



Newsletter

Spring 2012

Company Highlights: Reno Campus Raises Money for American Heart Association



Milan Institute of Cosmetology School Director Steve Raffio presents fundraiser check to American Heart Association Business Development Director Danielle Hammons.

On March 8, 2012, Milan Institute of Cosmetology in Reno, Nevada, hosted a fundraiser for the American Heart Association. An impressive \$595 was raised in one day and donated to the association. The donation was 50% of the total revenue generated by the Milan Institute of Cosmetology Student Salon. Over 127 hair, nail and skin care services were performed by cosmetology students under instructor supervision. The goal of the American Heart Association is to help people build healthier lives, free of cardiovascular disease and stroke. When people donate to the association, they are joining it in the fight against the No. 1 and No. 4 killers in the U.S. – heart disease and stroke. Donations support such life-saving efforts as research, education, advocating for better health, improving patient care and reaching populations at risk.

The American Heart Association Fundraiser was a success thanks to the support of the Milan Institute of Cosmetology students and staff. The student salon received more clients than on a typical Thursday. Clients were happy to know that the cost of their haircut, highlights, pedicure, facial and other services that day would help support a worthy cause. Students and school staff embraced the opportunity to help combat cardiovascular disease, the

What's New

Graduate Profile:

Follow Tessa Ambriz on her journey from a childhood fascination with makeup to an independent esthetician.

Find out how Kate Stubblefield went from single mom to happily employed Dental Assistant.

Campus Profile:

This issue's featured campus is the Milan Institute of Cosmetology in South San Antonio, Texas. Get to know the city, school director and future plans for the school.

Employer Profile:

Discover what the pharmacy manager of Omnicare in Reno, Nevada, looks for when hiring a new pharmaceutical technician.

health threat that kills more women than all forms of cancer combined. "Many of us know someone who has suffered from heart disease or stroke," said Milan Institute of Cosmetology School Director Steve Raffio. "We wanted to do our part to help fight these devastating afflictions." For more information on how you can help, please visit the American Heart Association's website at www.Heart.org.

NEW SPANISH COSMETOLOGY PROGRAM

(Operator License)

Now Available at the El Paso, TX, Campus!

Coming Soon to the South San Antonio, TX, Campus!

Graduate Profile: Tessa Ambriz, Class of 2011

Esthetician Program

Milan Institute of Cosmetology – Fairfield, CA



“I love my new career! I work for myself now, set my own schedule and make my own money.”

Tessa Ambriz had always had a fascination for skin care and makeup. “When I was little, I played Avon lady and beauty parlor instead of playing house,” said Tessa about her early interests. Not feeling challenged enough as a homemaker and girls’ volleyball, basketball and track coach, she had thought about going back to school for a long time. She wanted to train for a new career where she could be her own boss, make her own future and not miss out on the important things in life like her family. The answer was clear; she decided to become an esthetician. “I wanted to

be independent and do something I had a passion for, which was skin care and makeup,” she said about enrolling in the Esthetician program at Milan Institute of Cosmetology in Fairfield, California.

Part way into her program, Tessa faced a huge challenge. When she first started school, she had a commute that was approximately 45 minutes one way. Two months later her family had to relocate, increasing her commute to a daunting two and a half hours one way. “Sometimes it took every ounce of willpower I had to get up, get in the car and make the long drive to school,” said Tessa about her obstacle. “Each day I would tell myself I was one day closer to graduating, and I was almost done. I would always think of my husband and children. I would never let them give up on their goals so what kind of example would I be setting if I quit on mine? That’s what kept me going every day!” With the help of a supportive faculty and administrative staff, Tessa was able to complete her program in just six and a half months. “I had a great experience at Milan!” said Tessa. “The staff was always helpful and kind.”

Continued on Page 4

Graduate Profile: Kate Stubblefield, Class of 2011

Dental Assistant Program

Milan Institute – Boise, ID

“I wanted to show my kids that I could go back to school and become a working woman with a successful career.”

After being a stay-at-home mom for almost 12 years, Kate Stubblefield was ready for a new challenge. “I had just gotten through a divorce and wanted to do something to become a better role model for my children,” said Kate. “So I decided to go back to school to train for a new career I could be proud of.” She was anxious about starting school given that many other students would be about 12 years younger than her, but she was determined to succeed. “I wanted to show my kids that I could go back to school and become a working woman with a successful career,” she said.

Kate enrolled in the Dental Assistant program at the Milan Institute in Boise, Idaho, and was quickly impressed. “My experience at Milan Institute was incredible!” said Kate. Because her instructor had 30 years experience working as

a dental assistant she was able to give Kate more in-depth knowledge on many techniques such as how to take the perfect full arch dental impression and how to take x-rays of patients with strong gag reflexes. “My instructor’s expertise exceeded everything I could have hoped for,” said Kate. Despite acting as the main caregiver, chauffer, disciplinarian and friend to her three children along with dealing with some medical issues, she was able to complete her program in less than nine months. “The faculty and staff at Milan Institute aren’t just there to teach you and then ship you off into the real world,” she said. “They do so much more than that. They become a second family.”

One of the major program benefits for Kate was the on-campus student dental clinic. The clinic offers comprehensive general dentistry performed by board certified dentists and dental hygienists. Services such as exams, x-rays, cleanings, fillings, extractions, root canals, crowns, partials, bridges and dentures are available.

Continued on Page 4

Campus Profile: Milan Institute of Cosmetology • South San Antonio, TX



Student Salon Floor at the South San Antonio, TX Campus

The third San Antonio, Texas, campus to open in the Milan Institute school group is located at 605 Southwest Military Drive. The school began enrolling students in the Cosmetology (Operator License) and Manicurist programs in October 2006. Today, it offers a Cosmetology (Operator

License) program, Esthetician (Facialist License) program, and Massage Therapy program*. In addition, a Spanish Cosmetology (Operator License) program is coming soon. Approximately 245 students are currently enrolled.

Milan Institute of Cosmetology in South San Antonio has both a student salon and massage spa open to the public. Cosmetology and Esthetician students perfect their techniques by providing hair, nail and skin care services to clients. Approximately 900 salon services are performed each month. The student massage spa opened in September 2011 and now provides over 55 services per month with a growing client list. Massage Therapy students perform services such as Swedish, deep tissue, aromatherapy and hot stone massages. The student salon and massage spa services are value-priced, and new specials are announced quarterly. All services are performed by students under instructor supervision.

The school's home, San Antonio, Texas, is the seventh

Continued on Page 4

Employer Profile: Omnicare of Reno • Reno, NV



Omnicare of Reno is one of the valued employers of Milan Institute Pharmaceutical Technician graduates from the Sparks, Nevada, campus. Omnicare of Reno is one of many subsidiaries within the Omnicare group. The mission of Omnicare is to, directly and through its subsidiaries, help to ensure the health of seniors and other patient populations in a cost-effective manner. This employer provides pharmacy services featuring specialized packaging for accurate, efficient administration of medication, complete infusion therapy service and an extensive web-based pharmacy portal called Omniview. Omnicare of Reno is headed by Pharmacy Manager Ken Bender, Pharm.D., M.A.

The three main qualities Ken looks for in a new hire candidate are capability, interpersonal skills and enthusiasm. "I don't expect new hires to know how to do everything at first, but I do need to know they have the capability of learning it," said Ken. "Interpersonal skills are just as important to me as technical skills. A pharmaceutical technician can have all the training in the world, but if he/she can't get along with the other pharmacy team members, it won't work out." In addition,

he also looks for candidates who have demonstrated initiative, flexibility, competency and the ability to support the Omnicare core values of excellence, integrity, service and compassion.

Omnicare of Reno has hired three Milan Institute graduates of the Pharmaceutical Technician program over the past several years. He notes that each of the candidates possessed the main qualities he was seeking. "I was able to see the extent of their training first hand during their externship at my facility," said Ken. "They not only proved themselves capable, but also demonstrated an enthusiasm for taking on new challenges. That's how they stood out from the competition."

Ken's recommendation to Pharmaceutical Technician graduates is to focus on customer service and teamwork. "You'll be providing an important service to your community once you're hired," Ken said. "Embrace the opportunity to help patients and their caregivers." He also advises graduates to work collaboratively with their pharmacy team and other health professionals once hired. To current students, he notes, "Make sure you put your best foot forward during your externship. It's basically an interview for your future career." Omnicare of Reno is located at 9475 Double R Boulevard, Suite 8, in Reno, Nevada, and can be reached at (775) 852-1949.

Graduate Profile: Tessa Ambriz (Continued)

Today, Tessa is working as an independent esthetician, which is exactly what she set out to do. She rents a room at the Fountain of Youth, a full service salon for hair, nail and skin care services in Calistoga, California. "I love my career!" said Tessa about being a licensed esthetician. "I work for myself now, set my own schedule and make my own money." With the support and guidance of Salon Owner Domi and co-worker Rosalia, Tessa continues to build her clientele and business. "Everyone I work with is amazing," she said. "I am truly blessed to love where I work and who I work with."

Tessa hopes to further her career by continuing her education in the skin care industry. She plans to take specialty courses for the latest beauty trends such as eyelash extensions and body wraps. She also wants to expand her career in the medical esthetician direction. "I stay current in my field by researching new treatments and products," she said. "I want to be the best esthetician possible, and I know that requires continuing my education."

Tessa advises other Milan esthetician students and graduates to always look for ways to improve their knowledge and skills. "Don't give up and don't get lazy," she recommends. "This industry requires passion. There is a lot of competition out there, so you can't stop learning after you graduate and get your license. Keep up with the latest techniques and remember to love what you do!"

Graduate Profile: Kate Stubblefield (Continued)

The purpose of the clinic is to assist uninsured families by providing dental procedures using a sliding scale, discounted fee schedule based on verified income as well as accepting Medicaid. In addition to serving the community, the clinic also helps to train students of the Dental Assistant program at Milan Institute. "The hands-on training gave me a good idea of what to expect after I graduated," said Kate about working at the on-campus dental clinic. "The three dentists I worked with made my experience ten times better. They were patient, kind and provided constructive feedback that helped me in the long run."

Kate is now happily employed as a dental assistant for Dr. Carrick Brewster at Northview Dental Center in Boise. "I don't just like my job, I love it; It feels like home," said Kate. "Dr. Brewster is one of the best and brightest dentists in town. He takes the time to get to know each patient and doesn't send them out until they're completely satisfied. He deeply cares about the well-being of his patients." She notes that the rest of the dental team is also amazing. "I'm so lucky to have the opportunity to work here and that they've adopted me into their tight-knit family," she said. She plans to continue working at the

center for a while.

Kate's recommendation to her fellow Milan dental assistant students is to leave their problems at the classroom door. "Do your best every day and show your instructor or future employer your potential," she said. "There will be bad days, but always leave your baggage at the door. Keep the drama out, and you will get the most out of your training."

Campus Profile: Milan Institute of Cosmetology – South San Antonio, TX (Continued)

largest city in the United States and the second largest in Texas with a population of 1.33 million. The city hosts approximately 26 million tourists annually due to attractions such as the Alamo, Spanish missions, the Alamo Bowl, the River Walk, Marriage Island, the Tower of the Americas, SeaWorld and Six Flags Fiesta Texas. The city is also famous for its four-time NBA champion San Antonio Spurs and the annual San Antonio Stock Show & Rodeo. In addition, San Antonio is also home to multiple military bases such as Fort Sam Houston, Lackland Air Force Base and Randolph Air Force Base.

Since 2010, School Director Charlie Hernandez has been heading the South San Antonio campus. He initially began a career in the legal field but then left it behind to move into education management. He worked as a Director of Education for both ATI Career Training Center and the Texas School of Business, a Kaplan school. "I feel very lucky to have such a great team," said Charlie about his current position at the Milan Institute of Cosmetology. "Good communication is crucial to a school's success, and I feel we have that covered." He also notes that the current students are some of the best he has ever had. "Our students are always willing to go the extra mile," said Charlie. "We've had many compliments from our student salon and massage spa clients on how professional our students are."

As the student population continues to grow, so will the campus. Charlie hopes to add more classroom space as well as more styling stations to the student salon floor. "Our student salon has many repeat clients thanks to the talent and great customer service of our students," said Charlie. "We are starting to see returning clients to our new student massage spa as well. With time, it could become as popular as our student salon." For more information on the beauty and massage career training programs or student massage and salon services at Milan Institute of Cosmetology in South San Antonio, please call (210) 922-5900 or visit the website at www.MilanInstitute.edu.

*License Number MS1035 - 707 SW Military Drive, San Antonio, TX 78221. For more information about our graduation rates, median loan debt of students who completed the program and other important information, please visit our website.