

STATE OF NEVADA
EMPLOYMENT SECURITY DIVISION
COMMISSION ON POSTSECONDARY EDUCATION

This meeting, conducted by the Commission on Postsecondary Education Chapter 394 of Nevada Administrative Code pursuant to Nevada Revised Statute NRS 394.383.

NEVADA COMMISSION ON POSTSECONDARY EDUCATION

Wednesday, February 12, 2020; 9:00 A.M.

Place of Meeting: **Live Meeting:**
DETR – SAO Auditorium
500 East Third Street
Carson City, Nevada 89713

Video Conference to:
DETR – Stan Jones Building, Conf. Rm. A-C
2800 E. St. Louis Avenue
Las Vegas, Nevada 89104

Department of Employment, Training and Rehabilitation (DETR) Staff
Present in Carson City

Kelly D. Wuest, CPE Administrator
Chris Sewell, ESD Director’s Office, Commissioner

Department of Employment, Training and Rehabilitation (DETR) Staff
Present in Las Vegas

Maricris Wu, CPE Postsecondary Education Specialist
Susan Beckett, CPE Administrative Assistant III

Members of the Public, Media and Other Agencies
Present in Carson City

None

Members of the Public, Media and Other Agencies
Present in Las Vegas

Robert Whitney, Nevada Attorney General Office Deputy Attorney General
Laura Palmer, Southern Nevada Health District
John Gronvall, Aveda Institute Las Vegas
Gail Renzi, Aveda Institute Las Vegas
Shellie Hernandez, Diving Institute of Nevada
Curtis Snaper, Diving Institute of Nevada
Alexis Sanchez, Rika Makeup Academy

Gracie Sanchez, Rika Makeup Academy
Kevin Lieu, Nevada Massage Academy
Bertha Casillas, Rika Makeup Academy
Blanca R. Smith, Nevada Massage Board
Don Ramos, Music Alliance Academy
Susie Kochevar, Mountain View Hospital Paramedic Program
Brandon Pubiak, Avalon School
Adam Eastman, Avalong School
Matt Cova, Mountainview Hospital
Laurie Perdue, Nevada Massage Academy
Troy Tuke, Mountainview Hospital
Michael Halsned, Sunrise GME
Rebecca Piltingsrud, The CE Shop
Nayeli Escalante, Rika Makeup Academy
Maria Mendoza, Rika Makeup Academy
Viviana Martin, Rika Makeup Academy
Marlem Falcon, Rika Makeup Academy
Wandoly Reyes, Rika Makeup Academy
Gloria Barajas, Rika Makeup Academy
Quiariat Wong, Rika Makeup Academy
Claudia Juarez, Rika Makeup Academy
Diana Rodriguez, Rika Makeup Academy
Ana Salazar, Rika Makeup Academy
Noemi Quintana Salazar, Rika Makeup Academy
Cindy Vendrell, Rika Makeup Academy

**Members of the Commission on Postsecondary Education
Present in Carson City**

Larry Nathan (Nate) Clark, Chair

**Member of the Commission on Postsecondary Education
Present in Las Vegas**

Rene Cantu
Sharon Frederick, Vice Chair
Jill Hersha
Jon Ponder

STATE OF NEVADA
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February 12, 2020 – 9:00 A.M.

Call to Order

The meeting was held at the Department of Employment Training and Rehabilitation Conference Meeting Rooms, in Las Vegas, Nevada and the SAO Auditorium, Carson City (via video conferencing). The meeting was called to order by Chair Commissioner Nathan Clark at approximately 9:00 AM.

Public Comments

Commissioner Clark asked for public comment, Gracie Sanchez and Alexis Sanchez former students of Rika Makeup Academy stated the owner of the school claimed she was licensed during the time they took the classes, she paid cash for both her and her daughter, and has receipts. Ms. Sanchez furthered by stating she asked if the classes were taught in English and was informed no, but there would be a translator available for the classes for her daughter. However, there was no translator available and was told she would have to retake the classes again and pay again.

Commissioner Clark asked what dates Ms. Sanchez and her daughter attended. Ms. Sanchez responded June 2018 and July of 2018 a six-week course.

Commissioner Clark explained we are not allowed to take any action on public comment, but we can investigate and see if it can be added to an agenda at a future meeting. I would suggest that you contact Kelly Wuest or any of the other Commission on Postsecondary Education office to discuss the matter further, but we will investigate.

Ms. Sanchez furthered there are many other students who are scared to come forward because they do not have social security numbers.

Written Comments

This is Kelly Wuest, we have received no written comments.

Confirmation of Posting

Susan Beckett, for the record, Administrative Assistant III, Employment Security Division, Commission on Postsecondary Education. Yes, proper Notice was provided for this Meeting pursuant to Nevada's Open Meeting Law, NRS 241.020 and confirmation of posting was received.

Open Meeting Compliance

For the record, this is Susan Beckett, again, we are in compliance with the open meeting law.

Roll Call

- Commissioner Cantu-Present
- Commissioner Clark-Present
- Commissioner Frederick-Present
- Commissioner Hersha-Present
- Commissioner Ponder-Present
- Commissioner Sewell - Present

Kelly Wuest: For the record we do have quorum.

Adoption of Agenda:

Motion: Commissioner Frederick - Motion to adopt the agenda for February 12, 2020.

Second: Commissioner Hersha.

Discussion: None.

Results: Unanimous, agenda is adopted.

Approval of Minutes November 6, 2019 Meeting

Motion: Commissioner Hersha – Motion to approve November 6, 2019 meeting minutes.

Second: Commissioner Frederick.

Discussion: None.

Results: Unanimous, motion carries.

Administrators Report

Administrator Kelly Wuest read the report from the submitted report in the packet.

Applications for Full Term License

Music Alliance Academy

Testified: Don Ramos, Director stated he was available for questions. Commissioner Clark asked Mr. Ramos to review the audit report pertaining to issues related to transcripts, advertising and entrance requirements. Mr. Ramos updated the Commission on the transcripts, in which they are stored electronically, the issue was the method they were presented while the data and information were there, the manner in which the transcript organized was not correct. Mr. Ramos continued, the website has been updated and changes have been completed. Finally, Mr. Ramos, updated entrance requirements and the changes implemented due to the audit. Commissioner Frederick asked, the first six students were offered scholarships, is that scholarship policy still in place and do you still offer the scholarships? Mr. Ramos replied, no, the original scholarship opportunity is no longer available, but they if they are current members, they do receive a discount, just not as much as that one. The original scholarship offer, was a major discount.

Discussion: None.

Motion: Commissioner Frederick – A motion that Music Alliance Academy be granted full term licensure.

Second: Commissioner Cantu.

Discussion: None.

Results: Unanimous, motion carries.

Redemption Kitchen

Testified: No one in attendance from the school.

Discussion: Administrator Wuest updated commissioners Ralph Salazar and Redemption Kitchen have been nonresponsive. Therefore, the provisional license of Redemption Kitchen be revoked.

Motion: Commissioner Sewell – A motion that the provisional license of Redemption Kitchen be revoked.

Second: Commissioner Ponder.

Discussion: None.

Results: Unanimous, motion carries.

Applications for Initial Provisional Licensure

Avalon School of Cosmetology

Testified: Bradon Pobiak, President, and Adam Eastman, Corporate Director of Operations gave background of school and plans for the school with programs.

Discussion: Commissioner Sewell asked, you mentioned there is a strong demand for this type of school. Where did you get that information and background? Mr. Pobiak responded we have been watching the help wanted ads, a consumer panel in Phoenix and the local market including Massage Envy really needs employees. Commissioner Clark asked about the facilities and there is a contingency on the facilities. Do you have a projected date of completion for the facilities? Mr. Pobiak responded we have signed a lease for property located at Decatur and Sahara, we are anticipating the build out process to begin in the next few weeks with the projected completion of June/July. Commissioner Clark, do you have a projection on the capacity for the facility? Mr. Pobiak, we expect about 125 students per session for day and evening. Commissioner Clark furthered, do you plan on becoming accredited. Mr. Pobiak replied, yes, once we have students we can apply for accreditation. Commissioner Cantu asked, you had stated the enrollment was at about 60, I was just a bit confused about bond calculation. Would the projected enrollment increase change the bond calculation? Administrator Wuest responded, the bond is based on the original paperwork submitted and, on those documents, it was 25 students projected. We do find normally, that starts are a bit slower. This is a reasonable projection request. Commissioner Cantu, is there anything you do to assist young people find placement after they graduate your program? Mr. Pobiak replied we monitor our graduates and assist them in the licensure process. We will then be hosting career fairs and assisting graduates as much as we can. Commissioner Sewell asked, you are located Arizona and Utah currently, what do you do to advertise and how will you get students here in Nevada? Mr. Pobiak responded, we use a combination of our website, paper clip marketing, and social marketing. We have not recently done tv advertising, but social media marketing has done well for us.

Motion: Commissioner Cantu – That a twelve-month provisional license be granted to Avalon School of Cosmetology, to offer the Massage Therapy program contingent upon approval of curriculum, facility information, staffing and surety in the

amount of \$155,419 to be reduced to \$19,000 upon approval of U.S. Department of Education Title IV funding.

Second: Commissioner Hersha.

Discussion: None.

Results: Unanimous, motion carries.

Aveda Institute Las Vegas

Testified: John Gronvall, Owner & CEO of Aveda Institute Las Vegas gave a background of the branch and plans for the school.

Discussion: Commissioner Clark asked, is this an existing school or are you adding a program? Mr. Gronvall replied, we are currently adding the program of Massage. We are currently licensed by the Board of Cosmetology. Commissioner Clark asked, do you have a time line for title IV funding? Mr. Gronvall, we are estimating the end of April and no later than May for the additional program.

Motion: Commissioner Frederick – That a twelve-month provisional license be granted to Aveda Institute Las Vegas to offer a certificate program in Massage Therapy contingent upon, facility, personnel information and curriculum approval from the Nevada State Board of Massage and receipt of surety bond in the amount of \$288,000 to be reduced to \$35,000 upon approval from the U.S. Department of Education Title IV funding.

Second: Commissioner Ponder.

Discussion: None.

Results: Unanimous, motion carries.

Diving Institute of Nevada

Testified: Shellie Hernandez, Owner and Curtis Snaper, Owner provided a background on the school. The school has been around since 1966 teaching recreational diving. The program has been approved by PADI.

Discussion: Commissioner Clark asked, have you been operating in the past unlicensed and now you are aware of the process? Mr. Snaper replied, we were primarily a recreational facility and now we want to become a vocational facility. Commissioner Cantu asked, are there rescue careers related to diving? Ms. Hernandez, yes, Metro has a full-time dive rescue team and across the country, as well. Commissioner Clark asked, question about the facilities, is that because it has not been scheduled or are you building a facility, clarification please. Mr. Snaper replied, we intend to use our current location. We have not had anyone come look at it yet. Commissioner Frederick asked, regarding the cost of equipment and then also rental costs. Students are to receive certain parts of equipment and other portions are rented, is that what the process is? Ms. Hernandez responded, they will end up with their full set of gear. The only items they won't have is the scuba cylinders and the weights, they can purchase them if they would like. However, most just rent those when they do travel. Commissioner Frederick furthered with, will you be reaching out to veterans as well? Ms. Hernandez replied, yes, that is our plan. We have had interest from veterans.

Motion: Commissioner Cantu – That a twelve-month provisional license be granted to Diving Institute of Nevada to offer Divemaster, Open Water Scuba Instructor, Emergency First Response Instructor, Master Scuba Diver and Instructor Development Course Staff certificate programs, contingent upon receipt of surety bond in the amount of \$10,000, facility and personnel information.

Second: Commissioner Hersha.

Discussion: None.

Results: Unanimous, motion carries

Mountain View Hospital Paramedic Institute

Testified: Troy Tuke, Program Director; Susie Kochevar, Academic Director; Dr. Michael Halsned, Assistant Medical Director of the program. Mr. Tuke introduced the panel to the Commission and gave a background of the program and school.

Discussion: Commissioner Frederick do you have any plans to offer an associate program in addition to the certificate program? Mr. Tuke replied, yes, one of the requirements for COAB is that we must have an articulation agreement, so they have a path to additional education.

Motion: Commissioner Hersha – That a twelve-month provisional license be granted to Mountain View Hospital Paramedic Institute to offer Paramedic certificate program, contingent upon receipt of surety bond in the amount of \$136,000 facility and personnel information.

Second: Commissioner Cantu.

Discussion: None.

Results: Unanimous, motion carries

Nevada Massage Academy

Testified: Lauri Perdue, Campus Director; Kevin Lieu, Director of Operations presented and gave information. Ms. Perdue introduced herself and gave her background in massage schools. Furthered with information about location possibilities and the need for schools in the city.

Discussion: Commissioner Clark asked for clarification of the relationships between Dragon Phoenix and other entities with any possible relationship to Nevada Massage Academy. Mr. Lieu explained the loan for startup costs, Dragon Phoenix and other addresses with relationships. Commissioner Clark, you say reimbursed for the initial application fee, was that after the fact or prior? Mr. Lieu, I am sorry I don't understand. Mr. Lieu furthered, I emailed a copy of the check to both Maricris and Kelly. Commissioner Cantu, my concern, has to do with the opaqueness of the transaction and the lack of transparency. I have brought up to counsel to the possibility of a six-month provisional license. Mr. Lieu explained the relationship further in detail with board members. Commissioner Sewell, what is your target audience, where are you going to get your students, advertising, walk me thru that? Mr. Perdue responded, internet, direct mailing, website, word of mouth marketing through the local massage community. Commissioner Sewell furthered, how are you going to assist your graduates? Ms. Perdue responded, we will have a career

services person who will work with the local community and establish relationships. Massage Envy cannot keep staff, our person will work with them. Commissioner Clark asked, a follow-up to Commissioner Sewell's questions, there are schools concerns about the MBLEX exam and the students not wanting to sit for the exam. Ms. Perdue, the reality is they cannot become a therapist without it. We have built it into our curriculum. So effectively, they are taking the exam before they graduate to gain the confidence. The fees are built into the program and the licensure fees are in the tuition.

Motion: Commissioner Hersha – That a twelve-month provisional license be granted to Nevada Massage Academy to offer Massage Therapy program contingent upon surety in the amount of \$312,000, facility and personnel information and curriculum approval from the Nevada State Board of Massage.

Second: Commissioner Frederick.

Discussion: Commissioner Ponder, Commissioner Cantu suggested a possibility of a six months in lieu of the twelve-month license. It would make me feel more comfortable if we could revisit it in six months. Commissioner Clark, I can appreciate that. However, we have a motion, if the current motion does not pass then we can revisit. Commissioner Cantu, can we not amend the motion? Commissioner Clark, I guess that would be up to the person making the original motion. Commissioner Cantu, could we amend the motion to six months, so we can watch and ensure it is successful? This is Commissioner Hersha, I just want to get clarification that a six-month provisional license is accepted amount of time. This is Robert Whitney for the record, it should be under the NAC 394.386, there is no specific amount of time it is just as legal as a twelve month, but it might be a good idea to check with Administrator Wuest to see if that would make any difference between the six month and the twelve month with monitoring. This is Administrator Wuest, they have six months to fulfill their contingencies to gain a license. This could feasibly be at that moment in time, they would have to fulfill all their contingencies by the six months from today's date to get the license. It is feasible that we could have an evaluation if they were to get all their documents together. It would be then that we go in, evaluate and recommend an extended provisional because they most likely will not have any graduates by that time. There is nothing that prohibits it. This is Commissioner Clark, my concern would be that they, the school and the commission staff, might be rushed at the last minute to try to get a review done and a report and then get it to the commission meeting for our consideration then the likelihood of a extension of the provisional license so they can fulfill all that. Is there a requirement to do a twelve month before they go to a full term? If not, then in six or nine months we could see them going to a full term? If so then you are shortening the amount of time in the provisional licensure status and potentially moving to full term quicker. This is Commissioner Cantu, I will withdraw my amendment request, and can we move forward if that is acceptable? This is Commissioner Clark, I am glad that we had that discussion though. This is Commissioner Cantu, I just want to help you succeed and have more transparency, moving forward with excellent service for the students to be more prepared.

Results: Unanimous, motion carries.

The CE Shop

Testified: Rebecca Piltingsrud, Director of Compliance gave background and information about the school and program for The CE Shop for the pre-licensing program of real estate.

Discussion: Commissioner Clark, a question on the logistics of this program. It is a 90-hour pre-licensing program, is that for people who have had no experience or background in real estate take this program then they are ready to sit for the exam and become a licensed real estate agent? Ms. Piltingsrud replied, yes, that is correct. It is 90 hours and we follow the outline that has been provided by the Division of Real Estate to be able to sit for the exam. Commissioner Hersha, do you have any remediation or backup for any students that don't pass the test? Ms. Piltingsrud, we offer students additional exam retakes if the state real estate division permits it. If they use all their retakes, we will reenroll them for no charge. Commissioner Frederick, question regarding the LMS, can they review it? Ms. Piltingsrud, yes, students can go back, and they have textbooks as well. Commissioner Ponder, can you give an idea on how many will pass the test on the first time? Ms. Piltingsrud, it depends on each state requirements. Probably about fifty percent and again it depends on each state requirements. Commissioner Hersha, can they take more than fifteen weeks to complete the program? Ms. Piltingsrud, they have one year until the course expires.

Motion: Commissioner Frederick – That a twelve-month provisional license be granted to The CE Shop contingent upon receipt of surety bond in the amount \$20,000, facility and personnel information and curriculum approval from the Nevada Real Estate Division.

Second: Commissioner Hersha.

Discussion: None.

Results: Unanimous, motion carries.

Order to Refund

Kofe Institute

Testified: Administrator Wuest gave background on the school and the issues the school was having with placement into externships. The school has yet to provide the transcripts to the Commission. We have reached out to the owner of the school and have yet to receive a response. We are reviewing options for legal action. This however, is a separate matter, so that we can reach out to the surety company. The surety amount was \$91,000 and is still in effect.

Discussion: Commissioner Ponder, I do not have a question rather a concern, I have a letter from a student that was attending Kofe Institute and she just happened to be a Hope for Prisoners graduate. The letter was received on December 17 and it came from the student's case manager. I have some concerns where the student took her

phlebotomy and medical assistants' course. The student had passed all her classes, finished the internship and was ready to take the certification to become licensed when she received the attached letter from Kofe Institute that they were closing in Las Vegas. She was ready to take the exam and the cost of the exam was already included in the tuition and fees. The attached letter states please pay the fees for the exam and save your receipt so you can be reimbursed. She was very leery to pay more funds and be reimbursed because the fee was already included in the tuition, which was \$300. I know Hope for Prisoners because they did not want to stop the progress paid the additional cost so the student could take the exam while it was still fresh in her mind. I just wanted to give that information. Commissioner Clark, thank you for that information for the record. I am sure that Ms. Wuest will be following up. Administrator Wuest, we need to have a claim filed. We could pay that fee from the bond because that was included as part of the tuition and that would be part of where they failed to provide the education. We do have to have a claim. Students to have up to one year to file a claim. Commissioner Clark, I am just wondering why the student felt the proper way to communicate was to write a letter to a commissioner. Is there a way to get that information out to the students so they could file the information within the allotted time? This is Administrator Wuest for the record, the two things we have done is posted it on our website under student information and I have gone to the school and posted signs on the building stating if you were unable to complete the program or take your exams please contact the Commission on Postsecondary Education with our number and our website. I checked and as of two weeks ago the signs were still posted. That is the only way we could reach out because we do not have list of students from the school. Commissioner Clark, is there a way for the Commission to be able to purchase key word searches for Kofe Institute to get the word out? Administrator Wuest, I would have to check. This is Commissioner Cantu, I have a question for Administrator Wuest, should this individual come back in the future and seek accreditation/licensure would the fact that they have not fully complied with the requirements according to statute that they should have complied with would they be allowed to undergo a licensure process? Administrator Wuest for the record, we have thoroughly documented the events that have happened. There was a sole owner Leah Kirkwood. Although our system is in access, we are getting ready to go out for bid for a computer system in the next several months. We would like to that kind of residual data that connects up and pull up a record that shows this person failed to provide the information. The same thing would happen in the case of Mr. Salazar failed to provide records because we have not been able to find him. The people who are associated with these institutions, we keep note of who they are, if in the future they applied for licensure, we would bring that up to the commission. There is no law that prohibits them from reapplying. However, it is the commissions discretion to grant a license. Commissioner Cantu, thank you Administrator Wuest for providing us that information. This is Commissioner Ponder, I just wanted to address the client. This particular client has not reached out to me in the capacity because I am a commissioner. She reached out because she is a client of Hope for Prisoners and the funding had come through the local workforce board and from what I understand she exhausted every avenue to bring

some solution to this matter before bringing to Hope for Prisoners. This is Commissioner Frederick on the order to refund document it has Commissioner Clark listed as Vice Chair instead of Chair. I have been advised by counsel, do you want him to initial it? This is Robert Whitney for the record, it can be signed honestly you can cross out the vice and keep the chair and just sign your name. It should not be an issue. You are also given the authority, you don't have to sign it right here. Administrator Wuest can correct it and you can sign it with the correct title. Commissioner Clark, I will make the edits, initial and move forward.

Motion: Commissioner Frederick – That the order to refund be approved.
Second: Commissioner Hersha.
Discussion: None.
Results: Unanimous, motion carries.

Art Institute

Testified: Administrator Wuest gave a background on the school closure and updated the commission, there was no bond in effect.

Discussion: Commissioner Hersha asked, is it 138 not 139? Administrator Wuest, 138 is correct number. I was able to confirm it yesterday. Commissioner Sewell, getting money back to the students is priority one and I agree with that and we need to do everything we can to do that. I know that your division had costs associated picking up records and things of that nature. Is there a way you will be made whole through some other way? Administrator Wuest, in statute and Mr. Whitney could probably look up we can file for extraordinary costs it can only represent \$10,000 or 10% of the total cost of the claims, whichever is less. It would not necessarily make things whole, but it could augment a budget. It would be something we have to come back to the commission because we would have to have the total number of claims, I would need to have the total cost. I don't have the final cost for the seizure of records. Commissioner Clark, you would file that with the bankruptcy court? Administrator Wuest, I think Mr. Sewell is asking about in our indemnification account. We can take money out of the indemnification account to augment a budget for extraordinary costs and this was an extraordinary event. The amount of records we physically picked up; we had day labor, DETR facilities people, supplies, we had to go buy the boxes. That would be something we would have to bring back at a later time because I don't have the final costs. We could come back in May for this. We may need to have a separate finding of fact where we could go back to the surety bond for those students prior to receivership.

Motion: Commissioner Sewell – That we approve the findings and fact order.
Second: Commissioner Cantu.
Discussion: None.
Results: Unanimous, motion carries

Public Comment

Ana Salazar, a student from Rika Makeup Academy. Thank you for taking the time to hear what we have to say as a group. I attended June 2018 and I graduated February 2019, according to the records I was given by Rika Makeup Academy I graduated December 27, 2019. My transcript from the school gives me completely different dates. I have actual receipts when I went to the academy. The reason why is Rika Makeup Academy was giving classes for Hair and Makeup to students when they were not even certified by the Commission on Postsecondary Education. They were telling us during that time that they do have authorization, which it was false. They were working in closed doors. For example, when we would show up for classes, she would open the door and immediately close it behind us. While the time she was working with the Postsecondary Education they were only accepting cash. If we did pay via debit card or credit card it would show up as if we were shopping in a retail store, it had nothing to do with Rika Makeup Academy. We have the proof, we have the receipts and bank statements. We also have different prices for different students. According to the school it should always be the same price for everyone, it has not been like that. I also have a diploma for hair. They were teaching how to do hair extensions, cutting hair, and hair styling. To my knowledge Rika Makeup Academy does not have any license for that. I already communicated with the Board of Cosmetology and they confirmed she does not have any license for that. She also had teachers teaching who were not certified to be a teacher. There have been more than 51 students, some have been given the new certificate that was approved by Commission on Postsecondary Education more than 20 people have not been given their certificate. When we try to communicate with the school to get answers, they block us, they refuse to open the doors and talk to us so that is why we are hear to ask you for help.

Commissioner Clark, the three-minute time has expired. Hopefully, the next person can communicate more details.

My name is Diana Rodriguez, I was a student at Rika Makeup Academy as well. I just want to add I went with my daughter and never received my daughters' certificate and it is impossible to talk to the owner. The last meeting, we had with the owner she gave a number so that would could claim on our taxes and it was wrong. It was a number for businesses. We went to the IRS and were told it was wrong and that if we attempt to deduct our school we would be in trouble. We have been trying to talk to her and placed claims with Postsecondary and we tried to with the Cosmetology Board, but they cannot because Rika isn't licensed with them. We are here because we really need your help and there is more girls out there right now.

My name is Noemi Quintana, I also attended Rika Makeup Academy. I wanted to confirm the accusations previous. I also wanted to add she has done verbal threats to lots of us. A lot of us are not documented, she has verbally threatened us that if we don't do certain things in her favor, she will call immigration on the lot of us. She has done a lot of false promises. I received my diploma that is not certified, and she has done a lot of fraud. I went to do my taxes and they told me I cannot either because I do not have the form that is called 1098T. Without that form, I cannot get anything back because she didn't claim any taxes and if we claim those we get in trouble. She does facials and she has no license for that. We just want to say, what happen to us can happen to a lot of people.

Commissioner Clark, thank you.

My name is Claudia Juarez, I did take classes at Rika Makeup. I am a licensed cosmetologist and Rika used my name and license as an instructor. I never taught her classes and I am not teaching with her anymore. I came in and made a report, they made the certificate with different hours. I did the class with hair. They are not licensed for hair, that is why I asked for my money back.

Commissioner Clark, thank you.

My name is Quiriat Wong, I took classes for Rika Makeup Academy for hairstyle. She gave me a certificate that I didn't even take the class. I agree with the previous.

Commissioner Ponder, thank you.

Commissioner Cantu, thank you.

Commissioner Clark, thank you for that.

My name is Gloria Barajas, I am here because I wanted it to be on the record that I am a cosmetologist wanted to finish my hours for makeup and Rika used my license and her license for the school. I took her class and the hours to finish the license for makeup. I have not been a licensed teacher at the school. She was not licensed to teach hair.

Commissioner Clark, you mentioned her several times. Who is her?

Ms. Barajas, Erika, Rika Makeup Academy.

My name is Viviana Martin, I attended Rika Makeup Academy, I never got my contract paper, I also did not get my certificate, I didn't finish the classes and she promised I could make up the classes because the times I couldn't go my daughter was sick or I couldn't make it and Erica would tell me you can come another day. Then when I would come, she would tell me, I cannot help you right now. When I try to call, she won't answer me. I tried to contact her husband and he won't talk to me either.

Commissioner Clark, thank you.

Commissioner Cantu, thank you.

My name is Marlem Falcon, I was a student at Rika Makeup Academy. I paid for a hair course \$300.00 I asked about the license and we talked, she said she would give me my money back. I have not received my money back. I have left messages and no answer.

Commissioner Clark, thank you.

Commissioner Cantu, there is one more.

My name is Gracie Sanchez, I spoke earlier, but the girls just brought it to my attention that Rika which is Erika Rendon, she had other instructors teaching the makeup classes besides here that were not licensed, one of the students here taught classes while she was a student. She didn't know she couldn't teach the classes. Rika Makeup Academy is doing a lot of fraudulent things

and we want our money back. All the promises she gave us, she never did. Thank you very much for listening to us.

This is Commissioner Cantu, if I may Chair Clark. I know we can take no action during public comment. I wanted to assure the speakers here this morning that we will do everything we can to investigate and find out what's happening. Commissioner Cantu stated the above in Spanish as well for the audience.

Commissioner Cantu, can I ask a question? I am not sure of the licensure status and also unsure of the surety they have to make students whole.

Commissioner Clark – any students wronged prior to the license being issued and bond being posted may not be through that indemnity. We will certainly follow-up. The staff will investigate and try to correct wrongs in the best way that we can, but any student that attended that school prior to licensure may not be protected as far as refunds go. Certainly we have civil issues, a civil case that could be brought through the courts and my advice would be to seek out legal counsel.

Meeting Adjourned

The meeting was adjourned by Commissioner. Time:11:34a.m.