



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

McKissock, LLC

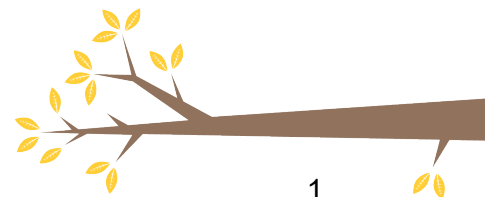
# School and Course Catalog

**Kentucky**  
**Volume 10 – April 2025**

Home Office: 218 Liberty Street  
Warren, PA 16365

Toll free number: 800-328-2008  
Fax: 814-723-3016

Website: [www.McKissock.com](http://www.McKissock.com)



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## 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, LL	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

Christa Chancellor, Treasurer  
 399 South Spring Ave, Suite 309, St. Louis, MO 63110

Mark Coomes, Secretary  
 399 South Spring Ave, Suite 309, St. Louis, MO 63110

## Programs

### Appraisal Continuing Education

McKissock offers online, webinar, and on-site appraisal continuing education courses. Online courses are available 24 hours a day, seven days a week from any computer with an internet connection. On-site courses are held in various hotel facilities and convention centers. Potential customers may visit our website at [www.mckissock.com](http://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
2024-2025 7-hour National USPAP Update Course	7	235.00
Appraisal of Fast-Food Facilities	7	135.00
Appraisal of Industrial and Flex Buildings	7	135.00
Appraisal of REO and Foreclosure Properties	7	135.00
Appraisal of Self-Storage Facilities	7	135.00
Appraising 2-4 Unit Residences	7	135.00
Appraising Today's Manufactured Homes	7	135.00
Best Practices for Completing Bifurcated and Hybrid Appraisals	3	79.00
Commercial Land Valuation	4	105.00
Complex Properties: The Odd Side of Appraisal	7	135.00
The Cost Approach	7	135.00
Divorce and Estate Appraisals: Elements of Non-Lender	4	105.00
Evaluating Today's Residential Appraisal: Reliable Review	7	135.00
Fair Housing, Bias and Discrimination	4	105.00
Green Building Concepts for Appraisers	7	135.00
GSE Appraisal Requirements and Guidelines	7	135.00
Income Approach Case Studies for Commercial Appraisal	4	105.00
Intermediate Income Approach Case Studies for Comm Appraisal	4	105.00
Intro to Appraising Owner-Occupied Commercial Properties	7	135.00
Introduction to Commercial Appraisal Review	7	135.00
Introduction to Expert Witness Testimony for Appraisers	4	105.00
Introduction to the Uniform Appraisal Dataset	2	59.00
Land and Site Valuation	7	135.00
Market Disturbances-Appraisals in Atypical Markets and Cycles	3	79.00
New Construction Essentials: Luxury Homes	3	79.00
Relocation Appraisal and the ERC Form	6	115.00
Residential Construction and the Appraiser	7	135.00
Residential Property Inspection for Appraisers	7	135.00
Residential Property Measurement and ANSI Z765	4	105.00
Residential Report Writing: More Than Forms	7	135.00
Supporting Your Adjustments	3	79.00
That's a Violation	4	105.00

The Basics of Expert Witness for Commercial Appraisers	7	135.00
The FHA Handbook 4000.1	7	135.00
The Fundamentals of Appraising Luxury Homes	4	105.00
The Income Approach: An Overview	7	135.00
The Sales Comparison Approach	7	135.00
Understanding Luxury Home Features	7	135.00
Uniform Appraisal Standards for Fed Land (Yellow Book)	14	475.00
VA Appraisal Requirements and Guidelines	7	135.00
Valuation of Residential Green Buildings	4	105.00
Valuation of Residential Solar	3	79.00

### **Appraisal Continuing Education Live Stream Courses**

<b>Course Name</b>	<b>Hours</b>	<b>Price</b>
Live Webinar: 2024-2025 7-hour National USPAP Update Course	7	285.00
Live Webinar: Appraising 2-4 Unit Residences	7	159.00
Live Webinar: Appraising Complex and Stigmatized Residential Properties	7	159.00
Live Webinar: Appraising Condominium Units	3	89.00
Live Webinar: Appraising Small Apartment Properties	4	115.00
Live Webinar: Bifurcated and Hybrid Appraisals: A Practical Approach	4	115.00
Live Webinar: Diversify Your Appraisal Practice with Estate Appraisals	3	89.00
Live Webinar: Diversify Your Practice with Assessment Appeals	4	115.00
Live Webinar: Focus on FHA Minimum Property Requirements	4	115.00
Live Webinar: Fundamentals of Expert Witness Testimony	4	115.00
Live Webinar: Land and Site Valuation	5	125.00
Live Webinar: Learning From Mistakes of Others Disciplinary Case Studies	3	89.00
Live Webinar: Market Disturbances- Analysis in Atypical Markets & Cycles	4	115.00
Live Webinar: Measuring 1-4 Unit Residential Properties ANSI Z765 Standard	4	115.00
Live Webinar: Mortgage Lending Appraisal Requirements	7	159.00
Live Webinar: New Construction Essentials: Luxury Homes	3	89.00
Live Webinar: REO Appraisal: Guidelines and Best Practices	4	115.00
Live Webinar: Residential Property Inspections: An Appraiser's Perspective	7	159.00
Live Webinar: Responding to a Reconsideration of Value (ROV)	3	89.00
Live Webinar: Supporting Adjustments The Journey Analysis to Adjusting	4	115.00
Live Webinar: The Appraiser's Guide to HUD Handbook 4000.1	7	159.00
Live Webinar: The Fundamentals of Appraising Luxury Homes	4	115.00
Live Webinar: Using Appraisal Report Templates Responsibly	3	89.00
Live Webinar: Valuation of Residential Solar	3	89.00

### 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](http://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
2024 15-hr National USPAP Course	15	339.00
Advanced Residential Applications and Case Studies	15	225.00
Appraisal Subject Matter Electives	20	295.00
Basic Appraisal Principles	30	435.00
Basic Appraisal Procedures	30	435.00
Commercial Appraisal Review - Subject Matter Electives	15	225.00
Expert Witness for Commercial Appraisers - SME	15	225.00
General Appraiser Income Approach	60	819.00
General Appraiser Market Analysis Highest and Best Use	30	435.00
General Appraiser Sales Comparison Approach	30	435.00
General Appraiser Site Valuation and Cost Approach	30	435.00
General Report Writing and Case Studies	30	435.00
Residential Appraiser Site Valuation and Cost Approach	15	225.00
Residential Market Analysis and Highest & Best Use	15	225.00
Residential Report Writing and Case Studies	15	225.00
Residential Sales Comparison and Income Approaches	30	435.00
Statistics, Modeling and Finance	15	225.00

#### Appraisal Qualifying (Pre-Licensing) Education Livestream Courses

Course Name	Hours	Price
Live Webinar: 2024 15-hr National USPAP Course	15	440
Live Webinar: Basic Appraisal Principles	30	610
Live Webinar: Basic Appraisal Procedures	30	610
Live Webinar: Residential Market Analysis and Highest and Best Use	15	490
Live Webinar: Residential Appraiser Site Valuation and Cost Approach	15	440

### 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](http://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
Millennials Are Changing Real Estate: Are You Ready?	4	49.00
Lead Alert: A Guide for Property Managers	3	39.00

Educating Sellers	2	29.00
Intro to Property Management: Market Analysis, Risk Management	3	39.00
Real Estate Taxes	3	39.00
Educating Homebuyers	3	39.00
From Contract to Closing: A Breakdown of the RE Market	2	29.00
Real Estate Trust Accounts	2	29.00
How to Work with Real Estate Investors - Part 1	3	39.00
Agency Law	4	49.00
Fair Housing	4	49.00
Nontraditional and Alternative Finance	3	39.00
Handling Multiple Offers	2	29.00
Real Estate Market Cycles and Trends	3	39.00
Implicit Bias Awareness and Cultural Competency	4	49.00
A New Look at Contract Law	3	39.00
Going Green: Elements of an Eco-friendly Home	3	39.00
How to Work with Real Estate Investors - Part 2	3	39.00
What Everyone Should Know About Their Credit History	2	29.00
Top Policy Issues Facing Brokerages Today	3	39.00
May the Code Be With You	3	39.00
Real Estate Investing: Beyond the Basics	4	49.00
Ethics in the Age of Disruption 3-hour	3	39.00
Taking the Distress Out of Distressed Properties	3	39.00
Performing Quality BPOs	4	49.00
Helping Clients Understand Real Estate Financing	3	39.00
Service, Support and Companion Animals	2	29.00
Workforce Housing: Solutions for Homes and Financing	4	29.00
Property Condition Discovery and Disclosure Compliance	3	29.95
Serving Generational Clients	3	39.00
Americans with Disabilities Act ADA	3	39.00

### Real Estate Continuing Education Live Webinar Courses

Course Name	Hours	Price
Live Webinar: Home Inspections and Real Estate	3	39.00
Live Webinar: NAR: May the Code Be With You	3	39.00
Live Webinar: Residential Construction Fundamentals	3	39.00
Live Webinar: Secrets of Residential Investing	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 comply with state guidelines.

### Equipment Used

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 McKissock's appraisal continuing education courses, there will be no formal graded exam at the conclusion of the course unless mandated by the 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 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.

### Certificates of Completion

#### **For Online and Live Stream 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 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

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 either attendance reports (Live Stream/Webinar) or attendance sheets passed out after every break (classroom). A student will not receive a course completion certificate if the attendance requirements are not met to McKissock’s satisfaction.

### Refund Policy

Students may receive a full refund from McKissock if not completely satisfied. If a student cancels at least one day before the course, he or she may receive a full refund or may choose to make up the course in another location or on another date at no charge. If a student cancels within one day of the course or does not show up for a course, he or she or may make up the course in another location or on another date at no charge. The tuition and fees paid by the applicant shall be refunded if the applicant is rejected by the school before enrollment. An application fee of not more than \$25.00 may be retained by the school if the application is denied. All tuition and fees paid by the applicant shall be refunded if requested within 3 business days after signing a contract with the school or course completion. Refunds will not be issued after 3 business days.

### Rules of Student Conduct and Conditions for Probation or Dismissal

Students are expected to complete all 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.

## 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 are available at [www.mckissock.com](http://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 is typically \$409.95.

### 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

7-8 Hour Elective Continuing Education Courses: \$135

### 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.

### Examinations

#### **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.

#### **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%.

### 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](http://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.

## Instructor Qualification Procedures

### Purpose

McKissock has developed a set of minimum procedures and standards used in determining an instructor candidate's qualifications. These minimum procedures and standards are used in conjunction with the rules and regulations of regulatory agencies with whose approval and under whose jurisdiction a given McKissock function is held. If ever these general procedures either conflict with or fall short of the rules and regulations of a relevant governing regulatory agency under whose jurisdiction a function is held, the rules and regulations of that agency shall supersede these procedures and standards on all items that are otherwise inconsistent or lacking.

### Minimum Instructor Qualifications

As a bare formal minimum, all McKissock instructors must meet the following three requirements:

1. Either a minimum of five years of full-time professional experience directly related to the topic being taught or a four-year college degree;
2. Professional proficiency with the topic(s) being taught, demonstrated to the satisfaction of McKissock; and
3. Professional public speaking and teaching ability, demonstrated to the satisfaction of McKissock.

### Desirable Instructor Qualifications

The following qualifications, though not mandatory in all cases, reflect the philosophy used above and beyond our formal minimum qualifications to select exceptional individuals in the field to act as instructors. Though these guidelines are informal, they summarize the qualities that are most heavily weighted in our potential instructor interview and selection process.

1. Nationally acknowledged relevant professional designations.
2. Academic contributions to the field, above and beyond direct professional experience (For example: published articles, authored text books, course design, etc.).
3. Extensive past history of teaching experience in the industry
4. Expert-level mastery of at least one topic to be taught. In other words, though all McKissock instructors teach several different course topics at a level of full professional proficiency, the selection process strongly favors potential instructors who also demonstrate total expertise in one core subject on which they can speak with authority.
5. Current state professional license or certification in the field being taught.
6. Exceptional professional communication skills and public speaking ability.

Ultimately, within the restrictions of the "Minimum Instructor Qualifications" summarized above, it is the subjective judgment of McKissock that determines whether a given instructor candidate is qualified.

### Qualification Process

1. All candidates are requested to submit a current resume and a letter of intent to apply for a teaching position.
2. An informal telephone screening interview is conducted between the candidate and at least one of the owners of McKissock to determine if the candidate's stated qualifications and circumstances warrant additional consideration.
3. Favorable candidates are invited to a face-to-face interview with at least one of the owners of McKissock.
4. All reasonable efforts are made by McKissock to observe the candidate directly in a live teaching setting prior to the offering of a teaching position. In the event that this is not feasible,

this phase may be handled after the offering of a temporary position, as described in item 6, below.

5. Once all of the above steps have been taken, and McKissock is satisfied with the professional qualifications and abilities of the instructor, a teaching position offer may be made.
6. If the candidate has otherwise demonstrated his or her qualifications to the satisfaction of McKissock but has not yet demonstrated teaching abilities in a live setting directly observed by McKissock, a temporary teaching position offer may be made to give the candidate the opportunity to demonstrate teaching ability in a controlled setting.

### **Comments on a temporary offer**

A temporary offer means that the instructor candidate has not yet demonstrated his or her teaching abilities in a live setting to the satisfaction of McKissock, but has otherwise demonstrated the necessary qualifications. For a temporary offer, arrangements are made for the new instructor to attend and instruct classes in conjunction with another experienced McKissock instructor. At the judgment of both instructors in attendance, the new temporary instructor will play the most aggressive role that both instructors are comfortable with in teaching the class and administering the overall seminar. Once the temporary instructor has used this intermediate opportunity to demonstrate teaching abilities to the satisfaction of McKissock, the temporary offer may be upgraded to a final offer, and the new instructor may then act autonomously in the on-site teaching of classes and logistical execution of other seminar details

### **Feedback Process**

All students are requested to give their feedback on the overall quality of our educational offering, addressing the knowledge and abilities of the instructor, among other issues. A one-page course-instructor evaluation is distributed to all students. Students may respond anonymously. All responses are collected via email and consolidated for the permanent file for that course.

Certain state regulatory agencies have a prescribed form and procedure for this feedback process. When the educational function falls under the jurisdiction of such an agency, McKissock may opt to follow the procedures of that agency rather than the standard procedure described above.

### Filing a Complaint with the Kentucky Commission on Proprietary Education

To file a complaint with the Kentucky Commission on Proprietary Education, a complaint shall be in writing and shall be filed on Form PE-24, Form to File a Complaint, accompanied, if applicable, by Form PE-25, Authorization for Release of Student Records.

The form must be mailed to the following address:

Kentucky Commission on Proprietary Education  
500 Mero Street, 4th Floor  
Frankfort, Kentucky 40601

Forms can be located at [www.kcpe.ky.gov](http://www.kcpe.ky.gov).

### Existence of the Kentucky Student Protection Fund

Pursuant to KRS 165A.450 All licensed schools, resident and nonresident, shall be required to contribute to a student protection fund. The fund shall be used to reimburse eligible Kentucky students, to pay off debts, including refunds to students enrolled or on leave of absence by not being enrolled for one (1) academic year or less from the school at the time of the closing, incurred due to the closing of a school, discontinuance of a program, loss of license, or loss of accreditation by a school or program.

### Process for Filing a Claim Against the Kentucky Student Protection Fund

To file a claim against the Kentucky Student Protection Fund, each person filing must submit a signed and completed Form for Claims Against the Student Protection Fund, Form PE-38 and provide the requested information to the following address:

Kentucky Commission on Proprietary Education  
500 Mero Street, 4th Floor  
Frankfort, Kentucky 40601

Forms may be located at [www.kcpe.ky.gov](http://www.kcpe.ky.gov).