



### Welcome Veteran Students and Counselors:

Happy Halloween! We hope you enjoyed the [first edition of our newsletter last month](#), and we are excited to share this month's edition, spotlighting one of our newest team members and sharing more resources and programs available to our student veterans. Plus, be sure to check out the list of students who achieved industry certifications this past month!

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## SPOTLIGHT: LEARNKEY VETERAN SERVICES TEAM MEMBER TRISTAN ROBERTS

### Certification Corner

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

- **David M.**, MI - A+ 802
- **Ed O.**, CO - Word 2013
- **Randy G.**, WV - ICND 1
- **Tom W.**, NV - Access
- **Tom R.**, CA - A+ 801
- **Kennyon S.**, CA - Network+
- **Jay C.**, CO - A+ 802
- **Bobby R.**, MS - Security+
- **Amanda B.**, MO - Outlook
- **Robert D.**, TN - A+ 801
- **Chris C.**, TN - A+ 802
- **Nancy S.**, VT - IC3 GS4
- **Carnell L.**, OK - Windows 7 Config.
- **Andrew N.**, IN - Excel & Outlook



Tristan Roberts (left) receiving his Blue Ocean Program certificate of completion from Jeff Coruccini (right)

It gives me great pleasure to introduce to you Tristan Roberts, one of our student counselors and technical support team members. Tristan is the first veteran to graduate from our Blue Ocean program back in August and is currently mentoring and tutoring over fifty (50) veterans in our program. Here is a recent Q & A with Tristan:

**1. What is your military background?**

I was a Greenside Hospital Corpsman for the U.S. Navy, spending four (4) years with the 5th Marines in Camp Pendleton, CA. One of those years I spent in the hospital training military personnel and civilians BLS & EMT, etc.

**2. What certifications did you achieve through LearnKey's Blue Ocean Program?**

Six (6) industry-recognized certifications, starting with Word 2010, then A+ 801 exam, Outlook 2010, Excel 2010, Network+ and most recently Security+.

**3. What was the most difficult exam to take?**

The A+ 801 exam. I failed it once as I got caught off guard with the simulations and spent too much time trying to figure them out. Big tip here: if you get stuck, move on and come back after you have gone through all the questions of any exam to manage your time better.

**4. How did you keep yourself motivated to complete your LearnKey program?**

It was the end result of obtaining a job so I could provide for my family that really motivated me to take on new challenges.

**5. Now that you have graduated from this program and are working full time at LearnKey helping other students, how do you feel you have made an impact?**

Pointing them in the right direction, giving them motivation to continue, and sharing with them my experience and what to expect. Relating to them, veteran to veteran, goes a long way.

**6. What do you feel has been your biggest contribution so far now that you are part of the LearnKey Veteran Services Team?**

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The second day on the job I attended a production meeting and shared with the entire team my experience from a student perspective on how we should make our courses and resources more interactive. By that I mean videos that engage the student, more resources specific to courses (i.e. pocket guide, resource page, etc.). Now I am convincing them we need forums so other student veterans can help each other. Each week I provide feedback to the Veteran Services Team on continuous program improvement opportunities

**7. What tips and best practices would you like to share with other students?**

Number one, set aside the time and stick to it. Eliminate all distractions, no TV, private time with no interruptions. At the same time don't overdo it. Like writer's block, when necessary take frequent breaks but stay the course. Also, use your timeline as a guide to keep you on task.

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## **MORE STUDENT & COUNSELOR RESOURCES**

Last month we introduced our [student resource page](#) and this month we have added our first [A+ pocket guides](#) to help you with the A+ exam. Please be sure to check back frequently as we will continue to update this page with resources to help you through our programs.

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## **LEARNKEY'S FRESH START PROGRAM: AN AID FOR HOMELESS VETERANS AND THEIR FAMILIES!**

A lot of our students have asked if we have any programs that can help veterans and their families in need, and the answer is yes. Two years ago we introduced our LearnKey Veteran Services Fresh Start Program, designed to provide veterans and families who are homeless and in need of quality training. The program is free and provides fundamental training on topics like: entry level and working level computing, communication skills, interview skills, how to make a good impression, and much more. If you know of any homeless veteran or family that might benefit from this program, please have them call our Veteran Services Team at 866-306-7241.

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I want to personally congratulate each and every veteran who achieved industry certifications this past month and wish to remind all of you that we are here to support you in your journey of quality

learning through our LearnKey Veteran Services Program. 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,

Jeff Coruccini  
CEO, LearnKey, Inc.

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