



Newsletter

Winter 2011

Company Highlights:

Milan Institute Visalia Campus Celebrates 25th Anniversary



25th Anniversary Ribbon Cutting Ceremony

On October 28, 2010, Milan Institute celebrated the 25th Anniversary of its very first school, the Visalia, California location. Local chamber representatives and dignitaries were on hand for the ribbon cutting, including Visalia City Mayor Bob Link, Tulare County Supervisor Phil Cox and Tulare County Economic Development Corporation CEO Paul Saldaña. Mayor Link expressed his appreciation to the Milan Institute team for providing career training to the community over the past 25 years. Refreshments, hors d'oeuvres and campus tours were provided during the event. The occasion was commemorated with a crystal plaque to the school.

Milan Institute in Visalia was first opened under the name Golden State Business College by James M. Yasuda, O.D. Shortly after James's son, Gary Yasuda, graduated with a B.S. in Economics and Biology from UCLA, his father asked him to return home to Visalia to help run the school. From that point on, Gary continued to grow the company in number of campuses, programs and staff. Currently, there are 18 locations throughout California, Nevada, Idaho and Texas. James retired from the school business in January 2009, but Gary continues to lead the company as President and Owner.

What's New

Graduate Profile:

Within ten months after graduating, Cosmetologist Ember Jordan passed the state board exams with flying colors, worked at a commission salon for six months and opened her own hair studio.

Get the story on Dental Assistant Graduate Lindsey Burgess's transformation from an unemployed, stay-at-home mom to a proud member of an endodontic team.

Campus Profile:

This issue's featured campus is Milan Institute of Cosmetology in La Quinta, California. Get to know the city, school director and future plans for the school.

Employer Profile:

Humphreys Diabetes Center located in Boise, Nampa and Meridian, Idaho, is one of many valued employers of Milan graduates. Learn about what the Center looks for in job candidates.

Company Highlights:

Find out what new career training programs are available at your local Milan Institute.



From left to right: MIC-Visalia School Director Michael Niksa, Visalia Mayor Bob Link, MI-Visalia School Director Patrick Taylor

Graduate Profile: Ember Jordan, Class of 2010

Cosmetology Program

Milan Institute of Cosmetology – Reno, NV



“Remember, you really do get just as much out of your training as you put into it.”

Tired of an unfulfilling job in retail, Ember Jordan decided to pursue her passion for hair and makeup at Milan Institute of Cosmetology in Reno, Nevada. “I’ve always been an active member of the theatre community,” said Ember. “I frequently helped out with hair and makeup for performances. I decided that’s what I wanted to go to school for, so I enrolled in the Cosmetology program at Milan.”

Ember was among the first class of students at the brand new Milan Institute of Cosmetology campus in Reno. Although

attending a school that was so new had its challenges, she stayed focus and made the most of her 15 months there. “I enjoyed my experience and was glad to leave so prepared,” Ember commented. After graduating in January 2010, she went on to pass the Nevada State Board of Cosmetology written exam with an impressive 96% and the practical with an amazing 100%.

Just two months after graduating, Ember received her cosmetology license and began working at SmartStyle in Reno. SmartStyle is a group of family hair salons located exclusively in Walmart stores and is one of the fastest growing divisions of Regis Corporation. On her first day as a professional stylist, Ember performed two haircuts, one waxing service and sold \$100 in salon products. She was driven to success.

During her next six months with SmartStyles, she began saving and developing a plan to move from a commission salon to a booth rental. She even developed a website to help promote herself.

“Ember has the best business skills I have seen so

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Graduate Profile: Lindsey Burgess, Class of 2010

Dental Assistant Program

Milan Institute – Sparks, NV



“I needed to do something with my life. I really wanted my son to be proud of his mother.”

This time last year, Lindsey Burgess was an unemployed, stay-at-home mom. She had been out of work for one and a half years and was ready for a new career. “I needed to do something with my life,” said Lindsey about her decision to go back to school. “I really wanted my son to be proud of his mother.” That’s when she discovered Milan Institute in

Sparks, Nevada, and enrolled in the Dental Assistant program.

Over the next seven months, Lindsey learned about dental science, operative and chair side assisting, dental radiology, laboratory procedures, administrative procedures and more. When asked about her experience at Milan Institute, she responded, “Oh, it was the best. I had the best instructor, Julia Bergman. She really helps with questions you have, even if you keep asking over and over again.” Lindsey spent her final month participating in an externship, where she was able to apply the skills and knowledge she acquired throughout her training program at an off-campus dental facility. Just eight short months after enrolling, she successfully graduated from the program.

Today, Lindsey is a proud member of the Sierra Endodontics team in Reno. She is happy to be

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Campus Profile: Milan Institute of Cosmetology • La Quinta, CA



La Quinta Campus

One of the newest Milan Institute of Cosmetology campuses opened in La Quinta, California, in December 2009. It is currently home to 66 students with the first class expected to graduate in spring of next year. Originally the school only offered career training in cosmetology, but it

now has an Esthetician program as well. Most recently, the school began taking clients at its student salon, where value-priced beauty services such as haircuts, highlights, perms, gel/acrylic nails, facials and more are available to the public. The student salon generated considerable excitement within the community, having performed 563 services on 356 clients during the first month of operation. All services are performed by students under instructor supervision.

The campus is located in La Quinta, California, a city nicknamed "The Gem of the Desert." It lies between Indio and Indian Wells in the Coachella Valley, offering a spectacular view of the Santa Rosa Mountains. Known as a resort city, La Quinta has been credited as one of the nation's leading

golf destinations. Visitors come to experience both leisure and luxury, making it an ideal place for cosmetologists and estheticians to start their new careers.

Leading the La Quinta campus is School Director Curtis Speller. Prior to joining Milan Institute of Cosmetology in January 2010, Curtis was the Director of Career Services at Kaplan College. Having worked in the career training school industry for ten years, he has a deep understanding of the importance of education and career development. "I couldn't be more pleased with the administrative staff and faculty's performance," says Curtis about his experience at the new campus. "It is truly a joy working with the La Quinta school

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Employer Profile:

Humphreys Diabetes Center • Boise, Nampa and Meridian, ID



HUMPHREYS DIABETES CENTER

Milan Institute develops valuable connections with local employers by providing job-ready graduates to the community. One such company is Humphreys Diabetes Center (HDC) with locations in Boise, Nampa and Meridian in Idaho. For 23 years, HDC has provided education in diabetes self-management and prevention to people with or at-risk for diabetes, their families and healthcare professionals. Affiliated with both Saint Alphonsus and St. Luke's Regional Medical Centers, HDC is the largest free-standing diabetes center west of the Mississippi. This centralized, specialized program appeals to more than 600 healthcare professionals who refer over 5,000

patients each year to HDC for their diabetes education.

The relationship between HDC and Milan Institute began in 2009 when the Center hired Milan graduate Kaci Haven. Prior to graduating, Kaci had worked as an extern at HDC as a part of her training in the Medical Assisting program. She proved to be an outstanding extern with excellent customer services skills. Kaci demonstrated a constant willingness to learn and go the extra mile to help patients. It was this impressive externship performance that led to her job offer, and she has since been promoted to an HDC research team member.

HDC looks for specific traits in order to select the best applicants for a new position. Patients are always the top priority so it is crucial that job candidates possess exceptional customer services skills. The Center noted that first impressions are key,

and potential employees who are polished, professional and have a good attitude will have an advantage. In addition, strong phone etiquette and the ability to juggle many tasks are desirable qualities of potential new hires.

To current Milan Institute students or graduates of the Medical Assisting program, HDC recommends being flexible and maintaining a desire to learn. Its staff members also advise entering the healthcare field prepared to do basic office functions like filing, faxing and copying, while maintaining a positive attitude. According to the Center, the need for medical assistants with diabetes knowledge is in high demand so continuing education in this industry will open doors for career opportunities. Milan graduates who are friendly, professional and knowledgeable can look forward to becoming a respected team member of organizations like HDC.

Company Highlights: Milan Institute Adds New Programs for More Career Opportunities



New Dental Assistant Classroom at MI-Visalia Campus

To offer more career opportunities and better serve local communities, four Milan Institute schools recently added new training programs. Company-wide, Milan Institute and Milan Institute of Cosmetology provide education in the fields of cosmetology, skin care, massage therapy, healthcare and business. While some campuses focus on cosmetology and some on healthcare, a few of the Milan Institute locations are hybrid schools offering both healthcare and cosmetology programs. Milan Institute is among just a handful of career training schools following the hybrid program model, establishing it as an innovator within the school industry.

The Milan Institute campuses with new program additions are Indio, California; Bakersfield, California; Visalia, California; and Sparks, Nevada. The Indio school added a Healthcare Billing and Coding program in August and plans to also add Accounting and Dental Assistant programs upon accreditation approval. Previously it had only offered Administrative Medical Assistant, Medical Assisting and Massage Therapy programs. Milan Institute in Bakersfield began enrolling students in its new Esthetician program in August. The school already offers Cosmetology and Massage Therapy programs. The addition of a Medical Assisting program is anticipated within the next several months, which will establish it as a hybrid school. Prior to September, the Visalia campus had Administrative Specialist, Accounting, Administrative Medical Assistant, Medical Assisting and Massage Therapy programs available. It recently started a Healthcare Billing and Coding program and will also start a Dental Assistant program upon accreditation approval. The Sparks location added an Administrative Medical Assistant program in August to its list of Healthcare Billing and Coding, Dental Assistant, Massage Therapy and Pharmaceutical Technician programs.

Graduate Profile: Ember Jordan (Continued)

far in a graduate," said Jaqueline Olivas, former Career Services Coordinator at Milan Institute of Cosmetology. "I must say, if she were my daughter, I would be incredibly proud of her."

Ember is excited to announce the recent opening of her own business called Ember at Studio 5. It is located in Sparks at 2900 Sullivan Lane inside My Salons, a group of suites that are individually leased by professional cosmetologists. When asked why she decided to switch to booth rental, Ember replied, "I wanted the freedom to do more freelance location work like weddings." Her current services include haircuts, hair color, updos, braiding/extensions, facials, waxing, makeup application and airbrush tattoos. For more information on Ember at Studio 5, please call 775.223.7099 or visit the website at www.emberj.com.

A model of a successful cosmetology graduate, Ember has some advice to give to her fellow Milan students. "I recommend that you get organized and stay informed," said Ember. "Remember, you really do get just as much out of your training as you put into it."

Graduate Profile: Lindsey Burgess (Continued)

working with this particular practice because it is a specialty group. Endodontists perform a variety of procedures including root canal therapy, endodontic retreatment, surgery, treating cracked teeth and treating dental trauma. Lindsey sees every day on the job as a learning opportunity to help her advance from a dental assistant to a dental office supervisor.

Lindsey has simple but important advice to give to her fellow Dental Assistant students. "Make sure you stick with the program," said Lindsey. "Just keep up the good work; it will definitely pay off in the end."

Campus Profile: Milan Institute of Cosmetology – La Quinta, CA (Continued)

team and the rest of the Milan Institute family."

Milan Institute of Cosmetology has been well received by the La Quinta community and is expected to continue to gain popularity. To accommodate the growth, the school plans to expand its student salon floor by adding 30 or more new styling stations in the near future. The commitment of the faculty and administrative staff along with the quality of the career training ensures that the La Quinta campus will be a lasting success.

Fantastic Savings!

Visit your nearest Milan Institute Student Salon or Massage Spa for seasonal specials.
Instructor supervised student salons and massage spas.