

# Frequently Asked Questions (FAQs) on Providing Rosters and the School Inspections

## Roster Submission

1. How should I submit the student roster?
  - a. Send student rosters to the secure link provided by the Board. The link is below:  
<https://virginiagov.app.box.com/f/02b767dd37524e8b9153dc5309fe6056>
2. What form should I use to submit the student roster?
  - a. The student roster spreadsheet is located on the Board's website. The link is below:  
<https://www.dpor.virginia.gov/sites/default/files/boards/BarberCosmo/Student%20Roster%20Template.xlsx>
3. Should we or can we password protect the file?
  - a. You do not need to password protect the file. The Board is providing a secure link to upload student rosters onto a secure website. The link is mandatory due to security measures, your files will be encrypted and uploaded to cloud storage. Only approved board staff will have access to these files, and this method is FERPA compliant.
4. Students who enrolled but cancel before starting classes. Should they be listed on the reporting form?
  - a. If they have cancelled prior to the reporting date or earning any credit, you do not have to list them on the reporting form. If they have earned any credit toward your program, you must report them as withdrawn.
5. How can I report no student enrollment?
  - a. Schools without student enrollment must submit documentation to the Board via the secure link provided by the Board. The document must include the statement and the program(s), along with the printed name, signature, and date from the responsible manager, school owner, president, or director.
6. Students who enroll in multiple programs, but the subsequent programs do not start for several months. For example, a student enrolls in an esthetics program and at the same time enrolls in a master esthetics program to commence upon completing the esthetics program. Should they be listed on the roster for the subsequent programs?
  - a. Yes, if they have enrolled in the program, they should be listed even if the start date is several months in the future.
7. Why use enrollment date?
  - a. The Board needs to know who to expect when they conduct onsite audits. It is likely that the enrolled student you report on a quarterly basis will have begun classes by the time the audit is conducted. You will not be penalized if the student has still not begun.
8. Can we send it early as long as it covers the reporting period?
  - a. The roster can be provided within 15 days prior to the due date.
9. When do we drop people off the roster?
  - a. The roster should include all students who attended in the last six months.

10. Will the Board start visiting shops and salons as well?
  - a. This guidance does not involve shops, salons, and spas. DPOR is currently reviewing the possibility of conducting random audits of shops, salons, and spas but that will not happen as part of this initiative.

## **School Inspections**

11. What should we expect during the audit?
  - a. The audit will be conducted by a team of DPOR staff. They will identify themselves when they arrive and request to speak with the manager or lead instructor. The audit will commence with the most senior school representative present. The auditors will not delay or wait for anyone not present at the school, and a refusal to cooperate with the audit when the auditors arrive will result in a referral for discipline.
  - b. The auditors will be verifying administrative compliance with licensure, recordkeeping, and program implementation. They will ask a number of questions and review all the areas of your school. They will request current copies of your syllabus, course outline, and will review certain student records. The auditors will also enter your classroom, require your students to write their name on a roster, and ask 3-4 questions to the students to ensure the program is functioning correctly.
  - c. At the conclusion of the audit, the auditors will verbally explain their findings and how to correct the issues. They will then follow up in writing with the finding and a deadline to correct any outstanding issues. The goal of these audits is compliance. Only if a school fails to correct the deficiencies, or there is an immediate risk to the health, safety, and welfare of the public, will a school be referred to discipline (such as unlicensed instructors or hazardous conditions).
12. What if the auditors arrive when students are not present?
  - a. The auditors will schedule the audit during hours in which you reported offering instruction. If you have changed your operating hours, please update the Board with your current hours as soon as possible. Such a change requires approval.
13. Which students do we put on the first submission?
  - a. The first roster should include all students currently enrolled, regardless of their start date, as well as any students who were enrolled in the past six months (and may have completed, withdrew, or were terminated).
14. Why is this happening now?
  - a. The 2018 JLARC review of DPOR resulted in a recommendation for the department to conduct unannounced audits of licensed schools as well as post-licensure inspections of newly approved schools. This initiative is driven by the 2018 JLARC recommendation as well as a rise in complaints and disciplinary actions against schools that are violating board regulations. It has taken several years for DPOR to get the resources (including staffing) and process in place to implement this JLARC recommendation.
15. Will tattoo and permanent cosmetic tattoo schools have to submit rosters?
  - a. At this time, tattoo regulations do not require schools submit their roster in a time, manner, and frequency required by the board. That means tattoo schools are not required to submit their roster but may choose to do so.