



Louisville Beauty Academy Highland Bardstown Road <lbeautyacademy@gmail.com>

Louisville Beauty Academy - My License One - Schools - Follow-Up: Data Duplication Concern During Monthly Hour Logging in ML1 - 05-06-2025 10:24am

1 message

Louisville Beauty Academy Highland Bardstown Road <lbeautyacademy@gmail.com>

Tue, May 6, 2025 at 10:26 AM

To: "Catron, Kassidy L (KBC)" <kassidy.catron@ky.gov>, KY Board of Cosmetology <kbc@ky.gov>
Cc: Di Tran <study@louisvillebeautyacademy.net>

Thank you again for your prompt support and the recent improvements to the My License One (ML1) system.

While conducting our routine monthly hour logging this morning for our students under License #110700047, we encountered a concerning issue. After entering and submitting student hours, we carefully followed protocol by saving, logging out, and verifying data submission. Upon re-logging into the system, we noticed that the same hour fields still appeared pre-filled, even though the system indicated that the hours had already been submitted successfully.

To further test this behavior, we proceeded to log hours for a few additional students. At that point, we observed that the previously submitted hours were re-logged—resulting in what appears to be a duplication of total hours on student records. We've attached a screenshot for your review to better illustrate the issue.

We kindly request that this matter be escalated to the technical development team, as it directly impacts data integrity and student compliance tracking. Our academy takes careful steps to ensure all hours are accurately reported, in accordance with KBC standards, and it is troubling to witness unintended duplications despite procedural diligence.

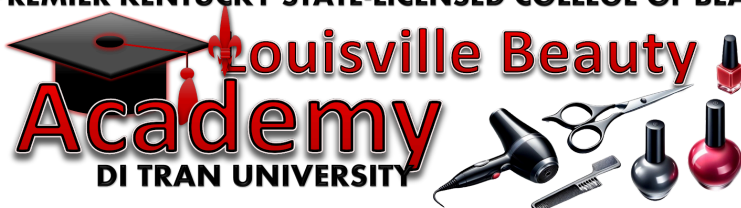
Louisville Beauty Academy is committed to compliance and transparency, and we appreciate the vital role your team plays in maintaining system reliability for all licensed schools. We are hopeful for a resolution and are available to provide any additional details that may assist your investigation.

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Thanks,
Di Tran



**CO-FOUNDER AND PRESIDENT
PREMIER KENTUCKY STATE-LICENSED COLLEGE OF BEAUTY**



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We appreciate your cooperation.

On Tue, May 6, 2025 at 9:36 AM Catron, Kassidy L (KBC) <kassidy.catron@ky.gov> wrote:

Good morning Mr. Tran,

Thank you for reaching out about the delay you've experienced while loading student information. Please note that loading times can vary depending on the number of students associated with your account—both current and past. In some cases, a 40-second load time may be expected as the system filters through a large volume of data. That said, we recognize this as a separate performance issue and have submitted a ticket to our development team for further investigation and resolution.

We appreciate your patience as we work to improve the user experience in our system. Please don't hesitate to reach out if you have any additional questions or concerns.

KBC General Inbox

Kentucky Board of Cosmetology

1049 US HWY 127

Annex #2

Frankfort, KY 40601

www.kbc.ky.gov

****This issue may constitute a violation of the Kentucky Board of Cosmetology statutes and regulations. If you have a response, you may submit in writing or email within 10 days.

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From: Louisville Beauty Academy Highland Bardstown Road <lbeautyacademy@gmail.com>
Sent: Monday, May 5, 2025 9:46 AM
To: Brewer, LeaAnn (KBC) <LeaAnn.Brewer@ky.gov>; Board of Cosmetology <KBC@ky.gov>
Cc: Di Tran <study@louisvillebeautyacademy.net>
Subject: Re: SA-24680 My License One - Schools

Dear Ms. Brewer,

Thank you for the update and for your team's continued efforts to maintain and improve the My License One (ML1) system.

We have logged out and back in as requested and can confirm that the school licenses now appear and the core functionality seems to be operational. However, we are still experiencing significant performance delays. Despite utilizing one of the fastest available internet services (1GBS fiber connection), the platform continues to take over 40 seconds to load student data, particularly under the "Students" section for our main license (#110700047), as observed this morning on **May 5, 2025 at 9:34 AM**.

Please see the attached screenshot for visual documentation of the delay and user experience.

We appreciate your attention to this matter and respectfully request that this performance concern be escalated to the technical team for review and resolution. Fast system responsiveness is crucial for daily school operations and compliance management.

Thank you again for your support.

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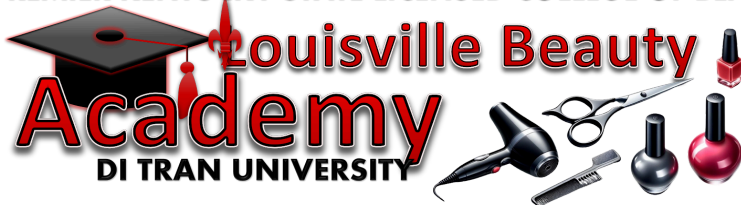
Thanks,

Di Tran



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We appreciate your cooperation.

On Mon, May 5, 2025 at 8:06 AM Brewer, LeaAnn (KBC) <LeaAnn.Brewer@ky.gov> wrote:

Good Monday Morning, ALL

We have completed an upgrade to ML1 for all users. Reaching out to all schools this morning requesting you log out completely, log back into ML1 to confirm you can see schools license as well as confirm everything is in working order.

Please reach out to me if you are having any problems.

Thank you

Lea Ann Brewer

Administrative Specialist Senior

KY Board of Cosmetology

1049 Hwy 127 Annex #2

Frankfort, KY 40601

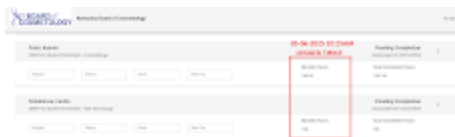
Office: 502.564.4262

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