What if they could go to work first thing in the morning, come to school in the afternoon and maybe go to their second job in the evening? It's just about providing the possibility and option to students to help with their educational path. Note: I've heard many schools expanding their hours during the day and eliminating 1-2 school days from the week due to expenses incurred and rising gas prices.

Communication & Interaction

There are some concerns with hybrid learning eliminating the ability to interact with students and it will close off communication. I've actually heard more than once someone state, "How will they learn how to speak to guests/clients?" I don't want to beat a dead horse and throw out the reminder that the online portion is just a fraction of the overall program so human interaction is not going away. If you look at today's student (as well as many of you that might be reading this) they've evolved to the point of interacting and socializing on a one-on-one basis or with multiple people via the computer.....it's called social networking. Today's student has the ability to establish their presence and interact with one another (or their instructor) via e-mail, text messaging or skypeing just to name a few. In these cases the item that's being removed is the face-to-face aspect, not the communication or interaction aspect.

On a separate note, I've spoken with instructors outside of this field that recognized enhanced communication from many students within an online learning environment. Some students can be introverted and hesitate to speak up or share ideas, thoughts or opinions in person. It's amazing the comfort level of those same students and how they're willing to share and speak out when they're behind their computer. Lastly, this type of interaction can also foster stronger relation-

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ships between students and instructors allowing for a more open dialogue that might not always be available during the chaos of a typical school day.

Self-Paced

I believe that we've all been privy to multiple discussions on the younger generation of students and how oftentimes their behavior in class is dictated by their need for stimulation, interactivity and receive information in numerous formats to capitalize on their multi-tasking skills. If developed properly, a hybrid course should fulfill the needs for multiple-types of students and recognize that the ultimate goal is to be competency-based and not so much on "how they got there." Different learners partake in various learning paths and sometimes we just don't see it. This format would allow for students to absorb all the content and features of a course like a juggler or comfortably take each step one at a time (and sometimes more than once) until they feel confident that they attained the information that they need based on their own needs whether content-based or technology-based.

Building Technical Skills

One of the initial challenges for a hybrid program involves the question, who should

be allowed to participate? If a returning student that isn't very technologically savvy comes into a school and wants to enroll in a program then are we potentially setting them up for failure? At the end of the day it's absolutely part of the students' accountability to understand their limitations; however, in today's society technology is absolutely moving a mile a minute. With proper orientation (and in some cases additional training) by a school this could be a forum for some students to enhance their technical skills that they might not otherwise have the opportunity. For the sake of this argument let's just agree that technology and how to use it is not an issue with our larger demographic of students; however, for those that it may be, this could be an opportunity to provide them the tools that they will need to be more marketable when they graduate and employable in many areas of business today.

Cheating!

In all my discussions on this topic, the largest concern I hear each and every time is the integrity of the program/course and students cheating. I would like to get one thing out of the way, and my intention isn't to be overly blunt; however, here it goes.....students are cheating now. There I

said it. What if I told you that there are a number of tools that could offset cheating, and I'm not talking about retina scans, that could help alleviate cheating that wouldn't incur additional expenses? Just to get you started, there are resources available that let you control when a student can access a quiz/test, how long they have access for, how many seconds they have to answer each question, whether they're allowed to go back to a question, etc. Most importantly, you can always require all major exams to be completed in person at the school if you so choose. Ensuring the integrity of a course involves a number of different methods that I will spend the next article discussing; however, one major point that I will leave you with is a strong hybrid/online learning environment doesn't place all the focus on the quiz/test. Activities, discussion boards, projects, etc. are great ways to gauge whether or not students are grasping material.

Note: This is Part 2 of a 4-part series focusing on hybrid learning and what it means for State Boards, Schools, Instructors and Students. *Next Newsletter: Part 3—Principles of Effective Online/Hybrid Learning*

For more information on this topic you can contact Gerard at 800.998.7498 ext. 2420 or gerard.mcavey@cengage.com

License E-Certification

Adam Higginbotham, WV presented the program on "Electric Certification" to the delegates at the NIC Conference in Seattle, WA. Adam is currently Board Administrator for the West Virginia Board of Cosmetology and Barbering.

What is License E-Certification?

It is a secured and protected emailing software system between State Boards to send a license certification of a licensee between two states. The system requires a login password.

Benefits of E-Certification

- Fast
- Convenient
- Better customer service
- Inexpensive
- Reduces fraudulent documentation

- Provides timeline of licensure for applicant
- Saves mailing and paper costs

Protecting the Public

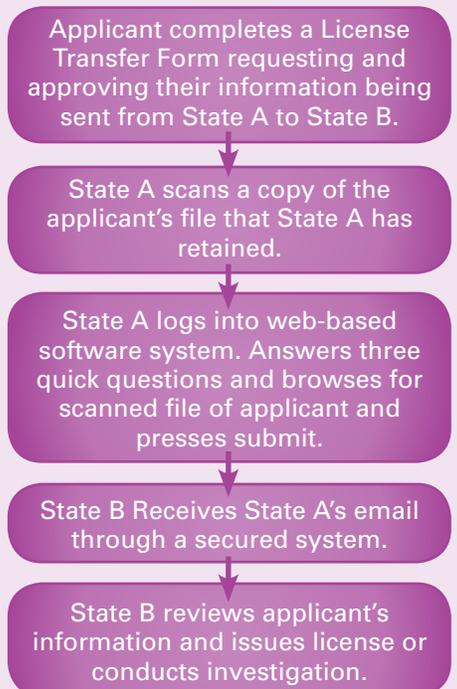
With License E-Certification, Boards can ensure the training and education of the prospective licensee seeking licensure in their state.

Why is License E-Certification Needed?

The purpose is not to doubt the board of another state. It is designed to reduce fraudulent documentation and using someone else's identity to obtain licensure through reciprocity.

Anyone that is interested in implementing this system, please contact by emailing adam.l.higginbotham@wv.gov or by calling (304) 558-2924.

How Does License E-Certification Work?



Infection Prevention for Today's Salons and Spas

Every day there are salon & spa professionals and their clients who walk out of salons & spas with germs they did not walk in with. For people with properly working, healthy immune systems contracting and fighting-off potentially infectious organisms usually pose little issues. For the elderly, and for people with existing conditions that already tax the body's natural immune system such as diabetes, lupus, and hepatitis, to name a few, contracting a potentially infectious organism is a real threat to their health.

Now more than ever people are in need of the services provided by salons and spas as part of your client's regular regime to maintain a healthy lifestyle. Elderly clients for example who can no longer reach down to trim their own toe nails seek out the services of nail technicians to maintain healthy nails and feet. It is up to you, the salon professional, to perform the services you provide in a clean, healthy, infection free environment. What are some practices and strategies you as a salon and spa professional can perform regularly every day (and are actually required by state laws and regulations) to prevent the spread of infection and to keep you, your co-workers and your clients from leaving the salon or spa with germs they did not have when they entered the salon or spa?

Cleaning and then Disinfecting High-Traffic Areas and High-Contact Surfaces

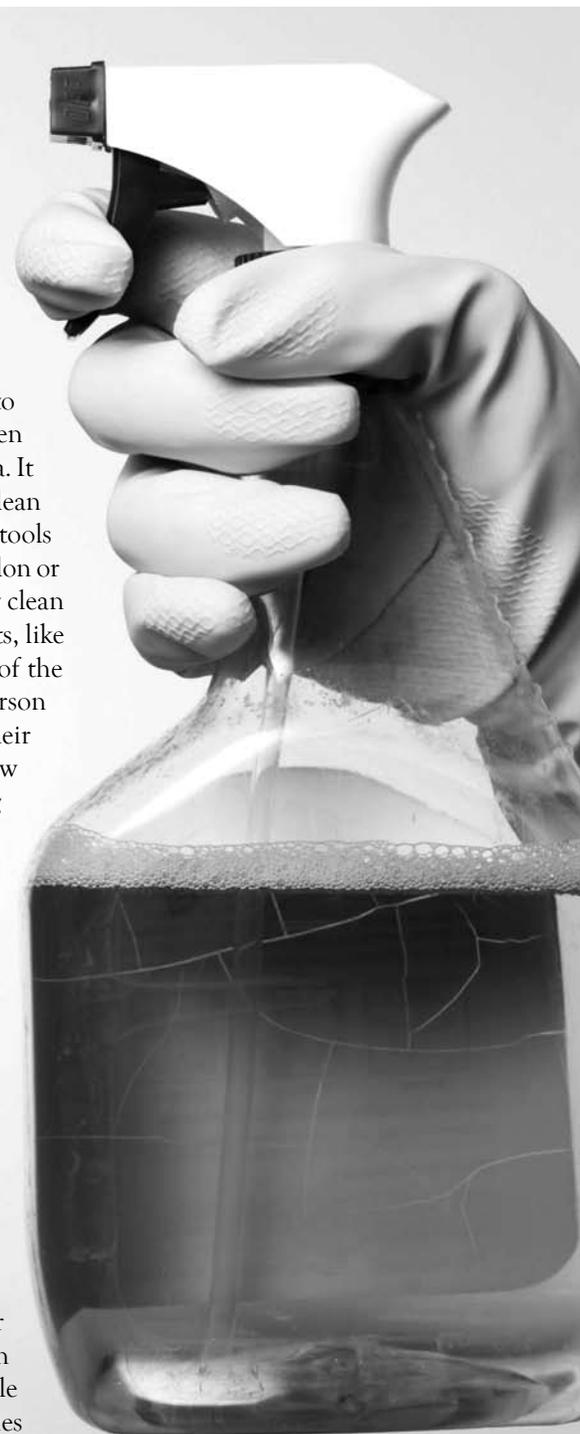
Quiz: In the salon or spa, where you work, what are the most regularly and highly used areas by you, your co-workers, and your client's?

Answer: The front entrance and the reception area.

Every salon and spa professional and every client walks in and out through the front entrance at least two times each day. And every

client typically goes to the front desk to check-in for their appointment and then spends some time in the reception area. It may be a regular part of your day to clean and then disinfect your work area, tools and implements however does your salon or spa have a policy in place to regularly clean and then disinfect high-contact points, like the inside and outside door handle of the entrance? The very entrance every person walking in and out of touches with their hands. Hands that you do not know whether they are or are not carrying infectious germs!

If your salon or spa is not currently cleaning and then disinfecting the salon entrance door handle on at least a daily basis (more frequently is preferable) you and your clients may be unknowingly leaving or picking-up potentially pathogenic organisms before stepping into the salon or spa. Since the front desk professional is typically the employee who is closest to the front entrance consider assigning the task of cleaning and then disinfecting the front door entrance as one of their regular responsibilities. First thoroughly clean both door handles to remove any visible (and invisible) dirt, debris, and residues using a clean disposable towel, soap and water or detergent and water. Thoroughly dry the door handles and then disinfect the door handles using an EPA-Registered disinfectant product. Read and follow the directions on the disinfectant product label. Since most disinfectant products, (but not all) be they liquid spray or wipes require the surface to remain wet with disinfectant for 10 minutes the best times of the day to clean and disinfect the entrance door is before the salon or spa opens and or at the end of the day after all clients have left.



Cleaning and Disinfection the Reception Areas

What about the reception areas itself? The reception area includes not only the client waiting area but the reception desk and all countertops and equipment such as computer keyboards and telephones. In the client waiting area do you have magazines

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or newspapers for your clients to read? Well those magazines may have been touched by hundreds of people. Magazines touched by hands that you do not know whether or not they are carrying and thus leaving germs on those magazines. Germs that are then transferred to another unsuspecting client. Many hospital emergency waiting rooms and doctors offices have done away with those waiting area magazines as one of several new strategies in their arsenal to prevent the spread of infection. Instead of providing magazines consider offering a variety of local and national newspapers that are disposed of after each day.

The front desk working area should be treated no differently than your salon workstation. Regularly clean and then disinfect all countertops, computer keyboards and phone headsets and handles on a regularly scheduled basis. If you are a salon owner

train your front desk employees in the basics of and the importance of regular cleaning and disinfecting of the entrance and reception areas. Include the task of cleaning and disinfecting entrances and reception areas into the job description for all front desk employees. You may want to consider a schedule for your front desk employees that includes either starting an hour before the salon opens or an hour after the salon closes. Use this hour to thoroughly clean and then disinfect your salon entrance and reception areas. If your salon contracts with a cleaning service don't leave the critical task of cleaning and disinfecting the entrance and reception areas to your contracted cleaning service that is likely not trained to properly clean and then disinfect to the extent necessary to protect the health of everyone walking in and out of your salon or spa.

Setting aside the time to thoroughly clean and disinfect high-traffic and high-contact points like the front entrance door handles and the reception areas on a daily basis will go a long way in your infection prevention regime and will protect the health of you, your co-workers and your clients.

In the next installment of Infection Prevention for Today's Salons and Spas we will discuss the best area(s) in a salon that should be set aside to be used to properly clean and then disinfect your salon tools and implements.

Philip I. Mandl
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Do You Know The Difference Between Sanitizing and Disinfecting?

Information obtained from the Environmental Protection Agency (EPA)

There has been some confusion when the question is asked, "What is the difference between sanitizing and disinfecting?"

The Environmental Protection Agency (EPA) defines disinfecting as "a reduction in microbial presence on a surface at 99.9999% or greater."

The EPA defines sanitizing as "a reduction on microbial presence on a surface at 99.9%." This low level reduction can be achieved by pre-cleaning surfaces with a detergent.

Proper disinfection can occur only under the following conditions:

1. The use of a correct EPA registered broad-spectrum disinfectant with demonstrated bactericidal, virucidal, and fungicidal activity.
2. Proper dilution (dose) of the disinfectant as instructed on the manufacturer's label.

3. Solution must remain in wet contact (emersion) for a full ten minutes.

Unless all criteria listed above are followed, complete disinfection cannot occur. Failure to disinfect completely may lead to disinfectant resistant microbial strains.

Which one do I use?

STERILIZERS ARE USED to destroy or eliminate all forms of microbial life including fungi, viruses, and all forms of bacteria and microorganisms. Sterilization is critical to infection control and is widely used in hospitals on medical and surgical instruments and equipment. Types of sterilizers include autoclaving, dry heat ovens, and liquid chemical sterilants.

DISINFECTANTS ARE USED on hard, inanimate surfaces and objects to destroy or irreversibly inactivate infectious fungi and bacteria but not necessarily their spores. Disinfectant products are divided into major types: hospital and general use. Hospital type disinfectants are the most critical to infection control and are used on medical and dental instruments, floors,

walls, bed linens, restrooms, and other surfaces. General disinfectants are the major source of products in households, swimming pools, and water purifiers.

SANITIZERS ARE USED to reduce, but not necessarily to eliminate, microorganisms from the inanimate environment to levels considered safe as determined by public health codes or regulations. Sanitizers include food contact and non-food contact products. Sanitizing rinses for surfaces such as dishes and cooking utensils, as well as equipment and utensils found in eating and drinking establishments comprise the food contact sanitizers. These products are important because they are used on sites where consumable food products are placed and stored. Non-food contact surface sanitizers include carpet sanitizers, air sanitizers, and laundry additives.

This article was put out by the EPA a couple of years ago. Publishing it again gives us a reminder on what the difference is between sanitizing and disinfection.

Bulletin

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In Remembrance of Pat Nix



Patsy L. Nix, of Boonville, Ind., passed away Wednesday, February 23, 2011, at St. Mary's Medical Center in Evansville, Ind.

She was born June 22, 1937, in Boonville, Ind.

Patsy was retired from cosmetology after fifty-two years during which time she owned "Total Look" beauty salon from 1975 to 1992.

She was president of the Indiana Hairdresser's and Cosmetology Association (I.H.C. A.) for ten years and was president of the National Interstate Council of Beauty Boards and Schools (N.I.C.) for two years. She was active in the Cosmetology Association for a total of forty-two years.

Patsy is survived by her husband, Robert E. Nix; son, Robert S. Nix (Shawna) and their children,

Kelly K. and Bobby B.; grandson, Bryce R. Blair; granddaughter Tera L. Bayer and her husband, Steven D. Bayer and their sons, Trenton D. and Clayton J.

Pat has joined her late daughter, Kimberly Kay, who passed away in 1987.

Funeral service 10 a.m. Saturday, February 26, 2011 at Koehler Funeral Home-Boonville Chapel. Friends may visit with the family Friday 2 until 8 p.m. and Saturday 9 a.m. until service time at the funeral home.

Condolences and any special remembrance may be made online at www.koehlerfuneralhome.com.

The articles provided are for informational purposes only and are not a position or endorsement of NIC. All articles written by the Editor unless otherwise noted.

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