



McKissock, LLC

McKissock, LLC
218 Liberty Street
Warren, PA 16365
800-328-2008

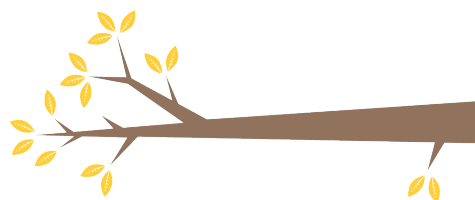
School and Course Catalog

Colorado
Volume 12 – April 2026

Home Office: 218 Liberty Street
Warren, PA 16365

Toll free number: 800-328-2008
Fax: 814-723-3016
Website: www.McKissock.com

**Agents approved by the Colorado Department of Higher Education,
Private Occupational School Board.**



Contents

Contents	2
Ownership Structure for McKissock, LLC	3
Programs	4
Appraisal Continuing Education	4
Appraisal Qualifying (Pre-Licensing) Education	6
Real Estate Continuing Education	7
General Information	9
Education Approval	9
Seminar Facilities	9
Equipment Used (On-site Courses)	9
Entry Criteria/Prerequisites, Examinations (Continuing Education)	9
Entry Criteria/Prerequisites, Examinations (Pre-Licensing/Basic Education)	9
Credit Allowed for Previous Education and Training	9
Calendar of School Holidays, Vacation Periods, and Dates of Each Term	9
Job Placement	10
Certificates of Completion	10
Textbooks/Handouts	10
Attendance Policy	10
Standards of Progress	11
Absences	11
Rules of Student Conduct and Conditions for Probation or Dismissal	11
Postponement of Start Date	11
Refund Policy	11
Online Course Prerequisites, Fees, Records Retention, and Software Requirements	13
Course Prerequisites	13
Course Fees	13
Records Retention	13
Software Requirements	13
Additional Information – Classroom Presentations	14
Course Tuition & Fees	14
System Requirements	14
Administrative Access	14
Software Requirements	14
Distance Education Course Policies and Procedures	15
Registration	15
Examination Grading Systems and Criteria	15
Support	15
Interactivity	16
Completion	16
Course Review	16
Student Grievance Procedure	17
Student Complaints	17



Ownership Structure for McKissock, LLC

McKissock, LLC (f/k/a McKissock, LP)		
State Organized:	Delaware	
Date Formed:	2/27/2004	
Entity Structure:	LLC	
EIN:	03-0537474	
Owned By:	Name	Percentage
	McKissock Investment Holdings	100.00%

McKissock, LLC Owner Information:

McKissock Investment Holdings, LLC
218 Liberty Street
Warren, PA 16365
800-328-2008 or 814-723-6979
Fax: 814-723-7289

McKissock, LLC Officer Information:

Shravan Goli, Chief Executive Officer
399 South Spring Ave, Suite 309, St. Louis, MO 63110

Michael "Mike" Duran, Executive Chairman
257 Garnet Ave. San Carlos, CA 94070
650-481-8155

Christa Chancellor, Treasurer
399 South Spring Ave, Suite 309, St. Louis, MO 63110
314-210-8397

Mark Coomes, Secretary
399 South Spring Ave, Suite 309, St. Louis, MO 63110
314-308-4129

Programs

Appraisal Continuing Education

McKissock offers online, webinar, and livestream appraisal continuing education courses. Online and recorded webinar courses are available 24 hours a day, seven days a week from any computer with an internet connection. Live webinar and livestream courses are conducted online at specified dates/times. Potential customers may visit our website at www.mckissock.com and search by state and license type for a list of courses that will satisfy their specific continuing education requirements. Detailed course descriptions are available on our website.

Appraisal Continuing Education Online Courses

Course Name	Hours	Price
7-hour National USPAP Update Course	7	259.00
7-hour National Valuation Bias and Fair Housing Laws and Regulations	7	149.00
A Paradigm Shift in Real Estate Appraisal Adjustments	7	149.00
Appraisal of Fast Food Facilities	7	149.00
Appraisal of Industrial and Flex Buildings	7	149.00
Appraisal of REO and Foreclosure Properties	7	149.00
Appraisal of Self-Storage Facilities	7	149.00
Appraising 2-4 Unit Residences	7	149.00
Appraising Special-Purpose Properties	4	119.00
Appraising Today's Manufactured Homes	7	149.00
Commercial Land Valuation	4	119.00
Effects of COVID on Office Buildings, Tale of Six Cities	4	119.00
Evaluating Today's Residential Appraisal: Reliable Review	7	149.00
Expert Witness Testimony Basics for Appraisers	4	119.00
Green Building Concepts for Appraisers	7	149.00
GSE Appraisal Requirements and Guidelines	7	149.00
Introduction to Condemnation Appraisals with Case Studies	4	149.00
Introduction to Right of Way Appraisals	7	119.00
Land and Site Valuation	7	149.00
Market Disturbances-Appraisals in Atypical Markets and Cycles	3	89.00
Navigating Desktop & Hybrid Appraisals	7	149.00
New Construction Essentials: Luxury Homes	3	89.00
Office Buildings Assessments and Appeals	7	149.00
Performing Divorce Appraisals	3	89.00
Performing Estate Appraisals	3	89.00
Relocation Appraisal and the ERC Form	6	129.00
Residential Appraisal Review and USPAP Compliance	7	149.00
Residential Construction and the Appraiser	7	149.00
Residential Property Inspection for Appraisers	7	149.00
Residential Property Measurement and ANSI Z765	4	119.00

Small Spaces, Big Impact-Appraising ADUs	3	89.00
That's a Violation	4	119.00
The Appraisal Landscape of Rural Residential Properties	5	125.00
The Appraiser's Guide to the New URAR - Stitching Course	7	149.00
The Cost Approach	7	149.00
The FHA Handbook 4000.1	7	149.00
The Fundamentals of Appraising Luxury Homes	4	119.00
The Sales Comparison Approach	7	149.00
UAD 3.6: Inspection Workflow Wizardry	5	125.00
Uncovering and Valuing Current Luxury Home Trends	2	65.00
Understanding Luxury Home Features	7	149.00
Uniform Appraisal Standards for Fed Land (Yellow Book)	14	525.00
VA Appraisal Requirements and Guidelines	7	149.00
Valuation of Residential Green Buildings	4	119.00
Valuation of Residential Solar	3	89.00

Appraisal Continuing Education Livestream Courses

Course Name	Hours	Price
Live Webinar: 7-hour National USPAP Update Course	7	315.00
Live Webinar: Appraising 2-4 Unit Residences	7	175.00
Live Webinar: Appraising Complex and Stigmatized Residential Properties	7	175.00
Live Webinar: Appraising Condominium Units	3	99.00
Live Webinar: Appraising Small Apartment Properties	4	129.00
Live Webinar: Cracking the Code-Demystifying Desktop and Hybrid Appraisals	3	99.00
Live Webinar: Diversify Your Appraisal Practice with Estate Appraisals	3	99.00
Live Webinar: Diversify Your Practice with Assessment Appeals	4	129.00
Live Webinar: Focus on FHA Minimum Property Requirements	4	129.00
Live Webinar: Fundamentals of Expert Witness Testimony	4	129.00
Live Webinar: Land and Site Valuation	5	139.00
Live Webinar: Learning From the Mistakes of Others: Appraisal Disciplinary Case Studies	3	99.00
Live Webinar: Market Disturbances-Market Analysis in Atypical Markets and Cycles	4	129.00
Live Webinar: Mastering Residential Appraisal Review	4	129.00
Live Webinar: Measuring 1-4 Unit Residential Properties-with ANSI Z765 Standard	4	129.00
Live Webinar: Mortgage Fraud Insights-Case Studies for Appraisers	4	129.00
Live Webinar: Mortgage Lending Appraisal Requirements	7	175.00
Live Webinar: Navigating AI-Transformative Tools for Appraisers	4	129.00
Live Webinar: Navigating Essential Tools for Real Estate Appraisal	4	129.00

Live Webinar: New Construction Essentials: Luxury Homes	3	99.00
Live Webinar: REO Appraisal: Guidelines and Best Practices	4	129.00
Live Webinar: Residential Property Inspections: An Appraiser's Perspective	7	175.00
Live Webinar: Responding to a Reconsideration of Value (ROV)	3	99.00
Live Webinar: Sales Comparison Approach and the New URAR	3	99.00
Live Webinar: Scope of Work and the New URAR	4	129.00
Live Webinar: Supporting Adjustments: The Journey from Analysis to Adjusting	4	129.00
Live Webinar: The Appraiser's Guide to HUD Handbook 4000.1	7	175.00
Live Webinar: The Appraiser's Guide to the New URAR	7	175.00
Live Webinar: The Fundamentals of Appraising Luxury Homes	4	129.00
Live Webinar: Unlocking Valuation Conditions - Desktop & Hybrid Appraisals	4	129.00
Live Webinar: Using Appraisal Report Templates Responsibly	3	99.00
Live Webinar: Valuation of Residential Solar	3	99.00

Appraisal Qualifying (Pre-Licensing) Education

McKissock offers online appraisal qualifying (pre-licensing) education courses. Online courses are available 24 hours a day, seven days a week from any computer with an internet connection. Potential customers may visit our website at www.mckissock.com and search by state and license type for a list of courses that will satisfy their specific qualifying (pre-licensing) education requirements. Detailed course descriptions are available on our website.

Appraisal Qualifying (Pre-Licensing) Education Online Courses

Course Name	Hours	Price
15-hr National USPAP Course	15	339.00
Advanced Residential Applications and Case Studies	15	295.00
Appraisal Subject Matter Electives	20	295.00
Basic Appraisal Principles	30	460.00
Basic Appraisal Procedures	30	460.00
Commercial Appraisal Review - Subject Matter Electives	15	295.00
Expert Witness for Commercial Appraisers - SME	15	295.00
General Appraiser Income Approach	60	819.00
General Appraiser Market Analysis Highest and Best Use	30	460.00
General Appraiser Sales Comparison Approach	30	460.00
General Appraiser Site Valuation and Cost Approach	30	460.00
General Report Writing and Case Studies	30	460.00
Residential Appraiser Site Valuation and Cost Approach	15	295.00
Residential Market Analysis and Highest & Best Use	15	295.00
Residential Report Writing and Case Studies	15	295.00
Residential Sales Comparison and Income Approaches	30	460.00
Statistics, Modeling and Finance	15	295.00

Appraisal Qualifying (Pre-Licensing) Education Livestream Courses

Course Name	Hours	Price
Live Webinar: 15-hr National USPAP Course	15	465.00
Live Webinar: Basic Appraisal Principles	30	610.00
Live Webinar: Basic Appraisal Procedures	30	610.00
Live Webinar: Residential Report Writing and Case Studies	15	325.00
Live Webinar: Residential Sales Comparison and Income Approaches	30	450.00

Real Estate Continuing Education

McKissock offers online real estate continuing education courses. Online courses are available 24 hours a day, seven days a week from any computer with an internet connection. Potential customers may visit our website at www.mckissock.com and search by state and license type for a list of courses that will satisfy their specific continuing education requirements. Detailed course descriptions are available on our website.

Real Estate Continuing Education Online Courses

Course Name	Hours	Price
Colorado Annual Commission Update Course	4	49.00
A New Look at Contract Law	3	39.00
Agency Law	4	49.00
Americans with Disabilities Act ADA	3	39.00
Charting Your Success: The Code of Ethics, Buyer Representation, and Your Value Proposition	3	39.00
Educating Homebuyers	3	39.00
Educating Sellers	2	29.00
Ethics in the Age of Disruption 3-hour	3	39.00
Fair Housing Laws and Compliance	2	29.00
Fair Housing	4	49.00
From Contract to Closing: A Breakdown of the RE Market	2	29.00
Going Green: Elements of an Eco-friendly Home	3	39.00
Handling Multiple Offers	2	29.00
Helping Clients Understand Real Estate Financing	3	39.00
How to Work with Real Estate Investors - Part 1	3	39.00
How to Work with Real Estate Investors - Part 2	3	39.00
Implicit Bias Awareness and Cultural Competency	4	49.00
Intro to Property Management: Market Analysis, Risk Management	3	39.00
May the Code Be with You	3	39.00
Millennials Are Changing Real Estate: Are You Ready?	4	49.00
Nontraditional and Alternative Finance	3	39.00
Performing Quality BPOs	4	49.00
Property Condition Discovery and Disclosure Compliance	3	29.95
Real Estate Investing: Beyond the Basics	4	49.00



Real Estate Taxes	3	39.00
Real Estate Trust Accounts	2	29.00
Service, Support and Companion Animals	2	29.00
Serving Generational Clients	3	39.00
Taking the Distress Out of Distressed Properties	3	39.00
Top Policy Issues Facing Brokerages Today	3	39.00
Workforce Housing: Solutions for Homes and Financing	4	29.00

Real Estate Continuing Education Live Webinar Courses

Course Name	Hours	Price
Live Webinar: NAR: May the Code Be With You	3	39.00
Live Webinar: Residential Construction Fundamentals	3	39.00



General Information

Education Approval

McKissock has been approved to teach appraisal continuing education in all 50 states, as well as the US Virgin Islands. Additionally, McKissock has been approved to teach real estate continuing education and Pre-Licensing/Upgrading education courses in many of those states. A detailed list of which courses are approved in which states is available upon request.

Seminar Facilities

McKissock does not have a central location for instruction, but instead teaches throughout the country in various hotel facilities and convention centers. The location of the main office in which all records are kept is in Warren, PA. The sites chosen for instruction are selected on the basis of their accessibility and convenience, and the overall quality of the facility. These places of public assembly are in compliance with state guidelines.

Equipment Used (On-site Courses)

The instructors use LCD projectors and laptops, as well as a PowerPoint slide presentation designed specifically for each course, to facilitate teaching. Occasionally overhead projectors with a slide presentation are used instead of LCD projection units. Certain courses may also use computer equipment or other audio/visual equipment.

Entry Criteria/Prerequisites, Examinations (Continuing Education)

There are no restrictions as to who may attend any course given by McKissock. There are no prerequisites to any courses. The student must have an appraisal certification (or real estate certification, if applicable) if he or she wishes to receive continuing education credit. For all of McKissock's appraisal continuing education courses, there will be no formal graded exam at the conclusion of the course unless mandated by the particular requirements of a given state.

Entry Criteria/Prerequisites, Examinations (Pre-Licensing/Basic Education)

There are no restrictions as to who may attend any course given by McKissock. For all of McKissock's pre-licensing and upgrade education courses, there will be a closed book final exam at the conclusion of the course. The exam must be passed by a minimum of 70%, unless state law requires a higher passing score (80% for Nevada Real Estate, 85% in Maine, 90% in Iowa). If a person fails to pass the final exam, they may opt to retake an alternate exam. Upon the second failed attempt, they may opt to take the entire course again, at no additional charge.

Credit Allowed for Previous Education and Training

McKissock does not grant credit for previous education and training. McKissock does not guarantee the transferability of credits to any other institution unless there is a written agreement with another institution.

Calendar of School Holidays, Vacation Periods, and Dates of Each Term

Students have unlimited access to this online course to work at their own pace and convenience. Our site is available 7 days a week, 24 hours a day, 52 weeks a year for courses and enrollments. Courses can be accessed for six months from the date of registration, with courses expiring at midnight of the last day. Our office is closed in recognition for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day, however, students still have access to their course. Emails and phone calls will be answered the next business day our office is open.



Job Placement

McKissock does not offer job placement.

Certificates of Completion

For Online Classes

Upon receiving the completed survey, a course completion certificate will be issued to the student indicating that the student has successfully completed the distance learning course. Certificates of completion will be posted directly to the “My McKissock” account after the student has submitted the Course Evaluation form. As a back-up to ensure the student receives the certificate, our database will recognize if a student has printed their certificate from the online account. If that has not happened, a certificate will be sent via email within 2-5 days. However, if the state the customer has requested credit for requires an original signature, then the certificate will be mailed to them within 2-5 business days.

For On-Site Classroom Classes

All certificates will be sent via email within 5-7 business days EXCEPT for the following states, which require an original signature: New York (Appraisal & Real Estate), North Carolina (Appraisal & Real Estate), and West Virginia (Real Estate Only). If the customer is requesting credit for one of these states, then their certificate will be sent via standard mail delivery within 5-7 business days.

Textbooks/Handouts

The textbooks used for each course have been designed specifically for these courses. Course handouts include various materials that might interest the student (each handout is related to the course topic) or information that the student will need in order to implement course instruction. Course textbooks and handouts are included in the registration fee for all appraisal and real estate continuing education classes. All students must possess a current copy of the Official USPAP Book for the National USPAP Update course, the National USPAP Update Equivalent course, or the National USPAP course.

Attendance Policy

For Online Classes

Attendance is not measured by when and how often the student logs in. Attendance is measured by successful completion of the course assessments and complete progress through the course material.

For On-Site Classroom, Live Webinar, and Livestream Classes

McKissock adheres to the Appraiser Qualifications Board (AQB)’s policy, which is attendance of each full classroom hour. A classroom hour is defined by the AQB as 50 minutes out of every 60-minute hour. The states of AZ, CT, DC, FL, GA, IA, KS, ME, MA, MI, MN, MS, NH, NY, OR, SC, TN, TX, and VT require 100% attendance in order for the student to receive course credit. Attendance is monitored throughout the day with attendance taken after every break. A student will not receive a course completion certificate if the attendance requirements are not met to McKissock’s satisfaction.

Standards of Progress

For Online Classes

As these are self-study internet courses, there is not a set schedule of progress that students must adhere to. Once registered, a student's course is available for 6 months. Students have the ability to work at their own pace and complete their course at any time in that 6-month period. If a student is unable to complete the course in that period of time, course extensions are available to continue work in the course.

Absences

For Online Classes

As these are self-study internet courses, there is no way to have "missed sessions" or absences. Once registered, a student's course is available for 6 months. Students have the ability to work at their own pace and complete their course at any time in that 6-month period. Course extensions are available, if needed. Students must complete a module completely before being allowed to progress to the next module.

Rules of Student Conduct and Conditions for Probation or Dismissal

Students are expected to complete all of their coursework. Instances of cheating or fraud will cause a student to forfeit his/her course and may be reported to the appropriate regulatory agency. Profane language is not allowed in the Student Forum, Comments section, or when contacting staff or instructors. The Director of Education may temporarily suspend students whose conduct is disruptive or unacceptable to the academic setting. After appropriate counseling, students who demonstrate a genuine desire to learn and conform to school standards of conduct may be allowed to resume attendance. The Director will review each case and decide upon re-admittance.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund or prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

Refund Policy

Students not accepted by the school are entitled to all moneys paid. Students who cancel this contract by notifying the school within three (3) business days are entitled to a full refund of all tuition and fees paid. Students who withdraw after three (3) business days but before commencement of classes are entitled to a full refund of all tuition and fees paid except the maximum cancellation charge of \$150.00 or 25% of the contract price, whichever is less. In the case of students withdrawing after commencement of classes, the school will retain a cancellation charge plus a percentage of tuition and fees, which is based on the percentage of contact hours or lessons completed, as described in the table below. The refund is based on the official date of termination or withdrawal.

Refund Table

A student terminating training.....	Is entitled to a refund of:
Within the first 10% of program	90% less cancellation charge
After 10% but within first 25% of program	75% less cancellation charge
After 25% but within first 50% of program	50% less cancellation charge
After 50% but within first 75% of program	25 less cancellation charge
After 75% of the program period. If paid in full, cancellation charge is not applicable	NO refund

1. The student may cancel this contract at any time prior to midnight of the third business day after signing this contract.
2. All refunds will be made within 30 days from the date of termination. The official date of termination or withdrawal of a student shall be determined in the following manner:
 - a. The date on which the school receives written notice of the student's intention to discontinue the training program; or
 - b. The date on which the student violates published school policy, which provides for termination; or
 - c. Should a student fail to return from an excused leave of absence, the effective date of termination is either the date the school determines the student is not returning or the day immediately following the expected return date, whichever is earlier.
3. The student will receive a full refund of tuition and fees paid if the school discontinues a Program/Stand-Alone Course within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
4. The policy for granting credit for previous training shall not impact the refund policy.



Online Course Prerequisites, Fees, Records Retention, and Software Requirements

Course Prerequisites

There are no course prerequisites for our courses.

Course Fees

Individual course and package pricing is available at www.mckissock.com. Pricing is subject to change without prior notice.

Generally, tuition for a 7-hour continuing education course ranges from \$125.99 to \$199.95, tuition for a 15-hour qualifying education course ranges from \$209.95 to \$299.95, and tuition for a 30-hour qualifying education course ranges from \$409.95 to \$454.95.

Records Retention

Customer records are stored electronically in perpetuity. State records (course applications, course approvals, etc.) are maintained electronically as well as hard copy. All hard-copy records are kept for a minimum of 5 years at our main office location: 218 Liberty St., Warren, PA 16365.

Software Requirements

You will need a device with Internet access in order to take the online and webinar courses. If you experience technical issues while running outdated versions of the major browsers or operating systems, we may be limited in the assistance we can offer until those systems are up-to-date.

Operating Systems

Windows Vista, 7, 8, 10

Mac OS X 10.4 to 10.9

*Linux Distributions is not currently supported, but may work because our software is browser based

Browsers

We officially support the current major build minus 1 for each major browser (Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari). Example: If the current version of Firefox is 29 we will support versions 29 and 28.

Other Software and Plugins

If using Firefox or Microsoft Edge/Internet Explorer, make sure your Flash and Shockwave Players are current and up-to-date.

Internet Connection

We cannot guarantee our online and webinar courses will run on dial-up service as they are optimized for broadband. Minimum Broadband Specs of 500 Kbps download and 384 Kbps upload. Recommended 1 Mbps download and 768 Kbps upload. Wireless Broadband can run slowly on videos depending on connection speeds. 4G Network recommended for wireless.



Additional Information – Classroom Presentations

Course Tuition & Fees

National USPAP Update (or Equivalent) courses: \$305

Total Cost: \$305

3 Hour Elective Continuing Education Courses: \$129

4 Hour Elective Continuing Education Courses: \$169

7 Hour Elective Continuing Education Courses: \$259

System Requirements

There are no system requirements specific to the students for our classroom courses.

Administrative Access

There is no administrative access for our classroom courses.

Software Requirements

While there are no software requirements for our classroom courses, we recommend students bring a financial calculator with them to class.



Distance Education Course Policies and Procedures

Registration

A prospective student may register for a free user account on our Virtual Classroom system to preview any of our online courses. To sample courses, the individual is required to create a username and password for the system, which will be used for all future online course transactions. They may sample a predetermined number of chapters in each course prior to finalizing enrollment in the course, and the system is designed to keep track of their progress. To enroll in a course, the student may choose to pay by credit card or they may opt to enroll by phone during normal business hours.

Examination Grading Systems and Criteria

Continuing Education Courses

Each course is divided into chapters. Within each chapter there are mini-quizzes which require a passing score to proceed through the chapter. Additionally, there are quizzes at the end of each chapter which require a passing score. The combination of the mini-quizzes and chapter quizzes ensures the student's comprehension of the material. The quiz questions (in all cases) are randomly chosen from a database for that section of the course. If a user does not pass the quiz, the program lets them review the course material and then generates another random sample of questions with the same completion requirement. This process helps to ensure that the student understands all of the concepts covered in each section before continuing on to new material. At the end of the course, students must pass a cumulative final examination. If the student fails the final exam, they may review the course again and make a second attempt, but they will not get credit for the course until they successfully pass the exam. The same question bank methodology applies to the final examination. (Minimum passing quiz and final examination scores are disclosed at time of assessment, passing score values vary per course.)

Qualifying (Pre-License) Education Courses

Each qualifying (pre-license) education course is set up exactly the same as a standard continuing education course. However, if required by state (or federal) regulation, a live, proctored final examination may also be required for successful course completion. The proctored final examination must be passed with a minimum score of 70% in most states (74% for the National USPAP Course in all states). Since this is a proctored examination, the passing score will be determined by each individual state regulatory agency's requirements, but will never be less than 70%. Final exam grade reports on proctored exams will be issued a pass/fail grade. Should a student fail a course, he or she can contact McKissock to be re-enrolled at no extra cost.

Support

Questions regarding course content or technical issues may be submitted via email to McKissock or the course instructor using the conveniently located link on the left-hand Help Tab of each course or via the "Contact Us" tab at the top of each page of our website. Students may also call our 800-number during our regular business hours, as follows, to speak with a customer service representative.

Weekdays: 8:00am - 8:00pm (Eastern Time)

Weekends: 12:00 noon - 3:30pm (Eastern Time)



Interactivity

Discussion boards, active links, interactive quizzes, exercises, case studies, and emails are established for each individual Virtual Classroom course. Students may use these resources for help or additional information. Additional Courses Resources are also established for our online courses and can be found on the individual state webpage on www.mckissock.com.

Completion

Once the course has been completed, a survey page will be displayed. The final survey page must be completed and submitted to us to indicate that the student has finished the course successfully. (We may also log in and view the status of all quizzes and final exams completed through our administration panel.)

This survey helps us to monitor the quality of our course and allows us to make any changes we feel are necessary to ensure that we are offering education that is consistent with the on-site classroom courses we present. Completion results are kept both in an online database and in our office at 218 Liberty Street, Warren, PA 16365 for a minimum of five (5) years. Our database records are logged to show all relevant information for each student and are backed up nightly, weekly, and monthly to ensure that we never lose information regarding student certificates, etc.

Upon receiving the completed survey and proctored exam results (if required), a course completion certificate will be issued to the student indicating that the student has successfully completed the course. Certificates of completion will be posted directly to the "My McKissock" account after the student has submitted the Course Evaluation form. However, if the state the student has requested credit for requires an original signature then the certificate will be mailed to them within 2-5 business days.

Electronic rosters may also be submitted to the individual state regulatory boards as mandated.

Course Review

All courses will be reviewed on an annual basis. Information will be compiled from student evaluation forms and changes will be made accordingly. All students are requested to give their feedback on the overall quality of our educational offering, addressing among other issues, the knowledge and abilities of the instructor. A course-instructor evaluation is distributed to all students via the course completion form. All responses are collected via web database and email and consolidated for the permanent file for that course.



Student Grievance Procedure

While McKissock is committed to conducting all activities in strict conformance with accreditation agencies and regulatory boards, we recognize that occasional issues may arise which require intervention. The monitoring and assessment of compliance with these standards will be the responsibility of the Executive Leadership of McKissock and members of the regulatory compliance division.

Grievances must be filed in writing, via email or postal mail, to the Regulatory Compliance Division of McKissock. The grievance must state the title of the course and specific details of the reason for the grievance. The Executive Leadership of McKissock and members of the regulatory compliance division, in consultation with all parties involved, will evaluate the nature of the complaint. The complainant will receive a decision regarding the grievance within 10 working days.

You may file a grievance by postal mail or email.

Email: mckstateadmin@mckissock.com

Mailing Address: McKissock, LLC
ATTN: Regulatory Compliance Division
P.O. Box 1673
Warren, PA 16365

Student Complaints

Attempting to resolve any issue with the School first is strongly encouraged. Complaints may be filed by a student or guardian at any time online with the Division of Private Occupational Schools (DPOS) within two years from the student's last date of attendance or at any time prior to the commencement of training at <http://higherred.colorado.gov/dpos>, 303-862-3001.

Disclaimer: Potential students are advised to check with the appropriate Colorado Regulatory Agencies prior to purchasing courses to confirm that completion of program/courses offered by McKissock will satisfy initial or renewal licensing or certification of that agency.