

R -- Redacted by HELP Committee

May 5, 2008

Ms. Pamela Bell
Chief Executive Officer
VATTEROTT COLLEGE
8580 Evans Avenue
Berkeley, Missouri 63134

Dear Ms. Bell:

This is a follow up to concerns I have already expressed to you, and Dr. John Tucker, Chief Academic Officer regarding Vatterott College's cosmetology program. Those concerns include, but are not limited to, the curriculum, the classroom instruction or lack thereof, the qualifications of the directors and instructors or the lack thereof, and the overall failure of the cosmetology program to meet State standards.

For example, I don't know whose brilliant idea it was to have R -- Redacted by [the part time cosmetology instructor] to come in [on her day off] and to continue to come in during the day to exclusively assist in preparing R -- and I for our state board examinations. She is no more competent nor qualified than R -- Redacted by or R --

Upon finding out R -- would be exclusively instructing us, I immediately informed her of the areas of the practical portion of the state board examination that I wanted to improve upon. The very first thing I said to her was "I want to work on the permanent wave wrap."

While practicing the chemical waving portion of the practical examination, R -- adamantly insisted, that I place the band of the permanent wave rod [hereinafter known as perm rod], at the base of the sub section. This is absolutely incorrect. The band should be visible, not invisible; meaning it should be positioned on top of the rod. Despite my knowing that R -- was instructing me incorrectly, I wrapped the perm as she told me.

Something just kept telling me "this is not right!" So therefore, while on lunch break, I referred to my notes and also tried to figure out who I could contact to answer this question. I did ponder briefly whether or not to contact my former Director of Cosmetology at the O'Fallon Campus,

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but I quickly dismissed that thought. So I called an instructor at another cosmetology school and presented her with that very same question.

The instructor confirmed what I had initially thought to be correct. The band should indeed be visible. According to the Missouri State Board of Cosmetology, *Milady Standard Textbook of Cosmetology*, and *Salon Fundamentals Cosmetology*, of Salon Fundamentals Cosmetology, the band of the perm rod should never rest against the base or any portion thereof. Why is this so important you may ask? If the band is positioned against the base of the sub section, the permanent waving solution, when applied will break the hair at the point of contact of the band. [See Exhibit A]

I find this mis-education unacceptable!

Any seasoned cosmetology professional, especially an instructor of cosmetology, should know the proper way to perform all cosmetology services as mandated and regulated by the Missouri State Board of Cosmetology.

If I had not personally researched and used my basic knowledge of the art and science of cosmetology, and had relied solely on R -- instruction regarding the proper procedure for performing a permanent wave service, I would have surely failed that portion of the practical examination.

Another example of the lack of competent instruction is as follows. R -- Redacted by is not knowledgeable regarding procedures for performing a permanent waving service either. I observed in dismay while her class performed an actual permanent wave on their mannequins. Every last one of her students' permanent wrap was **WRONG!** *The entire class would have failed that portion of the practical examination without question!* That is, according to the Missouri State Board of Cosmetology.

The reasons the class would have failed that portion of the examination are as follows:

- [1] Band placement [Again, see Exhibit A]
- [2] Sub-section and base diameter
- [3] Application of wave solution and neutralizer [You never, ever, ever, shake perm solution and/or neutralizer onto a client's head, as if you are trying to get the last of a liquid condiment out of a bottle; you apply solution to each rod individually, saturation each rod, using a back-and-forth motion].

I am very disappointed and disturbed that Vatterott College has chosen to employ such an incompetent director and instructors. I am even more disappointed in the lack of curriculum. It is my understanding that the Sunset Hill Campus is experiencing similar issues. As regards the O'Fallon campus, I can attest personally to the total lack of order and organization of that campus. Everything from incompetent instructors to the lack of curriculum. Vatterott College has three separate cosmetology programs. All three are in utter disarray. No one, and I do mean no one seems to have a clue regarding anything.

Currently, According to R -- Redacted by HELP , Director of Cosmetology , I have ten days remaining. To date, I have clocked 1,444.16 hours, and I have yet to receive theory instruction on State Statutes and Regulations. I did some self-study, and took the examination. Not only have I not had any theory on State Statutes and Regulations, I have not received any materials regarding same, except for the State Statutes and Regulations booklet provided by the Missouri State Board of Cosmetology. I'm sorry, I am incorrect, there was [one-sided] dialogue regarding State Statutes and Regulations. R -- Director instructed me and the other phase five student to read the booklet; and then told us we would have a test in a couple of days, which was delayed for several weeks.

As well as not receiving any theory in State Statutes and Regulation, there has been not one, not one mock state board practical. **NOT ONE!** There should have been at least one mock state board examination administered weekly until graduation.

In addition to all of the other "foolishness" going on, someone decided that the seniors are so unteachable by the instructors hired and paid to instruct us within our own program, that it is necessary to bring in the instructor from the part-time program to personally tutor us

You are hundreds of days late, and thousands of dollars short. Exactly **FIFTEEN THOUSAND, SIX HUNDRED, SEVENTY-THREE DOLLARS AND FORTY-ONE CENTS SHORT!**

I WANT A REFUND! Vatterott College **HAS NOT** fulfilled its contractual obligation in educating me in the art and science of cosmetology. Therefore, Vatterott College has breached said contract.

I shudder when I think of the possibility that I could have failed the permanent waving portion of the practical examination if I had not received my theoretical education from another cosmetology school. I shudder even more so when I think about my fellow cosmetology students who are currently receiving an education or should I say a mis-education from Vatterott College.

I often wonder how the Vatterott cosmetology students would compare with the cosmetology students of at least three other cosmetology schools if they were given an aptitude test based upon their grade level/phase. How would the cosmetology students attending Vatterott College's cosmetology programs rank?

For nearly \$16,000.00, I expect to be properly instructed as to the correct placement of a perm rod band, as well as the information necessary to pass the practical and written examinations of the state board examination. After all, the purpose of cosmetology school is to educate and prepare students to take and pass the state board examinations. I thank God daily, that I had already received a quality education prior to enrolling at Vatterott College. That I was equipped with a certain amount of basic knowledge already, and what knowledge I didn't possess, I am educated enough to obtain it! Vatterott College's cosmetology program has not added to nor enhanced any of my previous knowledge of anything remotely having to do with the art and science of cosmetology.

During the two months that I have been enrolled at the North Park campus, I have had no instruction on anything. I work on my own on my mannequins, I review my textbook and notes, I

provide services on students, staff, and clients when requested.

~~I am thoroughly disgusted with Vatterott College's cosmetology program. I am disgusted by the discrimination and treatment of me at the O'Fallon Campus and I am even more disgusted that Vatterott College chose such an incompetent instructor to prepare me for the state board examinations.~~

Best regards,

R -- Redacted by HELP Committee

Cosmetology Student
Vatterott College
North Park Campus

Enclosure: Exhibit A

Copy to: Dr. John Tucker, Chief Academic Officer, Vatterott College
Missouri State Board of Cosmetology
National Accrediting Commission of Cosmetology Arts and Sciences
The Honorable Jeremiah J. Nixon, Attorney General, State of Missouri
The Better Business Bureau