

September 2014

Issue 1

WELCOME



Welcome Blue Ocean Team Member:

We are officially launching our LearnKey Veteran Services newsletter specifically for veteran students and counselors who are involved with any of our learning online and Blue Ocean career study programs.

Our goal is to improve communication and access to our staff so our veteran students succeed. Each month we will highlight: student success stories, student certification shout outs, team members of the LearnKey Veteran Services team, online learning best practices, and much more.

NEW LEADER FOCUSED ON BUILDING A GREAT TEAM & BETTER STUDENT RESOURCES

Certification Corner

Join me in congratulating the following veteran students who recently received industry certifications!

- **Chris C.**, MI - A+ 801
- **Nathan H.**, UT - A+ 801
- **Perla L.**, UT - Word 2013
- **Matthew R.**, OH - Word 2013
- **William M.**, MI - A+ 801 & 802
- **Andrew N.**, IN - Security+, Word 2013
- **William K.**, NV - Excel & Outlook 2013
- **David M.**, MI - A+ 801
- **Abbott S.**, MI - Excel, Outlook, & Word 2010
- **Kennyon S.**, CA - A+ 801 & 802
- **Jason C.**, IN - Excel 2013
- **Matthew K.**, OH - A+ 801
- **Ed B.**, VT - Cisco CCENT
- **Jen P.**, FL - Florida Life & Health license
- **Bobby R.**, MS - Excel, Network+, Outlook, & Word



Each month we will feature one of our staff members who is part of the LearnKey Veteran Services team. This month we are proud to introduce Kim Johnson, Director of Student Support for LearnKey Veteran Services. Kim has been in the online education business for over seven (7) years, has spent the last five (5) years working closely with students and teachers nationwide in how to deploy online learning and get students certified. For the last three years (3) she has built LearnKey's middle & high school client services support center. Here is a recent Q&A with Kim:

1. **How will your previous role make the LearnKey Veteran Services team better?**

I have been working with High School Educators across the nation and supporting them with using our courseware in the classroom for High School students to achieve industry certifications. The educators have given us incredible feedback on what their students have needed over the years. We have taken that feedback and have made improvements to our courseware, online portal (OnlineExpert) and LMS, and have created additional resources for both the educators, and the students. I am looking to provide the same service in the Veteran Services area. With the feedback we receive from our students and counselors (VRC's) and in some cases we are making daily changes to improve their learning experience and the program to achieve their goals.

2. **Can you share a recent veteran student success story?**

Our first Blue Ocean program graduate Tristan Roberts has been hired by LearnKey and has made a huge impact with his feedback and support by already helping so many of our Veteran students in a short amount of time. Over the past 30 days he has mentored dozens of students who are taking certification exams, helping with technical support issues they

- **Chuck S.**, WV - A+, Network+, & Security+
- **Dorian C.**, TN - Word
- **Randy G.**, WV - Security+ & Word
- **Terry H.**, VT - IC3 GS4 & Word
- **Tonia K.**, VT - PDP Administrator
- **David L.**, CO - A+, Network+, & Security+
- **Ed O.**, CO - A+
- **Angel R.**, FL - Word
- **John S.**, CA - Word
- **Michel E.**, CA - Word
- **Bobby F.**, AZ - Security+
- **John F.**, AZ - Security+

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might be having, and just helping some through staying motivated.

3. Have there been any improvements already implemented for the LearnKey Veteran Services team over the past 90 days?

- a. Better organization – We are looking to set up scheduled times and days to follow up with each student to keep them on a regular schedule
- b. Streamlined Reporting Templates - All report templates have been streamlined for both the LearnKey Veteran Services Representatives to fill out and hopefully easier for the Counselors to review.
- c. Team Support – Moved to align VSR's with Advisors to eliminate confusion for the VRC's and who is sending them reports and who to contact

4. What can we expect to see get better in the next 90 days?

- a. Organization – Better systems in place for our support teams to stay in contact with our students and the counselors with the use of shared Outlook Calendars, & Live Chat
- b. Communication – Re-Designed Email Introductions for each program and what to expect when starting, and what is required for them to complete that section of their learning program
- c. Support – New resources to support students, websites and tools to help streamline their experience

5. What are three tips every veteran student learning online could benefit from?

- a. Set goals to complete weekly and monthly required hours for your program
- b. Set up a regular schedule daily and do your best to commit to that time for yourself and what you want to accomplish each week including communicating with the VSR
- c. Create a learning space to optimize your study time with fewer distractions like putting away your cell phone

6. Since taking over the Veteran Services Counselor (VSR) team share something fun about one of the team members maybe our students would like to know?

I have enjoyed so much working with this team and getting to know each of them through this process. I am extremely grateful for how flexible and supportive they have been through all of these changes and the improvements we have made. I love hearing how excited they get when they receive a call from a student who passes a certification exam, they make a big announcement to the rest of team when they hang up the phone.

MORE STUDENT & COUNSELOR RESOURCES

We took your feedback to heart this summer and rolled out some additional resources so students and counselors could have **quicker access to our staff** through live chat and more study and exam preparation tools. They are located [here on our student resource page](#)! Be sure to check it out and also the 20 minute course we posted on exam preparation with Tom Carpenter who shares best practices to studying for your certification exams.

STUDENT SUCCESS

Bringing the Passion, Commitment and Discipline to our online Programs! Check back here next month as we feature two veteran students demonstrating the three qualities most important for success in our Blue Ocean program: Passion, Commitment and Discipline.

Finally, we want to thank all of you for your feedback and support over the past four years. We are confident that the recent improvements to student reporting and student resources is a good start to our ongoing efforts to make this program world class. We could not do it without your continued support and I always welcome any feedback you have on how we can make it better!

Kind Regards,


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