



Happy New Year and on behalf of the LearnKey Veteran Services team we hope that the New Year finds everyone happy, healthy, and ready to tackle those New Year's resolutions. Our team has been hard at work since our last newsletter and we are excited to announce a new study aid for those students currently taking the A+ certification course. This resource will be completed in a couple of weeks and is a video tutorial that will provide explanations to some of the tricky areas of the exam, as well as tips and hints that will allow you to be successful in studying for your certification. So for all you current and future A+ students check back in a couple of weeks at our [Student Resource Center](#).

SPOTLIGHT: LEARNKEY VETERAN SERVICES TEAM MEMBER SUSAN HAVENS



We take pride in our people and teams at LearnKey so take a minute to learn about Susan we are so happy to have her supporting our students!

1. **How long have you worked at LearnKey?**

I've been at LearnKey since August 2014 and have loved

Certification Corner

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

- **Drew L.**, WA - Word 2013
- **Lisa S.**, VT - IC3 GS4
- **Olga Y.**, CA - Word 2013
- **Samantha P.**, CA - Excel 2013
- **Robert D.**, TN - A+ 802
- **Dorian C.**, TN - A+ 801
- **Bobby R.**, MS - ICND1
- **William K.**, NV - Network+
- **David M.**, MI - Word 2013
- **Adam I.**, MI - Word 2013
- **Dwayne M.**, OH - Word 2013
- **Michele G.**, NM - Outlook 2013
- **Nathan H.**, UT - A+ 802
- **Tom W.**, NV - CPTe

every minute of it..

2. What is the most rewarding part of your job?

It's great that I can be associated with a company that helps to make a difference in the lives of those who choose to make a valued change in their own direction through education. It's also so rewarding to see the process each of my students go through when they start their individualized programs, and help them to achieve very difficult certifications to make positive headway toward their futures. I love to see my student veterans gain confidence within themselves and watch them gain valuable employment through the certifications we have to offer and they work so hard to get.

3. What motivates you the most when you come into work every day?

I have so much respect for my students and have learned a lot from them and the stories they share with me. I have enjoyed getting to know each one on an individual level and appreciate the fact that they are striving to make a change to better their circumstances; I truly find joy in those who really want to learn, grow, and become better through the programs we offer and help them through.

4. In what ways have working with veterans on a daily basis impacted your professional or personal life?

I have been exposed to veterans my whole life, even though I haven't served in any branch of the military the impact they have left on me is something I cherish. My grandfather served and gave his life in World War II, my father and brother also served. Currently I have another brother serving and he is a Captain in the Army. My son-in-law served in the Army and was deployed to Afghanistan for over a year and my deceased husband served in the Air Force and we were stationed all over the country and Europe. So I understand the sacrifice that our Military personnel have made, because it has impacted my life for the better. I appreciate the opportunity in being able to give back a small portion, in guiding them through their programs and being there to help facilitate what is necessary to keep them going. To me, it's a win-win. I love say that... "It takes a village to raise a child," but I like to think that it takes a village to help move society in the right direction and help everyone seeking assistance.

5. What is your favorite pizza topping or toppings?

I'll just say... I'm not a really big fan of pepperoni or pizza in general, however my favorite topping would have to be chicken. My favorite meal is lunch...anywhere or anything with my co-workers! And Swig with Kim! It's a St. George thing. =)

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TUTOR TUESDAY & THURSDAY WITH TRISTAN

We have been hosting our Tutor Tuesday Session for about two months now and it has proven itself to be a valuable tool for those who make the call. Our tutor Tristan has helped people navigate OnlineExpert, CramMaster, and GMetrix. More importantly he has provided guidance for those who need a little extra help preparing for their certification exam. This is what Tristan has to say about Tutor Tuesday: "The best thing about Tutor Tuesday is that the veterans get to meet and interact with other vets going through the same program, and in most cases the same certifications. Most of them have the same issues and questions so it puts their mind at ease that they are not alone. At the end of each session I ask every veteran if they are comfortable with exchanging contact information with the others on the call so they can be a resource to each other. I think as word gets out our virtual tutoring sessions will continue to grow."

Word has gotten out and we have added another tutoring session each week. In addition to meeting every Tuesday from 11am to 12pm MST we will be meeting every Thursday from 3:30pm to 4:30pm! We are very excited to be able to reach out to more veterans and urge everyone to take advantage of these sessions. If you are interested in participating in our call, contact your LearnKey Veteran Services representations for more information.

We would like to congratulate all of our veteran students who have earned industry certifications in the last 30 days and welcome all of the veterans who have recently joined our program. Remember that our team is always here to help and support you on your journey to certification.

Kind regards,

Jeff Coruccini
CEO, LearnKey, Inc.

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