August 7, 2017

AMENDED APPROVAL NOTICE WITH ATTACHED PROGRAM LIST

Mr. Jonathan David, President
Retail Ready Career Center, Inc.
2800 Kingsley, Suite #103
Garland, TX 75041

Dear Mr. Davis:

Retail Ready Career Center, Inc., Garland, Texas is approved to train veterans and other eligible persons under the provisions of Title 38, United States Code for the programs and courses required for those programs described on the attached program list and described in:


Please note that the Computer Repair Technician Program is no longer approved.

The school is approved for courses offered through the following types of training:

Resident

MAXIMUM ENROLLMENTS AUTHORIZED IN APPROVED PROGRAMS:
Classes not to exceed 28 to 1 (lecture)
12 to 1 (lab)

EFFECTIVE DATE OF THE APPROVAL: August 7, 2017

The State Approving Agency certifies the following:

The school does not utilize advertising, sales, or enrollment practices which are erroneous, deceptive, or misleading either by actual statement, omission, or intimation.

The VA Certifying Official will be responsible for identifying and correctly certifying all courses. Also, the school official is responsible for maintaining and monitoring individual class schedules for the duration of the approved program. In addition, all reporting requirements under 38 CFR 21.4203 must be fulfilled by the institution.
AMENDED APPROVAL NOTICE WITH ATTACHED PROGRAM LIST

The VA Certifying Official will be responsible for reporting unsatisfactory progress (due to a lack of academic progress) for those students whose length of training for the programs in which they are enrolled is increased in excess of 25% of the total program length.

This approval is issued under the provisions of Section 3676, Chapter 36, Title 38 United States Code. It is based on a catalog review and on the standards of the State Approving Agency. Continued approval will be dependent upon compliance with the provisions of Section 3676, Chapter 36, Title 38, United States Code and the standards of the State Approving Agency.

This approval is subject to final review and acceptance by the Department of Veterans Affairs.

Sincerely,

Tammy L. Micallef
Director

TLM:NCD:S1244-09

cc: VA, ELR
List Of Approved Programs

School Details: S1244
RETAIL READY CAREER CENTER, INC.
2800 W. KINGSLEY, SUITE #103,
Garland, TX-75041

VA Type: NCD

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Length</th>
<th>Tuition</th>
<th>Full Time</th>
<th>Award Level</th>
<th>Program Type</th>
<th>Major Description</th>
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<tr>
<td>HVAC</td>
<td>283 Clock Hrs</td>
<td>20056.46</td>
<td>22</td>
<td>Certificate</td>
<td>NCD</td>
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<tr>
<td>Maintenance Ready Tech</td>
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</tbody>
</table>

Total IHL: 0
Total NCD: 1
Total Number of programs Approved: 1
School Details: S1244
RETAIL READY CAREER CENTER, INC.
2800 W. KINGSLEY, SUITE #103,
GARLAND, TX-75041

Status: •Approved
•Disapproved

Program Type: •NonCollege Degree - (NCD)

<table>
<thead>
<tr>
<th>Award Level</th>
<th>Program</th>
<th>Program Type</th>
<th>Status</th>
<th>Effective Date</th>
<th>Credit/Clock Hours</th>
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<tr>
<td>Certificate</td>
<td>Computer Repair Technician</td>
<td>NCD</td>
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<td>08/07/2017</td>
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<td></td>
<td>HVAC Maintenance Ready Tech</td>
<td>NCD</td>
<td>Approved</td>
<td>08/07/2017</td>
<td>283</td>
</tr>
</tbody>
</table>
August 7, 2017

Ms. Michelle Nelson, ELR
Department of Veterans Affairs
Texas Education Service Center (22)
701 Clay
Waco, Texas 76799

School: Retail Ready Career Center, Inc.
2800 West Kingsley Road, Suite 103
Garland, TX 75041

All approval materials previously transmitted on July 5, 2016, and October 21, 2016 remain in effect (with exception to the Computer Repair Technician Course which is no longer approved).

Enclosures:

1) Amended Approval Notice with Attached Program List, approved effective August 7, 2017
2) Application for approval dated June 2, 2017
3) Exhibit J – Please replace previous Exhibit J
4) Exhibit K’s for additional approved instructors – please do not expunge previous Exhibit Ks for instructors listed on Exhibit J

TLM:NCD:S1244-09

cc: Mr. Johnathan Davis, President, RRCC Inc.
APPLICATION FOR APPROVAL UNDER SECTION 3676, TITLE 38, U.S. CODE, NONACCREDITED INSTITUTIONS

☐ I certify that the school below HAS operated as an educational institution for the last two years. (Continue with the application process)

☐ I certify that the school HAS NOT operated as an educational institution for the last two years. (STOP. Your request for approval cannot be processed.)

I. INFORMATION (PUBLIC INSTITUTIONS SHOULD COMPLETE ONLY ITEMS 1 THROUGH 6)

1. Name of School Retail Ready Career Center
   Name of Contact Jon Davis Phone No. ( 888 ) 537-6640
   Email Address _jon.davis@rrcfuture.com_ Fax No. ( 877 ) 304-6938

2. Address of School 2800 W. Kingsley Road Suite 103, Garland, TX 75041
   Mailing Address 2800 W. Kingsley Road Suite 103, Garland, TX 75041

3. Name of Owner Jon Davis

4. Address of Owner 2800 W. Kingsley Road Suite 103, Garland, TX 75041

5. Type of School Private for profit

6. Type of Ownership Individual X Partnership

   Corporation Other

   List all partners or, if a corporation, all officers, directors, and/or trustees as well as each shareholder owning stock aggregating at least ten percent (10%) of the total issued and outstanding shares. (Use additional sheet if necessary.)

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Address</th>
<th>Zip Code</th>
<th>% Owned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jon Davis</td>
<td>Owner, President</td>
<td>2800 W. Kingsley Road Suite 103, Garland, TX 75041</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Robert Saunders</td>
<td>Chief Legal Counsel/Vice President (same as above)</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. Change of Ownership or Change of Address

See attached page

9. Is a license or approval from any other federal, state or municipal agency required for the operation of your school? YES X NO ☐ (Provide as Exhibit M, Non-Public Schools only)

If YES, please list:

Texas Workforce Commission
II. EXHIBITS Submit the exhibits as labeled (and subsequent revisions) as follows:

(Public educational institutions should submit only Exhibits A - J.)

A. school calendar
B. school's method of recording attendance and attendance policies
C. progress policy
D. student conduct policy
E. refund policy
F. description of the school facilities
G. inventory of furniture and equipment
H. summary of course information for each certificate program offered, including a synopsis of each topic or subject listed
I. class schedules
J. roster of administrative and instructional staff
K. Personal Data Form for Instructors (Not required if Instructors are licensed by a State or Federal Agency)
L. a statement of financial position (balance sheet) and a statement of results of operation (statement of income and retained earnings) for the most recent fiscal year. These statements must be in a form consistent with generally accepted accounting principles and be accompanied by the owner's and/or authorized school official's notarized affidavit that the statements are true and correct. (NON-PUBLIC ONLY)
M. a copy of the license(s) or approval(s) issued by another federal, state or municipal agency required for the operation of your school (NON-PUBLIC ONLY)

III. STATEMENTS OF ASSURANCE

A. The courses, curriculum, and instruction are consistent in quality, content, and length with similar recognized accepted standards.
B. There is in the school adequate space, equipment, instructional material, and instructor personnel to provide training of good quality.
C. Education and experience qualifications of directors, administrators, and instructors are adequate.
D. The school will maintain a written record of previous education and training of the veteran or eligible person and clearly indicate that appropriate credit has been given for previous education and training, with the training period shortened proportionately, and the veteran or eligible person and the Department of Veterans Affairs so notified. Form 010 Record of Previous Education and Training (attached) will be maintained in each student's file.
E. A copy of the course outline, schedule of tuition, fees, and other charges, regulations pertaining to absences, grading policy, and rules of operation and conduct will be furnished the veteran or eligible person upon enrollment. Form 005 Receipt of Enrollment Policies (attached) will be maintained in each student's file.
F. Upon completion of training, the veteran or eligible person is given a certificate by the school indicating the approved program and indicating that training was satisfactorily completed.
G. Adequate records as prescribed by the State Approving Agency (SAA) are kept to show attendance and progress or grades, and satisfactory standards relating to attendance, progress, and conduct are enforced.
H. The school complies with all local, city, county, municipal, State, and Federal regulations, such as fire codes, building, and sanitation codes.

I. The school is financially sound and capable of fulfilling its commitments for training.

J. The school will not utilize advertising of any type which is erroneous or misleading, either by actual statement, omission, or intimation.

K. The school will not exceed its enrollment limitations as established by the State approving agency.

L. The school administrators, directors, owners, and instructors are of good reputation and character.

M. The school has and maintains a policy for the pro rata refund of the unused portion of tuition, fees and charges if the veteran or eligible person fails to enter the course or withdraws or is discontinued from it before completion.

N. The school will meet additional reasonable criteria as may be deemed necessary by the State approving agency.

IV. IMPORTANT INFORMATION

A. The school will make available the records and necessary data required for approval under Section 3676, Title 38, U.S. Code, for inspection by authorized representatives of the State Approving (SAA) Agency and Department of Veterans Affairs. [Code of Federal Regulations CFR 21.4209(a)(1)]

B. The school will retain records for at least three (3) years for all students who graduated, dropped out, or transferred. [CFR 21.4209(c)]

C. It is understood and agreed that charges for services and articles, if applicable, for veterans and other eligible persons are not in excess of charges made for other regular students pursuing the same or similar programs. [CFR 21.4202(a)]

D. The school will not accept the enrollment or reenrollment of a student under Chapters 30 or 32, Title 38 U.S.C. and Chapter 1606, Title 10 U.S.C. when more than eighty-five (85%) percent of the students enrolled in the course(s) are having all or any part of their tuition, fees, or other charges paid to or for them by the school or the Department of Veterans Affairs. The 85/15 ratio applies to each course individually. [CFR 21.4201(a)]

E. The school will maintain a Receipt of Enrollment Policies (Form 005) and Record of Previous Education and Training (Form 010) for each VA student.

F. "The school will not provide any commission, bonus, or other incentive payment based directly or indirectly on success in securing enrollments or financial aid to any person or entities engaged in student recruiting or admission." (PL 112-249)

I CERTIFY THAT THE INFORMATION CONTAINED IN THIS APPLICATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I ALSO CERTIFY THAT THE SCHOOL WILL ADHERE TO THE STATEMENTS OF ASSURANCE IDENTIFIED IN THIS APPLICATION FOR APPROVAL AS A CONDITION OF CONTINUED APPROVAL.

Signature of Authorized School Official

Date

RECEIVED
JUN 06 2017
State Approving Agency
# Roster of Administrative and Instructional Staff

(Use additional pages if needed)

<table>
<thead>
<tr>
<th>Name</th>
<th>Duties</th>
<th>License Number</th>
<th>Course/Subject Taught</th>
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<tbody>
<tr>
<td>Michael Mosley</td>
<td>HVAC Instructor</td>
<td></td>
<td>Tech Foundation 100, Residential AC Maintenance 100, Residential AC Maintenance 200, Residential Heat Maintenance 100, Residential Heat Maintenance 200, ILV Electrical 200</td>
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<tr>
<td>Seng D'Rowman</td>
<td>HVAC Instructor</td>
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<td>Tech Foundation 100, Residential AC Maintenance 100, Residential AC Maintenance 200, Residential Heat Maintenance 100, Residential Heat Maintenance 200, ILV Electrical 200</td>
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<td>Timothy Jones</td>
<td>HVAC Instructor</td>
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<td>Kevin Herbst</td>
<td>HVAC Instructor</td>
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<tr>
<td>Jesus Palacios</td>
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<tr>
<td>Eliseo Vergas</td>
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<td>Abdel Alsayadi</td>
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<td>Leo Chad Rodriguez</td>
<td>HVAC Lead Instructor</td>
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<td>Chadwick Grant</td>
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<td>Willie Joe McCamie</td>
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<td>Doyle Jackson</td>
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<td>Kenneth Vanderwiel</td>
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<td>ILV Electrical 200</td>
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<tr>
<td>Aaron Collins</td>
<td>Admissions Counselor</td>
<td></td>
<td></td>
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<tr>
<td>Alex Siepelberger</td>
<td>Graphic Designer</td>
<td></td>
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<tr>
<td>Allison Knaue</td>
<td>Marketing &amp; Graphic Design</td>
<td></td>
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<tr>
<td>Amanda Trenillo</td>
<td>Financial Ad Counselor / VA Certifying Official</td>
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<tr>
<td>Amy Freeman</td>
<td>Financial Ad Counselor / VA Certifying Official</td>
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<tr>
<td>Arthur Davis</td>
<td>Placement Counselor</td>
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<tr>
<td>Robert Saunders</td>
<td>Chief Legal Counsel / Vice President</td>
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<tr>
<td>Brandon Adkins</td>
<td>Placement Counselor</td>
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<tr>
<td>Brendan Maric</td>
<td>Admissions Counselor</td>
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<tr>
<td>Britt Longo</td>
<td>Admissions Counselor</td>
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<tr>
<td>Brittany Taylor</td>
<td>National Accounts Manager</td>
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<tr>
<td>Cassandra Matthews</td>
<td>Compliance Specialist</td>
<td></td>
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<tr>
<td>Cathy White</td>
<td>Financial Ad Manager / VA Certifying Official</td>
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<tr>
<td>William Chance Musil</td>
<td>Placement Counselor</td>
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<tr>
<td>Chicor Vanderburg</td>
<td>Financial Ad Counselor / VA Certifying Official</td>
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<tr>
<td>Christopher Gobet</td>
<td>Placement Counselor</td>
<td></td>
<td></td>
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<tr>
<td>Clayton Hobbs</td>
<td>Director of Placement</td>
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<tr>
<td>Craig Eaves</td>
<td>Admissions Counselor</td>
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<tr>
<td>Dennis Scanlon</td>
<td>Admissions Counselor</td>
<td></td>
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<tr>
<td>Dennis Osborne</td>
<td>Video Technician / Editor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Geoffrey Bohmoss</td>
<td>Student Services Counselor</td>
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<tr>
<td>George Tambiah</td>
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<tr>
<td>Griselda McCabe</td>
<td>Placement Counselor</td>
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<tr>
<td>Grow Pang-Haider</td>
<td>Admissions Counselor</td>
<td></td>
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<tr>
<td>Heather Villa</td>
<td>Placement Counselor / Alumni Manager</td>
<td></td>
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<tr>
<td>Jeffrey Moulther</td>
<td>Compliance Specialist</td>
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<tr>
<td>Jennifer Sanders</td>
<td>A.R. AP Clerk</td>
<td></td>
<td></td>
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<tr>
<td>Jennifer Vill</td>
<td>Placement Counselor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jonathan Davis</td>
<td>CEO / President / Director of Admissions / Director of Marketing / Admissions Counselor / VA Certifying Official</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Justin Knaue</td>
<td>Compliance Specialist / VA Certifying Official</td>
<td></td>
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</tr>
<tr>
<td>Justin Townsend</td>
<td>Admissions Counselor</td>
<td></td>
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<tr>
<td>James Kevin Smith</td>
<td>Admissions Counselor</td>
<td></td>
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<tr>
<td>Latty Walsow</td>
<td>Student Services Counselor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Les Howard</td>
<td>Admissions Counselor</td>
<td></td>
<td></td>
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<tr>
<td>Linda Cahoon</td>
<td>Financial Aid Counselor</td>
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<tr>
<td>Lindsey Jacobs</td>
<td>Financial Ad Counselor / VA Certifying Official</td>
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<tr>
<td>Rachel Baggs</td>
<td>Placement Counselor</td>
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<td>Renata Nicholson</td>
<td>Student Services Counselor</td>
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<td>Robert Schnitz</td>
<td>Admissions Counselor</td>
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<td>Robert Jensen</td>
<td>Placement Counselor</td>
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<tr>
<td>Rodney Shepherd</td>
<td>Student Services Manager / Facility Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roy Cook</td>
<td>Chief Financial Officer / VA Certifying Official</td>
<td></td>
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<tr>
<td>Samuel Willis</td>
<td>Director of IT</td>
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<tr>
<td>Shandi Wrigley</td>
<td>Campus Administrator</td>
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<td>Sara Bagby</td>
<td>Compliance Specialist</td>
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<tr>
<td>Shalonda Flowers</td>
<td>Resume Writer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stephen Carter</td>
<td>Placement Counselor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taylor Thompson</td>
<td>Marketing Associate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ashley Key</td>
<td>Marketing Associate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tiffany Lee-Hoffstett</td>
<td>Placement Counselor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Timothy Pride</td>
<td>Maintenance Technician</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travis Hill</td>
<td>Admissions Counselor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trenton Leecher</td>
<td>Human Resources Manager</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
I certify that the information on this form (and/or attachment) is true and correct to the best of my knowledge and belief.

[Signature of Authorized School Official]  [Date]

(Signed)  [8/7/17]
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Brett E. Farmer

2. Maiden Name (if applicable): Date of Birth

3. Home Address Phone Number

4. Teaching Credential: Type: State: No.

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   - Yes ☑ No ☐ Issued by: Universal EPA Number:

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>Arlington Heights H.S. 4501 West Fwy, Fort Worth, TX 76107</td>
<td>8/96-5/00</td>
<td>GED Diploma</td>
<td></td>
</tr>
<tr>
<td>College</td>
<td></td>
<td></td>
<td></td>
<td>Approved Effective</td>
</tr>
<tr>
<td>Graduate School</td>
<td></td>
<td></td>
<td></td>
<td>AUG 07 2017</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td>State Approving Agency</td>
</tr>
</tbody>
</table>

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOUK A/C 833 11th St Arlington, TX 76011</td>
<td>Service, Diagnose, Repair, Install HVAC Equipment</td>
<td>7/15-11/16</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>MATCO 4112 Airport Fwy, Fort Worth, TX 76117</td>
<td>Service, Diagnose, Repair, Install HVAC Equipment</td>
<td>10/13-7/15</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>HOUK A/C 833 111th St Arlington, TX 76011</td>
<td>Service, Diagnose, Repair, Install HVAC Equipment</td>
<td>7/10-5/13</td>
<td>34</td>
<td></td>
</tr>
</tbody>
</table>
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)
   A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
      □ Yes  □ No  If yes, explain fully

   B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?  
      □ Yes  □ No  If yes, explain fully

   C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?  
      □ Yes  □ No  If yes, explain fully

   D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?  
      □ Yes  □ No  If yes, explain fully

10. Certification:  
    I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

    Signature                                  Date 5/31/17

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):  
   Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of the instructor and that the statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

    Signature of Authorized School Official  
    Date 6/2/17
Dear Mr. Davis:

Thank you for submitting an instructor application for Brett Farmer. Mr. Farmer is approved to teach the following subject for Retail Ready Career Center S4108:

   Subject: Tech Found 100  
   Subject: Res AC Maint 100  
   Subject: Res AC Maint 200  
   Subject: Res Heat Maint 100  
   Subject: Res Heat Maint 200  
   Subject: ILV Elec 200  

(Note: If any subjects have not been approved, a deficiency report is attached.)

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

Jill Werner, Assistant ISA Manager  
Texas Workforce Commission  
Career Schools and Colleges  
mc: File  

Approved Effective  
AUG 07 2017  
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by Instructor):

1. Name: Glen Gebauer

2. Maiden Name (if applicable):________ Date of Birth __________

3. Home Address __________ Phone Number __________

4. Teaching Credential: Type:________ State:________ No.________

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   X Yes □ No Issued by: EPA (608 Universal) Number:________

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>Illinois Community College Board</td>
<td>Kane County, IL</td>
<td>September 29, 2015</td>
<td>GED</td>
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<tr>
<td></td>
<td>- High School Equivalency Certificate</td>
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<td></td>
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<td></td>
<td>Graduate School</td>
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<tr>
<td></td>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
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7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent. Give accurate addresses and dates.

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<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walker A/C</td>
<td>2909 Live Oak Mesquite, TX 75150</td>
<td>HVAC Service Tech</td>
<td>06/14-5/15</td>
<td>15 Months</td>
</tr>
<tr>
<td>A-US Air</td>
<td>707 Easy Street Garland, TX 75042</td>
<td>HVAC Service Tech</td>
<td>03/13-06/15</td>
<td>15 Months</td>
</tr>
<tr>
<td>Walker A/C</td>
<td>2909 Live Oak Mesquite, TX 75150</td>
<td>HVAC Service Tech</td>
<td>03/1-03/13</td>
<td>36 Months</td>
</tr>
</tbody>
</table>

Page 1 of 2

SAA-NON (10/01/14)
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes [X] No [ ]
   - If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?*
   - Yes [X] No [ ]
   - If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes [ ] No [X]
   - If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes [ ] No [X]
   - If yes, explain fully

10. Certification:

   I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

   [Signature]
   [Date: 6/5/17]

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   - Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

   Approved Effective

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

   [Approved Effective: AUG 07 2017]

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

   [Signature of Authorized School Official]
   [Date: 4/15/2017]
February 25, 2016

Jon Davis, Director
Retail Ready Career Center
2800 West Kingsley, Suite 103
Garland, TX 75041

Dear Mr. Davis:

Thank you for submitting an instructor application for Glen Gebauer. Mr. Gebauer is approved to teach the following subject for Retail Ready Career Center S4108:

- Subject: Tech Found 100
- Subject: Res AC Maint 100
- Subject: Res AC Maint 200
- Subject: Res Heat Maint 100
- Subject: Res Heat Maint 200
- Subject: ILV Elec 200

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

Jill Werner, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges

Approved Effective
AUG 07 2017
State Approving Agency

Relay Texas: 800-735-2989 (TDD) 800-735-2989 (Voice) • www.texasworkforce.org
Equal Opportunity Employer / Program
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

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PART I: (To be completed by instructor):

1. Name: Chadwick Grant

2. Maiden Name (if applicable): Date of Birth

3. Home Address Phone Number

4. Teaching Credential: Type: State: No.

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   - Yes
   - No
   - Issued by: EPA Universal 608 Number:

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>Laneville H.S. P.O.Box 127 Laneville, TX 75667</td>
<td>8/89-5/93</td>
<td>H.S. Diploma</td>
<td></td>
</tr>
<tr>
<td>College</td>
<td>Approved Effective</td>
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<td></td>
</tr>
<tr>
<td>Graduate School</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>State Approving Agency</td>
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<tr>
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<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fix-it-Fox</td>
<td>10203 Belfort Dr., Frisco, TX 75035</td>
<td>HVAC Technician</td>
<td>11/09-5/15</td>
<td>66 Months</td>
</tr>
<tr>
<td>United Apartment Group</td>
<td>901 N. Garden Lane, Lewisville, TX 75077</td>
<td>Maintenance Director</td>
<td>9/08-7/10</td>
<td>23 Months</td>
</tr>
<tr>
<td>Keys Fitness Products</td>
<td>4009 Distribution, Garland, TX 75041</td>
<td>Facilities Mant. Supervisor</td>
<td>6/05-9/08</td>
<td>40 Months</td>
</tr>
</tbody>
</table>
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes  No  If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?  
   - Yes  No  If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?  
   - Yes  No  If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?  
   - Yes  No  If yes, explain fully  Please see attached csc-014b and supporting documents.

10. Certification:

I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

[Signature]  [Date]

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   - Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

[Signature]  [Date]

Signature of Authorized School Official  

[Date]

Page 2 of 2
Instructions: If the applicant answers in the affirmative (Yes) to a conviction, the following information and documentation must be provided.

School #: S4108
Name of School: Retail Ready Career Center
Physical Address: 2800 W Kingsley Road Ste 103
City, State, Zip: Garland, TX 75041
Applicant's Legal Name: Chadwick Grant
List any other names used if different from the name on this application: N/A

Provide answers to the following questions IN DETAIL. Use a separate form for each violation.

1. Date, nature, whether this is a felony or misdemeanor, and seriousness of the offense:

   5-8-1999
   Felony Possession of Marijuana
   Greater than 5 lbs., but less than 50 lbs.

2. Explanation of the incident:

   I was caught selling marijuana.

3. Amount of time served and/or amount of fines paid:

   Seven years probation
   250 hours of community service
   $4775.00 in restitution and supervision fees.

4. Your age at the time of the commission of the offense: 23
Names, addresses and telephone numbers of employers just prior to and following the offense:

I was selling drugs prior to the arrest.

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Position</th>
<th>Start Date</th>
<th>End Date</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Apartment Group</td>
<td>901 N. Garden Lane, Lewisville, TX 75077</td>
<td>Maintenance Director</td>
<td>9/08-7/10</td>
<td>9/08-7/10</td>
<td>214-708-9925</td>
</tr>
<tr>
<td>Fix-it-Fox</td>
<td>10203 Belfort Dr., Frisco, TX 75035</td>
<td>HVAC Technician</td>
<td>11/09-5/15</td>
<td>11/09-5/15</td>
<td>214-643-3898</td>
</tr>
</tbody>
</table>

6. A work history from the date of discharge to the present:

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Position</th>
<th>Start Date</th>
<th>End Date</th>
<th>Phone</th>
</tr>
</thead>
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<tr>
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<td>214-643-3898</td>
</tr>
</tbody>
</table>

Provide the following as an attachment to this explanation:

1. Copy of probation or parole order/release (indicating completion date of probation/parole) and any other court orders.
2. Letters of personal recommendation.
3. Evidence that you have maintained a record of good conduct (criminal history check) and paid all costs as may have been ordered in the case(s).

Chadwick Grant
Typed or Printed Name of Applicant

Signature of Applicant

Robert Saunders
Typed or Printed Name of Officer, Principal Owner, or Board Member

Signature of Officer, Principal Owner, or Board Member

Mail to: Texas Workforce Commission
Career Schools and Colleges
101 E 15th St, Rm 226T
Austin, Texas 78778-0001
Instructions: If the applicant answers in the affirmative (Yes) to a conviction, the following information and documentation must be provided.

School #: S4108
Name of School: Retail Ready Career Center
Physical Address: 2800 W Kingsley Road Ste 103
City, State, Zip: Garland, TX 75041
Applicant's Legal Name: Chadwick Grant

List any other names used if different from the name on this application: N/A

Provide answers to the following questions IN DETAIL. Use a separate form for each violation.

1. Date, nature, whether this is a felony or misdemeanor, and seriousness of the offense:
   12-14-1999
   Felony Possession of a Controlled Substance
   Greater than 200g, but less than 400g

2. Explanation of the incident:
   I was caught selling cocaine.

3. Amount of time served and/or amount of fines paid:
   Ten years probation
   320 hours of community service
   $5381.25 in restitution and supervision fees.
   Random drug testing
   Substance abuse counseling
   11-20-2000 Sentenced to 87 months in Federal Prison and 4 years supervised release. Appealed and sentence reduced to 60 months Federal prison and 4 years supervised release.

4. Your age at the time of the commission of the offense: 23
5. Names, addresses and telephone numbers of employers just prior to and following the offense:

I was selling drugs prior to the arrest.

<table>
<thead>
<tr>
<th>Company</th>
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<th>End Date</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keys Fitness Products 4009</td>
<td>Garland, TX 75041</td>
<td>Facilities Maint. Supervisor</td>
<td>6/05-9/08</td>
<td></td>
<td>214-340-8888</td>
</tr>
<tr>
<td>United Apartment Group</td>
<td>901 N. Garden Lane, Lewisville, TX 75077</td>
<td>Maintenance Director</td>
<td>9/08-7/10</td>
<td></td>
<td>214-708-9925</td>
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1. Copy of probation or parole order/release (indicating completion date of probation/parole) and any other court orders.
2. Letters of personal recommendation.
3. Evidence that you have maintained a record of good conduct (criminal history check) and paid all costs as may have been ordered in the case(s).

Chadwick Grant
Typed or Printed Name of Applicant

Signature of Applicant

Robert Saunders
Typed or Printed Name of Officer, Principal Owner, or Board Member

Signature of Officer, Principal Owner, or Board Member

Mail to: Texas Workforce Commission
Career Schools and Colleges
101 E 15th St, Rm 226T
Austin, Texas 78778-0001

Completed forms, inquiries, or corrections to the individual information contained in this form shall be sent to the TWC Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas 78778-0001, (512) 936-3100. Individuals may receive and review information that TWC collects about the individual by emailing to open.records@twc.state.tx.us or by writing to TWC Open Records, 101 E. 15th St., Rm. 266, Austin, TX 78778-0001.
Dear Mr./Ms. Davis:

Thank you for submitting an instructor application for Chadwick Edward Grant. Mr./Ms. Grant is approved to teach the following subjects for Retail Ready Career Center, Inc.:

- Subject: Technician Foundation
- Subject: Residential Heating Maintenance 100/200
- Subject: Residential Air Conditioning Maintenance 100/200
- Subject: Low Voltage Electricity

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 512-936-3100.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Career Schools and Colleges.
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Keven Herbert
2. Maiden Name (if applicable): Date of Birth
3. Home Address Phone Number

4. Teaching Credential: Type: State: No.
5. Current license or certificate other than public school credentials to teach the program courses/subjects: Yes □ No Issued by: Universal EPA Number: 

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
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<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
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<tr>
<td>High School</td>
<td>Texas Education Agency Certificate of High School Equivalency</td>
<td>Issued: 06/08/2007</td>
<td>GED Diploma</td>
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</tr>
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<td>College</td>
<td>Approved Effective</td>
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<td>Graduate School</td>
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<tr>
<td>Other</td>
<td>State Approving Agency</td>
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<td></td>
<td></td>
</tr>
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</table>

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quigley Heating &amp; Air</td>
<td>2616 Manor Way Dallas, TX 75235</td>
<td>HVAC Service Technician</td>
<td>04/15-01/16</td>
<td>10 Months</td>
</tr>
<tr>
<td>Hammack Service Co.</td>
<td>723 Sherman St. Richardson, TX 75081</td>
<td>HVAC Installer/Service Tech.</td>
<td>07/10-01/15</td>
<td>55 Months</td>
</tr>
</tbody>
</table>
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
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<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
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</thead>
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</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes [ ]
   - No [X]
   
   If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes [ ]
   - No [X]
   
   If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes [ ]
   - No [X]
   
   If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes [ ]
   - No [X]
   
   If yes, explain fully

10. Certification:

I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

[Signature]

[Date: 5-30-17]

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   - Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught: [Approved Effective]

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

[Signature of Authorized School Official]

[Date: 6/2/17]
Dear Mr./Ms. Davis:

Thank you for submitting an instructor application for Keven Herbert. Mr./Ms. Herbert is approved to teach the following subjects for Retail Ready Career Center, Inc.:

- **Subject:** Tech Found 100
- **Subject:** Res Heat Maint 200
- **Subject:** Res Heat Maint 100
- **Subject:** RES AC Maint 200
- **Subject:** RES AC Maint 100
- **Subject:** ILV Elec 200

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 512-936-3100.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Career Schools and Colleges.
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PART I: (To be completed by Instructor):

1. Name: Doyle Jackman

2. Maiden Name (if applicable):  

3. Home Address:  

4. Teaching Credential: 
   Type:  
   State:  
   No.  

5. Current license or certificate other than public school credentials to teach the program courses/subjects:  
   X Yes  
   No  
   Issued by: EPA (608 Universal)  
   Number:  

6. ACADEMIC TRAINING:  (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
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<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
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<tbody>
<tr>
<td>High School</td>
<td>Wylie High School</td>
<td>2550 FM 544</td>
<td>1996/2000</td>
<td>Diploma</td>
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<tr>
<td>College:</td>
<td>6627 Maple Dallas, TX</td>
<td>572535</td>
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<td></td>
</tr>
<tr>
<td>Graduate School</td>
<td>ATI Technical School</td>
<td>6627 Maple Dallas, TX</td>
<td>07/06-07/03</td>
<td>Diploma</td>
</tr>
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</table>

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

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<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burside AC</td>
<td>209 W. University McKinney, TX</td>
<td>HVAC Tech</td>
<td>08/11-11/14</td>
<td>41 months</td>
</tr>
<tr>
<td>Colony AC</td>
<td>4905 Westport The Colony, TX</td>
<td>HVAC Tech</td>
<td>08/09-06/11</td>
<td>26 months</td>
</tr>
<tr>
<td>Air Mechanix</td>
<td>4404 Jennings Dr. Plano, TX</td>
<td>HVAC Tech</td>
<td>08/05-04/09</td>
<td>44 months</td>
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Page 1 of 2
8. If you have taught at another school, list the schools and duties.

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<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
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<th>NO. OF MONTHS</th>
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</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes X No
   If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes X No
   If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes X No
   If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes X No
   If yes, explain fully

10. Certification:

   I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

   [Signature]

   [Date]

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s): Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

   [Signature of Authorized School Official]

   [Date]

Page 2 of 2
March 16, 2015

Jonathan Davis CEO
Retail Ready Career Center
2800 West Kingsley Rd Suite 103
Garland, TX 75041

Dear Mr. Davis,

Thank you for submitting an instructor application for Doyle Cleburn Jackman. Mr. Jackman is approved to teach the following subjects for Retail Ready Career Center:

- Subject: Technician Foundation
- Subject: Residential Air Conditioning Maintenance 100
- Subject: Residential Air Conditioning Maintenance 200
- Subject: Residential Heating Maintenance 100
- Subject: Residential Heating Maintenance 200
- Subject: Low Voltage Electricity 200

If you have any questions, please contact me at 817 704-2530.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Athena Blanding, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges
dblanding@dfwjobs.com

Approved Effective
AUG 07 2017
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

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PART I: (To be completed by instructor):

1. Name: Willie Joe McCranie

2. Maiden Name (if applicable): 

3. Home Address: 

4. Teaching Credential: Type: 

5. Current license or certificate other than public school credentials to teach the program courses/subjects: 

   - Yes  
   - No 

   Issued by: EPA Universal 608 

   Number: 

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>Moultrie Senior High School</td>
<td>1800 Park Ave, Moultrie, GA 31768</td>
<td>1959-1962</td>
<td>HS Diploma</td>
</tr>
</tbody>
</table>

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temp Services</td>
<td>Irving, TX</td>
<td>HVAC Service Tech</td>
<td>5/10-5/14</td>
<td>48 Months</td>
</tr>
</tbody>
</table>
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
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</thead>
<tbody>
<tr>
<td>Educational Futures Group</td>
<td>300 N. Coit Rd., Richardson, TX 75050</td>
<td>HVAC Cont. Ed.</td>
<td>6/13-5/14</td>
<td>12 Months</td>
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<tr>
<td>ATI</td>
<td>6627 Maple Ave. Dallas, TX 75235</td>
<td>HVAC Instructor</td>
<td>5/08-5/13</td>
<td>60 Months</td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - [ ] Yes  [X] No  If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - [ ] Yes  [X] No  If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - [ ] Yes  [X] No  If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - [ ] Yes  [X] No  If yes, explain fully

10. Certification:

   I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

   [Signature]
   5-31-2017

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

   [Signature]
   6/12/17
June 12, 2015

Jonathan Davis
Director/Director of Education
Retail Ready Career Center, Inc.
2800 West Kingsley, Suite #103
Garland, TX 75041

Dear Mr. Davis:

Thank you for submitting an instructor application for Willie J. McCranie. Mr. McCranie is approved to teach the following subjects for Retail Ready Career Center, Inc.:

Subject: Technician Foundation
Subject: Residential Heating Maintenance 200
Subject: Residential Heating Maintenance 100
Subject: Residential Air Conditioning Maintenance 200
Subject: Residential Air Conditioning Maintenance 100
Subject: Low Voltage Electricity 200

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 817 695-9133.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Jane Goodenough – Asst ISAM TWC
Career Schools and Colleges. S4108

Approved Effective
Aug 07 2017
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

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PART I: (To be completed by instructor):

1. Name: Michael Mosley

2. Maiden Name (if applicable): 

3. Home Address: 

4. Teaching Credential:
   Type: 
   State: 
   No. 

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   Yes [ ] No [ ] Issued by: 
   EPA Universal 608 Number: 

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS</th>
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<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>Kirby High School</td>
<td>4080 Kirby Fkwy. Memphis, TN 38115</td>
<td>8-03 to 5-07</td>
<td>Diploma</td>
</tr>
<tr>
<td>College</td>
<td>Remington College</td>
<td>2710 Nonconnah Blvd. Memphis, TN 38132</td>
<td>12-12 to 9-13</td>
<td>HVAC Diploma</td>
</tr>
<tr>
<td>Graduate School</td>
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</tr>
<tr>
<td>Other</td>
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<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conway Services (ARS)</td>
<td>1220 Big Orange, Cordova TN 38018</td>
<td>HVAC Installer</td>
<td>2-14 to 4-15</td>
<td>15 Months</td>
</tr>
<tr>
<td>Service Experts</td>
<td>7470 W. Bartlett Corp Dr. Ste 161, Bartlett, TN 38133</td>
<td>Service Tech</td>
<td>4-12 to 11-13</td>
<td>19 Months</td>
</tr>
<tr>
<td>Dorsey Electric</td>
<td>3496 Kirby Terrace Dr. Memphis, TN 38115</td>
<td>HVAC Installer</td>
<td>8-09 to 10-11</td>
<td>38 Months</td>
</tr>
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</table>
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
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9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)
   A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
      □ Yes □ No  If yes, explain fully

   B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?  
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      □ Yes □ No  If yes, explain fully

   D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?  
      □ Yes □ No  If yes, explain fully

10. Certification:

I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

Signature __________________________ Date ____________

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:______________

4. Certification: I certify that I have reviewed and verified the qualifications of the instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

Signature of Authorized School Official __________________________ Date ____________

Page 2 of 2
Dear Mr. Davis:

Thank you for submitting an instructor application for Michael Mosley. Mr. Mosley is approved to teach the following subject for Retail Ready Career Center S4108:

Subject: Tech Found 100
Subject: Res AC Maint 100
Subject: Res AC Maint 200
Subject: Res Heat Maint 100
Subject: Res Heat Maint 200
Subject: ILV Elec 200

(Note: If any subjects have not been approved, a deficiency report is attached.)

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

Jill Werner, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges

Approved Effective
AUG 07 2017
State Approving Agency
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PART I: (To be completed by instructor):

1. Name: Doug Smiley

2. Maiden Name (if applicable): __________________________ Date of Birth __________

3. Home Address __________________________ Phone Number __________________________

4. Teaching Credential: Type: __________ State: __________ No. __________

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   ☑ Yes ☐ No Issued by: Esco Institute (EPA Universal 608) Number: __________

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

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<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>Fenwick High School</td>
<td>505 Washington Blvd, Oak Park IL 60302</td>
<td>8/2009-1/2012</td>
<td>Diploma</td>
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<tr>
<td>College</td>
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<tr>
<td>Graduate School</td>
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<tr>
<td>Other</td>
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<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
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<tr>
<td>Mosaic</td>
<td>2245 Midway Rd Carrolton, TX 75006</td>
<td>Contract Procurment</td>
<td>8/2009-1/2012</td>
<td>30</td>
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<td>5/1999-1/2002</td>
<td>33</td>
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</table>
8. If you have taught at another school, list the schools and duties.

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</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes ☐ No ☐
   - If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct? 
   - Yes ☐ No ☐
   - If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes ☐ No ☐
   - If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes ☐ No ☐
   - If yes, explain fully

10. Certification:

   I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

   Signature

   Date: 5/9/17

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s): Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

   Approved Effective: AUG 07 2017

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught: ______________

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

   Signature of Authorized School Official

   Date: 6/2/17
March 26, 2015

Jonathan Davis CEO
Retail Ready Career Center
2800 West Kingsley Rd Suite 103
Garland, TX 75041

Dear Mr. Davis,

Thank you for submitting an instructor application for Douglas R. Smiley. Mr. Smiley is approved to teach the following subjects for Retail Ready Career Center:

- Subject: Technician Foundation
- Subject: Residential Air Conditioning Maintenance 100
- Subject: Residential Air Conditioning Maintenance 200
- Subject: Residential Heating Maintenance 100
- Subject: Residential Heating Maintenance 200
- Subject: Low Voltage Electricity 200

If you have any questions, please contact me at 817-704-2530.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Athena Blanding, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges
dblanding@dfwjobs.com

Approved Effective
AUG 07 2017
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Jacob Smith

2. Maiden Name (if applicable): __________________________ Date of Birth __________

3. Home Address __________________________ Phone Number __________________________

4. Teaching Credential: Type: __________ State: __________ No. __________

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   X Yes  No Issued by: Dept of Defense Number: __________
   EPA (608 Universal) __________

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
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<tr>
<td>High School</td>
<td>Meadowdale High School</td>
<td>6002 168th Lynwood, WA 98037</td>
<td>1999-2001</td>
<td>Diploma</td>
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<td>College</td>
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<td>Approved Effective</td>
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<tr>
<td>Graduate School</td>
<td></td>
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<td>State Approving Agency</td>
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7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payne Mechanical</td>
<td>7223 W Bert Kouns Industrial Loop</td>
<td>HVAC Service Tech</td>
<td>6/14-2/15</td>
<td>6 months</td>
</tr>
<tr>
<td>Kings Heating and Air Conditioning</td>
<td>6925 216th St SW</td>
<td>HVAC Specialty Electrician</td>
<td>10/08-4/14</td>
<td>66 months</td>
</tr>
</tbody>
</table>

Page 1 of 2

SAA-NON (10/01/14)
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
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<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
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<td></td>
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</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes X No
   If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes X No
   If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes X No
   If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes X No
   If yes, explain fully

10. Certification:

I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

Signature

05/31/2017

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   - Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

Signature of Authorized School Official

Approved Effective

AUG 07 2017

State Approving Agency

6/2/17

Page 2 of 2
June 10, 2015

Jonathan Davis
Director/Director of Education
Retail Ready Career Center, Inc.
2800 West Kingsley, Suite #103
Garland, TX 75041

Dear Mr./Ms. Davis:

Thank you for submitting an instructor application for Jacob C. Smith. Mr./Ms. Smith is approved to teach the following subjects for Retail Ready Career Center, Inc.:

Subject: Technician Foundation
Subject: Residential Heating Maintenance
Subject: Residential Air Conditioning Maintenance
Subject: Low Voltage Electricity

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 512-936-3100.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Career Schools and Colleges.
PERSONAL DATA FORM FOR INSTRUCTORS

(Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Leo Chad Rodriguez
2. Maiden Name (if applicable): ___________________________ Date of Birth ___________________________
3. Home Address ___________________________ Phone Number ___________________________
4. Teaching Credential: Type: ___________________________ State: ___________________________ No. ___________________________
5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   - Yes ________ No ________ Issued by: EPA Universal 608 Number: ______________
6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>Texas Education Agency Certificate of High School Equivalency</td>
<td>Issued: July 31, 1991 GED</td>
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<tr>
<td>College</td>
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<tr>
<td>Graduate School</td>
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<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

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<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johnstone Supply</td>
<td>3320 W. Miller Rd. # 120, Garland, TX 75041</td>
<td>HVAC Equip. Sales</td>
<td>2/13 - 5/15</td>
<td>27 Months</td>
</tr>
<tr>
<td>Service Experts</td>
<td>1207 Ave. L, Plano, TX 75074</td>
<td>HVAC Service Tech</td>
<td>5/12-2/13</td>
<td>9 Months</td>
</tr>
<tr>
<td>Airster Service</td>
<td>500 Kerney #1200, Mesquite, TX 75149</td>
<td>HVAC Service Tech</td>
<td>4/01-5/11</td>
<td>120 Months</td>
</tr>
</tbody>
</table>
8. If you have taught at another school, list the schools and duties.

<table>
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<tr>
<th>NAME OF INSTITUTION</th>
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9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes ☐ No ☒ If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct? 
   - Yes ☐ No ☒ If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes ☐ No ☒ If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes ☐ No ☒ If yes, explain fully

10. Certification:

   I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

   Signature
   ____________________________
   Date: 5-31-17

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   - Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat
   - Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

   Signature of Authorized School Official
   ____________________________
   Date

Page 2 of 2
Dear Mr./Ms. Davis:

Thank you for submitting an instructor application for Leo Chad Rodriguez. Mr./Ms. Rodriguez is approved to teach the following subjects for Retail Ready Career Center, Inc.:

Subject: Technician Foundation  
Subject: Residential Heating Maintenance 100  
Subject: Residential Hearing Maintenance 200  
Subject: Residential Air Conditioning Maintenance 200  
Subject: Residential Air Conditioning Maintenance 100  
Subject: Low Voltage Electricity  

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 512-936-3100.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Career Schools and Colleges.

Approved Effective  
Aug 07 2017  
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Kenneth Vanderwiel

2. Maiden Name (if applicable): 

3. Home Address 

4. Teaching Credential: Type: 

5. Current license or certificate other than public school credentials to teach the program courses/subjects:

   Yes
   No

   Issued by: RSES (EPA I&II)

   Number: 

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
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<th>TYPE</th>
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<th>DEGREE/DIPLOMA</th>
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<td>2901 Central Rd, Rolling Meadows, IL 60008</td>
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<td>Diploma</td>
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<td>Graduate School</td>
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<tr>
<td>Other</td>
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<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
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</thead>
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<td>Deljo</td>
<td>2700 N. Campbell, Chicago IL 60647</td>
<td>Service Manager</td>
<td>1/2013-10/2014</td>
<td>22</td>
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<tr>
<td>Progressive Heating &amp; Air</td>
<td>1244 Karl Ct, Wauconda IL</td>
<td>Owner</td>
<td>1/2008-12/2012</td>
<td>60</td>
</tr>
<tr>
<td>Hawthorn Heating</td>
<td>1246 Karl Ct, Wauconda, IL 60084</td>
<td>Service Manager</td>
<td>7/1982-12/2007</td>
<td>30</td>
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8. If you have taught at another school, list the schools and duties.

<table>
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<td></td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes [ ] No [X] If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes [ ] No [X] If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes [ ] No [X] If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes [ ] No [X] If yes, explain fully

10. Certification:

   I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

   Signature: [Signature]
   Date: 5-30-17

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   - Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

   [Approved Effective]

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

   Signature of Authorized School Official: [Signature]
   Date: 6/2/17

Page 2 of 2
March 16, 2015

Jonathan Davis CEO
Retail Ready Career Center
2800 West Kingsley Rd Suite 103
Garland, TX 75041

Dear Mr. Davis,

Thank you for submitting an instructor application for Kenneth Edward Vanderwiel. Mr. Vanderwiel is approved to teach the following subjects for Retail Ready Career Center:

- Subject: Technician Foundation
- Subject: Residential Air Conditioning Maintenance 100
- Subject: Residential Air Conditioning Maintenance 200
- Subject: Residential Heating Maintenance 100
- Subject: Residential Heating Maintenance 200
- Subject: Low Voltage Electricity 200

If you have any questions, please contact me at 817 704-2530.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Athena Blanding, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges
dblanding@dfwjobs.com

Approved Effective
AUG 07 2017
State Approving Agency

Relay Texas: 800-735-2989 (TDD) 800-735-2988 (Voice) • www.texasworkforce.org
Equal Opportunity Employer / Program

Texas Workforce Commission
A Member of Texas Workforce Solutions
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

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PART I: (To be completed by instructor):

1. Name: Eliseo E. Vargas

2. Maiden Name (if applicable): Date of Birth

3. Home Address Phone Number

4. Teaching Credential: Type: State: No. _

5. Current license or certificate other than public school credentials to teach the program courses/subjects: Yes No Issued by: Universal EPA Number: _

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
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<tr>
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<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
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<td>4840 Maine Ave, Baldwin Park, CA 91706</td>
<td>8/80-10-84</td>
<td>GED Diploma</td>
</tr>
<tr>
<td>College</td>
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<tr>
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<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingdom Construction, Granite &amp; Tile Solutions</td>
<td>3213 56th St, Lubbock, TX 79412</td>
<td>Remodel, Demolition</td>
<td>6/15-8/16</td>
<td>10</td>
</tr>
<tr>
<td>Action Air Plumbing, Heating &amp; Air</td>
<td>8211 Ave. D, Lubbock, TX</td>
<td>HVAC Service, Install, Diagnosis, Sales</td>
<td>1/14-6/15</td>
<td>17</td>
</tr>
<tr>
<td>Pleasant Valley Mechanical</td>
<td>2914 Jupiter Rd, Garland, TX 75041</td>
<td>Sales, Service, Promo of HVAC</td>
<td>1-11-4/15</td>
<td>52</td>
</tr>
</tbody>
</table>

Page 1 of 2

SAA-NON (10/01/14)
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
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9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   □ Yes  □ No  If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?  
   □ Yes  □ No  If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   □ Yes  □ No  If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   □ Yes  □ No  If yes, explain fully

10. Certification:

I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

Signature: ____________________________  Date: 5/31/17

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):  
   Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

   Approval Effective: ____________________________

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

   Approved Effective: ____________________________

3. Number of college semester hours in subject(s) to be taught:

   State Approving Agency: ____________________________

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

Signature of Authorized School Official: ____________________________  Date: 6/26/17
December 16, 2016

Jon Davis, Director
Retail Ready Career Center
2800 West Kingsley, Suite 103
Garland, TX 75041

Dear Mr. Davis:

Thank you for submitting an instructor application for Eliseo F. Vargas. Mr. Vargas is approved to teach the following subject for Retail Ready Career Center S4108:

- Subject: Tech Found 100
- Subject: Res AC Maint 100
- Subject: Res AC Maint 200
- Subject: Res Heat Maint 100
- Subject: Res Heat Maint 200
- Subject: ILV Elec 200

(Note: If any subjects have not been approved, a deficiency report is attached.)

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

Jill Werner, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges

Approved Effective
AUG 07 2017
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS
(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

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PART I: (To be completed by instructor):

1. Name: Karl D. Wilson

2. Maiden Name (if applicable):  Date of Birth  

3. Home Address  Phone Number  

4. Teaching Credential: Type: State: No.  

5. Current license or certificate other than public school credentials to teach the program courses/subjects:  Yes  No Issued by: Universal EPA Number:  

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
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<tr>
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<tbody>
<tr>
<td>High School</td>
<td>North Mesquite H.S. 18201 LBJ Fwy, Mesquite, TX 75150</td>
<td>8-79 to 5-83</td>
<td>YES</td>
<td></td>
</tr>
</tbody>
</table>

College

Graduate School

Other ATI Technical Institute (Closed) 3/09 – 2/10 HVAC Certificate

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pleasant Valley Mechanical</td>
<td>2214 S. Jupiter #270 Garland, TX 75041</td>
<td>Sales, Service, Installation of HVAC Equipment</td>
<td>4/09-02/17</td>
<td>94</td>
</tr>
<tr>
<td>Nielson Construction</td>
<td>305 Pebble Creek, Red Oak TX 75154</td>
<td>Daily Job Layout, Q.C Plumbing, electrical.</td>
<td>5/96-3/09</td>
<td>130</td>
</tr>
<tr>
<td>Self Employed</td>
<td>1310 Duck Creek Terrell tx75161</td>
<td>Plumbing, Electrical,</td>
<td>2/88-6/93</td>
<td>66</td>
</tr>
</tbody>
</table>
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   □ Yes  ☑ No  If yes, explain fully ______________________________________

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?  
   □ Yes  ☑ No  If yes, explain fully ______________________________________

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?  
   □ Yes  ☑ No  If yes, explain fully ______________________________________

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   ☑ Yes  □ No  If yes, explain fully Please see attached csc-014b and supporting documents.

10. Certification:  
I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

[Signature] 6/6/17

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught: State Approving Agency

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

[Signature of Authorized School Official] 6/6/17
Instructions: If the applicant answers in the affirmative (Yes) to a conviction, the following information and documentation must be provided.

School #: S4108
Name of School: Retail Ready Career Center
Physical Address: 2800 W. Kingsley Road suite 103
City, State, Zip: Garland TX 75041
Applicant's Legal Name: Karl D. Wilson

List any other names used if different from the name on this application: n/a

Provide answers to the following questions IN DETAIL. Use a separate form for each violation.

1. Date, nature, whether this is a felony or misdemeanor, and seriousness of the offense:
   Date of offense was 05/10/2000
   The offense was listed as a misdemeanor
   The offense was a DWI

2. Explanation of the incident:
   I went to have dinner with friends at Gators in Euless Tx. During dinner I had a couple of beers over a few hours time. We left restaurant,
   and I was pulled over by Euless Police Department. I pulled into the whataburger on the service road from Gators, I was given a field
   sobriety test and was informed that I had failed and was placed into custody for DUI. I was there for an around an hour and I placed bond.

3. Amount of time served and/or amount of fines paid:
   "No Time" was served for this offense.
   Two Years Probation and DWI Education Program
   $500.00 fine for offense and 132.00 monthly for 5 mths
   $901.25 total Court and Fine cost

4. Your age at the time of the commission of the offense: 36
5. Names, addresses and telephone numbers of employers just prior to and following the offense:

Nielson Construction
305 Pebble Creek
Red Oak, TX 75154
214-212-5298

Pleasant Valley
2214 S Jupiter #217
Garland, TX 75041
972-840-3400

6. A work history from the date of discharge to the present:

From 1996 Nielson Construction to 2009 - 2017 Pleasant Valley

Provide the following as an attachment to this explanation:

1. Copy of probation or parole order/release (indicating completion date of probation/parole) and any other court orders.
2. Letters of personal recommendation.
3. Evidence that you have maintained a record of good conduct (criminal history check) and paid all costs as may have been ordered in the case(s).

[Signature of Applicant]

[Typed or Printed Name of Applicant]

[Signature of Officer, Principal Owner, or Board Member]

[Typed or Printed Name of Officer, Principal Owner, or Board Member]

Mail to: Texas Workforce Commission
Career Schools and Colleges
101 E 15th St, Rm 226T
Austin, Texas 78778-0001

Completed forms, inquiries, or corrections to the individual information contained in this form shall be sent to the TWC Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas 78778-0001, (512) 936-3100. Individuals may receive and review information that TWC collects about the individual by emailing to open.records@twc.state.tx.us or by writing to TWC Open Records, 101 E. 15th St., Rm. 266, Austin, TX 78778-0001.
April 12, 2017

Mr. Jonathan Davis, Director
Retail Ready Career Center, Inc.
2800 West Kingsley, STE 10
Garland, TX 75041

Dear Mr. Davis:

Thank you for submitting an instructor application for Karl Wilson. Based education credentials and related practical experience to the subjects listed below, your application is approved to teach the following at Retail Ready Career Center, Inc.:

Subject: 100 Technician Found
Subject: 100 Residential Air Conditioning Maintenance
Subject: 200 Residential Air Conditioning Maintenance
Subject: 100 Residential Heat Maintenance
Subject: 200 Residential Heat Maintenance
Subject: 200 Intermediate Low Voltage Electric

If you have questions, please contact me at (512) 936-6591 or by email at lisa.cameron@twc.state.tx.us.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Lisa M. Cameron
Program Specialist
Career Schools & Colleges

Approved Effective
AUG 07 2017
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS
(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Marcus Davis

2. Maiden Name (if applicable): __________________________ Date of Birth ______________________

3. Home Address ______________________________________________________________________ Phone Number ___________________________________________________________________

4. Teaching Credential: Type: __________________________ State: __________________________ No. __________________________

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   X Yes □ No Issued by: __________________________________________________________________ Number: __________________________________________________________________

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>Pinecrest Highschool Southern Pines North Carolina</td>
<td>08/91-09/95</td>
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<td>High School Diploma</td>
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<tr>
<td>College</td>
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</tr>
<tr>
<td>Graduate School</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
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7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

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<th>NAME OF INSTITUTION</th>
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<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Davis and Dunn Homes</td>
<td>307 Caban Drive Apex NC 27539</td>
<td>HVAC Installation</td>
<td>12/03-06/13</td>
<td>10 years/6 months</td>
</tr>
</tbody>
</table>

Page 1 of 2
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pike Peak College</td>
<td>5675 S. Academy BLVD, Colorado Springs, CO 80906</td>
<td>08/14-05/17</td>
<td>2 years/9 months</td>
<td></td>
</tr>
<tr>
<td>Intellitec College</td>
<td>2315 E. Pikes Peak Ave, Colorado Springs, CO 80909</td>
<td>06/15-08/16</td>
<td>4 mos</td>
<td></td>
</tr>
<tr>
<td>Wake Tech Community College</td>
<td>321 Chapancoke Rd, Raleigh, NC 27603</td>
<td>05/09-05/13</td>
<td>4 years/1 month</td>
<td></td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes X No
   - If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes X No
   - If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes X No
   - If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes X No
   - If yes, explain fully

10. Certification:

   I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

   [Signature] [Date] 7-31-17

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   - Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

   [Signature of Authorized School Official] [Date] 7-31-17

Page 2 of 2
Dear Mr. Davis:

Thank you for submitting an instructor application for Marcus A. Davis. Mr. Davis is approved to teach the following subject for Retail Ready Career Center S4108:

- Subject: Tech Found 100
- Subject: Res AC Maint 100
- Subject: Res AC Maint 200
- Subject: Res Heat Maint 100
- Subject: Res Heat Maint 200
- Subject: ILV Elec 200

(Note: If any subjects have not been approved, a deficiency report is attached.)

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

Jill Werner, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges

Approved Effective

Ann 6/7/2017
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Michael Paul Bilotta

2. Maiden Name (if applicable): Date of Birth

3. Home Address Phone Number

4. Teaching Credential: Type: State: No. -

5. Current license or certificate other than public school credentials to teach the program courses/subjects:

   ☑ Yes ☐ No Issued by: EPA Universal Number:

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>Texas Education Agency</td>
<td>6/93-6/93</td>
<td>GED</td>
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</tr>
<tr>
<td>College</td>
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<tr>
<td>Graduate School</td>
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<td>State Approving Agency</td>
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<tr>
<td>Other</td>
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7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

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<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Experts</td>
<td>1207 Ave. L, Plano, TX 75074</td>
<td>HVAC service calls &amp; Equipment repairs</td>
<td>10/16-3/17</td>
<td>10</td>
</tr>
<tr>
<td>K&amp;S Heating &amp; Air</td>
<td>1409 S. Jupiter, Garland, TX 75042</td>
<td>HVAC Residential &amp; Commercial installation &amp; Repair</td>
<td>04/11-08/15</td>
<td>52</td>
</tr>
<tr>
<td>Kruger’s Heating &amp; Air</td>
<td>1409 S. Jupiter, Garland, TX 75042</td>
<td>HVAC Sales, service, repair, install</td>
<td>04/06-04/11</td>
<td>60</td>
</tr>
</tbody>
</table>
8. If you have taught at another school, list the schools and duties.

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9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes ☒ No ☐ If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?  
   - Yes ☐ No ☒ If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes ☐ No ☒ If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes ☐ No ☒ If yes, explain fully

10. Certification:  
I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

  Signature: ___________________________ Date: 7-31-17

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):  
   - Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:  

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

Signature of Authorized School Official: ___________________________ Date: 7-31-17

Page 2 of 2
Dear Mr. Davis:

Thank you for submitting an instructor application for Michael P. Bilotta. Mr. Bilotta is approved to teach the following subject for Retail Ready Career Center S4108:

Subject: Tech Found 100
Subject: Res AC Maint 100
Subject: Res AC Maint 200
Subject: Res Heat Maint 100
Subject: Res Heat Maint 200
Subject: ILV Elec 200

(Note: If any subjects have not been approved, a deficiency report is attached.)

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

Jill Werner, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges

mc: File
October 21, 2016

Ms. Michelle Nelson
Education Liaison Representative
Department of Veterans Affairs
Texas Education Service Center (22)
701 Clay
Waco, TX 76799

School: Retail Ready Career Center, Inc.
2800 W. Kingsley, Suite #103
(formerly Suite 300)
Garland, TX 75041

Enclosures: (Transmitted items previously submitted on July 5, 2016 and December 29, 2015 remain in effect.)

4. Additional Exhibits K submitted

Cynthia J. Luna, M. Ed.
Program Specialist
Veterans Education

CJL:NCD:S1244-4

cc: Mr. Robert Saunders, Compliance, Retail Ready Career Center
EXHIBIT K

PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code
Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART 1: (To be completed by instructor):

1. Name: Jansen Scott Godley
2. Maiden Name (if applicable): __________________________ Date of Birth __________
3. Home Address __________________________ Phone Number __________________________
4. Teaching Credential: Type: __________ State: __________ No. __________
   Current license or certificate other than public school credentials to teach the program courses/subjects:
   □ Yes □ No Issued by: __________________________ Number: __________________________

5. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
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<tr>
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</thead>
<tbody>
<tr>
<td>H.S.</td>
<td>John Ross College</td>
<td>Richards Bay, South Africa</td>
<td>1/1/93-12/15/04</td>
<td>Standard 7 (N1)</td>
</tr>
<tr>
<td></td>
<td>College Florida Community College @ Jacksonville</td>
<td>Jacksonville, FL</td>
<td>1/9/01-12/10/02</td>
<td>Commercial HVAC/R and Welding</td>
</tr>
<tr>
<td></td>
<td>Graduate School</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>Richards Bay Technical College</td>
<td>South Africa</td>
<td>1/16/95-5/1/98</td>
<td>Electrical Theory (N2, N3, N4)</td>
</tr>
</tbody>
</table>

6. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

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<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A/C Designs of St. Augustine</td>
<td>St Augustine, FL</td>
<td>Installer &amp; Q.A. Inspector</td>
<td>1/12-9/15</td>
<td>33</td>
</tr>
<tr>
<td>Marco Tech</td>
<td>Jacksonville, FL</td>
<td>HVAC Service Tech</td>
<td>4/8-7/8</td>
<td></td>
</tr>
<tr>
<td>Marco Tech</td>
<td>Jacksonville, FL</td>
<td>HVAC Service Tech</td>
<td>4/8-7/8</td>
<td></td>
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</tbody>
</table>

Approved Effective
OCT 03 2016
State Approving Agency
8. If you have taught at another school, list the schools and duties.

<table>
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<tr>
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9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   ☐ Yes ☒ No If yes, explain fully

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   ☐ Yes ☒ No If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   ☐ Yes ☒ No If yes, explain fully

10. Certification:
I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

__________________________
Signature

Date: 09/29/2016

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   Technician Foundation 100, Residential Air Conditioning Maintenance 100, Residential Air Conditioning Maintenance 200, Residential Heating Maintenance 100, Residential Heating Maintenance 200, Intermediate Low Voltage electric 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

__________________________
Signature of Authorized School Official

Date: 09/29/2016

Approved Effective

OCT 03 2016

State Approving Agency
September 23, 2016

Jon Davis, Director
Retail Ready Career Center
2800 West Kingsley, Suite 103
Garland, TX 75041

Dear Mr. Davis:

Thank you for submitting an instructor application for Jansen Godley. Mr. Godley is approved to teach the following subject for Retail Ready Career Center S4108:

Subject: Tech Found 100
Subject: Res AC Maint 100
Subject: Res AC Maint 200
Subject: Res Heat Maint 100
Subject: Res Heat Maint 200
Subject: ILV Elec 200

(Note: If any subjects have not been approved, a deficiency report is attached.)

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

L. Werner, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges

mc: File
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Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

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Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART 1: (To be completed by instructor):

1. Name: Eric N. Fletcher

2. Maiden Name (if applicable): __________________________ Date of Birth __________________________

3. Home Address: ___________________________________ Phone Number: __________________________

4. Teaching Credential: __________ Type: __________ State: __________ No. __________________________

5. Current license or certificate other than public school credentials to teach the program course/subject:
   □ Yes □ No Issued by: Ferris State Univ. (EPA I&II) Number: __________________________

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

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</thead>
<tbody>
<tr>
<td>High School</td>
<td>Broadalbin-Fonth High School 100 Bridge St. Broadalbin, NY 12025</td>
<td>5/78 to 6/82</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>College</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graduate School</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-Team Services</td>
<td>4700 Edson Dr., Marietta GA 30066</td>
<td>HVAC Service Tech</td>
<td>10/15 to 7/16</td>
<td>10</td>
</tr>
<tr>
<td>Reliable Heating</td>
<td>1305 Chascon Rd., Kennesaw GA 30144</td>
<td>HVAC Service Tech</td>
<td>4/14 to 4/15</td>
<td>10</td>
</tr>
<tr>
<td>Chief Heating and Cooling</td>
<td>1702 St. Hwy, 29 Cleveron-Mc NY 13078</td>
<td>HVAC Tech</td>
<td>2/09 to 2/12</td>
<td>10</td>
</tr>
</tbody>
</table>

Approved Effective
OCT 03 2015
State Approving Agency

RECEIVED
OCT 03 2015
State Approving Agency
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked, or suspended?
   - Yes ☐ No ☑ If Yes, explain fully ____________________________________________________________________________

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes ☐ No ☑ If Yes, explain fully ____________________________________________________________________________

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes ☐ No ☑ If Yes, explain fully ____________________________________________________________________________

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes ☐ No ☑ If Yes, explain fully ____________________________________________________________________________

10. Certification:

   I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

   _______________________________ 9-29-16
   Signature                          Date

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s): Tech Found 100, Res AC Maint 200, Res AC Maint 100, Res Heat Maint 100, Res Heat Maint 200, ILV Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught: ________________________________________________________________________________

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

   _______________________________ 9/29/16
   Signature of Authorized School Official                          Date

Approved Effective
OCT 03 2016
Page 2 of 2
State Approving Agency

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OCT 03 2016
State Approving Agency

State Approving Agency
Jon Davis, Director  
Retail Ready Career Center  
2800 West Kingsley, Suite 103  
Garland, TX 75041

Dear Mr. Davis:

Thank you for submitting an instructor application for Eric N. Fletcher. Mr. Fletcher is approved to teach the following subject for Retail Ready Career Center 84108:

- Subject: Tech Found 100
- Subject: Res AC Maint 100
- Subject: Res AC Maint 200
- Subject: Res Heat Maint 100
- Subject: Res Heat Maint 200
- Subject: ILV Elec 200

(Note: If any subjects have not been approved, a deficiency report is attached.)

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

Jill Werner, Assistant ISA Manager  
Texas Workforce Commission  
Career Schools and Colleges

Approved Effective  
OCT 03 2016  
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS
(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact the Veterans Education and Training Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART 1: (To be completed by instructor)

1. Name: Sean Willey

2. Maiden Name (if applicable): 

3. Home Address: 

4. Teaching Credential: Type: 

5. Current license or certificate other than public school credentials to teach the program course/subject: 

   - Yes
   - No

   Issued by: ACCA (EPA Certification)

   Number: 

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>R.L. Turner High School</td>
<td>1600 S. Josey Ln., Carrollton, TX 75006</td>
<td>8/80 to 5/84</td>
</tr>
<tr>
<td>College</td>
<td>Brookhaven College</td>
<td>2599 Valley View Ln., Farmers Branch, TX 75244</td>
<td>1985 to 1986</td>
</tr>
<tr>
<td>Graduate School</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other American Technical Institute (ATI) | 6927 Maple Ave., Dallas, TX 75214 | 11/81 to 6/82 |

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates:

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TODAY</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Climate Tech</td>
<td>12657 Jasper Rd., #111, Garland</td>
<td>Service Technician</td>
<td>11/13 to 7/16</td>
<td>9</td>
</tr>
<tr>
<td>Total Air and Heat</td>
<td>1403 Ave. O Ste. 100, Plano</td>
<td>Technician</td>
<td>11/13 to 7/16</td>
<td>23</td>
</tr>
<tr>
<td>U.S. Navy USS Boone (FFG. 28) Mayport, FL</td>
<td>Operations Specialist</td>
<td>12/87 to 12/97</td>
<td>48</td>
<td></td>
</tr>
</tbody>
</table>

Approved Effective OCT 03 2016
State Approving Agency
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked, or suspended?
   - Yes □ No □
   - If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "not guilty" to a charge of immoral conduct?
   - Yes □ No □
   - If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes □ No □
   - If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes □ No □
   - If yes, explain fully

10. Certification:

   I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

   [Signature]
   [Date: 9/29/2016]

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   - Tech Fund 100, Res AC Maint 100, Res AC Maint 200, RES Heat Maint 100, RES Heat Maint 200
   - Res AC Maint 200, RES AC Maint 200, RES Heat Maint 100, RES Heat Maint 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

   [Signature of Authorized School Official]
   [Date: 9/29/16]

Approved Effective: OCT 03 2016

State Approving Agency: OCT 03 2016
Dear Mr. Davis:

Thank you for submitting an instructor application for Sean Willey. Mr. Willey is approved to teach the following subject for Retail Ready Career Center S4108:

Subject: Tech Found 100
Subject: Res AC Maint 100
Subject: Res AC Maint 200
Subject: Res Heat Maint 100
Subject: Res Heat Maint 200
Subject: ILV Elec 200

(Note: If any subjects have not been approved, a deficiency report is attached.)

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

Jill Werner, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges

mc: File

Approved Effective
OCT 03 2016

Texas Workforce Commission
A Member of Texas Workforce Solutions
500 N. Akard Street, Suite 3030
Dallas, Texas 75201

September 22, 2016

Jon Davis, Director
Retail Ready Career Center
2800 West Kingsley, Suite 103
Garland, TX 75041
**PERSONAL DATA FORM FOR INSTRUCTORS**

*(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)*

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART 1: (To be completed by instructor):

1. Name: Jesus A. Palacios

2. Maiden Name (if applicable): ___________________________ Date of Birth: ___________________________

3. Home Address: ___________________________ Phone Number: ___________________________

4. Teaching Credential: Type: ___________________________ State: ___________________________ No. ___________________________

5. Current license or certificate other than public school credentials to teach the program courses/subjects: ☑ Yes ☐ No Issued by: VGI (EPA) Number: ___________________________

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>High School</td>
<td>Hanna 2615 E Price Rd, Brownsville, TX 78521</td>
<td>8/79 to 6/83</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>College TSTI</td>
<td>8/83 to 7/84</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Graduate School</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF EMPLOYEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>MUHY Hamburgers 17890 Blanco Rd, San Antonio TX 78232</td>
<td>HVAC Tech</td>
<td>3/15 to Present</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>North Texas Mechanic PO BOX 1475 Keller TX 76244</td>
<td>Sr HVAC Tech</td>
<td>8/14 to 3/15</td>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

Page 1 of 2

**Approved Effective**

OCT 03 2016

State Approving Agency

**RECEIVED**

OCT 03 2016

State Approving Agency
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lincoln Tech</td>
<td>2915 Aloute Dr, Grand Prairie TX</td>
<td>Taught HVAC, Design, Basic Electrical</td>
<td>1/13 to 10/14</td>
<td>13</td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   □ Yes □ No
   If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   □ Yes □ No
   If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   □ Yes □ No
   If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   □ Yes □ No
   If yes, explain fully

10. Certification:

I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

Signature: [Signature]
Date: 9-29-2016

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s): Tech Found 100, Res AC Maint 100, Res AC Maint 200, Res Heat Maint 100, Res Heat Maint 200, HVAC Elec 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

Signature of Authorized School Official: [Signature]
Date: 9/29/16
Dear Mr. Davis:

Thank you for submitting an instructor application for Jesus A. Palacios. Mr. Palacios is approved to teach the following subject for Retail Ready Career Center 84108:

Subject: Tech Found 100
Subject: Res AC Maint 100
Subject: Res AC Maint 200
Subject: Res Heat Maint 100
Subject: Res Heat Maint 200
Subject: ILV Elec 200

(Note: If any subjects have not been approved, a deficiency report is attached.)

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

Jill Werner, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges

mc: File
July 5, 2016

AMENDED APPROVAL NOTICE WITH ATTACHED PROGRAM LIST

Mr. Jonathan Davis
Retail Ready Career Center, Inc.
2800 West Kingsley Road, Suite 103
Garland, TX 75041

Dear Mr. Davis:

Retail Ready Career Center, Inc., Garland, Texas, is approved to train veterans and other eligible persons under the provisions of Title 38, United States Code, for the programs and courses required for those programs found on the attached program list and described in the Volume 2, 2014, Catalog and the 2015-2016 School Supplement, Volume 2, effective June 1, 2015 - June 1, 2016.

ENROLLMENT LIMITATIONS (Student - Teacher ratio)

Classes not to exceed: 28 to 1 (Lecture)
12 to 1 (Lab)

The school is approved for courses offered through the following types of training:

Resident

MAXIMUM ENROLLMENT AUTHORIZED IN APPROVED PROGRAMS:
HVAC Maintenance Ready Tech - 848
Computer Repair Tech - 46

EFFECTIVE DATE OF THE APPROVAL: June 22, 2016

The State Approving Agency has found that the school does not utilize advertising, sales or enrollment practices which are erroneous, deceptive or misleading.

The VA certifying official will be responsible for identifying and correctly certifying all courses. Also, the school official is responsible for maintaining and monitoring individual class schedules for the duration of the approved program. In addition, all reporting requirements under 38 CFR 21.4203 must be fulfilled by the institution.
AMENDED APPROVAL NOTICE WITH ATTACHED PROGRAM LIST

This approval is issued under the provisions of Section 3676(b), Chapter 36, Title 38, United States Code. It is based on a study of the catalog, a survey of the building and equipment of the school and on the standards of the State Approving Agency. This approval is also based upon compliance with the provisions of Section 3676, Chapter 36, Title 38, United States Code.

Continued approval will be dependent upon compliance with the standards of the State Approving Agency and the provisions of Section 3676, Chapter 36, Title 38, United States Code.

This approval is subject to final review and acceptance by the Department of Veterans Affairs.

Sincerely,

Cynthia J. Luna
Program Specialist
Veterans Education

CIL:NCD:S1244-09

cc: Department of Veterans Affairs, Waco, Texas
Mr. Robert Saunders, Compliance, Retail Ready Career Center
<table>
<thead>
<tr>
<th>Program Name</th>
<th>Duration</th>
<th>Tuition</th>
<th>Full-Time</th>
<th>Award Level</th>
<th>Program Type</th>
<th>Major Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Repair Technician</td>
<td>96 Clock Hrs</td>
<td>4996</td>
<td>22</td>
<td>Certificate</td>
<td>NCD</td>
<td></td>
</tr>
<tr>
<td>HVAC Maintenance Ready Tech</td>
<td>283 Clock Hrs</td>
<td>20059.48</td>
<td>22</td>
<td>Certificate</td>
<td>NCD</td>
<td></td>
</tr>
</tbody>
</table>

Total Number of programs Approved: 2
School Details: S1244
RETAIL READY CAREER CENTER, INC.
2800 W. KINGSLEY, SUITE #103, GARLAND, TX-75041

Status: •Approved

Program Type: •NonCollege Degree - (NCD)

<table>
<thead>
<tr>
<th>Certificate</th>
<th>Program Name</th>
<th>Program Type</th>
<th>Status</th>
<th>Effective Date</th>
<th>Credit/Clock Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Computer Repair Technician</td>
<td>NCD</td>
<td>Approved</td>
<td>07/05/2016</td>
<td>90</td>
</tr>
<tr>
<td></td>
<td>HVAC Maintenance Ready Tech</td>
<td>NCD</td>
<td>Approved</td>
<td>07/05/2016</td>
<td>283</td>
</tr>
</tbody>
</table>
July 5, 2016

Ms. Michelle Nelson
Education Liaison Representative
Department of Veterans Affairs
Texas Education Service Center (22)
701 Clay
Waco, TX 76799

School: Retail Ready Career Center, Inc.
2800 W. Kingsley, Suite #103
(formerly Suite 300)
Garland, TX 75041

Enclosures: (Transmitted items previously submitted on December 29, 2015 remain in effect.)

1. Amended Approval Notice with Attached Program List, approved effective June 22, 2016
2. Nonaccredited School Application, dated 2/5/16
5. Modification Visit Report, dated 6/30/16

Cynthia J. Luna
Program Specialist
Veterans Education
CJL:NCD:S1244-9

cc: Mr. Robert Saunders, Compliance, Retail Ready Career Center
APPLICATION FOR APPROVAL UNDER SECTION 3676, TITLE 38, U.S. CODE, NONACCREDITED INSTITUTIONS

☑ I certify that the school below HAS operated as an educational institution for the last two years. (Continue with the application process)
☐ I certify that the school HAS NOT operated as an educational institution for the last two years. (STOP: Your request for approval cannot be processed)

I. INFORMATION (PUBLIC INSTITUTIONS SHOULD COMPLETE ONLY ITEMS 1 THROUGH 6)

1. Name of School
   Retail Ready Career Center

   Name of Contact   Jon Davis
   Phone No.   (888) 537-6640

   Email Address   jon.davis@rrcfuture.com
   Fax No.   (877) 304-6938

2. Address of School
   2800 W. Kingsley Road Suite 103, Garland, TX 75041

   Mailing Address
   2800 W. Kingsley Road Suite 103, Garland, TX 75041

3. Name of Owner
   Jon Davis

4. Address of Owner
   2800 W. Kingsley Road Suite 103, Garland, TX 75041

5. Type of School
   Private for profit

6. Type of Ownership
   Individual ☑ Partnership ☐

   List all partners or, if a corporation, all officers, directors, and/or trustees as well as each shareholder owning stock aggregating at least ten percent (10%) of the total issued and outstanding shares. (Use additional sheet if necessary.)

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Address</th>
<th>Zip Code</th>
<th>% Owned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jon Davis</td>
<td>Owner, President</td>
<td>2800 W. Kingsley Road Suite 103, Garland, TX 75041</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Robert Saunders</td>
<td>Chief Legal Counsel (same as above)</td>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

8. Change of Ownership or Change of Address

See attached page

9. Is a license or approval from any other federal, state or municipal agency required for the operation of your school? YES ☑ NO ☐ (Provide as Exhibit M, Non-Public Schools only)

If YES, please list:
Texas Workforce Commission

Approved Effective
JUN-22-2015

State Approving Agency

RECEIVED
MAY 05 2016

State Approving Agency

TEXAS VETERANS COMMISSION
Veterans Education
P.O. Box 12277
Austin, TX 78711-2277
(512) 463-3168 or (877) 898-3833 Toll Free
II. EXHIBITS Submit the exhibits as labeled (and subsequent revisions) as follows:

(Public educational institutions should submit only Exhibits A - J.)

A. school calendar
B. school's method of recording attendance and attendance policies
C. progress policy
D. student conduct policy
E. refund policy
F. description of the school facilities
G. inventory of furniture and equipment
H. summary of course information for each certificate program offered, including a synopsis of each topic or subject listed
I. class schedules
J. roster of administrative and instructional staff
K. Personal Data Form for Instructors (Not required if Instructors are licensed by a State or Federal Agency)
L. a statement of financial position (balance sheet) and a statement of results of operation (statement of income and retained earnings) for the most recent fiscal year. These statements must be in a form consistent with generally accepted accounting principles and be accompanied by the owner's and/or authorized school official's notarized affidavit that the statements are true and correct. (NON-PUBLIC ONLY)
M. a copy of the license(s) or approval(s) issued by another federal, state or municipal agency required for the operation of your school (NON-PUBLIC ONLY)

III. STATEMENTS OF ASSURANCE

A. The courses, curriculum, and instruction are consistent in quality, content, and length with similar recognized accepted standards.
B. There is in the school adequate space, equipment, instructional material, and instructor personnel to provide training of good quality.
C. Education and experience qualifications of directors, administrators, and instructors are adequate.
D. The school will maintain a written record of previous education and training of the veteran or eligible person and clearly indicate that appropriate credit has been given for previous education and training, with the training period shortened proportionately, and the veteran or eligible person and the Department of Veterans Affairs so notified. Form 010 Record of Previous Education and Training (attached) will be maintained in each student's file.
E. A copy of the course outline, schedule of tuition, fees, and other charges, regulations pertaining to absences, grading policy, and rules of operation and conduct will be furnished the veteran or eligible person upon enrollment. Form 005 Receipt of Enrollment Policies (attached) will be maintained in each student's file.
F. Upon completion of training, the veteran or eligible person is given a certificate by the school indicating the approved program and indicating that training was satisfactorily completed.
G. Adequate records as prescribed by the State Approving Agency (SAA) are kept to show attendance and progress or grades, and satisfactory standards relating to attendance, progress, and conduct are enforced.
H. The school complies with all local, city, county, municipal, State, and Federal regulations, such as fire codes, building, and sanitation codes.

I. The school is financially sound and capable of fulfilling its commitments for training.

J. The school will not utilize advertising of any type which is erroneous or misleading, either by actual statement, omission, or intimation.

K. The school will not exceed its enrollment limitations as established by the State approving agency.

L. The school administrators, directors, owners, and instructors are of good reputation and character.

M. The school has and maintains a policy for the pro rata refund of the unused portion of tuition, fees and charges if the veteran or eligible person fails to enter the course or withdraws or is discontinued from it before completion.

N. The school will meet additional reasonable criteria as may be deemed necessary by the State approving agency.

IV. IMPORTANT INFORMATION

A. The school will make available the records and necessary data required for approval under Section 3676, Title 38, U. S. Code, for inspection by authorized representatives of the State Approving (SAA) Agency and Department of Veterans Affairs. [Code of Federal Regulations CFR 21.4209(a)(1)]

B. The school will retain records for at least three (3) years for all students who graduated, dropped out, or transferred. [CFR 21.4209(f)]

C. It is understood and agreed that charges for services and articles, if applicable, for veterans and other eligible persons are not in excess of charges made for other regular students pursuing the same or similar programs. [CFR 21.4202(a)]

D. The school will not accept the enrollment or reenrollment of a student under Chapters 30 or 32, Title 38 U.S.C. and Chapter 1606, Title 10 U.S.C. when more than eighty-five (85%) percent of the students enrolled in the course(s) are having all or any part of their tuition, fees, or other charges paid to or for them by the school or the Department of Veterans Affairs. The 85/15 ratio applies to each course individually. [CFR 21.4201(a)]

E. The school will maintain a Receipt of Enrollment Policies (Form 005) and Record of Previous Education and Training (Form 010) for each VA student.

F. "The school will not provide any commission, bonus, or other incentive payment based directly or indirectly on success in securing enrollments or financial aid to any person or entities engaged in student recruiting or admission." (PL 112-249)

I CERTIFY THAT THE INFORMATION CONTAINED IN THIS APPLICATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I ALSO CERTIFY THAT THE SCHOOL WILL ADHERE TO THE STATEMENTS OF ASSURANCE IDENTIFIED IN THIS APPLICATION FOR APPROVAL AS A CONDITION OF CONTINUED APPROVAL

Approved Effective
JUN 22 2016
State Approving Agency

Signature of Authorized School Official

MAY 05 2016
State Approving Agency
School Name and Address

SCHOOL CALENDAR

Beginning Date(s) of Classes  see attached calendar
Ending Date(s) of Classes  see attached calendar
Scheduled Vacation Periods  see attached calendar

Overall *Hours* and *Days* of Operation:
School 8:00 am to 6:00 pm
Office 8:00 am to 5:00 pm

HOLIDAYS & BREAKS TO BE OBSERVED (*USE COMPLETE DATES MONTH/DAY/YEAR*)

<table>
<thead>
<tr>
<th>Dates</th>
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</table>

Approved Effective
JUN 2 2 2016
State Approving Agency

I certify that the information on this form (and/or attachment) is true and correct to the best of my knowledge and belief.

Signature of Authorized School Official

Date

RECEIVED
MAY 05 2016
State Approving Agency

SAA-NON (10/01/14)
## HVAC Program Calendar

<table>
<thead>
<tr>
<th>START DATE</th>
<th>GRADUATION</th>
<th>HOLIDAY</th>
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<tbody>
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<td>1/4/16</td>
<td>2/12/16</td>
<td>1/18/16</td>
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<td>2/1/16</td>
<td>3/11/16</td>
<td>2/15/16</td>
</tr>
<tr>
<td>2/29/16</td>
<td>4/18/16</td>
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<td>3/28/16</td>
<td>5/6/16</td>
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<td>5/2/16</td>
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<td>7/4/16</td>
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<tr>
<td>7/11/16</td>
<td>8/19/16</td>
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<tr>
<td>8/1/16</td>
<td>9/9/16</td>
<td>9/5/16</td>
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<tr>
<td>8/29/16</td>
<td>10/7/16</td>
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<tr>
<td>9/26/16</td>
<td>11/4/16</td>
<td>10/10/16</td>
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<tr>
<td>10/31/16</td>
<td>12/9/16</td>
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<tr>
<td></td>
<td></td>
<td>11/24/16</td>
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</table>

RRCC reserves the right to change course & class schedules with 30-day notice to Students.

## 2016 Holiday Schedule

<table>
<thead>
<tr>
<th>HOLIDAY</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Martin Luther King Day</td>
<td>January 18, 2016</td>
</tr>
<tr>
<td>President’s Day</td>
<td>February 15, 2016</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>May 30, 2016</td>
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<tr>
<td>Independence Day</td>
<td>July 4, 2016</td>
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<tr>
<td>Labor Day</td>
<td>September 5, 2015</td>
</tr>
<tr>
<td>Columbus Day</td>
<td>October 10, 2015</td>
</tr>
<tr>
<td>Veterans Day</td>
<td>November 11, 2016</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>November 24, 2016</td>
</tr>
</tbody>
</table>
Building Description

1. Location:

   2800 West Kingsley Road, Suite 103, Garland Texas 75041

2. Type of Construction:

   Brick and Mortar (zoned commercial school)

3. Student Capacity:

   Based on the attached architectural drawing and city approved certificate of occupancy, the student capacity for the ten (10) HVAC Maintenance Ready Tech Classrooms is 487 students and student capacity for the eight (8) HVAC Maintenance Ready Tech Live Labs is 361. Thus, the combined student capacity for the HVAC Maintenance Ready Tech Program is 848 students per each six week program. In addition, based on the attached architectural drawing, the combined student capacity for the one (1) Computer Repair Technician Classroom is 46 students per each two (2) week program.

4. Approximate Number of Square Feet:

   40,000 square feet (please see attached architectural drawing). This is the current space.

5. State of Repair:

   20,000 square feet is completely built out and underwent a complete remodel in 2011/2012. A complete new construction build out was just completed on the additional 20,000 square feet in February of 2016.

6. Submit Drawing of Floor Plan to include room dimensions, student capacities for each classroom, room uses, and restroom facilities.

   Please see attached floor plan and architectural drawing marked as EXHIBIT F ADDENDUM.

I certify that the information on this form (and/or attachment) is true and correct to the best of my knowledge and belief.

Signature of Authorized School Official

MAY 05, 2016
State Approving Agency
Tool list with Pricing

Tool list

Tools from Grainger:
- Level (Johnson) - $6.51
- Channel Locks Adjustable Plier - 12" - $25.45, 10" - $28.95
- Crescent Wrench Set (Westward) (8" & 10") - $34.20
- Linesmans Pliers (Westward) - $13.58
- Offset Needle Nose Pliers (Westward) - $11.92
- Tubing Cutter (Right) - $44.20
- Utility Knife (Westward) - $7.91
- LED Flashlight (Westward) - $5.73
- Screwdriver Set (Westward) - $55.15
- Electronic Leak Detector (Inficon) - $271.00
- Manifold Gauge Set (JE Industries) - $167.00
- 2 Port Manometer (UBI) - $236.25
- "Multimeter (Fieldpiece 90420) - $155.00
- Stubby Nut Drivers (Klein 3/8" & 5/16") - ¼" - $15.86, 5/16" - $12.00
- Valve Core Remover & Storer (Grainger) - $2.89
- Test Leads (General) - $11.44
- 6" Nut Drivers 1/4" & 5/16" Set (Klein) - $34.30
- Safety Glasses (Conform) - $2.93
- "Tool Bag Backpack (CLC) - $24.95
- PVC Cutter (Superior Tool) - $24.33
- Wire Stripper (Klein) - $33.60
- Extension Mirror (Proto) - $13.66
- Refrigeration Ratchet Wrench (Yellow Jacket) - $19.54
- Refrigeration Wrench Hex Drive (Universal) - $6.89
- 1/4"-1 Screwdriver (Klein) - $28.70
- Safety Gloves (Plp) - $3.93
- Allen Wrench Set (Klond) - $15.39
- Low Loss Fitting (Yellow Jacket) - $24.01

Subtotal: $1445.48
Tax: $119.25
Total: $1,564.73

*This product is from megadepot.com
**This item is from Stanley Supply & Services

Approved Effective
JUN 22 2016
State Approving Agency
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Price</th>
<th>Availability</th>
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</thead>
<tbody>
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<td></td>
<td>KLEIN TOOLS Wire Stripper 1/8&quot;</td>
<td>$33.60</td>
<td>Expected to arrive Tue. Aug 25 using standard ground shipping (additional shipping options available at Checkout.)</td>
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<tr>
<td></td>
<td>JB INDUSTRIES Manifold Gauge, 2-Valve</td>
<td>$167.00</td>
<td>Expected to arrive Tue. Aug 25 using standard ground shipping (additional shipping options available at Checkout.)</td>
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<tr>
<td></td>
<td>PROTO Rect Telescoping Mirror</td>
<td>$13.66</td>
<td>Expected to arrive Tue. Aug 25 using standard ground shipping (additional shipping options available at Checkout.)</td>
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<td></td>
<td>SUPERIOR TOOL Pipe Cutter PVC, 10 in. L, Ratchet</td>
<td>$24.33</td>
<td>Expected to arrive Tue. Aug 25 using standard ground shipping (additional shipping options available at Checkout.)</td>
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<tr>
<td></td>
<td>YELLOW JACKET 1/4, 3/16, 3/8, 5/16 Ratcheting Refrigeration Wrench Square, SAE, Number of Points: 4</td>
<td>$19.54</td>
<td>Expected to arrive Tue. Aug 25 using standard ground shipping (additional shipping options available at Checkout.)</td>
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<tr>
<td>Item Description</td>
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<td>Expected Delivery Date</td>
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<tr>
<td>INFICON Leak Detector Electrochemical</td>
<td>$7,60</td>
<td>Aug 26</td>
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<tr>
<td>SELECTED - KLEIN TOOLS Master Screwdriver 1/4-in-1, 7-in-1</td>
<td>$28.70</td>
<td>Aug 25</td>
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<tr>
<td>KLEIN TOOLS Adjustable Combination Wrench 8-in, 10-in, 12-in</td>
<td>$34.40</td>
<td>Aug 26</td>
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<tr>
<td>UNIWERD Dual Head Wrench</td>
<td>$27.00</td>
<td>Aug 25</td>
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<tr>
<td>GRAINGER APPROVED Core Remover Tool, 6 Cores</td>
<td>$7.89</td>
<td>Aug 25</td>
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<tr>
<td>YELLOW JACKET Copper, 00 Deg</td>
<td>$24.01</td>
<td>Aug 26</td>
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</table>

Note: Standard ground shipping (additional options available at Checkout).
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<thead>
<tr>
<th>Item</th>
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<th>Quantity</th>
<th>Price</th>
<th>Expected Delivery Date</th>
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<tr>
<td>#29FG22</td>
<td>WESTWARD General Purpose Flashlight LED AAA 2.5 Lumens</td>
<td>1</td>
<td>$5.73</td>
<td>Tue. Aug 25 using standard ground shipping (additional shipping options available at Checkout.)</td>
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<td>#6C6F10</td>
<td>STANLEY Steel 25 ft. SAE Tape Measure</td>
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<td>$14.28</td>
<td>Tue. Aug 25 using standard ground shipping (additional shipping options available at Checkout.)</td>
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<td>#1YJCG</td>
<td>WESTWARD Gray Carbon Steel Utility Knife 6-3/8&quot; Overall Length Number of Blades Included: 2</td>
<td>1</td>
<td>$7.91</td>
<td>Tue. Aug 25 using standard ground shipping (additional shipping options available at Checkout.)</td>
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<td>#1UK64</td>
<td>WESTWARD Bent Long Nose Pliers 6-1/2 in L</td>
<td>1</td>
<td>$11.42</td>
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<td>#1UK17</td>
<td>WESTWARD Lineman's Pliers 8-1/2 In Dipped Handle</td>
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<tr>
<td>Car4</td>
<td>RIDGID Tubing Cutter, Copper, Brass, Aluminum</td>
<td>$44.20</td>
<td>Aug 25</td>
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<tr>
<td></td>
<td>Item #SA163</td>
<td>$44.20</td>
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<td>Your Price: $44.20</td>
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<td>Expected to arrive Tue. Aug 25 using standard</td>
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<td>ground shipping (additional shipping options</td>
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<tr>
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<td>available at Checkout.)</td>
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<tr>
<td>Car4</td>
<td>WESTWARD Adjustable Wrench Set, 8 and 10 In., 2</td>
<td>$34.20</td>
<td>Aug 25</td>
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<tr>
<td></td>
<td>PC Item #NYDG100</td>
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<td>Your Price: $34.20</td>
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<td>ground shipping (additional shipping options</td>
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<td>available at Checkout.)</td>
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<tr>
<td>Car4</td>
<td>WESTWARD Assorted Combination Screwdriver Set,</td>
<td>$55.15</td>
<td>Aug 25</td>
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<td></td>
<td>Assorted, Number of Pieces: 12</td>
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<td></td>
<td>Item #10CF8</td>
<td>$55.15</td>
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<td>Your Price: $55.15</td>
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<td></td>
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<td>ground shipping (additional shipping options</td>
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<td>available at Checkout.)</td>
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<tr>
<td>Car4</td>
<td>CHANNELLOCK Tongue and Groove Pliers, 12 In.</td>
<td>$26.45</td>
<td>Aug 25</td>
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<tr>
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<td>Item #6LJ57</td>
<td>$26.45</td>
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<td>ground shipping (additional shipping options</td>
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<tr>
<td>Car4</td>
<td>CHANNELLOCK Tongue and Groove Pliers, 10 In.</td>
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<td>Aug 25</td>
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<td>Item #6WDG4</td>
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<td>Expected to arrive Tue. Aug 25 using standard</td>
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<tr>
<td></td>
<td>ground shipping (additional shipping options</td>
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<tr>
<td></td>
<td>available at Checkout.)</td>
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</table>
JOHNSON Torpedo Level Plastic 9
In L, Red
Item #96532
Your Price: $6.51

EKLIND Black Ball End Hex Key Set
Alloy Steel, SAE, L-Shaped, Number of Pieces: 11
Item #44255
Your Price: $15.89

PIP Touch Screen Mechanics Gloves
Polyurethane/Polyster Palm Material, Gray. L. PR, 1
Item #66824
Your Price: $3.93

CONDOR Safety Glasses, Clear, Anti-Fog
Item #66217
Your Price: $2.93

GENERAL Jumper Lead Kit
Item #501K1
Your Price: $11.44
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<tr>
<th>Product Description</th>
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<th>Estimated Delivery Date</th>
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<td>JOHNSON Torpedo Level, Plastic</td>
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<td>$6.51</td>
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<tr>
<td>EKLIND Back Ball End Hex Key Set, Alloy Steel, SAE, L-Shaped</td>
<td>1</td>
<td>$16.89</td>
<td>Tue, Aug 25, using standard ground shipping (additional shipping options available at Checkout)</td>
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<tr>
<td>PIP Touch Screen Mechanics Gloves, Polyurethane/Polyester Palm Material, Gray, L, PR</td>
<td>1</td>
<td>$3.93</td>
<td>Tue, Aug 25, using standard ground shipping (additional shipping options available at Checkout)</td>
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<tr>
<td>CONDOR Safety Glasses, Clear, Anti-Fog</td>
<td>1</td>
<td>$2.93</td>
<td>Tue, Aug 25, using standard ground shipping (additional shipping options available at Checkout)</td>
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<tr>
<td>GENERAL Jumper Lead Kit</td>
<td>1</td>
<td>$11.44</td>
<td>Tue, Aug 25, using standard ground shipping (additional shipping options available at Checkout)</td>
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</table>
Fieldpiece, SC400

Fieldpiece SC400 Series Essential Clamp Meter

Description

- SC420 Meter
- 4100 Essential Current Lead Square; Gold Plated Jaw
- Foldable Leads
- Stubby Probe (4100) Temperature
- Lead Clip
- DVM

The SC420 represents Fieldpiece's practical, mid-range hand-held clamp meter. It includes the essential features of the SC400 but offers additional user-friendly capabilities, such as a built-in temperature sensor and a user-friendly interface with a high-contrast LCD.

Fieldpiece SC420 Series Essential Clamp Meter

Auto ID: 672C1010700
Unit of Measure: Each
Product: SC400
Quantity: 1 pc
Unit Price: $155.00

Availability: Varies by Stock
Contact Us: 1-302-525-2520

Customer Service

Pricing

- Standard Pricing
- Free Shipping
- No Sales Tax

Fieldpiece SC420 Series Essential Clamp Meter

- SC420 Meter
- 4100 Essential Current Lead Square; Gold Plated Jaw
- Foldable Leads
- Stubby Probe (4100) Temperature
- Lead Clip
- DVM

The SC420 represents Fieldpiece's practical, mid-range hand-held clamp meter. It includes the essential features of the SC400 but offers additional user-friendly capabilities, such as a built-in temperature sensor and a user-friendly interface with a high-contrast LCD.
Custom Leather Craft 1134 48 Pocket Tool Backpack

Product Features:
- 48 pockets
- Holds a wide range of tools
- Adjustable padded shoulder straps
- Reinforced padded carrying handles
- 16.25"W x 12"H x 5"D
- Tools are not included

Availability: Special order

Related Categories:
- Custom Leather Craft
- Cases & Tool Organizers
- Backpacks
- Custom Leather Craft > Cases & Tool Organizers > Backpacks
Apple Store, Willow Bend
6121 West Park Blvd. STE C120
Plano, TX 75093
willowbend@apple.com
972-202-5651
www.apple.com/retail/willowbend

January 21, 2015 04:14 PM

IPAD MINI WI-FI 16GB SPACE GRAY-USA
Part Number: ME276LL/A
Serial Number: F9FN5BRCFCMS
Return Date: Feb. 04, 2015
For Support, Visit: www.apple.com/support
Educational Institution

($20.00)

IPAD MINI WI-FI 16GB SPACE GRAY-USA
Part Number: ME276LL/A
Serial Number: F9FN61F9FCM5
Return Date: Feb. 04, 2015
For Support, Visit: www.apple.com/support
Educational Institution

IPAD MINI WI-FI 16GB SPACE GRAY-USA
Part Number: ME276LL/A
Serial Number: F9FN60POFCM5
Return Date: Feb. 04, 2015
For Support, Visit: www.apple.com/support
Educational Institution

IPAD MINI WI-FI 16GB SPACE GRAY-USA
Part Number: ME276LL/A
Serial Number: F9FN60DEFCM5
Return Date: Feb. 04, 2015
For Support, Visit: www.apple.com/support
Educational Institution

IPAD MINI WI-FI 16GB SPACE GRAY-USA
Part Number: ME276LL/A
Serial Number: F41(N43NJFCM5
Return Date: Feb. 04, 2015
For Support, Visit: www.apple.com/support
Educational Institution

RECEIVED JUN 2 ^ 2016
JUN-1 6 2016
, ^^^^^^^^^^^irig-A-g
State Approv'r'g A9ency
<table>
<thead>
<tr>
<th>Name</th>
<th>Duties</th>
<th>License Number (If Applicable)</th>
<th>Course/Subject Taught</th>
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<tbody>
<tr>
<td>Chadwick Grant</td>
<td>Instructor</td>
<td>HVAC Maintenance Ready Tech</td>
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<tr>
<td>Doyle Jackman</td>
<td>Instructor</td>
<td>HVAC Maintenance Ready Tech</td>
<td></td>
</tr>
<tr>
<td>Willie McCranie</td>
<td>Instructor</td>
<td>HVAC Maintenance Ready Tech</td>
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<tr>
<td>Charles Oxner</td>
<td>Instructor</td>
<td>HVAC Maintenance Ready Tech</td>
<td></td>
</tr>
<tr>
<td>Leo Chad Rodriguez</td>
<td>Instructor</td>
<td>HVAC Maintenance Ready Tech</td>
<td></td>
</tr>
<tr>
<td>Douglas Smiley</td>
<td>Instructor</td>
<td>HVAC Maintenance Ready Tech</td>
<td></td>
</tr>
<tr>
<td>Jacob Smith</td>
<td>Instructor</td>
<td>HVAC Maintenance Ready Tech</td>
<td></td>
</tr>
<tr>
<td>Kenneth Vanderwiel</td>
<td>Instructor</td>
<td>HVAC Maintenance Ready Tech</td>
<td></td>
</tr>
<tr>
<td>Jonathan Davis</td>
<td>Instructor</td>
<td>HVAC Maintenance Ready Tech</td>
<td></td>
</tr>
<tr>
<td>Samuel Villa</td>
<td>Instructor</td>
<td>Computer Repair Technician</td>
<td></td>
</tr>
</tbody>
</table>

Please see attached exhibit for a complete list of all administrative and instructional staff.

The Texas Workforce Commission's approval letters for the above instructors are attached. Also, please see the attached Addendum to Exhibit J which lists all administrative and instructors. Please note that the attached list of administrative and instructor staff includes the names of seven (7) HVAC Maintenance Ready Tech instructors whose applications at the Texas Workforce Commission are still pending approval. The names of the instructors whose applications at the TWC are still pending approval are: 1) Glen Gebauer 2) Keven Herbert 3) Carl Ovide 4) Daniel Rushing 5) Raymond Scott Cloadus 6) Kenneth Mann 7) Ray Reina. As soon as the applications for these instructors are approved by the TWC, Retail Ready Career Center will forward their approval letters to the Texas Veterans Commission.

I certify that the information on this form (and/or attachment) is true and correct to the best of my knowledge and belief.

[Signature] 2/5/10

Exhibit J
Retail Ready Career Center, 2800 West Kingsley Road, Suite 103, Garland, Texas 75041
School Name and Address

Dear [State Approving Agency],

Please see attached exhibit for a complete list of all administrative and instructional staff.

The Texas Workforce Commission's approval letters for the above instructors are attached. Also, please see the attached Addendum to Exhibit J which lists all administrative and instructors. Please note that the attached list of administrative and instructor staff includes the names of seven (7) HVAC Maintenance Ready Tech instructors whose applications at the Texas Workforce Commission are still pending approval. The names of the instructors whose applications at the TWC are still pending approval are: 1) Glen Gebauer 2) Keven Herbert 3) Carl Ovide 4) Daniel Rushing 5) Raymond Scott Cloadus 6) Kenneth Mann 7) Ray Reina. As soon as the applications for these instructors are approved by the TWC, Retail Ready Career Center will forward their approval letters to the Texas Veterans Commission.

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[Signature] 2/5/10

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School Name and Address

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School Name and Address

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[Signature] 2/5/10

Exhibit J
Retail Ready Career Center, 2800 West Kingsley Road, Suite 103, Garland, Texas 75041
School Name and Address

Dear [State Approving Agency],

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[Signature] 2/5/10

Exhibit J
Retail Ready Career Center, 2800 West Kingsley Road, Suite 103, Garland, Texas 75041
School Name and Address

Dear [State Approving Agency],

Please see attached exhibit for a complete list of all administrative and instructional staff.

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I certify that the information on this form (and/or attachment) is true and correct to the best of my knowledge and belief.

[Signature] 2/5/10

Exhibit J
Retail Ready Career Center, 2800 West Kingsley Road, Suite 103, Garland, Texas 75041
School Name and Address
Dear Mr./Ms. Davis:

Thank you for submitting an instructor application for Chadwick Edward Grant. Mr./Ms. Grant is approved to teach the following subjects for Retail Ready Career Center, Inc.:

- Subject: Technician Foundation
- Subject: Residential Heating Maintenance 100/200
- Subject: Residential Air Conditioning Maintenance 100/200
- Subject: Low Voltage Electricity

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 512-936-3100.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Career Schools and Colleges.
March 16, 2015

Jonathan Davis CEO
Retail Ready Career Center
2800 West Kingsley Rd Suite 103
Garland, TX 75041

Dear Mr. Davis,

Thank you for submitting an instructor application for Doyle Cleburn Jackman. Mr. Jackman is approved to teach the following subjects for Retail Ready Career Center:

- Subject: Technician Foundation
- Subject: Residential Air Conditioning Maintenance 100
- Subject: Residential Air Conditioning Maintenance 200
- Subject: Residential Heating Maintenance 100
- Subject: Residential Heating Maintenance 200
- Subject: Low Voltage Electricity 200

If you have any questions, please contact me at 817 704-2530.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Athena Blanding, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges
dblanding@dwwjobs.com

$4108

Approved Effective
JUN 22 2016
State Approving Agency
June 12, 2015

Jonathan Davis
Director/Director of Education
Retail Ready Career Center, Inc.
2800 West Kingsley, Suite #103
Garland, TX 75041

Dear Mr. Davis:

Thank you for submitting an instructor application for Willie J. McCranie. Mr. McCranie is approved to teach the following subjects for Retail Ready Career Center, Inc.:

- Subject: Technician Foundation
- Subject: Residential Heating Maintenance 200
- Subject: Residential Heating Maintenance 100
- Subject: Residential Air Conditioning Maintenance 200
- Subject: Residential Air Conditioning Maintenance 100
- Subject: Low Voltage Electricity 200

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 817 695-9133.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Jane Goodenough – Asst ISAM TWC
Career Schools and Colleges. S 4108

Approved Effective
JUN 22 2016
State Approving Agency
March 19, 2015

Jonathan Davis
Director/Director of Education
Retail Ready Career Center, Inc.
2800 West Kingsley, Suite #103
Garland, TX 75041

Dear Mr. Davis:

Thank you for submitting an instructor application for Charles Oxner. Mr. Oxner is approved to teach the following subjects for Retail Ready Career Center, Inc.:

Subject: Low Voltage Electricity 200
Subject: Technical Foundation
Subject: Residential Air Conditioning Maintenance 200
Subject: Residential Heating Maintenance 200
Subject: Residential Air Conditioning Maintenance 100
Subject: Residential Heating Maintenance 100

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 817 695 9133.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Jane Goodenough - TWC Asst. ISAM
Career Schools and Colleges, S4108

Approved Effective
JUN 22 2016
State Approving Agency

Equal Opportunity Employer / Program

Received
FEB 06 2016
State Approving Agency
June 17, 2015

Jonathan Davis
Director/Director of Education
Retail Ready Career Center, Inc.
P.O. Box 530405
Irving, TX 75063

Dear Mr./Ms. Davis:

Thank you for submitting an instructor application for Leo Chad Rodriguez. Mr./Ms. Rodriguez is approved to teach the following subjects for Retail Ready Career Center, Inc.:

- Subject: Technician Foundation
- Subject: Residential Heating Maintenance 100
- Subject: Residential Heating Maintenance 200
- Subject: Residential Air Conditioning Maintenance 200
- Subject: Residential Air Conditioning Maintenance 100
- Subject: Low Voltage Electricity

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 512-936-3100.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Career Schools and Colleges.

Approved Effective
JUN 22 2016
State Approving Agency
Dear Mr. Davis,

Thank you for submitting an instructor application for Douglas R. Smiley. Mr. Smiley is approved to teach the following subjects for Retail Ready Career Center:

- Subject: Technician Foundation
- Subject: Residential Air Conditioning Maintenance 100
- Subject: Residential Air Conditioning Maintenance 200
- Subject: Residential Heating Maintenance 100
- Subject: Residential Heating Maintenance 200
- Subject: Low Voltage Electricity 200

If you have any questions, please contact me at 817-704-2530.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Athena Blanding, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges
dblanding@dfwjobs.com

Approved Effective
JUN 22 2016
State Approving Agency
Dear Mr./Ms. Davis:

Thank you for submitting an instructor application for Jacob C. Smith. Mr./Ms. Smith is approved to teach the following subjects for Retail Ready Career Center, Inc.:

- Subject: Technician Foundation
- Subject: Residential Heating Maintenance
- Subject: Residential Air Conditioning Maintenance
- Subject: Low Voltage Electricity

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 512-936-3100.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Career Schools and Colleges.
March 16, 2015

Jonathan Davis CEO
Retail Ready Career Center
2800 West Kingsley Rd Suite 103
Garland, TX 75041

Dear Mr. Davis,

Thank you for submitting an instructor application for Kenneth Edward Vanderwiel. Mr. Vanderwiel is approved to teach the following subjects for Retail Ready Career Center:

- Subject: Technician Foundation
- Subject: Residential Air Conditioning Maintenance 100
- Subject: Residential Air Conditioning Maintenance 200
- Subject: Residential Heating Maintenance 100
- Subject: Residential Heating Maintenance 200
- Subject: Low Voltage Electricity 200

If you have any questions, please contact me at 817-704-2530.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Athena Blanding, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges
dblanding@dfwjobs.com

Approved Effective
JUN 22 2016
State Approving Agency
Dear Mr./Ms. Davis:

Thank you for submitting an instructor application for Jonathan Davis. Mr./Ms. Davis is approved to teach the following subjects for Retail Ready Career Center, Inc.:

- Subject: Technician Foundation
- Subject: Residential Heating Maintenance (100)
- Subject: Residential Air Conditioning Maintenance (100 & 200)
- Subject: Intermediate Low Voltage Electric

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 512-936-3100.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Career Schools and Colleges.
June 12, 2015

Jonathan Davis
Director/Director of Education
Retail Ready Career Center, Inc.
2800 West Kingsley, Suite #103
Garland, TX 75041

Dear Mr. Davis:

Thank you for submitting an instructor application for Samuel Villa. Mr. Villa is approved to teach the following subjects for Retail Ready Career Center, Inc.:

Subject: Dell Field Technician 100
Subject: Dell Field Technician Printers 100
Subject: Lexmark Field Technician Printers 100
Subject: IBM Field Technician 100
Subject: Hewlett Packard Field Technician 100

(Note: If any subjects have not been approved, a deficiency report will be attached)

If you have any questions, please contact our office at 817-695-9133.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Jane Goodenough
Asst ISAM TWC
Career Schools and Colleges, S4108

Approved Effective
JUN 22 2016
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Abdel-Bast Almasadi

2. Maiden Name (if applicable): Date of Birth

3. Home Address Phone Number

4. Teaching Credential: Type: State: No.

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   - [ ] Yes  [ ] No Issued by: Number:

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Amman Secondary Technical School</td>
<td>Jordan</td>
<td>9/74 to 6/77</td>
<td>Electrical Diploma</td>
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<tr>
<td></td>
<td>National Technical School</td>
<td>Los Angeles, CA</td>
<td>8/78 to 9/79</td>
<td>Associates in Science Television Servicing</td>
</tr>
<tr>
<td></td>
<td>Eastfield College</td>
<td>3737 Motley Dr. Mesquite, TX 75150</td>
<td>4/97 to 5/98</td>
<td>Certificate in Servicing</td>
</tr>
</tbody>
</table>

Other

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience.

Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Experts</td>
<td>1207 Ave. L Plano, TX 75075</td>
<td>A/C Service Tech.</td>
<td>12/13 to 4/16</td>
<td>16</td>
</tr>
<tr>
<td>Air Tek</td>
<td>Dallas, TX</td>
<td>A/C Service Tech.</td>
<td>2007-2013</td>
<td>60</td>
</tr>
<tr>
<td>A. Anderson</td>
<td>Dallas, TX</td>
<td>A/C Service Tech.</td>
<td>2000-2007</td>
<td>84</td>
</tr>
</tbody>
</table>

Page 1 of 2

RECEIVED

MAY 16 2016

State Approving Agency
If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
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<tr>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes ☐ No ☑ If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes ☐ No ☑ If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes ☐ No ☑ If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes ☐ No ☑ If yes, explain fully

Certification:

I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

Signature ___________________________ Date 5-13-2016

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s): HVAC

2. Daily teaching hours: 8:00 a.m. – 6:00 p.m.

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and the statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

Signature of Authorized School Official ___________________________ Date 5-13-2016

Approved Effective JUN 22 2016

State Approving Agency

RECEIVED MAY 16 2016

State Approving Agency
May 9, 2016

Dear Mr. Davis:

Thank you for submitting an instructor application for Abdel-Bast Almasadi. Mr. Almasadi is approved to teach the following subject for Retail Ready Career Center S4108:

- Subject: Tech Found 100
- Subject: Res AC Maint 100
- Subject: Res AC Maint 200
- Subject: Res Heat Maint 100
- Subject: Res Heat Maint 200
- Subject: ILV Elec 200

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

[Signature]

Jill Werner, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges

mc: File
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Bronchee Mims

2. Maiden Name (if applicable): __________________________ Date of Birth __________________________

3. Home Address __________________________ Phone Number __________________________

4. Teaching Credential: Type: __________________________ State: __________ No. __________

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   ☐ Yes ☐ No Issued by: __________________________ Number: __________________________

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
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<th>DEGREE/DIPLOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Terrell High School</td>
<td>Poetry RD Terrell, TX 75160</td>
<td>1971-1975</td>
<td>High School Diploma</td>
</tr>
<tr>
<td></td>
<td>Mountain View</td>
<td>Illinois Ave. Dallas, TX</td>
<td></td>
<td>Electronic Technology</td>
</tr>
<tr>
<td></td>
<td>Eastfield College</td>
<td>3757 Motley Dr. Mesquite, TX 75150</td>
<td>5/05 to 6/07</td>
<td>Certificate, Service Technician Type I, II</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
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7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

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<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sears</td>
<td>Garland, TX 75075</td>
<td>A/C Service Tech.</td>
<td>5/15 to 8/15</td>
<td>4</td>
</tr>
<tr>
<td>Kozy A/C</td>
<td>Plano Rd Garland, TX</td>
<td>A/C Service Tech.</td>
<td>4-14 to 5-15</td>
<td>13</td>
</tr>
<tr>
<td>Airtron</td>
<td>Olympic Dr. Dallas, TX</td>
<td>A/C Service Tech.</td>
<td>10-10 to 2-14</td>
<td>40</td>
</tr>
</tbody>
</table>

Page 1 of 2

RECEIVED

MAY 16 2016

SAA-NON (10/01/14)

State Approving Agency
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - [ ] Yes  - [x] No
   - If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - [ ] Yes  - [x] No
   - If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - [ ] Yes  - [x] No
   - If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - [ ] Yes  - [x] No
   - If yes, explain fully

10. Certification:

I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

[Signature]

5-13-2016

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   - HVAC

2. Daily teaching hours: 8:00 a.m. - 6:00 p.m.

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

[Signature of Authorized School Official]

5-13-2016

State Approving Agency

RECEIVED
MAY 16 2016

State Approving Agency
May 9, 2016

Jon Davis, Director
Retail Ready Career Center
2800 West Kingsley, Suite 103
Garland, TX 75041

Dear Mr. Davis:

Thank you for submitting an instructor application for Bronchee D. Mims. Mr. Mims is approved to teach the following subject for Retail Ready Career Center S4108:

Subject: Tech Found 100
Subject: Res AC Maint 100
Subject: Res AC Maint 200
Subject: Res Heat Maint 100
Subject: Res Heat Maint 200
Subject: ILV Elec 200

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

[Signature]

Jill Werner, Assistant ISA Manager
Texas Workforce Commission
Career Schools and Colleges

mc: File

Approved Effective
JUN 22 2016
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

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Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Jack Lorence Wallace
2. Maiden Name (if applicable): __________ Date of Birth __________
3. Home Address __________ Phone Number __________
4. Teaching Credential: Type: ________ State: ________ No. ________
5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   ☐ Yes ☐ No Issued by: ________ Number: ________
6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
<thead>
<tr>
<th>TYPE</th>
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<th>ADDRESS</th>
<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
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<tr>
<td></td>
<td>Bryan Adams High School</td>
<td>2101 Milmar Dr. Dallas, TX 75228</td>
<td>1975-1978</td>
<td>High School Diploma</td>
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</tbody>
</table>

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
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<tr>
<td>A-Anderson Air Inc.</td>
<td>3100 Main St. #10 Dallas, TX 75226</td>
<td>A/C Service Tech.</td>
<td>11-00 to 4-16</td>
<td>187</td>
</tr>
<tr>
<td>Art Electric and HVAC</td>
<td>3842 Pine Bluff</td>
<td>HVAC Service</td>
<td>9-13 to 4-16</td>
<td>32</td>
</tr>
<tr>
<td>Albert Electric, Heating &amp; A/C</td>
<td>13658 Jupiter Rd Garland, TX</td>
<td>Owner</td>
<td>9-93 to 10-00</td>
<td>74</td>
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Page 1 of 2

RECEIVED

MAY 16 2016

SAA-NON (10/01/14)
8. If you have taught at another school, list the schools and duties.

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<th>NAME OF INSTITUTION</th>
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</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes ☐  No ☑  If yes, explain fully ________________________________

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes ☐  No ☑  If yes, explain fully ________________________________

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes ☐  No ☑  If yes, explain fully ________________________________

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes ☐  No ☑  If yes, explain fully ________________________________

10. Certification:

I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

Signature: ________________________________

Date: 5-13-2016

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s): HVAC

2. Daily teaching hours: 8:00 a.m. - 6:00 p.m.

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

Signature of Authorized School Official: ________________________________

Date: 5-13-2016

Approved Effective: JUN 22 2016

State Approving Agency: ________________________________

Date: MAY 16 2016

State Approving Agency: ________________________________
May 9, 2016

Jon Davis, Director
Retail Ready Career Center
2800 West Kingsley, Suite 103
Garland, TX 75041

Dear Mr. Davis:

Thank you for submitting an instructor application for Jack Lorence Wallace. Mr. Wallace is approved to teach the following subject for Retail Ready Career Center S4108:

Subject: Tech Found 100
Subject: Res AC Maint 100
Subject: Res AC Maint 200
Subject: Res Heat Maint 100
Subject: Res Heat Maint 200
Subject: ILV Elec 200

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

If you have any questions, please feel free to contact our office at 214-290-1031.

Sincerely,

Werner, Assistant ISA Manager
Career Schools and Colleges

Approved Effective
JUN 22 2016
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS

(Not required if instructors are licensed by a state or federal agency)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Michael Mosley

2. Maiden Name (if applicable): __________________________ Date of Birth ___

3. Home Address __________________________ Phone Number ___

4. Teaching Credential: Type: __________________________ State: ______ No. ______

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   □ Yes □ No Issued by: __________________________ Number: __________________________

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
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<tr>
<th>TYPE</th>
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<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
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<td>High School</td>
<td>Kirby High School</td>
<td>4080 Kirby Pkwy, Memphis, TN 38115</td>
<td>8/03 to 5-07</td>
<td>Diploma</td>
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<tr>
<td>College</td>
<td>Remington College</td>
<td>2710 Nonconnah Blvd, Memphis, TN 38132</td>
<td>12-12 to 9-13</td>
<td>HVAC Diploma</td>
</tr>
<tr>
<td>Graduate School</td>
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<td>Other</td>
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7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
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<td>State Approving Agency</td>
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Page 1 of 2

RECEIVED
MAY 05 2016
State Approving Agency

SAA-NON (10/01/14)
8. If you have taught at another school, list the schools and duties.

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<th>INSTITUTION</th>
<th>ADDRESS, CITY</th>
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<th>FROM/TO</th>
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<td></td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes ☒ No ☐ If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes ☒ No ☐ If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes ☒ No ☐ If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes ☒ No ☐ If yes, explain fully

10. Certification:

I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

__________________________
Signature

2-2-2016
Date

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   HVAC

2. Daily teaching hours: 8:00 a.m. - 6:00 p.m.

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and that all statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

__________________________
Signature of Authorized School Official

5-4-2016
Date

Approved Effective
JUN 22 2016
State Approving Agency

RECEIVED
MAY 05 2016
State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS
(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by Instructor):

1. Name: Chantrey Secung

2. Maiden Name (if applicable): ___________________________ Date of Birth ___________________________

3. Home Address __________________________________ Phone Number ___________________________

4. Teaching Credential: ____________________________ State: ____________________________ No. ____________________________

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   ☑ Yes   ☐ No  Issued by: TDLR   Number: ____________________________

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

   TYPE INSTITUTION ADDRESS FROM/TO DEGREE/DIPLOMA

   High School North Garland 2109 W Buckingham Rd, Garland, TX 75042 8/96 to 5/2000 Diploma

   College Richland College 12800 Abrams Rd. Dallas, TX 75243 46 hours completed N/A

   Graduate School

   Other

7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

   NAME OF INSTITUTION ADDRESS, CITY DUTIES FROM/TO NO. OF MONTHS

   First Call Heating, Air & Plumbing 1890 Crown Dr. Dallas, TX 75234 Lead Technician 24 months

   Crawford Service A/C & Heating 1890 Crown Dr. Dallas, TX 75234 Lead Installer / Tech 60 months

   Absolute Air Aubrey, TX Lead Installer / Tech 24 months

Approved Effective June 22, 2016

State Approving Agency: SAA-NON (10/01/14)

RECEIVED
MAY 05 2016

Page 1 of 2
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
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</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   □ Yes  X No  If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   □ Yes  X No  If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   □ Yes  X No  If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   □ Yes  X No  If yes, explain fully

10. Certification: I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

   [Signature]

   2-22-2016  Date

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s): HVAC

2. Daily teaching hours: 8:00 a.m. – 6:00 p.m.

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

   [Signature]

   5-4-2016  Date

State Approving Agency

Page 2 of 2

RECEIVED
MAY 05 2016
State Approving Agency
School Name and Address

PERSONAL DATA FORM FOR INSTRUCTORS
(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Houston Polasek

2. Maiden Name (if applicable): Date of Birth

3. Home Address Phone Number

4. Teaching Credential: Type: State: No.

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   - Yes
   - No Issued by: Number:

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

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<th>TYPE</th>
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<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
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<td>Richland High School</td>
<td>North Richland Hills, TX</td>
<td>1976-1979</td>
<td>High School Diploma</td>
</tr>
<tr>
<td></td>
<td>Abilene Christian University</td>
<td>1600 Campus Ct. Abilene, TX</td>
<td>1979-1985</td>
<td>B.S. Geology</td>
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7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
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<td>United Mechanical</td>
<td>11540 Plano Rd. Dallas, TX 75243</td>
<td>A/C Service Tech.</td>
<td>3/14 to 8/15</td>
<td>18</td>
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<tr>
<td>Polasek Air Systems</td>
<td>4205 Jasper Ct. Rowlett, TX 75088</td>
<td>Owner</td>
<td>4-04 to 3-14</td>
<td>120</td>
</tr>
<tr>
<td>Plano ISD</td>
<td>2700 W. 15th St. Plano, TX 75075</td>
<td>A/C Service Tech.</td>
<td>3-99 to 4-04</td>
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RECEIVED MAY 17 2016 SAA-NON (10/01/14)
8. If you have taught at another school, list the schools and duties.

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<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
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<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
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</tr>
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</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes ☐ No ☒ If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes ☐ No ☒ If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes ☐ No ☒ If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes ☐ No ☒ If yes, explain fully

10. Certification:  
I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

Signature: ____________________________ Date: 5-13-2016

PART III: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s): HVAC

2. Daily teaching hours: 8:00 a.m. - 6:00 p.m.

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

Signature of Authorized School Official

Approved Effective
JUN 2 2 2016
5-13-2016 State Approving Agency

RECEIVED
MAY 17 2016
State Approving Agency
May 13, 2016

Jonathan Davis
Director/Director of Education
Retail Ready Career Center, Inc.
2800 West Kingsley, Suite #103
Garland, TX 75041

Dear Mr./Ms. Davis:

Thank you for submitting an instructor application for Houston George Polasek II. Mr./Ms. Polasek II is approved to teach the following subjects for Retail Ready Career Center, Inc.:

- **Subject:** Tech Found 100
- **Subject:** Res Heat Maint 100
- **Subject:** Res Heat Main 200
- **Subject:** Res Air Cond 100
- **Subject:** Res AC Maint. 200
- **Subject:** ILV Elec 200

*(Note: If any subjects have not been approved, a deficiency report will be attached)*

If you have any questions, please contact our office at 512-936-3100.

Thank you for your contribution to our joint mission of providing quality education to the citizens of the state of Texas.

Sincerely,

Career Schools and Colleges.
**PERSONAL DATA FORM FOR INSTRUCTORS**

(Not required if instructors are licensed by a state or federal agency)

**Authority for Data Collection:** Sections 3676, Chapter 36, Title 38, United States Code

**Planned Use of the Data:** Verification of instructor qualifications

**Instructions:** The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

**PART 1: (To be completed by instructor):**

1. Name:  Seng Junior Dikousman

2. Maiden Name (if applicable):  

3. Home Address:  

4. Teaching Credential:  

   Type:  
   State:  
   No.  

5. Current license or certificate other than public school credentials to teach the program courses/subjects:

   - [ ] Yes  
   - [ ] No  
   - Issued by:  EPA  
   - Number:  

6. ACADEMIC TRAINING:  (Use additional sheet if necessary)

<table>
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<th>TYPE</th>
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<th>DEGREE/DIPLOMA</th>
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<tr>
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<td>Ceres High School</td>
<td>8/03 to 7/07</td>
<td>YES</td>
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<tr>
<td>College</td>
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<td>Graduate School</td>
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<tr>
<td>Other</td>
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7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown under Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates.

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<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
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<tr>
<td>UTD</td>
<td>2800 Watervie</td>
<td>Lead Technician</td>
<td>9/15 to 3/16</td>
<td>6</td>
</tr>
<tr>
<td>T.E. Services</td>
<td>Hampshire</td>
<td>HVAC Technician</td>
<td>7/15 to 9/15</td>
<td>2</td>
</tr>
<tr>
<td>Synergy Environmental</td>
<td>Hwy 360</td>
<td>Commercial HVAC Technician</td>
<td>6/14 to 7/15</td>
<td>14</td>
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Page 1 of 2

RECEIVED  SAA-NON (10/01/14)

JUN 21 2013

State Approving Agency
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
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</tr>
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</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes [ ] No [ ] If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes [ ] No [ ] If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes [ ] No [ ] If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes [ ] No [ ] If yes, explain fully

10. Certification:
    I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

    [Signature]
    [Date]

PART II (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   - Technician Foundation 100, Residential Air Conditioning Maintenance 100, Residential Air Conditioning Maintenance 200, Residential Heating Maintenance 100,
   - Residential Heating Maintenance 200, Intermediate Low Voltage electric 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

   [ ]

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and his/her statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

    [Signature of Authorized School Official]
    [Date]

Page 2 of 2

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JUN 21 2016

State Approving Agency
PERSONAL DATA FORM FOR INSTRUCTORS

(NOT REQUIRED IF INSTRUCTORS ARE LICENSED BY A STATE OR FEDERAL AGENCY)

Authority for Data Collection: Sections 3676, Chapter 36, Title 38, United States Code

Planned Use of the Data: Verification of Instructor Qualifications

Instructions: The completed form should be accompanied by certificates of completion and/or transcripts from any courses or schools which are used to establish qualifications. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277. (Please TYPE.)

PART I: (To be completed by instructor):

1. Name: Timothy Ryan Jones

2. Maiden Name (if applicable): Date of Birth

3. Home Address Phone Number

4. Teaching Credential: Type: State: No.

5. Current license or certificate other than public school credentials to teach the program courses/subjects:
   - Yes
   - No
   - Issued by: EPA
   - Number:

6. ACADEMIC TRAINING: (Use additional sheet if necessary)

<table>
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<tr>
<th>TYPE</th>
<th>INSTITUTION</th>
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<th>FROM/TO</th>
<th>DEGREE/DIPLOMA</th>
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<tr>
<td>High School</td>
<td>Hall High School</td>
<td>8/99 to 5/03</td>
<td>YES</td>
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</tr>
<tr>
<td>College</td>
<td>Ashford University</td>
<td>Clinton, IA</td>
<td>3/07 to 8/09</td>
<td>YES</td>
</tr>
<tr>
<td>Grad School</td>
<td>St. Leo University</td>
<td>St. Leo, FL</td>
<td>3/10 to 5/16</td>
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<tr>
<td>Other</td>
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7. Practical experience in the proposed field of teaching. This does not refer to teaching experience shown in Item 8. List last three employers beginning with most recent experience. Give accurate addresses and dates:

<table>
<thead>
<tr>
<th>INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balfour Beauty</td>
<td>456 C Ave., Bldg 3 Sheppard AFB TX, 76311</td>
<td>HVAC Technician</td>
<td>9/14 to 11/14</td>
<td>2</td>
</tr>
<tr>
<td>USAF</td>
<td>727 Missile Rd. Sheppard AFB TX, 76311</td>
<td>HVAC Instructor</td>
<td>5/10 to 9/14</td>
<td>63</td>
</tr>
<tr>
<td>USAF</td>
<td>14185 Falcon St. Luke AFB AZ, 85309</td>
<td>HVAC Technician</td>
<td>1/04 to 4/10</td>
<td>63</td>
</tr>
</tbody>
</table>
8. If you have taught at another school, list the schools and duties.

<table>
<thead>
<tr>
<th>NAME OF INSTITUTION</th>
<th>ADDRESS, CITY</th>
<th>DUTIES</th>
<th>FROM/TO</th>
<th>NO. OF MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>USAF 727 Missile Rd. Sheppard AFB TX, 76311</td>
<td>HVAC Instructor</td>
<td>5/10 to 9/14</td>
<td>53</td>
<td></td>
</tr>
</tbody>
</table>

9. Professional Conduct: (It is important that all these questions be answered. If explanations are necessary, use an additional page.)

A. Have you ever had a diploma, credential, license, or certificate denied, revoked or suspended?
   - Yes  ☐ No ☑ If yes, explain fully

B. Have you ever been found guilty of, pleaded guilty to, or entered a plea of "nolo contendere" to a charge of immoral conduct?
   - Yes  ☐ No ☑ If yes, explain fully

C. Have you ever been dismissed or asked to resign from any position for immoral or unprofessional conduct?
   - Yes  ☐ No ☑ If yes, explain fully

D. Have you ever been convicted of a felony or of a misdemeanor other than minor traffic offenses?
   - Yes  ☐ No ☑ If yes, explain fully

10. Certification:

I certify that all of the foregoing statements are true and correct to the best of my knowledge and belief.

[Signature]
[Date]

PART II: (To be completed by authorized school official):

1. The instructor is teaching the following subject(s):
   - Technician Foundation 100
   - Residential Air Conditioning Maintenance 100
   - Residential Air Conditioning Maintenance 200
   - Residential Heating Maintenance 100
   - Residential Heating Maintenance 200
   - Intermediate Low Voltage electric 200

2. Daily teaching hours: 8 am to 6 pm Monday - Saturday

3. Number of college semester hours in subject(s) to be taught:

4. Certification: I certify that I have reviewed and verified the qualifications of this instructor and the statements contained on this personal data form. To the best of my knowledge and belief, he/she is qualified for the position indicated.

[Signature of Authorized School Official]
[Date]

Approved Effective
JUN 22 2016

State Approving Agency

Page 2 of 2

RECEIVED
JUN 21 2016

State Approving Agency
I, Timothy Ryan Jones, was arrested for misdemeanor trespass when I was seventeen years old. I joined a sit-down protest in the hallway of Hall High School in Spring Valley, IL. I was arrested for criminal trespass and pled guilty. I received community service and six months probation. I am unsure if this will show up on my background check or not.

Timothy Ryan Jones

Approved Effective
JUN 2 2 2016
State Approving Agency

RECEIVED
JUN 21 2016
State Approving Agency
### Checklist for Review of Non-Accredited School Approval

**NON-ACCREDITED SCHOOLS** 38 CFR § 21.4254

#### NAME / ADDRESS OF FACILITY:
- Retail Beauty Career Center
- 3800 W. Kingsley Rd, Suite 103
- Garland, TX

#### FACILITY CODE:

#### DATE OF APPROVAL NOTICE:
- 6/22/16

#### DATE RECEIVED:
- NA

#### DOES THE LETTER OF “NOTICE OF APPROVAL” CONTAIN:

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Link 1</th>
<th>Link 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Date of letter?
2. Proper name and address of facility?
3. Legal authority of approval?
4. Effective date of approval?
5. A list of each approved program and type of instruction offered (classroom, etc.)?
6. Indication of the type of instruction offered (correspondence, classroom, etc.)?
7. The signature of the responsible SAA official?

#### IN ADDITION TO THE APPROVAL LETTER, DOES THE NOTICE CONTAIN:

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Link 1</th>
<th>Link 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. VA Form 22-8794? (Designation of School Certifying Official(s))
2. VA Form 22-1919? (Conflicting Interests Certification for Proprietary Schools Only)
3. VA Form 20-8206? (Statement of Assurance of Compliance with EO Laws) (For proprietary vocational, trade, technical, or other institutions and such schools not a part of a public elementary or secondary school)
4. A document identifying the school's governing body, officials and faculty?
5. An inspection visit report?
6. A copy of the school's written application?
7. An indication that the catalog was certified as accurate?
8. A description of available space, facilities and equipment?
9. A program outline (and class schedule if NCD)?
10. An academic calendar?
11. A statement that the school does not use erroneous, deceptive, or misleading practices?
12. Verification that the school is financially sound/capable of fulfilling its training commitment?
13. A statement of compliance with the 2-year period of operation law? (NCD at private facility only)
14. Evidence that instructors have adequate educational and experience qualifications?
<table>
<thead>
<tr>
<th>Checklist for Review of Non-Accredited School Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>15. A list of enrollment limitations?</td>
</tr>
<tr>
<td>16. A description of tuition rates and fees?</td>
</tr>
<tr>
<td>17. A list of approved cooperative (Co-op) programs (if applicable)?</td>
</tr>
<tr>
<td>18. A list of approved practical training (if applicable)?</td>
</tr>
<tr>
<td>19. A list of approved off-campus sites?</td>
</tr>
<tr>
<td>20. A list of approved remedial courses?</td>
</tr>
<tr>
<td>21. Any other SAA criteria in accordance with regulations?</td>
</tr>
</tbody>
</table>

**DOES THE REVIEW OF THE CATALOG INDICATE:**

- Yes
- No
- N/A

1. Whether programs are educational, professional or vocational?
2. That the catalog meets approval requirements?
3. The Pro Rata refund policy?
4. Attendance standards?
5. A policy regarding prior credit awards?
6. Established standards of conduct?
7. Established standards of progress?

**APPROVAL REQUIREMENTS ARE MET**

**REMARKS** (If approval requirements are not met, explain below and the results of inquiry to the SAA)

Amended Approval

**NAME (Print):** Cynthia L. Rosas

**SIGNATURE:**

**NOTE:** Submit a copy of this report with the annual RCS 20-0823, ELR Assessment if the approval submission was not accepted.

**DATE:** 7/5/14

**TITLE:**
December 29, 2015

Ms. Michelle Nelson  
Education Liaison Representative  
Department of Veterans Affairs  
Texas Education Service Center (22)  
701 Clay  
Waco, TX 76799

School: Retail Ready Career Center, Inc.  
2800 W. Kingsley, Suite #103  
(formerly Suite 300)  
Garland, TX 75041

Same as above

Enclosures:

1. Amended Approval Notice with Attached Program List, approved effective December 29, 2015  
2. Nonaccredited School Application, dated October 19, 2014  
4. Addenda to School Publication  
5. Revised Catalog Exhibits A-D, G-J, with attachments, approved effective December 29, 2015  
6. Additions to Catalog Exhibit K, approved effective December 29, 2015  
7. Credit for Previous Training Statement  
8. Certification Agreement for Clock-Hour NCD Programs  
9. Texas Workforce Commission Listing of Approved Programs

Bebe Glasgow  
Program Specialist  
BG:NCD:51244-09

cc: Mr. Robert Saunders, Compliance, Retail Ready Career Center
December 29, 2015

AMENDED APPROVAL NOTICE WITH ATTACHED PROGRAM LIST

Mr. Jonathan Davis
Retail Ready Career Center, Inc.
2800 West Kingsley Road, Suite 103
Garland, TX 75041

Dear Mr. Davis:

Retail Ready Career Center, Inc., Garland, Texas, is approved to train veterans and other eligible persons under the provisions of Title 38, United States Code, for the programs and courses required for those programs found on the attached program list and described in the Volume 2, 2014, Catalog and the 2015-2016 School Supplement, Volume 2, effective June 1, 2015 - June 1, 2016.

ENROLLMENT LIMITATIONS (Student – Teacher ratio)

Classes not to exceed: 28 to 1 (Lecture)
12 to 1 (Lab)

The school is approved for courses offered through the following types of training:

Resident

MAXIMUM ENROLLMENT AUTHORIZED IN APPROVED PROGRAMS: 84

EFFECTIVE DATE OF THE APPROVAL: December 29, 2015

The State Approving Agency has found that the school does not utilize advertising, sales or enrollment practices which are erroneous, deceptive or misleading.

The VA certifying official will be responsible for identifying and correctly certifying all courses. Also, the school official is responsible for maintaining and monitoring individual class schedules for the duration of the approved program. In addition, all reporting requirements under 38 CFR 21.4203 must be fulfilled by the institution.
AMENDED APPROVAL NOTICE WITH ATTACHED PROGRAM LIST

This approval is issued under the provisions of Section 3676(b), Chapter 36, Title 38, United States Code. It is based on a study of the catalog, a survey of the building and equipment of the school and on the standards of the State Approving Agency. This approval is also based upon compliance with the provisions of Section 3676, Chapter 36, Title 38, United States Code.

Continued approval will be dependent upon compliance with the standards of the State Approving Agency and the provisions of Section 3676, Chapter 36, Title 38, United States Code.

This approval is subject to final review and acceptance by the Department of Veterans Affairs.

Sincerely,

Bebe Glasgow
Program Specialist

BG:NCD:S1244-09

cc: Department of Veterans Affairs, Waco, Texas
    Mr. Robert Saunders, Compliance, Retail Ready Career Center
Texas Veterans Commission
Veterans Education
Attachment to Approval Notice

School Details:  S1244
Retail Ready Career Center, Inc.
2800 W. Kingsley, Suite #103
Garland, TX  75041

Status:  Approved

Program Type:  Non-College Degree (NCD)

<table>
<thead>
<tr>
<th>Award Level</th>
<th>Program Title</th>
<th>Program Type</th>
<th>Status</th>
<th>Effective Date</th>
<th>Credit/Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate</td>
<td>Computer Repair Technician</td>
<td>NCD</td>
<td>Approved</td>
<td>12/29/2015</td>
<td>96</td>
</tr>
<tr>
<td></td>
<td>HVAC Maintenance Ready Tech</td>
<td>NCD</td>
<td>Approved</td>
<td>12/29/2015</td>
<td>283</td>
</tr>
</tbody>
</table>

****Reminders****

1. VA-eligible persons cannot be certified for any class previously taken and passed.
2. Certify net tuition only. Deduct all scholarships, aid or assistance which reduces the student's tuition cost.
3. The Ch 33 benefit pays a separate books & supplies stipend to the student. Do not certify these charges.
4. All refunds due VA-eligible students must be paid according to Exhibit E of the approval notebook.
<table>
<thead>
<tr>
<th>Program Name</th>
<th>Length</th>
<th>Tuition</th>
<th>Full Time</th>
<th>Award Level</th>
<th>Program Type</th>
<th>Major Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Repair Technician</td>
<td>96 Clock Hrs</td>
<td>$4,597</td>
<td>22</td>
<td>Certificate</td>
<td>NCD</td>
<td></td>
</tr>
<tr>
<td>HVAC Maintenance Ready Tech</td>
<td>283 Clock Hrs</td>
<td>$18,315</td>
<td>22</td>
<td>Certificate</td>
<td>NCD</td>
<td></td>
</tr>
</tbody>
</table>

Total IHL: 0
Total NCD: 2
Total Number of programs Approved: 2

School Details: S1244
Retail Ready Career Center Inc.
2800 W. Kingsley, Suite #103
Garland, TX 75041
VA Type: NCD
APPLICATION FOR APPROVAL UNDER SECTION 3676, TITLE 38, U.S. CODE,
NONACCREDITED INSTITUTIONS

☐ I certify that the school below HAS operated as an educational institution for the last two years.
(Continue with the application process)

☐ I certify that the school HAS NOT operated as an educational institution for the last two years.
(STOP. Your request for approval cannot be processed.)

I. INFORMATION (PUBLIC INSTITUTIONS SHOULD COMPLETE ONLY ITEMS 1 THROUGH 6)

1. Name of School: Retail Ready Career Center Inc.

2. Address of School: 2800 West Kingsley Rd Suite #103, Garland, TX 75041

3. Name of Owner: Jonathan Davis

4. Address of Owner: 767 Laguna Drive Irving, Texas 75039

5. Type of School: Partnership

6. Type of Ownership: Individual

List all partners or, if a corporation, all officers, directors, and/or trustees as well as each shareholder owning stock aggregating at least ten percent (10%) of the total issued and outstanding shares. (Use additional sheet if necessary.)

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Address</th>
<th>Zip Code</th>
<th>% Owned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jonathan Davis</td>
<td>President</td>
<td>767 Laguna Drive Irving, TX</td>
<td>75039</td>
<td>100%</td>
</tr>
</tbody>
</table>

8. Change of Ownership or Change of Address

See attached page.

9. Is a license or approval from any other federal, state, or municipal agency required for the operation of your school? YES ☑ NO ☐ (Provide as Exhibit M. Non-Public Schools only)

If YES, please list:
Texas Workforce Commission
II. EXHIBITS Submit the exhibits as labeled (and subsequent revisions) as follows:

(Public educational institutions should submit only Exhibits A - J.)

A. school calendar
B. school's method of recording attendance and attendance policies
C. progress policy
D. student conduct policy
E. refund policy
F. description of the school facilities
G. inventory of furniture and equipment
H. summary of course information for each certificate program offered, including a synopsis of each topic or subject listed
I. class schedules
J. roster of administrative and instructional staff
K. Personal Data Form for Instructors (Not required if Instructors are licensed by a State or Federal Agency)
L. a statement of financial position (balance sheet) and a statement of results of operation (statement of income and retained earnings) for the most recent fiscal year. These statements must be in a form consistent with generally accepted accounting principles and be accompanied by the owner's and/or authorized school official's notarized affidavit that the statements are true and correct. (NON-PUBLIC ONLY)
M. a copy of the license(s) or approval(s) issued by another federal, state or municipal agency required for the operation of your school (NON-PUBLIC ONLY)

III. STATEMENTS OF ASSURANCE

A. The courses, curriculum, and instruction are consistent in quality, content, and length with similar recognized accepted standards.
B. There is in the school adequate space, equipment, instructional material, and instructor personnel to provide training of good quality.
C. Education and experience qualifications of directors, administrators, and instructors are adequate.
D. The school will maintain a written record of previous education and training of the veteran or eligible person and clearly indicate that appropriate credit has been given for previous education and training, with the training period shortened proportionately, and the veteran or eligible person and the Department of Veterans Affairs so notified. Form 010 Record of Previous Education and Training (attached) will be maintained in each student's file.
E. A copy of the course outline, schedule of tuition, fees, and other charges, regulations pertaining to absences, grading policy, and rules of operation and conduct will be furnished the veteran or eligible person upon enrollment. Form 005 Receipt of Enrollment Policies (attached) will be maintained in each student's file.
F. Upon completion of training, the veteran or eligible person is given a certificate by the school indicating the approved program and indicating that training was satisfactorily completed.
C. Adequate records as prescribed by the State Approving Agency (SAA) are kept to show attendance and progress or grades, and satisfactory standards relating to attendance, progress, and conduct are enforced.
H. The school complies with all local, city, county, municipal, State, and Federal regulations, such as fire
codes, building, and sanitation codes.

I. The school is financially sound and capable of fulfilling its commitments for training.

J. The school will not utilize advertising of any type which is erroneous or misleading, either by actual
statement, omission, or intimation.

K. The school will not exceed its enrollment limitations as established by the State approving agency.

L. The school administrators, directors, owners, and instructors are of good reputation and character.

M. The school has and maintains a policy for the pro rata refund of the unused portion of tuition, fees and
charges if the veteran or eligible person fails to enter the course or withdraws or is discontinued from it
before completion.

N. The school will meet additional reasonable criteria as may be deemed necessary by the State approving
agency.

IV. IMPORTANT INFORMATION

A. The school will make available the records and necessary data required for approval under Section 3676,
Title 38, U.S. Code, for inspection by authorized representatives of the State Approving (SAA) Agency
and Department of Veterans Affairs. [Code of Federal Regulations CFR 21.4209(a)(1)]

B. The school will retain records for at least three (3) years for all students who graduated, dropped out, or
transferred. [CFR 21.4209(f)]

C. It is understood and agreed that charges for services and articles, if applicable, for veterans and other
eligible persons are not in excess of charges made for other regular students pursuing the same or
similar programs. [CFR 21.4202(a)]

D. The school will not accept the enrollment or reenrollment of a student under Chapters 30 or 32, Title 38 U.S.C. and
Chapter 1606, Title 10 U.S.C. when more than eighty-five (85%) percent of the students enrolled in the course(s) are
having all or any part of their tuition, fees, or other charges paid to or for them by the school or the Department of
Veterans Affairs. The 85/15 ratio applies to each course individually. [CFR 21.4201(a)]

E. The school will maintain a Receipt of Enrollment Policies (Form 005) and Record of Previous Education and
Training (Form 010) for each VA student.

F. "The school will not provide any commission, bonus, or other incentive payment based directly or indirectly on success in
securing enrollments or financial aid to any person or entities engaged in student recruiting or admission." (PL 112-249)

I CERTIFY THAT THE INFORMATION CONTAINED IN THIS APPLICATION IS TRUE AND CORRECT TO THE
BEST OF MY KNOWLEDGE AND BELIEF. I ALSO CERTIFY THAT THE SCHOOL WILL ADHERE TO THE
STATEMENTS OF ASSURANCE IDENTIFIED IN THIS APPLICATION FOR APPROVAL AS A CONDITION OF
CONTINUED APPROVAL
Addenda to the
Retail Ready Career Center
2015 – 2016 School Catalog & Student Handbook
Volume 2

• Attachment 1 – Schedule for Computer Repair Technician program
<table>
<thead>
<tr>
<th>CLASS</th>
<th>DAYS</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>DFT100: Dell Field Technician 100</td>
<td>M / T / W / R / F / M (12 pm)</td>
<td>8 AM - 5 PM</td>
</tr>
<tr>
<td>DFTP100: Dell Field Technician Printers 100</td>
<td>M (1 pm) / T (4 pm)</td>
<td>8 AM - 5 PM</td>
</tr>
<tr>
<td>LMFTP100: Lexmark Field Technician Printers 100</td>
<td>T (4 pm) / W / R (10 am)</td>
<td>8 AM - 5 PM</td>
</tr>
<tr>
<td>IBMFT100: IBM Field Technician 100</td>
<td>R (10 am) / F / M (9 am)</td>
<td>8 AM - 5 PM</td>
</tr>
<tr>
<td>HPFT100: Hewlett Packard Field Technician 100</td>
<td>M (9 am) / T</td>
<td>8 AM - 5 PM</td>
</tr>
</tbody>
</table>

1 hr lunch

Approved Effective
DEC 29 2015
State Approving Agency

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DEC 11 2015
State Approving Agency

Replaces chart on pg. 35 in catalog
SCHOOL CALENDAR

Beginning Date(s) of Classes: Page #29 - Academic Calendar
Ending Date(s) of Classes: Page #29 - Academic Calendar
Scheduled Vacation Periods: Page #29 - Academic Calendar
Overall Hours and Days of Operation:

- School: Page #29 Academic Calendar
- Office: Monday - Friday 9:00 AM - 5:00 PM

HOLIDAYS & BREAKS TO BE OBSERVED (USE COMPLETE DATES MONTH/DAY/YEAR)

Page #29 2014 Holiday Schedule

Approved Effective

AUG 04 2014

State Approving Agency

I certify that the information on this form (and/or attachment) is true and correct to the best of my knowledge and belief.

Signature of Authorized School Official: 

Date: July 8, 2014

RECEIVED

JUL 11 2014

State Approving Agency
ATTENDANCE POLICY

For VA students, the attendance policy (20% of the total program and/or being absent five (5) consecutive days) will apply throughout the student's stay in school. All violations of the attendance policy will be reported to DVA on VA Form 22-1999b within 30 days at such time the student exceeds the allowed number of absences.

Describe the school’s attendance policy in detail.
Page #20 Attendance Policy

Identify what constitutes violation of the attendance policy.
Veteran Students Unsatisfactory attendance: A student shall be terminated who accumulates the lesser of the following amounts of absences:
(1) more than 5 consecutive days;
(2) more than 20% of the total course time hours

Identify the point at which a VA student will be reported to the Department of Veterans Affairs for unsatisfactory attendance.
All violations of the attendance policy will be reported to the Department of Veteran Affairs within 30 days from the time the student violates the attendance policy.

Describe the type of attendance records that are kept.
Page #21 Attendance Records

Identify the type of symbols used to record attendance.
Page #21 Symbols Used

Identify the school's leave of absence policy.
Page #21 Leave of absence policy — None

Signature of Authorized School Official

Approved Effective
AUG 04 2014
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State Approving Agency
PROGRESS POLICY

1. Explain the grading system used by the school, whether it be letter, numerical, satisfactory/unsatisfactory and provide a brief description.
   Page #18 & #19 Grading procedures

2. What minimum grades must be maintained by a student to make satisfactory progress?
   Page #22 Satisfactory Academic Progress (SAP) Policy

   GPA = 2.0

3. Describe the probationary period used by the school, if any, and the conditions for interruption for students making unsatisfactory progress.
   Page #23 Probationary Period & SAP Dismissed

4. What are the conditions for reentry, if any, for those students interrupted for unsatisfactory progress?
   Page #23 Probationary Period & SAP Dismissed

5. What progress records are used and maintained by the school to evaluate student progress?
   Page #23 Progress Records & Reporting

6. State the frequency that progress records are furnished to the student and/or sponsor(s).
   Page #23 Progress Records & Reporting

   Weekly

I certify that the information on this form (and/or attachment) is true and correct to the best of my knowledge and beliefs.

Signature of Authorized School Official: [Signature]
Date: July 8, 2014

State Approving Agency: Retail Ready Career Center Inc.
2800 West Kingsley, Suite #396 Garland, Texas 75041
School Name and Address: [Address]
STUDENT CONDUCT POLICY

1. State the rules and regulations governing student conduct.
   Page #24 & #25 Student Conduct Policy

2. What are the conditions for dismissal of students for unsatisfactory conduct?
   Page #25 Conditions for Dismissal

I certify that the information on this form (and/or attachment) is true and correct to the best of my knowledge and belief.

[Signature]
Signature of Authorized School Official

July 8, 2014
Date
## INVENTORY OF FURNITURE AND EQUIPMENT
"USE ADDITIONAL PAGES IF NEEDED"

NOTE: Computer Print-outs of Inventory will be acceptable with a True and Correct Statement.

<table>
<thead>
<tr>
<th>Lab or Classroom Number</th>
<th>Item(s)</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>Whiteboard</td>
<td>1</td>
</tr>
<tr>
<td>101</td>
<td>Training Table</td>
<td>7</td>
</tr>
<tr>
<td>101</td>
<td>Chairs</td>
<td>21</td>
</tr>
<tr>
<td>102</td>
<td>Whiteboard</td>
<td>1</td>
</tr>
<tr>
<td>102</td>
<td>Training Table</td>
<td>7</td>
</tr>
<tr>
<td>102</td>
<td>Chairs</td>
<td>21</td>
</tr>
<tr>
<td>103</td>
<td>Whiteboard</td>
<td>1</td>
</tr>
<tr>
<td>103</td>
<td>Training Table</td>
<td>7</td>
</tr>
<tr>
<td>103</td>
<td>Chairs</td>
<td>21</td>
</tr>
<tr>
<td>LIVE LAB 101</td>
<td>Electrical Boards</td>
<td>5</td>
</tr>
<tr>
<td>LIVE LAB 101</td>
<td>Training Table</td>
<td>7</td>
</tr>
<tr>
<td>LIVE LAB 101</td>
<td>Chairs</td>
<td>21</td>
</tr>
<tr>
<td>LIVE LAB 102</td>
<td>Training Table</td>
<td>7</td>
</tr>
<tr>
<td>LIVE LAB 102</td>
<td>Chairs</td>
<td>7</td>
</tr>
<tr>
<td>LIVE LAB 102</td>
<td>HVAC Systems</td>
<td>7</td>
</tr>
</tbody>
</table>

Approved Effective

AUG 04 2014

State Approving Agency

I certify that the information on this form (and/or attachment) is true and correct to the best of my knowledge and belief.

Signature of Authorized School Official: [Signature]

Date: July 8, 2014

SAA-NON EX G (10/01/1)
### SUMMARY OF CERTIFICATE PROGRAM INFORMATION

**Authority for Data Collection:** Sections 3676, Chapter 36, Title 38, United States Code

**Planned Use of the Data:** To provide the information necessary to determine if the program is of such quality, content, and length to achieve the stated objective for which the certificate program is offered, and to provide the current charges.

**Instructions:** Complete for each certificate program. If additional clarification is required, contact Veterans Education at Texas Veterans Commission, P.O. Box 12277, Austin, Texas 78711-2277 (Please TYPE.)

1. **Certificate Program Title**
   - HVAC Maintenance Ready Tech

2. **For what specific occupation does this program prepare a student?**
   - Heating & Air Conditioning Maintenance/Service Technician

3. **Prerequisites for Admission:**
   - 18 Years old, High School Diploma or Equivalency, complete and pass a criminal background check

4. **Describe what is issued to the student upon completion of the program:**
   - Completion certificate, Universal EPA certification, basic HVAC tool kit

### DETAIL OF CHARGES

<table>
<thead>
<tr>
<th>Item</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration</td>
<td>$0</td>
</tr>
<tr>
<td>Tuition</td>
<td>$18,315.00</td>
</tr>
<tr>
<td>Books, etc.</td>
<td>$425.00</td>
</tr>
<tr>
<td></td>
<td>$18,740.00</td>
</tr>
<tr>
<td>Supplies</td>
<td>$495.00</td>
</tr>
<tr>
<td>Tools</td>
<td>$495.00</td>
</tr>
<tr>
<td>Lab Fees</td>
<td>$495.00</td>
</tr>
<tr>
<td>Rentals</td>
<td>$495.00</td>
</tr>
<tr>
<td>Deposits</td>
<td>$495.00</td>
</tr>
<tr>
<td>Student Act Fee</td>
<td>$495.00</td>
</tr>
<tr>
<td>Other</td>
<td>$495.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$18,315.00</strong></td>
</tr>
</tbody>
</table>
CLASS SCHEDULE

DAY SCHEDULE
(Monday thru Friday)

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 am</td>
<td>9:00 am Theory/Lab</td>
</tr>
<tr>
<td>9:00 am</td>
<td>9:10 am Break</td>
</tr>
<tr>
<td>9:10 am</td>
<td>12:30 pm Theory/Lab</td>
</tr>
<tr>
<td>12:30 pm</td>
<td>1:00 pm LUNCH</td>
</tr>
<tr>
<td>1:00 pm</td>
<td>2:50 pm Practical</td>
</tr>
<tr>
<td>2:50 pm</td>
<td>3:00 pm Break</td>
</tr>
<tr>
<td>3:00 pm</td>
<td>4:00 pm Practical</td>
</tr>
</tbody>
</table>

EVENING SCHEDULE
(Monday, Wednesday and Thursday)

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:50 pm</td>
<td>7:10 pm Theory/Lab</td>
</tr>
<tr>
<td>7:10 pm</td>
<td>7:20 pm Break</td>
</tr>
<tr>
<td>7:20 pm</td>
<td>9:10 pm Theory/Practical</td>
</tr>
<tr>
<td>9:10 pm</td>
<td>9:20 pm Break</td>
</tr>
<tr>
<td>9:20 pm</td>
<td>10:50 pm Theory/Practical</td>
</tr>
</tbody>
</table>

LIST YOUR SCHOOL'S ACTUAL CLASS SCHEDULE(S) BELOW

Page #14 – Schedule & Length of Classes

Page 13 – # program hours in each class (HVAC only)

Approved Effective

AUG 04 2014

State Approving Agency

What type of training is predominant (more than 50%)?

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>30%</td>
<td>Theory (Lecture)</td>
</tr>
<tr>
<td>70%</td>
<td>Lab</td>
</tr>
</tbody>
</table>

I certify that the information on this form (and/or attachment) is true and correct to the best of my knowledge and belief.

Signature of Authorized School Official

July 8, 2014
Date

NOTE: A SCHEDULE MUST BE PROVIDED FOR EACH PROGRAM TO BE APPROVED AND MUST AGREE WITH EXHIBIT A.
<table>
<thead>
<tr>
<th>Name</th>
<th>Duties</th>
<th>License Number (If Applicable)</th>
<th>Course/Subject Taught</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jonathan Davis</td>
<td>President/Trainer</td>
<td>NA</td>
<td>HVAC Maintenance Ready Tech</td>
</tr>
<tr>
<td>Shelly Manning</td>
<td>Administrative</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Susan Denier Gibbs</td>
<td>Administrative</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Clayton Hobbs</td>
<td>Administrative/Trainer in training</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

**Approved Effective**
AUG 04 2014
State Approving Agency

I certify that the information on this form (and/or attachment) is true and correct to the best of my knowledge and belief.

Signature of Authorized School Official  
July 8, 2014  
Date  

SAA-NON EX J (10/01/11)  
JUL 11 2014  
State Approving Agency
Students receiving VA education benefits do not have the "option" of having prior credit reviewed. ALL previous education and training (post-secondary and military) must be provided to the school for review with credit awarded where possible.

All post-secondary and military transcripts must be submitted to the school upon enrollment/admission and must be maintained, together with the school's evaluation, in each veteran's file.

Students who have not submitted transcripts will not be certified for benefits.

Signature of Authorized School Official

President/CEO

Title

Date

Approved Effective

DEC 29 2015

State Approving Agency

RECEIVED

AUG 26 2015

State Approving Agency
CERTIFICATION AGREEMENT FOR CLOCK HOUR NCD PROGRAMS

(Title 38 Code of Federal Regulations 21.4254(c)(14))

Clock-hour NCD programs are generally not uniform in the number of classroom hours scheduled weekly over the duration of the program. As such, the VA certification process encounters tremendous difficulty in accurately tracking attendance and rate of pursuit in order to ensure that benefits are paid accurately and on a timely basis.

In order to avoid late reporting and overpayment issues, the school agrees to certify a veteran’s enrollment in all clock-hour NCD programs on a weekly basis. The certification will be for the previous week and will report the actual hours that the student attended.

Be aware that the VA’s certification week runs from Sunday through Saturday. This becomes very important when certifying programs which meet on weekends only.

Weekly certification of actual attendance applies to internship/externship/practical training hours, also.

Signature of Authorized School Official

President/CEO

Title

Date

Approved Effective

DEC 29 2015

State Approving Agency

AUG 26 2015

State Approving Agency
### School Information

- **School Name:** Retail Ready Career Center, Inc.
- **Address:** 2800 West Kingsley, Suite #103, Garland, TX 75041
- **Phone Number:** (888) 537-6640
- **Fax Number:** (866) 332-5920
- **Email Address:** jdan.davis@retailfuture.com
- **Website:** http://www.retailfuture.com
- **School Number:** 4108

### Courses offered by this school

Select an Area of Study (CIP) to view a list of other schools that offer the same program.

### Course Information

<table>
<thead>
<tr>
<th>Area of Study</th>
<th>Course Name</th>
<th>Hours</th>
<th>Type of Hours</th>
<th>Cost</th>
<th>Course Website</th>
<th>Course Award</th>
<th>Type of Award</th>
<th>Annual Enrollment</th>
<th>Completion Rate</th>
<th>Employment Rate</th>
<th>Cancellation Rate</th>
<th>Annual Enrollment</th>
<th>Completion Rate</th>
<th>Employment Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>HVAC</td>
<td>Commercial HVAC Technician</td>
<td>60</td>
<td>Course</td>
<td>$11900.00</td>
<td>Program</td>
<td>Certificate</td>
<td>No</td>
<td>No</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HVAC</td>
<td>HVAC Construction Trade</td>
<td>352</td>
<td>Course</td>
<td>$8300.00</td>
<td>Program</td>
<td>Certificate</td>
<td>No</td>
<td>No</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Note: Course names with multiple program offerings must be reported by TWC on student enrollment, completion, and employment of each vocational program. TWC's Completion and Employment Rates provide common outcome measures to the individual vocational programs of licensed career schools and colleges. These rates may be different than other school graduation or employment rates used by the agencies that approve post-secondary education programs operating in Texas. All certificate-level vocational programs of TWC licensed schools must meet a minimum Employment Rate of 60% or be on an active action plan for non-approved.

### Additional Information

- **Annual Enrollment Rate:**
- **Completion Rate:**
- **Employment Rate:**

The rates are calculated using the following formulas:

1. **Annual Enrollment Rate:**
   - $\text{Enrollment Rate} = \frac{\text{Number of Students Enrolled}}{\text{Total Number of Students}} \\
   - $\text{Annual Enrollment} = \text{Enrollment Rate} \times \text{Total Number of Students}$

2. **Completion Rate:**
   - $\text{Completion Rate} = \frac{\text{Number of Students Completing Program}}{\text{Total Number of Students Enrolled}} \\
   - $\text{Annual Completion} = \text{Completion Rate} \times \text{Annual Enrollment}$

3. **Employment Rate:**
   - $\text{Employment Rate} = \frac{\text{Number of Students Employed}}{\text{Total Number of Students}} \\
   - $\text{Annual Employment} = \text{Employment Rate} \times \text{Annual Completion}$

For courses reporting no (0) enrollment or with no Completers, "No Completers" is shown under Completion Rate and Employment Rate to signal that there is no completion or employment rate to report.

Contact the TWC Career Schools and Colleges for any questions: Career Schools and Colleges Contact Information

[Back to School Search Results] [New Search]
## Checklist for Review of Non-Accredited School Approval

### NON-ACCREDITED SCHOOLS 38 CFR § 21.4254

<table>
<thead>
<tr>
<th>Name and Address of Facility</th>
<th>Retail Ready Career Center, Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Code</td>
<td>25-1363-43</td>
</tr>
<tr>
<td>Date of Approval Notice</td>
<td></td>
</tr>
<tr>
<td>Date Received</td>
<td></td>
</tr>
</tbody>
</table>

### Does the Letter of "Notice of Approval" Contain:

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Link 1</th>
<th>Link 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Date of letter?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Proper name and address of facility?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Legal authority of approval?</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Effective date of approval?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>A list of each approved program and type of instruction offered</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(classroom, etc)?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Indication of the type of instruction offered</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(correspondence, classroom, etc)?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>The signature of the responsible SAA official?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### In Addition to the Approval Letter, Does the Notice Contain:

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Link 1</th>
<th>Link 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>VA Form 22-8794? (Designation of School Certifying Official(s))</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>VA Form 22-1919? (Conflicts of Interest Certification for Proprietary School(s) Only)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>VA Form 20-8206? (Statement of Assurance of Compliance with EO Laws)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(For proprietary vocational, trade, technical, or other institutions and such schools not a part of a public elementary or secondary school)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>A document identifying the school's governing body, officials and faculty?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>An inspection visit report?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>A copy of the school's written application?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>An indication that the catalog was certified as accurate?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>A description of available space, facilities and equipment?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>A program outline and class schedule if applicable?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>An academic calendar?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>A statement that the school does not use erroneous, deceptive, or misleading practices?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Verification that the school is financially sound/capable of fulfilling its training commitment?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>A statement of compliance with the 2-year period of operation law</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(NCD at private facility only)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Evidence that instructors have adequate educational and experience qualifications?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>A list of enrollment limitations?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>A description of tuition rates and fees?</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>A list of approved cooperative (Co-op) programs (if applicable)?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>A list of approved practical training (if applicable)?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>A list of approved off-campus sites?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>A list of approved remedial courses?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Any other SAA criteria in accordance with regulations?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Does the Review of the Catalog Indicate:

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Link 1</th>
<th>Link 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Whether programs are educational, professional or vocational?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>That the catalog meets approval requirements?</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The Pro Rate refund policy?</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Attendance standards?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>A policy regarding prior credit awards?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Established standards of conduct?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Established standards of progress?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Approval Requirements Are Met
Checklist for Review of Non-Accredited School Approval

REMARKS (If approval requirements are not met, explain below and the results of inquiry in the SAA)

new school catalog 2015

new program

NAME (Print) Bebe Glasgow

SIGNATURE [Signature]

TITLE Program Specialist

NOTE: Submit a copy of this report with the annual RGS 20-0823 ELR Assessment if the approval submittal was not accepted.

DATE 1/5/16
ORIGINAL APPROVAL NOTICE WITH ATTACHED PROGRAM LIST

Mr. Jonathan Davis
Retail Ready Career Center, Inc.
P. O. Box 630405
Irving, TX 75063

Dear Mr. Davis:

Retail Ready Career Center, Inc., Garland, Texas, is approved to train veterans and other eligible persons under the provisions of Title 38, United States Code, for the programs and courses required for those programs found on the attached program list and described in the Volume 2, 2014, Catalog and the 2014 School Supplement, publication date January 1, 2014.

ENROLLMENT LIMITATIONS (Student - Teacher ratio)

Classes not to exceed: 25 to 1 (Lecture and Lab)

The school is approved for courses offered through the following types of training:

Resident

MAXIMUM ENROLLMENT AUTHORIZED IN APPROVED PROGRAMS: 25

EFFECTIVE DATE OF THE APPROVAL: August 4, 2014

The State Approving Agency has found that the school does not utilize advertising, sales or enrollment practices which are erroneous, deceptive or misleading.

The VA certifying official will be responsible for identifying and correctly certifying all courses. Also, the school official is responsible for maintaining and monitoring individual class schedules for the duration of the approved program. In addition, all reporting requirements under 38 CFR 21.4203 must be fulfilled by the institution.
ORIGINAL APPROVAL NOTICE WITH ATTACHED PROGRAM LIST

This approval is issued under the provisions of Section 3676(b), Chapter 36, Title 38, United States Code. It is based on a study of the catalog, a survey of the building and equipment of the school and on the standards of the State Approving Agency. This approval is also based upon compliance with the provisions of Section 3676, Chapter 36, Title 38, United States Code.

Continued approval will be dependent upon compliance with the standards of the State Approving Agency and the provisions of Section 3676, Chapter 36, Title 38, United States Code.

This approval is subject to final review and acceptance by the Department of Veterans Affairs.

The institution must not certify any VA eligible person until a facility code number, issued by the U. S. Department of Veterans Affairs, has been received.

Sincerely,

[Signature]

Bebe Glasgow
Program Specialist

BG:NCD:S1244-10

cc: Department of Veterans Affairs, Waco, Texas

1700 N. Congress, Suite 430, Austin, Texas 78701-1486, P.O. Box 12277, Austin, Texas 78711-2277
Phone: 512/463-3168 | Toll-Free: 877-898-3833 | Fax: 512/463-3932 | E-Mail: Education@tvc.texas.gov | Web: www.tvc.texas.gov
An Equal Opportunity Employer
### Approved Programs

<table>
<thead>
<tr>
<th>Certificate Level</th>
<th>Approved/Disapproved</th>
<th>Effective Date</th>
<th>Credit/Clock Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>HVAC Maintenance Ready Tech</td>
<td>A</td>
<td>8/4/2014</td>
<td>283</td>
</tr>
</tbody>
</table>
List of Approved Programs

S1244 Retail Ready Career Center, Inc.
2800 W. Kingsley, Suite #300
Garland, TX 75041

<table>
<thead>
<tr>
<th>Program</th>
<th>CIP Code</th>
<th>Length</th>
<th>Tuition</th>
<th>Full Time</th>
<th>Award Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>HVAC Maintenance Ready Tech</td>
<td>283</td>
<td>Clock Hrs</td>
<td>$18,810.00</td>
<td>22</td>
<td>Certificate</td>
</tr>
</tbody>
</table>

NCD

HIL = 0
NCD = 1

Total Number of Programs Approved = 1
August 7, 2014

Ms. Michelle Nelson
Education Liaison Representative
Department of Veterans Affairs
Texas Education Service Center (22)
701 Clay
Waco, TX 76799

School:
Retail Ready Career Center, Inc.
2800 W. Kingsley, Suite #300  
Garland, TX  75041

P. O. Box 630405  
Irving, TX  75063

Enclosures:
1. Original Approval Notice with Attached Program List, approved effective August 4, 2014
2. Nonaccredited School Application, dated July 8, 2014
3. Catalog, Volume 2, 2014
5. Credit for Previous Training
6. VA Form 22-8794
7. VA Form 22-1919
8. VA Form 27-8206
9. Power of Attorney Certification
10. Request for Waiver – 85/15 Percent
11. Advance Payment Certification
12. Direct Deposit Information

Bebe Glasgow
Program Specialist

BG:NCD:S1244-10

cc: Mr. Jonathan Davis, School Certifying Official
APPLICATION FOR APPROVAL UNDER SECTION 3676, TITLE 38, U.S. CODE, NONACCRREDITED INSTITUTIONS

☐ I certify that the school below HAS operated as an educational institution for the last two years (Continue with the application process)

☐ I certify that the school HAS NOT operated as an educational institution for the last two years. (STOP. Your request for approval cannot be processed.)

I. INFORMATION (PUBLIC INSTITUTIONS SHOULD COMPLETE ONLY ITEMS 1 THROUGH 6)

1. Name of School: Retail Ready Career Center Inc.
   Name of Contact: Jonathan Davis
   Phone No.: (214) 907-7285

2. Address of School: 2800 West Kingsley, Suite #300 Garland, Texas 75041
   Mailing Address: [redacted]

3. Name of Owner: Jonathan Davis

4. Address of Owner: [redacted]

5. Type of School: Private for Profit

6. Type of Ownership: Individual [X] Corporation [ ] Partnership [ ] Other [ ]
   List all partners or, if a corporation, all officers, directors, and/or trustees as well as each shareholder owning stock aggregating at least ten percent (10%) of the total issued and outstanding shares. (Use additional sheet if necessary.)

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Address</th>
<th>Zip Code</th>
<th>% Owned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jonathan Davis</td>
<td>President</td>
<td>[redacted]</td>
<td>[redacted]</td>
<td>100%</td>
</tr>
</tbody>
</table>

8. Change of Ownership or Change of Address
   See attached page

9. Is a license or approval from any other federal, state or municipal agency required for the operation of your school? YES [X] NO [ ]
   (Provide as Exhibit M, Non-Public Schools only)

If YES, please list:
Texas Workforce Commission - Certified Document
II. EXHIBITS Submit the exhibits as labeled (and subsequent revisions) as follows:

(Public educational institutions should submit only Exhibits A - J.)

A. school calendar
B. school's method of recording attendance and attendance policies
C. progress policy
D. student conduct policy
E. refund policy
F. description of the school facilities
G. inventory of furniture and equipment
H. summary of course information for each certificate program offered, including a synopsis of each topic or subject listed
I. class schedules
J. roster of administrative and instructional staff
K. Personal Data Form for Instructors (Not required if Instructors are licensed by a State or Federal Agency)
L. a statement of financial position (balance sheet) and a statement of results of operation (statement of income and retained earnings) for the most recent fiscal year. These statements must be in a form consistent with generally accepted accounting principles and be accompanied by the owner's and/or authorized school official's notarized affidavit that the statements are true and correct. (NON-PUBLIC ONLY)
M. a copy of the license(s) or approval(s) issued by another federal, state or municipal agency required for the operation of your school (NON-PUBLIC ONLY)

III. STATEMENTS OF ASSURANCE

A. The courses, curriculum, and instruction are consistent in quality, content, and length with similar recognized accepted standards.
B. There is in the school adequate space, equipment, instructional material, and instructor personnel to provide training of good quality.
C. Education and experience qualifications of directors, administrators, and instructors are adequate.
D. The school will maintain a written record of previous education and training of the veteran or eligible person and clearly indicate that appropriate credit has been given for previous education and training, with the training period shortened proportionately, and the veteran or eligible person and the Department of Veterans Affairs notified. Form 010 Record of Previous Education and Training (attached) will be maintained in each student's file.
E. A copy of the course outline, schedule of tuition, fees, and other charges, regulations pertaining to absences, grading policy, and rules of operation and conduct will be furnished the veteran or eligible person upon enrollment. Form 005 Receipt of Enrollment Policies (attached) will be maintained in each student's file.
F. Upon completion of training, the veteran or eligible person is given a certificate by the school indicating the approved program and indicating that training was satisfactorily completed.
G. Adequate records as prescribed by the State Approving Agency (SAA) are kept to show attendance and progress or grades, and satisfactory standards relating to attendance, progress, and conduct are enforced.
H. The school complies with all local, city, county, municipal, State, and Federal regulations, such as fire codes, building, and sanitation codes.

I. The school is financially sound and capable of fulfilling its commitments for training.

J. The school will not utilize advertising of any type which is erroneous or misleading, either by actual statement, omission, or intimation.

K. The school will not exceed its enrollment limitations as established by the State approving agency.

L. The school administrators, directors, owners, and instructors are of good reputation and character.

M. The school has and maintains a policy for the pro rata refund of the unused portion of tuition, fees and charges if the veteran or eligible person fails to enter the course or withdraws or is discontinued from it before completion.

N. The school will meet additional reasonable criteria as may be deemed necessary by the State approving agency.

IV. IMPORTANT INFORMATION

A. The school will make available the records and necessary data required for approval under Section 3676, Title 38, U.S. Code, for inspection by authorized representatives of the State Approving (SAA) Agency and Department of Veterans Affairs. [Code of Federal Regulations CFR 21.4209(a)(1)]

B. The school will retain records for at least three (3) years for all students who graduated, dropped out, or transferred. [CFR 21.4209(f)]

C. It is understood and agreed that charges for services and articles, if applicable, for veterans and other eligible persons are not in excess of charges made for other regular students pursuing the same or similar programs. [CFR 21.4202(a)]

D. The school will not accept the enrollment or reenrollment of a student under Chapters 30 or 32, Title 38 U.S.C. and Chapter 1606, Title 10 U.S.C. when more than eighty-five (85%) percent of the students enrolled in the course(s) are having all or any part of their tuition, fees, or other charges paid to or for them by the school or the Department of Veterans Affairs. The 85/15 ratio applies to each course individually. [CFR 21.4201(a)]

E. The school will maintain a Receipt of Enrollment Policies (Form 005) and Record of Previous Education and Training (Form 010) for each VA student.

I CERTIFY THAT THE INFORMATION CONTAINED IN THIS APPLICATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I ALSO CERTIFY THAT THE SCHOOL WILL ADHERE TO THE STATEMENTS OF ASSURANCE IDENTIFIED IN THIS APPLICATION FOR APPROVAL AS A CONDITION OF CONTINUED APPROVAL.

Approved Effective

AUG 04 2014

State Approving Agency

Signature of Authorized School Official

Date

Page 3 of 3

RECEIVED

JUL 11 2014
State Approving Agency
Students receiving VA educational benefits do not have the "option" of having prior credit reviewed. ALL previous education and training must be provided to the school for review. This will include all credits from postsecondary institutions and military credits.
# Designation of Certifying Official(s)

## General Instructions
1. This form MUST ONLY be completed by a responsible official with the authority to designate certifying officials for the school or training establishment.
2. This form must be completed whenever there is a change in any of the information. Include the names, titles, and signatures of all certifying officials, not just the changed information.

## Specific Instructions
1. Item 1: Enter the complete name and address of the school or training establishment.
2. Item 2: Enter the certifying official's telephone number.
3. Item 3: Enter the certifying official's fax number.
4. Item 4: Enter the certifying official's e-mail address. As an alternative, you may enter the e-mail address for the office where the certifying official works.
5. Item 5A: Enter the complete name and title for each designated certifying official. Have each person sign the form on the same line as his or her name and title. If any of the certifying officials have limited jurisdiction, note such limitations in Item 6, "Remarks". Use space below if needed.
6. Item 5B: If facsimile (e.g., rubber stamp) signatures will be used for any certifying officials, enter a sample in the appropriate block. In addition, have the individual initial next to the sample.
7. Item 5C: If veterans and other eligible persons will be claiming individualized tutorial assistance, complete these blocks.
8. Items 7 and 8: Sign and date the form. The person signing the form must be a person of significant authority, i.e., registrar, academic dean, or higher.

### Purpose
This form is used to provide the names and signatures of those individuals who are authorized to certify enrollment information to the Department of Veterans Affairs.

### Name and Address of School or Training Establishment
- **Retail Ready Career Center Inc.**
  - 2800 West Kingsley Road, Suite #300
  - Garland, Texas 75041

### Telephone Number(s) of Certifying Official(s)
- 866-658-1003
- 866-332-5920

### Email Address of Certifying Official(s)
- jon.davis@hvacfuture.com
- clayton.hobbs@hvacfuture.com

### Designated as Certifying Officials of This School or Training Establishment

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Title</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Jonathan Davis</td>
<td>President</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Clayton Hobbs</td>
<td>Director of Student</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Administrative Services</td>
<td></td>
</tr>
</tbody>
</table>

### Use of Facsimile (e.g., Rubber Stamp) Signatures
The use of the following facsimile (e.g., rubber stamp) signatures for the officials listed in Item 5A above are authorized.

<table>
<thead>
<tr>
<th>No.</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>

**State Approving Agency**

**Approving Effective**

AUG 04 2014

**State Approving Agency**

**RECEIVED**

JUL 23 2014
5. THE FOLLOWING ARE DESIGNATED AS CERTIFYING OFFICIALS OF THIS SCHOOL OR TRAINING ESTABLISHMENT (Continued)

<table>
<thead>
<tr>
<th>NO</th>
<th>NAME</th>
<th>TITLE</th>
<th>SIGNATURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Jonathan Davis</td>
<td>President</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Clayton Hobbs</td>
<td>Director of Student Administrative Services</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. REMARKS

Approved Effective

AUG 04 2014

State Approving Agency

Penalty - The law provides that whoever makes any statement of a material fact knowing it to be false shall be punished by fine or imprisonment or both.

PRIVACY ACT NOTICE: VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or Title 5, Code of Federal Regulations 1.77, for routine uses as identified in the VA system of records, 58VA21/22/23, Compensation, Pension, Education, Vocational Rehabilitation and Employment Records - VA, and published in the Federal Register. An example of a routine use (e.g., VA sends educational forms or letters with veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for VA to obtain further information as may be necessary from the school for VA to properly process the veteran’s claim or to monitor his or her progress during training). Your obligation to respond is required to obtain or retain benefits.

RESPONDENT BURDEN: We need this information to identify you as the certifying official for your school or job training establishment when reporting pupil/attendee training for veterans and other eligible persons (38 U.S.C. 3684). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 10 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. VA’s OMB control numbers can be located on the OMB Internet Page at www.whitehouse.gov/OMB/PRAMain. If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.

VA FORM 22-8794, MAY 2011
CONFLICTING INTEREST CERTIFICATION FOR PROPRIETARY SCHOOLS ONLY

NAME AND ADDRESS OF INSTITUTION
Robert Sanders Career Center Inc.
2200 West Kingsley Street 2930
Chicago, Illinois 60647

PLEASE: This form informs individuals that the law has restrictions concerning any potential conflict of interest. The certification is mandatory. Failure to submit this form will result in the school being placed on the VA Blacklist.

NAME AND TITLES OF EMPLOYEE(S)

NAME OF SCHOOL

DESCRIPTION OF ASSOCIATION WITH SCHOOL

(1) PROPRIETARY PROFIT SCHOOLS ONLY

The law prohibits employees of VA, the State Approving Agency (SAA), and their immediate family members from receiving any interest in an educational institution's educational programs. In addition, the law prohibits these employees from receiving any wages, salary, bonuses, etc., as fees or services from any private profit venture. These provisions may be waived if VA determines that the net benefit will result in the government, or its state or local partner, achieving its objectives.

(2) ALL PROPRIETARY SCHOOLS

SEC. 22, 2009, prohibits the approval of any vocational education program at a school at which the veteran or spouse is an employee unless the school is authorized to enroll veterans under the terms of the veteran's education program. Please list below the names and VA file numbers of any vocational education programs under this law.

NAME AND TITLES OF EMPLOYEE(S)

VA FORM 22-1919, MAY 1991, WILL BE USED.

Approved Effective AUG 4 2014

State Approving Agency

JUL 2 2014

State Approving Agency
DEPARTMENT OF VETERANS AFFAIRS
STATEMENT OF ASSURANCE OF COMPLIANCE
WITH EQUAL OPPORTUNITY LAWS

Retail Ready Career Center Inc. (hereinafter called the “Signatory”)

HEREBY AGREES THAT

It will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), Title IX of the Education Amendments of 1972, as amended (20 U.S.C. 6101 et seq.), and all Federal regulations adopted to carry out such laws. This assurance is directed to the end that no person in the United States shall, on the ground of race, color, national origin (Title VI), handicap (Section 504), sex (Title IX, in education programs and activities only), or age (Age Discrimination Act) be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity of the Signatory receiving Federal financial assistance or other benefits under statutes administered by VA (Department of Veterans Affairs), the ED (Department of Education), or any other Federal agency. This assurance applies whether assistance is given directly to the recipient or indirectly through benefits paid to the student, trainee, or other beneficiary because of enrollment or participation in a program of the Signatory.

The Signatory HEREBY GIVES ASSURANCE that it will promptly take measures to effect this agreement.

If any real property or structure thereon is provided or improved with the aid of Federal financial assistance extended to the Signatory by VA or ED, this assurance shall obligate the Signatory, or in the case of transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. In all cases, this assurance shall obligate the Signatory for the period during which the Federal financial assistance is extended to any of its programs by VA, ED or any other Federal agency.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining Federal financial assistance, including facilities furnished or payments made under sections 104 and 244 (1) of Title 38, U.S.C. Also, sections 1713, 1720, 1720A, 1741-1743,2408,5902(a)(2), 8131-8137, 8151-8156, (formerly 613, 620, 620A, 641-643, 1008, 3402(a)(2), 5031-5037, 5051-5056 respectively) and 38 U.S.C. chapters 30, 31, 32, 35, 36, 82, and 10 U.S.C. chapter 106. Under the terms of an agreement between VA and ED, this assurance also includes Federal financial assistance given by ED through programs administered by that agency. Federal financial assistance is understood to include benefits paid directly to the Signatory and/or benefits paid to a beneficiary contingent upon the beneficiary’s enrollment in a program or using services offered by the Signatory.

The Signatory agrees that Federal financial assistance or other benefits will be extended in reliance on the representations and agreements made in this assurance; that VA or ED will withhold financial assistance, facilities, or other benefits to assure compliance with the equal opportunity laws; and that the United States shall have the right to seek judicial enforcement of this assurance.

THIS ASSURANCE is binding on the Signatory, its successors, transferees, and assignees for the period during which assistance is provided. The Signatory assures that all contractors, subcontractors, subgrantees, or others with whom it arranges to provide services or benefits to its students or trainees in connection with the Signatory’s programs or services are not discriminating against those students or trainees in violation of the above statutes.

The person whose signature appears below is authorized to sign this assurance.

7/1/14 (Date)

2800 West Kingsley Rd
Garland, TX 75041 (Mailing Address)

(Signature of authorized official)

President

Effective AUG 04 2014

State Approving Agency

VA Form 27-8206
Feb 1992

SUPERSEDES VA FORM 27-8206, JUN 1989, WHICH WILL NOT BE USED.
POWER OF ATTORNEY CERTIFICATION

I certify that this institution does not have a power of attorney to negotiate Department of Veterans Affairs (VA) educational benefit checks nor does this institution use coercive procedures or practices to limit a veteran or other eligible person's disposition of the proceeds of a VA check. Checks are not stamped “For Deposit Only” to the school's account for endorsement by the student. This institution does not have a joint bank account with any VA student.

☐ The institution DOES plan on receiving VA students' monthly education benefit checks at the school's address.

☐ The institution DOES NOT plan on receiving VA students' monthly education benefit checks at the school's address.

[Signature of School Official]  

President
Title of School Official

Retail Ready Career Center Inc.
Name of School

2800 West Kingsley, Suite #300
Address of School

Garland, Texas 75041
City State Zip

Approved Effective  
AUG 04 2014
State Approving Agency

July 8, 2014
Date
REQUEST FOR WAIVER – 85/15 PERCENT

This is to certify that our current enrollment of Department of Veterans Affairs (VA) students receiving VA educational benefits is 35 percent or less of the total school enrollment.

We do hereby request a waiver of the 85/15 percent reporting requirement. We do understand that the above waiver would not apply to any course/program in which the percentage of VA students exceeds 85 percent.

Signature of School Official

President
Title of School Official

Retail Ready Career Center Inc.
Name of School

2800 West Kingsley Suite #300
Address of School

Garland, Texas 75041
City State Zip

July 8, 2014
Date

Approved Effective
AUG 04 2014
State Approving Agency
ADVANCE PAYMENT CERTIFICATION

☐ Our institution DOES NOT wish to participate in the VA's advance payment program.

☑ Our institution DOES AGREE to participate in the VA's advance payment program, and we make the following certification:

I certify that advance payment checks will be maintained in a secure place, be given to the VA student upon registration, but not earlier than 30 days prior to the first day of classes, and that we will furnish verification of enrollment as prescribed by VA directives.

Signature of School Official

July 8, 2014
Date

President
Title of School Official

Retail Ready Career Center Inc.
Name of School

2800 West Kingsley Suite #300
Address of School

Garland, Texas 75041
City/State/Zip

Approved Effective
AUG 04 2014
State Approving Agency
7/8/2014

VA Electronic Payment Information

Name of institution: Retail Ready Career Center Inc.
Address: 767 Laguna Irving, Texas 75039
Tax ID Number: 46-2923124
Facility Code:

Name of Financial Institution: Bank of America
Address of Financial Institution: 5400 North MacArthur BLVD, Irving, Texas 75038

Type of Account: Checking account

Approved Effective

AUG 04 2014

State Approving Agency
INFORMATION TO BE PROVIDED ON SCHOOL LETTERHEAD
(For VA Payments to be Electronically Sent)

Name of Institution
Address
Tax ID Number
Facility Code
Name of Financial Institution
Address of Financial Institution
Nine Digit Routing Number
Account Number
Type of Account (checking or savings)

President
Signature/Title of School official

214-907-7285
Phone Number

Approved Effective
AUG 04 2014
State Approving Agency
August 5, 2014

Mr. Jonathan Davis, Owner
Retail Ready Career Center, Inc.
2800 W. Kingsley Road, Suite 300
Garland, TX 75041

Dear Mr. Davis:

On August 4, 2014, an original visit was conducted at your school in response to a request for approval. This request was considered under the provisions of 38 CFR 21.4251 and 21.4254. Enclosed is a report of that visit.

Please be advised that you are not approved to train veterans, at this time. If you are approved, you will receive a facility code from the Department of Veterans Affairs. At that point, your school is approved and you may begin soliciting the enrollment of GI Bill veterans and other eligible persons covered under this program.

I would like to extend my appreciation to you and your staff for the courtesy and cooperation shown during the visit. If you have any questions, please feel free to contact me at (972) 768-0442.

Sincerely,

Linda Alexander
Program Specialist

Enclosure: Visit Report Narrative
Retail Ready Career Center, Inc.
2800 W. Kingsley Road, Suite 300
Garland, TX 75041

Date of Visit: August 4, 2014

Original Visit:

Contacted: Mr. Jonathan Davis, Owner
Mr. Clayton Hobbs, School Official

A visit was conducted in response to the school's request for approval under 38 CFR 21.4251 and 21.4254.

The school seeks approval for the following programs:

**HVAC Maintenance Ready Tech**

A Two-Year Period of Operation verification was conducted and follows:

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Class Name</th>
<th>Sponsoring Company Name</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steve Schley</td>
<td>SURE</td>
<td>Smartech Mechanical</td>
<td>07/16/12</td>
<td>08/13/12</td>
</tr>
<tr>
<td>Keith Zohk</td>
<td>SURE</td>
<td>The Colony</td>
<td>07/16/12</td>
<td>08/13/12</td>
</tr>
<tr>
<td>Jake Walker</td>
<td>Adrenaline</td>
<td>Sammy's Heat &amp; Air</td>
<td>09/12/12</td>
<td>09/14/12</td>
</tr>
<tr>
<td>Steve Mayo</td>
<td>Adrenaline</td>
<td>Nice Home Services</td>
<td>10/09/12</td>
<td>10/11/12</td>
</tr>
<tr>
<td>Denise Rodriguez</td>
<td>Adrenaline</td>
<td>Wannack Heating &amp; Air</td>
<td>11/02/12</td>
<td>11/09/12</td>
</tr>
<tr>
<td>Elaine Rosenthal</td>
<td>Adrenaline</td>
<td>The Colony</td>
<td>12/02/12</td>
<td>12/05/12</td>
</tr>
<tr>
<td>Fred Kwon</td>
<td>Adrenaline</td>
<td>Riley Heating &amp; Air</td>
<td>01/08/13</td>
<td>01/10/13</td>
</tr>
<tr>
<td>Kevin Dickson</td>
<td>Adrenaline</td>
<td>Energy Services</td>
<td>02/25/13</td>
<td>03/01/13</td>
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<tr>
<td>Dan Clement</td>
<td>Adrenaline</td>
<td>Delco Heating &amp; Air Conditioning</td>
<td>03/12/13</td>
<td>03/14/13</td>
</tr>
<tr>
<td>Tom Wagner</td>
<td>SURE</td>
<td>Davis &amp; Wagner</td>
<td>04/15/13</td>
<td>04/19/13</td>
</tr>
<tr>
<td>Kevin Budinger</td>
<td>Adrenaline</td>
<td>Allied Heating &amp; Air</td>
<td>05/07/13</td>
<td>05/09/13</td>
</tr>
<tr>
<td>Rick Whit</td>
<td>SURE</td>
<td>R.H. Whitt</td>
<td>05/13/13</td>
<td>06/14/13</td>
</tr>
<tr>
<td>Kaye Thompson</td>
<td>Adrenaline</td>
<td>Mr. Ducl</td>
<td>02/08/13</td>
<td>02/12/13</td>
</tr>
<tr>
<td>Megan Althoff</td>
<td>Retail</td>
<td>Althoff</td>
<td>08/05/13</td>
<td>08/10/13</td>
</tr>
<tr>
<td>Dave Hanley</td>
<td>Adrenaline</td>
<td>Shavitz Heating &amp; Air Conditioning</td>
<td>09/12/13</td>
<td>09/14/13</td>
</tr>
<tr>
<td>Ryan Smith</td>
<td>SURE</td>
<td>Shavitz Heating &amp; Air Conditioning</td>
<td>10/14/13</td>
<td>10/18/13</td>
</tr>
<tr>
<td>Ryan Hager</td>
<td>Adrenaline</td>
<td>TEC</td>
<td>11/05/13</td>
<td>11/07/13</td>
</tr>
<tr>
<td>Joseph Vochment</td>
<td>Adrenaline</td>
<td>Meyers Companies Inc</td>
<td>12/09/13</td>
<td>12/11/13</td>
</tr>
<tr>
<td>Kurt Martin</td>
<td>Adrenaline</td>
<td>Anchor Mechanical</td>
<td>01/13/14</td>
<td>01/15/14</td>
</tr>
<tr>
<td>Mike Thornton</td>
<td>Adrenaline</td>
<td>Black Diamond</td>
<td>02/04/14</td>
<td>02/06/14</td>
</tr>
<tr>
<td>Jonathan Smith</td>
<td>Adrenaline</td>
<td>Effective Air</td>
<td>03/10/14</td>
<td>03/12/14</td>
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<tr>
<td>Lynn Gray</td>
<td>Adrenaline</td>
<td>Grays Total Green Energy Solutions</td>
<td>04/01/14</td>
<td>04/02/14</td>
</tr>
<tr>
<td>Brett Smith</td>
<td>Adrenaline</td>
<td>Honey Smith PNC LLC</td>
<td>05/07/14</td>
<td>05/09/14</td>
</tr>
<tr>
<td>Kenneth Altgreg</td>
<td>Adrenaline</td>
<td>King Heating</td>
<td>06/02/14</td>
<td>06/04/14</td>
</tr>
<tr>
<td>Robert Markgraf</td>
<td>Adrenaline</td>
<td>Markgraf Heating &amp; AC</td>
<td>07/01/14</td>
<td>07/03/14</td>
</tr>
</tbody>
</table>
In addition the following policies and procedures were discussed during the visit:

38 Code of Federal Regulations
   21.4203 - Reports Requirements
   21.4209 - Examination of Records
   Catalog and/or program policies (progress, attendance, conduct)
   and 22-8794
   Previous Education and Training (transcripts, records, etc.)
   Attendance Records
   DVARO Reporting Requirements
   Documentation for Approval of Leaves of Absence

I recommend that this institution be approved for the above mentioned programs and
that an original approval notice be issued with a recommended effective date of
August 4, 2014.

Linda Alexander
Program Specialist
Texas Veterans Commission
### Checklist for Review of Non-Accredited School Approval

**NAME AND ADDRESS OF FACILITY**
Retail Ready Career Center, Inc.
1100 Venture Court, Suite #120
Carrollton 75006

**FACILITY CODE:**

**DATE OF APPROVAL NOTICE:** 8/7/14

**DATE RECEIVED:** 8/7/14

### DOES THE LETTER OF "NOTICE OF APPROVAL" CONTAIN:

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Link 1</th>
<th>Link 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Date of letter?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Proper name and address of facility?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Legal authority of approval?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Effective date of approval?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 A list of each approved program and type of instruction offered (classroom, etc)?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Indication of the type of instruction offered (correspondence, classroom, etc)?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 The signature of the responsible SAA official?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### IN ADDITION TO THE APPROVAL LETTER, DOES THE NOTICE CONTAIN:

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Link 1</th>
<th>Link 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 VA Form 22-8794? (Designation of School Certifying Official(s))</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 VA Form 22-1919? (Conflicting Interests Certification for Proprietary Schools Only)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 VA Form 20-8206? (Statement of Assurance of Compliance with EO Laws) (For proprietary vocational, trade, technical, or other institutions and such schools not a part of a public elementary or secondary school)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 A document identifying the school's governing body, officials and faculty?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 An inspection visit report?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 A copy of the school's written application?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 An indication that the catalog was certified as accurate?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 A description of available space, facilities and equipment?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 A program outline (and class schedule if NCD)?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 An academic calendar?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11 A statement that the school does not use erroneous, deceptive, or misleading practices?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 Verification that the school is financially capable of fulfilling its training commitment?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13 A statement of compliance with the 2-year period of operation law? (NCD at private facility only)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14 Evidence that instructors have adequate educational and experience qualifications?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15 A list of enrollment limitations?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16 A description of tuition rates and fees?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17 A list of approved cooperative (Co-op) programs (if applicable)?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 A list of approved practical training (if applicable)?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19 A list of approved off-campus sites?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20 A list of approved remedial courses?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21 Any other SAA criteria in accordance with regulations?</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### DOES THE REVIEW OF THE CATALOG INDICATE:

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Link 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Whether programs are educational, professional or vocational?</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 That the catalog meets approval requirements?</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 The Pro Rata refund policy?</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Attendance standards?</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 A policy regarding prior credit awards?</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Established standards of conduct?</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Established standards of progress?</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**APPROVAL REQUIREMENTS ARE MET**

REMARKS If approval requirements are not met, explain below and the results of inquiry to the SAA.
Checklist for Review of Non-Accredited School Approval

<table>
<thead>
<tr>
<th>NAME (Print)</th>
<th>Bebe Glasgow</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIGNATURE</td>
<td>Bebe Glasgow</td>
</tr>
<tr>
<td>TITLE</td>
<td>Program Specialist</td>
</tr>
<tr>
<td>DATE</td>
<td>8/7/14</td>
</tr>
</tbody>
</table>

NOTE: Submit a copy of this report with the annual RCS 20-0523, ELR Assessment if the approval submittal was not accepted.
July 5, 2017

Mr. Joseph A. Dickerson

Dear Mr. Dickerson:

Veterans Education received a copy of a letter sent the Department of Veterans Affairs sent to you on June 23, 2017 which denies the payment of benefits for HVAC Maintenance Ready Tech at Retail Ready Career Center, Inc., 2800 W. Kingsley Suite 300, Garland, Texas 75041.

The program has been suspended for the timeframe you requested on your application. In order to utilize your educational benefits the school cannot be in a suspended status. Please be sure to speak with a school official, Mr. Clayton Hobbs, at clayton.hobbs@rrcfuture.com or 888-537-6640 regarding this.

I hope that this helps clarify any questions you might have had. Please feel free to contact Program Specialist, Andrea M. Watts, should you have any further questions. She may be reached at (512) 463-6696 or by email at andrea.watts@tvc.texas.gov.

Respectfully,

Tammy L. McAlley
Director

AMW:NCD:S1244-12
Dear Mr. Dickerson:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC MAINTENANCE READY TECH
at School: RETAIL READY CAREER CENTER INC
School Address: 2800 W Kingsley STE 300, Garland TX 75041
Course Dates: taken from July 24, 2017 to September 1, 2017.

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

Course Not Approved

This course hasn't been approved for the Post-9/11 GI Bill.
If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office.
We'll process your claim promptly if this course is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course you can apply for benefits for a different one, or select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures:  VA Form 4107
             VA Form 22-1995
             If You Need Help

cc:  Veterans Education

22/jlm
Dear SAA Administrator:

A copy of the attached letter is being sent for your review. Please keep for your records.
October 19, 2017

Mr. DeAngelo Clark

Dear Mr. Clark:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 10, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041. The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micalef
Director

DLS NCD:S1244-12

OCTOBER 10, 2017

MR. DEANGELO A. CLARK

Dear Mr. Clark:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC MAINTENANCE READY TECH
at School: RETAIL READY CAREER CENTER INC
School Address: 2800 W KINGSLEY STE 103
GARLAND, TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

School Not Approved

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at (912) 425-8610 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
OCTOBER 10, 2017

MR. DEANGELO A. CLARK

Dear Mr. Clark:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC MAINTENANCE READY TECH
at School: RETAIL READY CAREER CENTER INC
School Address: 2800 W KINGSLEY STE 103
GARLAND, TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

School Not Approved

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at (912) 425-8610 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

RECEIVED
OCT 16 2017

State Approving Agency
If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

[Signature]

Pam Stephens
Education Officer

Enclosures:  VA Form 4107
              VA Form 22-1995
              If You Need Help

cc:  Texas State Approving Agency (SAA)
     Texas Education Liaison Representative (ELR)

22/cdw
October 19, 2017

Mr. Andrew Horowitz

Dear Mr. Horowitz:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 10, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Timmy L. Micalef
Director

DLS:NCD:S1244-12

Dear Mr. Horowitz:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- **Course Name:** HVAC
- **at School:** RETAIL READY CAREER CENTER
- **School Address:** 2800 W Kingsley, Garland Texas

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school has now lost approval and closed.

**What You Can Do**

You can select another school. Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

**Certificate of Eligibility**

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 36 months and 0 days of full-time benefits remaining.

You have until October 19, 2031 to use your benefits under this program, which is fifteen years from your last separation from active duty.
October 19, 2017

Mr. Neil Hall

Dear Mr. Hall:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 6, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micalef
Director

DLS:NCD: S1244-12

Dear Mr. Hall:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- **Course Name:** HVAC MAINTENANCE READY TECH
- **at School:** RETAIL READY CAREER CENTER INC
- **School Address:** 2800 W KINGSLEY STE 300 GARLAND TX 75041-

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 2526864118 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

**Certificate of Eligibility**

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.
You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 17 months and 22 days of full-time benefits remaining.

You have until October 12, 2029 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/12/2010</td>
<td>10/11/2014</td>
<td>1,327</td>
<td>134</td>
<td>1,461</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>1,327</td>
<td>134</td>
<td>1,461</td>
</tr>
</tbody>
</table>

**Yellow Ribbon**

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

*Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit [www.GiBILL.va.gov](http://www.GiBILL.va.gov).*

**Other Information**

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for **ALL** debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting [www.GiBILL.va.gov](http://www.GiBILL.va.gov)
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.
If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

[Signature]

Pam Stephens
Education Officer

Enclosures:  VA Form 4107
             VA Form 22-1995
             If You Need Help

cc:  Veterans Education

[22/ptr]
October 19, 2017

Mr. Aaron Jacobs

Dear Mr. Jacobs:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 11, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school's approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micaleff
Director

DLS:NCD:SI244-12

Dear Mr. Jacobs:

Although you're eligible for the Post-9/11 GI Bill®, we can't pay you benefits for HVAC Maintenance Ready Tech at Retail Ready Career Center (2800 W Kingsley Ste 103, Garland, TX 75041). This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill. Approval for this school was withdrawn on September 26, 2017. If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We'll process your claim promptly if this course is approved in the future.

**What You Can Do**

You may review a list of approved programs of education offered at institutions of higher learning by visiting www.benefits.va.gov/gibill, or by contacting us (see the "If You Need Help" enclosure for contact information.)
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 14 months and 6 days of full-time benefits remaining. You have until August 13, 2021, to use your benefits under this program which is fifteen years from the date of your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Length (in days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 13, 2002</td>
<td>Aug 12, 2006</td>
<td>1,461</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Aggregate service (in days)</td>
<td>1,461</td>
<td></td>
</tr>
</tbody>
</table>

Yellow Ribbon Program

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuition and fees that exceed the in-State maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.benefits.va.gov/gibill.
Career Counseling

The receipt of this Certificate of Eligibility (COE) means that you are eligible for VA-professional career counseling services at any time during your eligibility period. When considering school(s), we recommend using the GI Bill Comparison Tool, and the "Factors to Consider When Choosing a School." A guide before using the GI Bill®. See links to access these resources:

- GI Bill Comparison Tool: www.vets.gov/gi-bill-comparison-tool
- Factors to Consider When Choosing a School. A guide before using the GI Bill®: www.benefits.va.gov/gibill/docs/factsheets/choosing_a_school.pdf

Verify that your prospective school(s) has articulation agreements; what the agreement involves, and how it applies to credit transferability for future transfer options to other schools.

For questions, additional information about career counseling services, or if you are six months from discharge, call 1-800-827-1000 and speak with a VA customer service representative.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for -

- Courses you don't attend;
- Courses from which you withdraw; or
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The internet by visiting www.benefits.va.gov/gibill. You can then send VA a message using the "Submit a Question" option; or
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551);
- Postal Mail by sending correspondence to the address at the top of this letter.

Visit us at www.benefits.va.gov/gibill

GI Bill® is a registered trademark of the U. S. Department of Veterans Affairs (VA). The absence of the registration symbol ® does not constitute a waiver of VA's trademark rights in that phrase.
If You Have Questions or Need Assistance

If you have questions or need assistance, contact us. See the "If You Need Help" enclosure for contact information. If you disagree with us, you have the right to appeal our decision. You must write and tell us why you disagree. The enclosed VA Form 4107 explains your rights.

Students receiving VA benefits at the three-quarter-time or full-time rate may participate in the VA work-study program. If you are interested, see your school's veterans coordinator.

Sincerely yours,

[Signature]

P. Stephens
Education Officer

Enclosure(s): VA Form 4107
         VA Form 22-1995
         If You Need Help

CC: AMVETS (351/77)

cc: Claimant
    State Approving Agency
    Education Liaison Representative

22/rhb/jdg
October 19, 2017

Derek T. Williams

Dear Mr. Williams:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 11, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

Dear Mr. Williams:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- **Course Name:** HVAC Maintenance
- **at School:** RETAIL READY CAREER CENTER
- **School Address:** 2800 W kingsley RD 103 Garland, Texas 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 9316191494 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 22 months and 17 days of full-time benefits remaining.

You have until August 16, 2030 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/16/2010</td>
<td>08/15/2015</td>
<td>1,698</td>
<td>128</td>
<td>1,826</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>1,698</td>
<td>128</td>
<td>1,826</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.
You may notify VA via:

- The Internet by visiting www.GIBill.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

[Signature]

Pam Stephens
Education Officer

Enclosures: VA Form 4107
VA Form 22-1995
If You Need Help

cc: Veterans Education

22/JLI
October 19, 2017

Rolandon Purifoy

Dear Mr. Purifoy:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 11, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school's approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micaleff
Director

DLS:NCD:S1244-12

Dear Mr. Purifoy:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC
at School: RETAIL READY CAREER CENTER
School Address: 3800 W Kingsley Ste 103, Garland TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

School Not Approved

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 325-267-1743 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.
You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 29 months and 23 days of full-time benefits remaining.

Because you are on active duty, you currently have no delimiting date.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/26/2007</td>
<td>Active Duty</td>
<td>3,606</td>
<td>155</td>
<td>3,761</td>
</tr>
<tr>
<td></td>
<td>Total:</td>
<td></td>
<td></td>
<td>Total: 3,761</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.
If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures: VA Form 4107
             VA Form 22-1995
             If You Need Help

cc: Veterans Education

22/jjw
October 23, 2017

Mr. Edmund R. Chaffin Jr.

Dear Mr. Chaffin:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 12, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

[Signature]

Tammy L. Michelfe
Director

Dear Mr. Chaffin:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- **Course Name:** HVAC Maintenance Ready Tech
- **at School:** RETAIL READY CAREER CENTER INC
- **School Address:** 2800 W Kingsley Rd Suite 103 Garland TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

### School Not Approved

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education  
Texas Veterans Commission  
P.O. Box 12277  
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 8283177924 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

### What You Can Do

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 36 months and 0 days of full-time benefits remaining.

You have until October 31, 2024 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/25/1989</td>
<td>10/30/2009</td>
<td>2,972</td>
<td>0</td>
<td>2,972</td>
</tr>
</tbody>
</table>

Total: 2,972 0 2,972

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school’s tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school’s veterans certifying official and VA if there is any change in your enrollment. Generally, we can’t pay you for:

- Courses you don’t attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.
You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures:  VA Form 4107   
             VA Form 22-1995   
             If You Need Help

cc: North Carolina - Division of Veterans Affairs (318/018)

22/sdc
October 23, 2017

Mr. Leon Martinez I  

Dear Mr. Martinez:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 13, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micalef  
Director

DLS:NCD:S1244-12

Dear Mr. Martinez:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC Maintenance Technician
at School: RETAIL READY CAREER CENTER
School Address: 2800 W Kingsley Ste 103 Garland Tx 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

School Not Approved

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 210 883 8573 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.
October 23, 2017

Mr. James E. Gordon Jr.

Dear Mr. Gordon:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 12, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

Dear Mr. Gordon:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC
at School: RETAIL READY CAREER CENTER INC.
School Address: Garland TX

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

School Not Approved

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 469-250-2716 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.
You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 25 months and 8 days of full-time benefits remaining.

You have until May 22, 2031 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You’re entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/22/2012</td>
<td>05/21/2016</td>
<td>1,461</td>
<td>0</td>
<td>1,461</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>1,461</td>
<td>0</td>
<td>1,461</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school’s tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school’s veterans certifying official and VA if there is any change in your enrollment. Generally, we can’t pay you for:

- Courses you don’t attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for **ALL** debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.
If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures:  VA Form 4107
             VA Form 22-1995
             If You Need Help

cc: Veterans Education

22-tgk
After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
- Give us evidence we do not already have that may lead us to change our decision.

This form will tell you how to appeal to the Board and how to send us more evidence. You can do either one or both of these things.

**HOW CAN I APPEAL THE DECISION?**

How do I start my appeal? To begin your appeal, you must submit VA Form 21-0958, "Notice of Disagreement," if that form was provided to you in connection with our decision. If we denied more than one claim for a benefit (for example, if you claimed compensation for three disabilities and we denied two of them), please tell us in Part IV of VA Form 21-0958 each of the claims you are appealing. A filed VA Form 21-0958 is considered your Notice of Disagreement. If you did not receive VA Form 21-0958 in connection with our decision, then write us a letter telling us you disagree with our decision or enter your disagreement on VA Form 21-0958 in questions 11 or 12A. If you did not receive VA Form 21-0958 in connection with our decision, then either your statement or VA Form 21-0958 is considered your Notice of Disagreement. Send your Notice of Disagreement to the address included on our decision notice letter.

How long do I have to start my appeal? You have one year to start an appeal of our decision. Your Notice of Disagreement must be postmarked (or received by us) within one year from the date of our letter denying you the benefit. In most cases, you cannot appeal a decision after this one-year period has ended.

What happens if I do not start my appeal on time? If you do not start your appeal on time, our decision will become final. Once our decision is final, you cannot get the VA benefit we denied unless you either:

- Show that we were clearly wrong to deny the benefit or
- Send us new evidence that relates to the reason we denied your claim.

What happens after VA receives my Notice of Disagreement? We will either grant your claim or send you a Statement of the Case. A Statement of the Case describes the facts, laws, regulations, and reasons that we used to make our decision. We will also send you a VA Form 9, "Appeal to Board of Veterans’ Appeals," with the Statement of the Case. If you want to continue your appeal to the Board of Veterans' Appeals (Board) after receiving a Statement of the Case, you must complete and return the VA Form 9 within one year from the date of our letter denying you the benefit or within 60 days from the date that we mailed the Statement of the Case to you, whichever is later. If you decide to complete an appeal by filing a VA Form 9, you have the option to request a Board hearing. Hearings often increase wait time for a Board decision. It is not necessary for you to have a hearing for the Board to decide your appeal. It is your choice.

Where can I find out more about the VA appeals process?
- You can find a "plain language" pamphlet called "How Do I Appeal," on the Internet at: http://www.bva.va.gov/How_Do_I_Appel.asp.

**YOUR RIGHT TO REPRESENTATION**

Can I get someone to help me with my appeal? Yes. You can have a Veterans Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. You are not required to have someone represent you. It is your choice.

- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: http://www.va.gov/vso.
A private attorney or an "agent" can also represent you. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. Your local bar association may be able to refer you to an attorney with experience in veterans' law. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans' law. Contact us if you would like to know if there is a VA accredited agent in your area.

Do I have to pay someone to help me with my appeal to the Board? It depends on who helps you. The following explains the differences.

- Veterans' service organizations will represent you for free.
- Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal is your responsibility. If you do hire an attorney or agent to represent you, a copy of any fee agreement must be sent to VA. The fee agreement must clearly specify if VA is to pay the attorney or agent directly out of past-due benefits. See 38 C.F.R. § 14.636(g)(2). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the direct-pay fee agreement must be filed with us at the address included on our decision notice letter within 30 days of its execution. A copy of any fee agreement that is not a direct-pay fee agreement must be filed with the Office of the General Counsel within 30 days of its execution by mailing the copy to the following address: Office of the General Counsel (022D), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. See 38 C.F.R. § 14.636(g)(3).

GIVING VA ADDITIONAL EVIDENCE?

You can send us more evidence to support a claim whether or not you choose to appeal.

NOTE: Please direct all new evidence to the address included on our decision notice letter. You should not send evidence directly to the Board at this time. You should only send evidence to the Board if you decide to complete an appeal and, then, you should only send evidence to the Board after you receive written notice from the Board that they received your appeal.

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing with your local VA office.

In writing. To support your claim, you may send documents and written statements to us at the address included on our decision notice letter. Tell us in a letter how these documents and statements should change our earlier decision.

At a personal hearing. You may request a hearing with an employee at your local VA office at any time, whether or not you choose to appeal. We do not require you to have a local hearing. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a local hearing, send us a letter asking for a local hearing. Use the address included on our decision notice letter. We will then:

- Arrange a time and place for the hearing
- Provide a room for the hearing
- Assign someone to hear your evidence
- Make a written record of the hearing

WHAT HAPPENS AFTER I GIVE VA EVIDENCE?

We will review any new evidence, including the record of the local hearing, if you choose to have one, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you complete an appeal, we will send the new evidence and the record of any local hearing to the Board.
# Request for Change of Program or Place of Training

## Part I - Identification and Personal Information

1A. Name of Applicant (First, Middle, Last)

1B. Mailing Address (Complete street address, City, State, and 9-digit ZIP Code)

1C. Applicant's Telephone Number (Including Area Code)

1D. VA File Number

1E. Applicant's E-mail Address

1F. Social Security of Applicant (For transferability cases, enter the veteran's social security number)

## Part II - Your Program Information

2. Education Benefit You Want to Receive (Only Select One)

   - A. Chapter 33 (Post-9/11 GI Bill)
   - B. Chapter 30 (Montgomery GI Bill - Active Duty)
   - C. Chapter 32 (Veterans Educational Assistance Program including section 1681)
   - D. Chapter 1606 (Montgomery GI Bill - Selected Reserve)
   - E. Chapter 1607 (Reserve Educational Assistance Program)
   - F. Transfer of Entitlement Program

3. How Will You Take Training?

   - A. School Attendance
   - B. Correspondence
   - C. Apprenticeship or On-the-Job Training
   - D. Cooperative Training
   - E. Tuition Assistance Top-Up (Active Duty Only)
   - F. Flight Training
   - G. Licensing & Certification Test
   - H. National Admissions Exams or National Exams for Credit

4A. What Education, Professional or Vocational Goal Are You Working Toward?

4B. What is the Name of the Program You Are Requesting?

4C. If changing schools, give name and complete address of new school or training establishment you are planning to attend (if applicable)

4D. Name and complete address of old or current school or training establishment

4E. Tell us when and why you stopped training at your prior school or establishment. Continue in remarks, Item 10, or on a separate sheet if necessary.

## Part III - Direct Deposit Information

5. Direct Deposit (Attach a voided personal check or provide the information in Items A through D below. Direct Deposit is not available for Chapter 32 recipients. See instructions for additional Direct Deposit information)

   - A. Type of Account
     - Checking
     - Savings

   - B. Name of Financial Institution

   - C. 9 Digit Routing or Transit Number

   - D. Account Number

VA FORM 22-1995
SUPERSEDES VA FORM 22-1995, JUL 2013, WHICH WILL NOT BE USED.
PART IV - MISCELLANEOUS INFORMATION

6. INFORMATION ON DEPENDENTS (COMPLETE THIS ITEM ONLY IF YOU SERVED BEFORE JANUARY 1, 1977 (or had a delayed entry before January 2, 1978) AND YOU CURRENTLY HAVE DEPENDENTS.)

**QUESTIONS**

<table>
<thead>
<tr>
<th></th>
<th>YES (✓)</th>
<th>NO (✓)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. ARE YOU CURRENTLY MARRIED?</td>
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<tr>
<td>B. DO YOU HAVE ANY CHILDREN WHO ARE:</td>
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<tr>
<td>(1) UNDER AGE 18 OR</td>
<td></td>
<td></td>
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<tr>
<td>(2) OVER 18 BUT UNDER AGE 23, NOT MARRIED AND ATTENDING SCHOOL? OR</td>
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<td></td>
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<tr>
<td>(3) OF ANY AGE PERMANENTLY HELPLESS FOR MENTAL OR PHYSICAL REASONS?</td>
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<tr>
<td>C. IS EITHER YOUR FATHER OR MOTHER DEPENDENT UPON YOU FOR FINANCIAL SUPPORT?</td>
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</table>

7. RECENT PERIODS OF SERVICE (PERIODS OF ACTIVE DUTY SINCE YOUR INITIAL PERIOD OF ACTIVE DUTY.) Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of "Member 4 Copy" of your DD Form 214 for each period of active service. (Don't report Active Duty for Training.)

<table>
<thead>
<tr>
<th>A. BRANCH OF SERVICE AND RESERVE OR GUARD COMPONENT SERVING IN DURING ACTIVE DUTY</th>
<th>B. BEGINNING AND ENDING DATES OF ACTIVE DUTY</th>
<th>C. WERE YOU INVOLUNTARILY CALLED TO ACTIVE DUTY FOR THIS PERIOD? (IF YES END IN VARIOUS OF YOUR ORDERS)</th>
<th>D. WHAT WAS THE CHARACTER OF YOUR DISCHARGE?</th>
<th>E. IF THIS ACTIVE DUTY IS NATIONAL GUARD DUTY INDICATE IF AUTHORITY IS TITLE 10 (FEDERAL) OR TITLE 32 (STATE). (ATTACH COPIES OF ANY ORDERS)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>YES</td>
<td>NO</td>
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NOTE: DO NOT INCLUDE FULL TIME ASSIGNMENT BY A SERVICE DEPARTMENT TO A CIVILIAN SCHOOL FOR A COURSE OF EDUCATION; ATTENDANCE AT A SERVICE ACADEMY; OR NON-CREDITABLE TIME (TIME LOST BECAUSE OF INDUSTRIAL OR AGRICULTURAL FURLOUGH, ARREST WITHOUT ACQUITTAL, BEING AWOL, DESERTION, SENTENCE OF COURT MARTIAL, ETC.)

8. DO YOU EXPECT TO RECEIVE EDUCATIONAL BENEFITS UNDER THE GOVERNMENT EMPLOYEE'S TRAINING ACT (GETA) FOR THE SAME COURSE(S) YOU WILL RECEIVE VA EDUCATION BENEFITS? (Answer only if you are a Federal Government employee)

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

9. ARE YOU RECEIVING OR DO YOU ANTICIPATE RECEIVING ANY MONEY (Including but not limited to Federal Tuition Assistance) FROM THE ARMED FORCES OR PUBLIC HEALTH SERVICE FOR THE COURSE FOR WHICH YOU HAVE APPLIED TO VA FOR EDUCATION BENEFITS? IF YOU WILL RECEIVE SUCH BENEFITS, CHECK "YES." SHOW COMPLETE DETAILS IN THE REMARKS SECTION TO INCLUDE THE SOURCE OF THE FUNDS. NOTE: IF YOU ARE APPLYING FOR THE TUITION ASSISTANCE TOP-UP BENEFIT, CHECK "NO." (Answer only if you are on Active Duty)

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

10. REMARKS

---

PART V - CERTIFICATION AND SIGNATURE OF APPLICANT

I CERTIFY THAT all statements in my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

PENALTY - Willful false statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of these or other benefits and in criminal penalties.

**11A SIGNATURE OF APPLICANT (DO NOT PRINT) SIGN HERE IN INK**

**11B. DATE SIGNED**
INSTRUCTIONS & INFORMATION

When Should You Use This Form?

Use this form when:
• you're changing schools,
• you're changing your educational, professional, vocational goal,
• you left your program due to unsatisfactory attendance, progress, or conduct; and you're now reentering the same program or
• you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":
• Educational goal: GED certificate, high school diploma, bachelor degree, master degree, Ph.D
• Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian
• Vocational goal: stenographer, machinist, electronic technician, X-ray technician, radio and TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirectexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Items #6: Provide your dependents information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.va.gov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help

If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.gibill.va.gov. Click on Ask a Question and Find Answers. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,
Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school's or establishment's physical address. Determine the correct office from the list below.
Step 2: Notify the veterans certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.
Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for education assistance.

(B) If you have not selected a school or training establishment,
Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on the next page.
Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.
<table>
<thead>
<tr>
<th>Region</th>
<th>Office Address</th>
<th>Serves the following states</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Region</td>
<td>VA Regional Office P.O. Box 4616</td>
<td>CT, DE, DC, ME, MD, NY, PA</td>
</tr>
<tr>
<td></td>
<td>Buffalo, NY 14240-4616</td>
<td></td>
</tr>
<tr>
<td>Central Region</td>
<td>VA Regional Office P.O. Box 66830</td>
<td>CO, IA, IL, IN, KS, KY, MO,</td>
</tr>
<tr>
<td></td>
<td>St. Louis, MO 63166-6830</td>
<td>OH, SD, TN, WI, WI</td>
</tr>
<tr>
<td>Western Region</td>
<td>VA Regional Office P.O. Box 8888</td>
<td>AK, AL, AR, AZ, CA, FL, LA,</td>
</tr>
<tr>
<td></td>
<td>Muskogee, OK 74402-8888</td>
<td>OK, OR, UT, WA, Philippines</td>
</tr>
<tr>
<td>Southern Region</td>
<td>VA Regional Office P.O. Box 100022</td>
<td>GA, NC, PR, US Virgin Islands</td>
</tr>
<tr>
<td></td>
<td>Decatur, GA 30031-7022</td>
<td></td>
</tr>
</tbody>
</table>

**PRIVACY ACT NOTICE:** The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g. VA sends educational forms or letters with veteran's identifying information to the veteran's school or training establishment to (1) assist veteran in the completion of claims forms or (2) for VA to obtain further information as may be necessary from the school for VA to properly process veteran's education claim or to monitor his or her progress during training) as identified in the VA system of records, 58VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

**RESPONDENT BURDEN:** We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at http://www.reginfo.gov/public/do/PRAMain. If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.
If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill

You can ask a question about your education claim by choosing the “Submit a Question” option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.
Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

CENTRAL REGION:
VA Regional Office
PO Box 66830
St. Louis, MO 63166-6830

EASTERN REGION:
VA Regional Office
PO Box 4616
Buffalo, NY 14240-4616

WESTERN REGION:
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

SOUTHERN REGION:
VA Regional Office
PO Box 100022
Decatur, GA 30031-7022
October 23, 2017

Mr. Vonneliot Mitchell

Dear Mr. Mitchell:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 12, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

Dear Mr. Mitchell:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- **Course Name:** HVAC Tech
- **at School:** RETAIL READY CAREER CENTER
- **School Address:** 2800 W Kingsley Ste 103 Garland TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education  
Texas Veterans Commission  
P.O. Box 12277  
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 253-287-0877 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 4 months and 29 days of full-time benefits remaining.

You have until May 26, 2027 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/26/2007</td>
<td>05/25/2012</td>
<td>1,522</td>
<td>121</td>
<td>1,643</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>1,522</td>
<td>121</td>
<td>1,643</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.
You may notify VA via:

- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

[Signature]

Pam Stephens
Education Officer

Enclosures:  VA Form 4107
             VA Form 22-1995
             If You Need Help

cc: Veterans Education

22/rnc
YOUR RIGHTS TO APPEAL OUR DECISION

After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
- Give us evidence we do not already have that may lead us to change our decision.

How CAN I APPEAL THE DECISION?

How do I start my appeal? To begin your appeal, you must submit VA Form 21-0958, "Notice of Disagreement," if that form was provided to you in connection with our decision. If we denied more than one claim for a benefit (for example, if you claimed compensation for three disabilities and we denied two of them), please tell us in Part IV of VA Form 21-0958 each of the claims you are appealing. A filed VA Form 21-0958 is considered your Notice of Disagreement. If you did not receive VA Form 21-0958 in connection with our decision, then write us a letter telling us you disagree with our decision or enter your disagreement on VA Form 21-0958 in questions 11 or 12A. If you did not receive VA Form 21-0958 in connection with our decision, then either your statement or VA Form 21-0958 is considered your Notice of Disagreement. Send your Notice of Disagreement to the address included on our decision notice letter.

How long do I have to start my appeal? You have one year to start an appeal of our decision. Your Notice of Disagreement must be postmarked (or received by us) within one year from the date of our letter denying you the benefit. In most cases, you cannot appeal a decision after this one-year period has ended.

What happens if I do not start my appeal on time? If you do not start your appeal on time, our decision will become final. Once our decision is final, you cannot get the VA benefit we denied unless you either:

- Show that we were clearly wrong to deny the benefit or
- Send us new evidence that relates to the reason we denied your claim.

What happens after VA receives my Notice of Disagreement? We will either grant your claim or send you a Statement of the Case. A Statement of the Case describes the facts, laws, regulations, and reasons that we used to make our decision. We will also send you a VA Form 9, "Appeal to Board of Veterans' Appeals," with the Statement of the Case. If you want to continue your appeal to the Board of Veterans' Appeals (Board) after receiving a Statement of the Case, you must complete and return the VA Form 9 within one year from the date of our letter denying you the benefit or within 60 days from the date that we mailed the Statement of the Case to you, whichever is later. If you decide to complete an appeal by filing a VA Form 9, you have the option to request a Board hearing. Hearings often increase wait time for a Board decision. It is not necessary for you to have a hearing for the Board to decide your appeal. It is your choice.

Where can I find out more about the VA appeals process?

- You can find a "plain language" pamphlet called "How Do I Appeal," on the Internet at: http://www.bva.va.gov/How_Do_I_Appeal.asp.

YOUR RIGHT TO REPRESENTATION

Can I get someone to help me with my appeal? Yes. You can have a Veterans Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. You are not required to have someone represent you. It is your choice.

- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: http://www.va.gov/vso.
A private attorney or an "agent" can also represent you. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. Your local bar association may be able to refer you to an attorney with experience in veterans' law. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans' law. Contact us if you would like to know if there is a VA accredited agent in your area.

Do I have to pay someone to help me with my appeal to the Board? It depends on who helps you. The following explains the differences.

- Veterans' service organizations will represent you for free.
- Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal is your responsibility. If you do hire an attorney or agent to represent you, a copy of any fee agreement must be sent to VA. The fee agreement must clearly specify if VA is to pay the attorney or agent directly out of past-due benefits. See 38 C.F.R. § 14.636(g)(2). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the direct-pay fee agreement must be filed with us at the address included on our decision notice letter within 30 days of its execution. A copy of any fee agreement that is not a direct-pay fee agreement must be filed with the Office of the General Counsel within 30 days of its execution by mailing the copy to the following address: Office of the General Counsel (022D), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. See 38 C.F.R. § 14.636(g)(3).

**GIVING VA ADDITIONAL EVIDENCE?**

You can send us more evidence to support a claim whether or not you choose to appeal.

**NOTE:** Please direct all new evidence to the address included in our decision notice letter. You should not send evidence directly to the Board at this time. You should only send evidence to the Board if you decide to complete an appeal and, then, you should only send evidence to the Board after you receive written notice from the Board that they received your appeal.

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing with your local VA office.

**In writing.** To support your claim, you may send documents and written statements to us at the address included on our decision notice letter. Tell us in a letter how these documents and statements should change our earlier decision.

**At a personal hearing.** You may request a hearing with an employee at your local VA office at any time, whether or not you choose to appeal. We do not require you to have a local hearing. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a local hearing, send us a letter asking for a local hearing. Use the address included on our decision notice letter. We will then:

- Arrange a time and place for the hearing
- Provide a room for the hearing
- Assign someone to hear your evidence
- Make a written record of the hearing

**WHAT HAPPENS AFTER I GIVE VA EVIDENCE?**

We will review any new evidence, including the record of the local hearing, if you choose to have one, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you complete an appeal, we will send the new evidence and the record of any local hearing to the Board.
# Department of Veterans Affairs

## REQUEST FOR CHANGE OF PROGRAM OR PLACE OF TRAINING

### PART I - IDENTIFICATION AND PERSONAL INFORMATION

1A. NAME OF APPLICANT (First, Middle, Last)

1B. MAILING ADDRESS *(Complete street address, City, State, and 9-digit ZIP Code)*

1C. APPLICANT'S TELEPHONE NUMBER *(Including Area Code)*

1D. VA FILE NUMBER

1E. APPLICANT'S E-MAIL ADDRESS

### PART II - YOUR PROGRAM INFORMATION

2. EDUCATION BENEFIT YOU WANT TO RECEIVE *(Only Select One)*
   - A. CHAPTER 33 *(Post-9/11 GI Bill)*
   - B. CHAPTER 30 *(Montgomery GI Bill - Active Duty)*
   - C. CHAPTER 32 *(Veterans Educational Assistance Program including section 33)*
   - D. CHAPTER 1606 *(Montgomery GI Bill - Selected Reserve)*
   - E. CHAPTER 1607 *(Reserve Educational Assistance Program)*
   - F. TRANSFER OF ENTITLEMENT PROGRAM

3. HOW WILL YOU TAKE TRAINING?
   - A. SCHOOL ATTENDANCE
   - B. CORRESPONDENCE
   - C. APPRENTICESHIP OR ON-THE-JOB TRAINING
   - D. COOPERATIVE TRAINING
   - E. TUITION ASSISTANCE TOP-UP *(Active Duty Only)*
   - F. LICENSED OR CERTIFICATION TEST
   - G. NATIONAL ADMISSIONS EXAMS OR NATIONAL EXAMS FOR CREDIT
   - H. FLIGHT TRAINING

4A. WHAT EDUCATION, PROFESSIONAL OR VOCATIONAL GOAL ARE YOU WORKING TOWARD?

4B. WHAT IS THE NAME OF THE PROGRAM YOU ARE REQUESTING?

4C. IF CHANGING SCHOOLS, GIVE NAME AND COMPLETE ADDRESS OF NEW SCHOOL OR TRAINING ESTABLISHMENT YOU ARE PLANNING TO ATTEND *(If applicable)*

4D. NAME AND COMPLETE ADDRESS OF OLD OR CURRENT SCHOOL OR TRAINING ESTABLISHMENT

4E. TELL US WHEN AND WHY YOU STOPPED TRAINING AT YOUR PRIOR SCHOOL OR ESTABLISHMENT. CONTINUE IN REMARKS, ITEM 10, OR ON A SEPARATE SHEET IF NECESSARY.

### PART III - DIRECT DEPOSIT INFORMATION

5. DIRECT DEPOSIT *(Attach a voided personal check or provide the information in items A through D below. Direct Deposit is not available for Chapter 32 recipients. See instructions for additional Direct Deposit information)*

   - A. TYPE OF ACCOUNT
     - □ CHECKING
     - □ SAVINGS

   - B. NAME OF FINANCIAL INSTITUTION

   - C. 9-DIGIT ROUTING OR TRANSIT NUMBER

   - D. ACCOUNT NUMBER
### PART IV - MISCELLANEOUS INFORMATION

**6. INFORMATION ON DEPENDENTS** (COMPLETE THIS ITEM ONLY IF YOU SERVED BEFORE JANUARY 1, 1977 (or had a delayed entry before January 2, 1978) AND YOU CURRENTLY HAVE DEPENDENTS.)

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>YES (√)</th>
<th>NO (√)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. ARE YOU CURRENTLY MARRIED?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. DO YOU HAVE ANY CHILDREN WHO ARE:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) UNDER AGE 18 OR</td>
<td></td>
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<tr>
<td>(2) OVER 18 BUT UNDER AGE 23, NOT MARRIED AND ATTENDING SCHOOL? OR</td>
<td></td>
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<tr>
<td>(3) OF ANY AGE PERMANENTLY HELPLESS FOR MENTAL OR PHYSICAL REASONS?</td>
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<tr>
<td>C. IS EITHER YOUR FATHER OR MOTHER DEPENDENT UPON YOU FOR FINANCIAL SUPPORT?</td>
<td></td>
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</tr>
</tbody>
</table>

**7. RECENT PERIODS OF SERVICE** (PERIODS OF ACTIVE DUTY SINCE YOUR INITIAL PERIOD OF ACTIVE DUTY.) Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of "Member 4 Copy" of your DD Form 214 for each period of active service. (Don't report Active Duty for Training.)

<table>
<thead>
<tr>
<th>A. BRANCH OF SERVICE AND RESERVE OR GUARD COMPONENT SERVING IN DURING ACTIVE DUTY</th>
<th>B. BEGINNING AND ENDING DATES OF ACTIVE DUTY</th>
<th>C. WERE YOU INVOLUNTARILY CALLED TO ACTIVE DUTY FOR THIS PERIOD? (If yes, and in copies of your orders)</th>
<th>D. WHAT WAS THE CHARACTER OF YOUR DISCHARGE?</th>
</tr>
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<tbody>
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</table>

NOTE: DO NOT INCLUDE FULL-TIME ASSIGNMENT BY A SERVICE DEPARTMENT TO A CIVILIAN SCHOOL FOR A COURSE OF EDUCATION; ATTENDANCE AT A SERVICE ACADEMY; OR NON-CREDITABLE TIME (TIME LOST BECAUSE OF INDUSTRIAL OR AGRICULTURAL FURLOUGH, ARREST WITHOUT ACQUITTAL, BEING AWOL, DESERTION, SENTENCE OF COURT-MARTIAL, ETC.)

**8. DO YOU EXPECT TO RECEIVE EDUCATIONAL BENEFITS UNDER THE GOVERNMENT EMPLOYEE'S TRAINING ACT (GETA) FOR THE SAME COURSE(S) YOU WILL RECEIVE VA EDUCATION BENEFITS?** (Answer only if you are a Federal Government employee)

☐ YES ☐ NO

**9. ARE YOU RECEIVING OR DO YOU ANTICIPATE RECEIVING ANY MONEY (INCLUDING BUT NOT LIMITED TO FEDERAL TUITION ASSISTANCE) FROM THE ARMED FORCES OR PUBLIC HEALTH SERVICE FOR THE COURSE FOR WHICH YOU HAVE APPLIED TO VA FOR EDUCATION BENEFITS? IF YOU WILL RECEIVE SUCH BENEFITS, CHECK "YES." SHOW COMPLETE DETAILS IN THE REMARKS SECTION TO INCLUDE THE SOURCE OF THE FUNDS. NOTE: IF YOU ARE APPLYING FOR THE TUITION ASSISTANCE TOP-UP BENEFIT, CHECK "NO." (Answer only if you are on Active Duty)

☐ YES ☐ NO

**10. REMARKS**

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**PART V - CERTIFICATION AND SIGNATURE OF APPLICANT**

I CERTIFY THAT all statements in my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

PENALTY: Willful false statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of these or other benefits and in criminal penalties.

11A. SIGNATURE OF APPLICANT (DO NOT PRINT) 11B. DATE SIGNED

SIGN HERE IN INK

VA FORM 22-1995, JUN 2014
INSTRUCTIONS & INFORMATION

When Should You Use This Form?

Use this form when:
• you're changing schools,
• you're changing your educational, professional, vocational goal,
• you left your program due to unsatisfactory attendance, progress, or conduct; and you're now reentering the same program or
• you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":
• Educational goal: GED certificate, high school diploma, bachelor degree, master degree, Ph.D
• Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian
• Vocational goal: stenographer, machinist, electronic technician, X-ray technician, radio and TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirectexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Items #6: Provide your dependents information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.va.gov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help

If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.gibill.va.gov. Click on Ask a Question and Find Answers. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,

Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school's or establishment's physical address. Determine the correct office from the list below.

Step 2: Notify the veterans certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.

Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for education assistance.

(B) If you have not selected a school or training establishment,

Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on the next page.

Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.
### Privacy Act Notice

**PRIVACY ACT NOTICE:** The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g. VA sends educational forms or letters with a veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for the VA to obtain further information as may be necessary from the school for the VA to properly process the veteran's education claim or to monitor his or her progress during training) as identified in the VA system of records, 58VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

**RESPONDENT BURDEN:** We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at [http://www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.

### VA Form 22-1995, Jun 2014

<table>
<thead>
<tr>
<th>Eastern Region:</th>
<th>VA Regional Office</th>
<th>P.O. Box 4616</th>
<th>Buffalo, NY 14240-4616</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serves the following states</td>
<td>CT</td>
<td>DE</td>
<td>DC</td>
</tr>
<tr>
<td></td>
<td>MD</td>
<td>MA</td>
<td>NH</td>
</tr>
<tr>
<td></td>
<td>NY</td>
<td>PA</td>
<td>RI</td>
</tr>
<tr>
<td>VA</td>
<td>Foreign Schools</td>
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<table>
<thead>
<tr>
<th>Central Region:</th>
<th>VA Regional Office</th>
<th>P.O. Box 66830</th>
<th>St. Louis, MO 63166-6830</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serves the following states</td>
<td>CO</td>
<td>IA</td>
<td>IL</td>
</tr>
<tr>
<td></td>
<td>KS</td>
<td>KY</td>
<td>MI</td>
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<td>MO</td>
<td>MT</td>
<td>NE</td>
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<td></td>
<td>OH</td>
<td>SD</td>
<td>TN</td>
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<tr>
<td>WI</td>
<td>WY</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Western Region:</th>
<th>VA Regional Office</th>
<th>P.O. Box 8888</th>
<th>Muskogee, OK 74402-8888</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serves the following states</td>
<td>AK</td>
<td>AL</td>
<td>AR</td>
</tr>
<tr>
<td></td>
<td>CA</td>
<td>FL</td>
<td>HI</td>
</tr>
<tr>
<td></td>
<td>LA</td>
<td>MS</td>
<td>NM</td>
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<tr>
<td></td>
<td>OK</td>
<td>OR</td>
<td>SC</td>
</tr>
<tr>
<td>UT</td>
<td>WA</td>
<td>Philippines</td>
<td>Guam</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Southern Region:</th>
<th>VA Regional Office</th>
<th>P.O. Box 100022</th>
<th>Decatur, GA 30031-7022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serves the following states</td>
<td>GA</td>
<td>NC</td>
<td>PR</td>
</tr>
</tbody>
</table>
IF YOU NEED HELP

If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill

You can ask a question about your education claim by choosing the "Submit a Question" option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.
Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

**CENTRAL REGION:**
VA Regional Office
PO Box 66830
St. Louis, MO 63166-6830

**EASTERN REGION:**
VA Regional Office
PO Box 4616
Buffalo, NY 14240-4616

**WESTERN REGION:**
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

**SOUTHERN REGION:**
VA Regional Office
PO Box 100022
Decatur, GA 30031-7022
October 23, 2017

Mr. James C. Holley

Dear Mr. Holley:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 12, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school's approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. McCall
Director

DLS:NCD:S1244-12

Dear Mr. Holley:

Although you’re eligible for the Post-9/11 GI Bill, we can’t pay you benefits for:

- **Course Name:** HVAC MAINTENANCE READY
- **School:** RETAIL READY CAREER CENTER INC
- **School Address:** 2800 W KINGSLEY STE 300, GARLAND TX 75041
- **Course Dates:** taken from October 30, 2017 to December 8, 2017.

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can’t pay for your current course.

**School Not Approved**

This school hasn’t been approved for the Post-9/11 GI Bill.

If a school official hasn’t applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We’re sending a copy of this letter to the above office. They may call you at 775-316-2012 concerning your school approval.

We’ll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don’t want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
October 11, 2017

Mr. Craig E. Buckwalter

Dear Mr. Buckwalter:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 3, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

OCTOBER 3, 2017

DEPARTMENT OF VETERANS AFFAIRS
MUSKOGEE REGIONAL OFFICE
P.O. BOX 8888
MUSKOGEE OK 74402-8888

Dear Mr. Buckwalter:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- **Course Name:** HVAC Maintenance Ready Technician
- **at School:** RETAIL READY CAREER CENTER
- **School Address:** 2800 W. Kingsley Rd. Garland, TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 316-609-9624 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 30 months and 9 days of full-time benefits remaining.

You have until April 13, 2028 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
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<tr>
<td>03/09/2012</td>
<td>04/12/2013</td>
<td>400</td>
<td>0</td>
<td>400</td>
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<tr>
<td>08/22/2002</td>
<td>08/21/2010</td>
<td>2,881</td>
<td>41</td>
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<tr>
<td>Total:</td>
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<td>3,281</td>
<td>41</td>
<td>3,322</td>
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Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GiBill.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.
You may notify VA via:

- The Internet by visiting www.GI BILL . va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

[Signature]

Pam Stephens
Education Officer

Enclosures: VA Form 4107
            VA Form 22-1995
            If You Need Help

cc: Veterans Education / 316
    22/tla
After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
- Give us evidence we do not already have that may lead us to change our decision.

This form will tell you how to appeal to the Board and how to send us more evidence. You can do either one or both of these things.

**HOW CAN I APPEAL THE DECISION?**

**How do I start my appeal?** To begin your appeal, you must submit VA Form 21-0958, "Notice of Disagreement," if that form was provided to you in connection with our decision. If we denied more than one claim for a benefit (for example, if you claimed compensation for three disabilities and we denied two of them), please tell us in Part IV of VA Form 21-0958 each of the claims you are appealing. A filed VA Form 21-0958 is considered your Notice of Disagreement. If you did not receive VA Form 21-0958 in connection with our decision, then write us a letter telling us you disagree with our decision or enter your disagreement on VA Form 21-0958 in questions 11 or 12A. If you did not receive VA Form 21-0958 in connection with our decision, then either your statement or VA Form 21-0958 is considered your Notice of Disagreement. Send your Notice of Disagreement to the address included on our decision notice letter.

**How long do I have to start my appeal?** You have one year to start an appeal of our decision. Your Notice of Disagreement must be postmarked (or received by us) within one year from the date of our letter denying you the benefit. In most cases, you cannot appeal a decision after this one-year period has ended.

**What happens if I do not start my appeal on time?** If you do not start your appeal on time, our decision will become final. Once our decision is final, you cannot get the VA benefit we denied unless you either:

- Show that we were clearly wrong to deny the benefit or
- Send us new evidence that relates to the reason we denied your claim.

**What happens after VA receives my Notice of Disagreement?** We will either grant your claim or send you a Statement of the Case. A Statement of the Case describes the facts, laws, regulations, and reasons that we used to make our decision. We will also send you a VA Form 9, "Appeal to Board of Veterans' Appeals," with the Statement of the Case. If you want to continue your appeal to the Board of Veterans' Appeals (Board) after receiving a Statement of the Case, you must complete and return the VA Form 9 within one year from the date of our letter denying you the benefit or within 60 days from the date that we mailed the Statement of the Case to you, whichever is later. If you decide to complete an appeal by filing a VA Form 9, you have the option to request a Board hearing. Hearings often increase wait time for a Board decision. It is not necessary for you to have a hearing for the Board to decide your appeal. It is your choice.

**Where can I find out more about the VA appeals process?**


**YOUR RIGHT TO REPRESENTATION**

**Can I get someone to help me with my appeal?** Yes. You can have a Veterans Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. You are not required to have someone represent you. It is your choice.

- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: [http://www.va.gov/vso](http://www.va.gov/vso).
• A private attorney or an "agent" can also represent you. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. Your local bar association may be able to refer you to an attorney with experience in veterans' law. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans' law. Contact us if you would like to know if there is a VA accredited agent in your area.

Do I have to pay someone to help me with my appeal to the Board? It depends on who helps you. The following explains the differences.

- Veterans' service organizations will represent you for free.
- Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal is your responsibility. If you do hire an attorney or agent to represent you, a copy of any fee agreement must be sent to VA. The fee agreement must clearly specify if VA is to pay the attorney or agent directly out of past-due benefits. See 38 C.F.R. § 14.636(g)(2). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the direct-pay fee agreement must be filed with us at the address included on our decision notice letter within 30 days of its execution. A copy of any fee agreement that is not a direct-pay fee agreement must be filed with the Office of the General Counsel within 30 days of its execution by mailing the copy to the following address: Office of the General Counsel (022D), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. See 38 C.F.R. § 14.636(g)(3).

**GIVING VA ADDITIONAL EVIDENCE?**

You can send us more evidence to support a claim whether or not you choose to appeal.

**NOTE:** Please direct all new evidence to the address included on our decision notice letter. You should not send evidence directly to the Board at this time. You should only send evidence to the Board if you decide to complete an appeal and, then, you should only send evidence to the Board after you receive written notice from the Board that they received your appeal.

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing with your local VA office.

**In writing.** To support your claim, you may send documents and written statements to us at the address included on our decision notice letter. Tell us in a letter how these documents and statements should change our earlier decision.

**At a personal hearing.** You may request a hearing with an employee at your local VA office at any time, whether or not you choose to appeal. We do not require you to have a local hearing. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a local hearing, send us a letter asking for a local hearing. Use the address included on our decision notice letter. We will then:

- Arrange a time and place for the hearing
- Provide a room for the hearing
- Assign someone to hear your evidence
- Make a written record of the hearing

**WHAT HAPPENS AFTER I GIVE VA EVIDENCE?**

We will review any new evidence, including the record of the local hearing, if you choose to have one, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you complete an appeal, we will send the new evidence and the record of any local hearing to the Board.
### REQUEST FOR CHANGE OF PROGRAM OR PLACE OF TRAINING

#### PART I - IDENTIFICATION AND PERSONAL INFORMATION

1A. NAME OF APPLICANT (First, Middle, Last)

1B. MAILING ADDRESS (Complete street address, City, State, and 9-digit ZIP Code)

1C. APPLICANT'S TELEPHONE NUMBER (Including Area Code)

1D. VA FILE NUMBER

1E. APPLICANT'S E-MAIL ADDRESS

### PART II - YOUR PROGRAM INFORMATION

2. EDUCATION BENEFIT YOU WANT TO RECEIVE (Only Select One)
   - A. CHAPTER 33 (Post-9/11 GI BILL)
   - B. CHAPTER 30 (Montgomery GI Bill - Active Duty)
   - C. CHAPTER 32 (Veterans Educational Assistance Program including section 903)
   - D. CHAPTER 1606 (Montgomery GI Bill - Selected Reserve)
   - E. CHAPTER 1607 (Reserve Educational Assistance Program)
   - F. TRANSFER OF ENTITLEMENT PROGRAM

3. HOW WILL YOU TAKE TRAINING?
   - A. SCHOOL ATTENDANCE
   - B. CORRESPONDENCE
   - C. APPRENTICESHIP OR ON-THE-JOB TRAINING
   - D. COOPERATIVE TRAINING
   - E. TUITION ASSISTANCE TOP-UP
   - F. FLIGHT TRAINING

4A. WHAT EDUCATION, PROFESSIONAL OR VOCATIONAL GOAL ARE YOU WORKING TOWARD?

4B. WHAT IS THE NAME OF THE PROGRAM YOU ARE REQUESTING?

4C. IF CHANGING SCHOOLS, GIVE NAME AND COMPLETE ADDRESS OF NEW SCHOOL OR TRAINING ESTABLISHMENT YOU ARE PLANNING TO ATTEND (if applicable)

4D. NAME AND COMPLETE ADDRESS OF OLD OR CURRENT SCHOOL OR TRAINING ESTABLISHMENT

4E. TELL US WHEN AND WHY YOU STOPPED TRAINING AT YOUR PRIOR SCHOOL OR ESTABLISHMENT. CONTINUE IN REMARKS, ITEM 10, OR ON A SEPARATE SHEET IF NECESSARY.

#### PART III - DIRECT DEPOSIT INFORMATION

5. DIRECT DEPOSIT (Attach a voided personal check or provide the information in items A through D below. Direct Deposit is not available for Chapter 32 recipients. See instructions for additional Direct Deposit information.)

   - A. TYPE OF ACCOUNT
     - [ ] CHECKING
     - [ ] SAVINGS
   - B. NAME OF FINANCIAL INSTITUTION
   - C. 9 DIGIT ROUTING OR TRANSIT NUMBER
   - D. ACCOUNT NUMBER
PART IV - MISCELLANEOUS INFORMATION

6. INFORMATION ON DEPENDENTS (COMPLETE THIS ITEM ONLY IF YOU SERVED BEFORE JANUARY 1, 1977 (or had a delayed entry before January 1, 1978) AND YOU CURRENTLY HAVE DEPENDENTS.)

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>YES (✓)</th>
<th>NO (✓)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. ARE YOU CURRENTLY MARRIED?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. DO YOU HAVE ANY CHILDREN WHO ARE:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) UNDER AGE 18 OR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2) OVER 18 BUT UNDER AGE 23, NOT MARRIED AND ATTENDING SCHOOL? OR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) OF ANY AGE PERMANENTLY HELPLESS FOR MENTAL OR PHYSICAL REASONS?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. IS EITHER YOUR FATHER OR MOTHER DEPENDENT UPON YOU FOR FINANCIAL SUPPORT?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. RECENT PERIODS OF SERVICE (PERIODS OF ACTIVE DUTY SINCE YOUR INITIAL PERIOD OF ACTIVE DUTY.) Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of "Member 4 Copy" of your DD Form 214 for each period of active service. (Don't report Active Duty for Training.)

<table>
<thead>
<tr>
<th>A. BRANCH OF SERVICE AND RESERVE OR GUARD COMPONENT SERVING IN DURING ACTIVE DUTY</th>
<th>B. BEGINNING AND ENDING DATES OF ACTIVE DUTY</th>
<th>C. WERE YOU INVOLUNTARILY CALLED TO ACTIVE DUTY FOR THIS PERIOD? (IF YES, USE IN COPY OF YOUR ORDER)</th>
<th>D. WHAT WAS THE CHARACTER OF YOUR DISCHARGE?</th>
<th>E. IF THIS ACTIVE DUTY IS NATIONAL GUARD DUTY, INDICATE IF AUTHORITY IS TITLE 10 (FEDERAL) OR TITLE 32 (STATE) (ATTACH COPIES OF ANY ORDERS)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTE: DO NOT INCLUDE FULL TIME ASSIGNMENT BY A SERVICE DEPARTMENT TO A CIVILIAN SCHOOL FOR A COURSE OF EDUCATION. ATTENDANCE AT A SERVICE ACADEMY, OR NON-CREDITABLE TIME (TIME LOST BECAUSE OF INDUSTRIAL OR AGRICULTURAL FURLough, ARREST WITHOUT ACQUITTAL, BEING AWOL, DISOBEDIENCE, SENTENCE OF COURT-MARTIAL, ETC.)

8. DO YOU EXPECT TO RECEIVE EDUCATIONAL BENEFITS UNDER THE GOVERNMENT EMPLOYEE'S TRAINING ACT (GETA) FOR THE SAME COURSE(S) YOU WILL RECEIVE VA EDUCATION BENEFITS? (Answer only if you are a Federal Government employee)

   YES ☐ NO ☑

9. ARE YOU RECEIVING OR DO YOU ANTICIPATE RECEIVING ANY MONEY (Including but not limited to Federal Tuition Assistance) FROM THE ARMED FORCES OR PUBLIC HEALTH SERVICE FOR THE COURSE FOR WHICH YOU HAVE APPLIED TO VA FOR EDUCATION BENEFITS? IF YOU WILL RECEIVE SUCH BENEFITS, CHECK "YES." SHOW COMPLETE DETAILS IN THE REMARKS SECTION TO INCLUDE THE SOURCE OF THE FUNDS. NOTE: IF YOU ARE APPLYING FOR THE TUITION ASSISTANCE TOP-UP BENEFIT, CHECK "NO." (Answer only if you are on Active Duty)

   YES ☐ NO ☑

10. REMARKS

PART V - CERTIFICATION AND SIGNATURE OF APPLICANT

I CERTIFY THAT all statements in my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

PENALTY - Willful false statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of those or other benefits and in criminal penalties.

SIGNATURE OF APPLICANT (DO NOT PRINT) 
SIGN HERE IN INK ▶
INSTRUCTIONS & INFORMATION

When Should You Use This Form?

Use this form when:
• you're changing schools,
• you're changing your educational, professional, vocational goal,
• you left your program due to unsatisfactory attendance, progress, or conduct; and you're now reentering the same program or
• you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":
• Educational goal: GED certificate, high school diploma, bachelor degree, master degree, Ph.D
• Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian
• Vocational goal: stenographer, machinist, electronic technician, X-ray technician, radio and TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirectexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Items #6: Provide your dependents information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.va.gov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help

If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.gibill.va.gov. Click on Ask a Question and Find Answers. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,
Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school's or establishment's physical address. Determine the correct office from the list.
Step 2: Notify the veterans certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.
Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for education assistance.

(B) If you have not selected a school or training establishment,
Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on the next page.
Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.
Eastern Region:
VA Regional Office
P.O. Box 4616
Buffalo, NY 14240-4616
Serves the following states
CT DE DC ME
MD MA NH NJ
NY PA RI VT
VA Foreign Schools

Central Region:
VA Regional Office
P.O. Box 66830
St. Louis, MO 63166-6830
Serves the following states
CO IA IL IN
KS KY MI MN
MO MT NE ND
OH SD TN WV
WI WY

Western Region:
VA Regional Office
P.O. Box 8888
Muskogee, OK 74402-8888
Serves the following states
AK AL AR AZ
CA FL HI ID
LA MS NM NV
OK OR SC TX
UT WA Philippines Guam

Southern Region:
VA Regional Office
P.O. Box 100022
Decatur, GA 30031-7022
Serves the following states
GA NC PR US Virgin Islands

PRIVACY ACT NOTICE: The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g. VA sends educational forms or letters with a veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for the VA to obtain further information as may be necessary from the school for the VA to properly process the veteran's education claim or to monitor his or her progress during training) as identified in the VA system of records, 58VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

RESPONDENT BURDEN: We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at http://www.reginfo.gov/public/do/PRAmain. If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.
If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill

You can ask a question about your education claim by choosing the "Submit a Question" option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.
Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

**CENTRAL REGION:**
VA Regional Office
PO Box 66830
St. Louis, MO 63166-6830

**EASTERN REGION:**
VA Regional Office
PO Box 4616
Buffalo, NY 14240-4616

**WESTERN REGION:**
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

**SOUTHERN REGION:**
VA Regional Office
PO Box 100022
Decatur, GA 30031-7022
October 11, 2017

Mr. Justin M. Gimle

Dear Mr. Gimle:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 4, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

OCTOBER 4, 2017

MR. JUSTIN M. GIMLE

Dear Mr. Gimle:

We received your enrollment for the term beginning October 30, 2017, and although you’re eligible for the Post-9/11 GI Bill, we can’t pay you benefits for:

Course Name: HVAC MAINTENANCE READY TECH
at School: RETAIL READY CAREER CENTER INC
School Address: 2800 W KINGSLEY STE 300 GARLAND TX

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

School Not Approved

This school approval was withdrawn on September 26, 2017 for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 4703325587 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 36 months and 0 days of full-time benefits remaining.

You have until July 26, 2029 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/26/2009</td>
<td>07/25/2014</td>
<td>1,734</td>
<td>0</td>
<td>1,734</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>1,734</td>
<td>0</td>
<td>1,734</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.
You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures:  VA Form 4107
             VA Form 22-1995
             If You Need Help

cc: Veterans Education
October 11, 2017

Mr. Michael A. Garcia

Dear Mr. Garcia:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 4, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

Dear Mr. Garcia:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC MAINTENANCE READY TECH
at School: RETAIL READY CAREER CENTER
School Address: 2800 W KINGSLEY STE 300 GARLAND TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 8069830159 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

**Certificate of Eligibility**

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.
You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 32 months and 13 days of full-time benefits remaining.

You have until June 16, 2027 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/12/2008</td>
<td>06/15/2012</td>
<td>1,404</td>
<td>0</td>
<td>1,404</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>1,404</td>
<td>0</td>
<td>1,404</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.
If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures: VA Form 4107
VA Form 22-1995
If You Need Help

cc: Disabled American Veterans(349/83)

22/JWA
After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
- Give us evidence we do not already have that may lead us to change our decision.

This form will tell you how to appeal to the Board and how to send us more evidence. You can do either one or both of these things.

**How Can I Appeal the Decision?**

**How do I start my appeal?** To begin your appeal, you **must** submit VA Form 21-0958, "Notice of Disagreement," if that form was provided to you in connection with our decision. If we denied more than one claim for a benefit (for example, if you claimed compensation for three disabilities and we denied two of them), please tell us in Part IV of VA Form 21-0958 each of the claims you are appealing. A filed VA Form 21-0958 is considered your Notice of Disagreement. If you did not receive VA Form 21-0958 in connection with our decision, then write us a letter telling us you disagree with our decision or enter your disagreement on VA Form 21-0958 in questions 11 or 12A. If you did not receive VA Form 21-0958 in connection with our decision, then either your statement or VA Form 21-0958 is considered your Notice of Disagreement. **Send your Notice of Disagreement to the address included on our decision notice letter.**

**How long do I have to start my appeal?** You have one year to start an appeal of our decision. Your Notice of Disagreement must be postmarked (or received by us) within one year from the date of our letter denying you the benefit. In most cases, you cannot appeal a decision after this one-year period has ended.

**What happens if I do not start my appeal on time?** If you do not start your appeal on time, our decision will become final. Once our decision is final, you cannot get the VA benefit we denied unless you either:

- Show that we were clearly wrong to deny the benefit or
- Send us new evidence that relates to the reason we denied your claim.

**What happens after VA receives my Notice of Disagreement?** We will either grant your claim or send you a Statement of the Case. A Statement of the Case describes the facts, laws, regulations, and reasons that we used to make our decision. We will also send you a VA Form 9, "Appeal to Board of Veterans' Appeals," with the Statement of the Case. If you want to continue your appeal to the Board of Veterans' Appeals (Board) after receiving a Statement of the Case, you must complete and return the VA Form 9 within one year from the date of our letter denying you the benefit or within 60 days from the date that we mailed the Statement of the Case to you, **whichever is later.** If you decide to complete an appeal by filing a VA Form 9, you have the option to request a Board hearing. Hearings often increase wait time for a Board decision. It is not necessary for you to have a hearing for the Board to decide your appeal. It is your choice.

**Where can I find out more about the VA appeals process?**


**YOUR RIGHT TO REPRESENTATION**

**Can I get someone to help me with my appeal?** Yes. You can have a Veterans Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. You are not required to have someone represent you. It is your choice.

- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: [http://www.va.gov/vso](http://www.va.gov/vso).
• A private attorney or an "agent" can also represent you. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. Your local bar association may be able to refer you to an attorney with experience in veterans' law. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans' law. Contact us if you would like to know if there is a VA accredited agent in your area.

Do I have to pay someone to help me with my appeal to the Board? It depends on who helps you. The following explains the differences.

• Veterans' service organizations will represent you for free.
• Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal is your responsibility. If you do hire an attorney or agent to represent you, a copy of any fee agreement must be sent to VA. The fee agreement must clearly specify if VA is to pay the attorney or agent directly out of past-due benefits. See 38 C.F.R. § 14.636(g)(2). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the direct-pay fee agreement must be filed with us at the address included on our decision notice letter within 30 days of its execution. A copy of any fee agreement that is not a direct-pay fee agreement must be filed with the Office of the General Counsel within 30 days of its execution by mailing the copy to the following address: Office of the General Counsel (022D), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. See 38 C.F.R. § 14.636(g)(3).

GIVING VA ADDITIONAL EVIDENCE?

You can send us more evidence to support a claim whether or not you choose to appeal.

NOTE: Please direct all new evidence to the address included on our decision notice letter. You should not send evidence directly to the Board at this time. You should only send evidence to the Board if you decide to complete an appeal and, then, you should only send evidence to the Board after you receive written notice from the Board that they received your appeal.

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing with your local VA office.

In writing. To support your claim, you may send documents and written statements to us at the address included on our decision notice letter. Tell us in a letter how these documents and statements should change our earlier decision.

At a personal hearing. You may request a hearing with an employee at your local VA office at any time, whether or not you choose to appeal. We do not require you to have a local hearing. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a local hearing, send us a letter asking for a local hearing. Use the address included on our decision notice letter. We will then:
  • Arrange a time and place for the hearing
  • Provide a room for the hearing
  • Assign someone to hear your evidence
  • Make a written record of the hearing

WHAT HAPPENS AFTER I GIVE VA EVIDENCE?

We will review any new evidence, including the record of the local hearing, if you choose to have one, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you complete an appeal, we will send the new evidence and the record of any local hearing to the Board.
# REQUEST FOR CHANGE OF PROGRAM OR PLACE OF TRAINING

## PART I - IDENTIFICATION AND PERSONAL INFORMATION

<table>
<thead>
<tr>
<th>1A. NAME OF APPLICANT (First, Middle, Last)</th>
<th>VA DATE STAMP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1B. MAILING ADDRESS (Complete street address, City, State, and 9-digit ZIP Code)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1C. APPLICANT'S TELEPHONE NUMBER (Including Area Code)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>1D. VA FILE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1E. APPLICANT'S E-MAIL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

## PART II - YOUR PROGRAM INFORMATION

<table>
<thead>
<tr>
<th>2. EDUCATION BENEFIT YOU WANT TO RECEIVE (Only Select One)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. CHAPTER 33 (Post-9/11 GI Bill)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. HOW WILL YOU TAKE TRAINING?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. SCHOOL ATTENDANCE</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4A. WHAT EDUCATION, PROFESSIONAL OR VOCATIONAL GOAL ARE YOU WORKING TOWARD?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4B. WHAT IS THE NAME OF THE PROGRAM YOU ARE REQUESTING?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4C. IF CHANGING SCHOOLS, GIVE NAME AND COMPLETE ADDRESS OF NEW SCHOOL OR TRAINING ESTABLISHMENT YOU ARE PLANNING TO ATTEND (If applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4D. NAME AND COMPLETE ADDRESS OF OLD OR CURRENT SCHOOL OR TRAINING ESTABLISHMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4E. TELL US WHEN AND WHY YOU STOPPED TRAINING AT YOUR PRIOR SCHOOL OR ESTABLISHMENT. CONTINUE IN REMARKS, ITEM 10, OR ON A SEPARATE SHEET IF NECESSARY.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

## PART III - DIRECT DEPOSIT INFORMATION

<table>
<thead>
<tr>
<th>5. DIRECT DEPOSIT (Attach a voided personal check or provide the information in items A through D below. Direct Deposit is not available for Chapter 32 recipients. See instructions for additional Direct Deposit information.)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>A. TYPE OF ACCOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHECKING</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B. NAME OF FINANCIAL INSTITUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C. 9 DIGIT ROUTING OR TRANSIT NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>D. ACCOUNT NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
### PART IV - MISCELLANEOUS INFORMATION

#### 6. INFORMATION ON DEPENDENTS

**COMPLETE THIS ITEM ONLY IF YOU SERVED BEFORE JANUARY 1, 1977 (or had a delayed entry before January 1, 1978) AND YOU CURRENTLY HAVE DEPENDENTS.**

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>YES (✓)</th>
<th>NO (✓)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. ARE YOU CURRENTLY MARRIED?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. DO YOU HAVE ANY CHILDREN WHO ARE:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) UNDER AGE 18 OR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2) OVER 18 BUT UNDER AGE 23, NOT MARRIED AND ATTENDING SCHOOL? OR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) OF ANY AGE PERMANENTLY HELPLESS FOR MENTAL OR PHYSICAL REASONS?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. IS EITHER YOUR FATHER OR MOTHER DEPENDENT UPON YOU FOR FINANCIAL SUPPORT?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 7. RECENT PERIODS OF SERVICE

**PERIODS OF ACTIVE DUTY SINCE YOUR INITIAL PERIOD OF ACTIVE DUTY.**

Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of “Member 4 Copy” of your DD Form 214 for each period of active service. (Don't report Active Duty for Training.)

<table>
<thead>
<tr>
<th>A. BRANCH OF SERVICE</th>
<th>C. WERE YOU IN Voluntarily CALLED TO ACTIVE DUTY FOR THIS PERIOD? (IF YES, SEND IN COPIES OF YOUR ORDER)</th>
<th>D. WHAT WAS THE CHARACTER OF YOUR DISCHARGE?</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. BEGINNING AND ENDING DATES OF ACTIVE DUTY</td>
<td>E. IF THIS ACTIVE DUTY IS NATIONAL GUARD DUTY, INDICATE IF AND RESERVE OR GUARD COMPONENT SERVING DURING ACTIVE DUTY</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** DO NOT INCLUDE FULL TIME ASSIGNMENT BY A SERVICE DEPARTMENT TO A CIVILIAN SCHOOL FOR A COURSE OF EDUCATION; ATTENDANCE AT A SERVICE ACADEMY; OR NON-CREDITABLE TIME (TIME LOST BECAUSE OF INDUSTRIAL OR AGRICULTURAL FURLOUGH, ARREST WITHOUT ACQUITTAL, BEING AWARDED SENTENCE OF COURT-MARTIAL, ETC.).

#### 8. DO YOU EXPECT TO RECEIVE EDUCATIONAL BENEFITS UNDER THE GOVERNMENT EMPLOYEES TRAINING ACT (GETA) FOR THE SAME COURSE(S) YOU WILL RECEIVE VA EDUCATION BENEFITS? (Answer only if you are a Federal Government employee)

- [ ] YES
- [ ] NO

#### 9. ARE YOU RECEIVING OR DO YOU ANTICIPATE RECEIVING ANY MONEY (INCLUDING BUT NOT LIMITED TO FEDERAL TUITION ASSISTANCE) FROM THE ARMED FORCES OR PUBLIC HEALTH SERVICE FOR THE COURSE FOR WHICH YOU HAVE APPLIED TO VA FOR EDUCATION BENEFITS? IF YOU WILL RECEIVE SUCH BENEFITS, CHECK "YES." SHOW COMPLETE DETAILS IN THE REMARKS SECTION TO INCLUDE THE SOURCE OF THE FUNDS. NOTE: IF YOU ARE APPLYING FOR THE TUITION ASSISTANCE TOP-UP BENEFIT, CHECK "NO." (Answer only if you are on Active Duty)

- [ ] YES
- [ ] NO

#### 10. REMARKS


### PART V - CERTIFICATION AND SIGNATURE OF APPLICANT

I CERTIFY THAT all statements in my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

**PENALTY:** Willful false statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of these or other benefits and in criminal penalties.

<table>
<thead>
<tr>
<th>11A SIGNATURE OF APPLICANT (DO NOT PRINT)</th>
<th>118. DATE SIGNED</th>
</tr>
</thead>
</table>

SIGN HERE IN INK ►

VA FORM 22-1905, JUN 2014
When Should You Use This Form?

Use this form when:
- you're changing schools,
- you're changing your educational, professional, vocational goal,
- you left your program due to unsatisfactory attendance, progress, or conduct; and you're now reentering the same program or
- you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":
- Educational goal: GED certificate, high school diploma, bachelor degree, master degree, Ph.D
- Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian
- Vocational goal: stenographer, machinist, electronic technician, X-ray technician, radio and TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirectexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Items #6: Provide your dependents information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.va.gov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help

If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.gibill.va.gov. Click on Ask a Question and Find Answers. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,
   Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school's or establishment's physical address. Determine the correct office from the list below.
   Step 2: Notify the veterans certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.
   Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for education assistance.

(B) If you have not selected a school or training establishment,
   Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on the next page.
   Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.
<table>
<thead>
<tr>
<th>Eastern Region:</th>
<th>VA Regional Office</th>
<th>P.O. Box 4616</th>
<th>Buffalo, NY 14240-4616</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serves the following states</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CT</td>
<td>DE</td>
<td>DC</td>
<td>ME</td>
</tr>
<tr>
<td>MD</td>
<td>MA</td>
<td>NH</td>
<td>NJ</td>
</tr>
<tr>
<td>NY</td>
<td>PA</td>
<td>RI</td>
<td>VT</td>
</tr>
<tr>
<td>VA</td>
<td>Foreign Schools</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Central Region:</th>
<th>VA Regional Office</th>
<th>P.O. Box 66830</th>
<th>St. Louis, MO 63166-6683</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serves the following states</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CO</td>
<td>IA</td>
<td>IL</td>
<td>IN</td>
</tr>
<tr>
<td>KS</td>
<td>KY</td>
<td>MI</td>
<td>MN</td>
</tr>
<tr>
<td>MO</td>
<td>MT</td>
<td>NE</td>
<td>ND</td>
</tr>
<tr>
<td>OH</td>
<td>SD</td>
<td>TN</td>
<td>WV</td>
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<tr>
<td>WI</td>
<td>WY</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Western Region:</th>
<th>VA Regional Office</th>
<th>P.O. Box 8888</th>
<th>Muskogee, OK 74402-8888</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serves the following states</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AK</td>
<td>AL</td>
<td>AR</td>
<td>AZ</td>
</tr>
<tr>
<td>CA</td>
<td>FL</td>
<td>HI</td>
<td>ID</td>
</tr>
<tr>
<td>LA</td>
<td>MS</td>
<td>NM</td>
<td>NV</td>
</tr>
<tr>
<td>OK</td>
<td>OR</td>
<td>SC</td>
<td>TX</td>
</tr>
<tr>
<td>UT</td>
<td>WA</td>
<td>Philippines</td>
<td>Guam</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Southern Region:</th>
<th>VA Regional Office</th>
<th>P.O. Box 100022</th>
<th>Decatur, GA 30031-7022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serves the following states</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GA</td>
<td>NC</td>
<td>PR</td>
<td>US Virgin Islands</td>
</tr>
</tbody>
</table>

**PRIVACY ACT NOTICE:** The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g., VA sends educational forms or letters with a veteran’s identifying information to the veteran’s school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for the VA to obtain further information as may be necessary from the school for the VA to properly process the veteran’s education claim or to monitor his or her progress during training) as identified in the VA system of records, 58VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

**RESPONDENT BURDEN:** We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at [http://www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.
IF YOU NEED HELP

If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill

You can ask a question about your education claim by choosing the "Submit a Question" option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.
Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

**CENTRAL REGION:**
VA Regional Office
PO Box 66830
St. Louis, MO 63166-6830

**EASTERN REGION:**
VA Regional Office
PO Box 4616
Buffalo, NY 14240-4616

**WESTERN REGION:**
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

**SOUTHERN REGION:**
VA Regional Office
PO Box 100022
Decatur, GA 30031-7022
Mr. Paul C. Correa

Dear Mr. Correa:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 5, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school's approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

Dear Mr. Correa:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

**Course Name:** HVAC Maintenance Ready Tech  
**at School:** RETAIL READY CAREER CENTER, INC.  
**School Address:** 2800 W Kingsley Ste 103; Garland TX 75041  
**Course Dates:** taken from October 30, 2017 to December 8, 2017.

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education  
Texas Veterans Commission  
P.O. Box 12277  
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at (562) 269-6268 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 31 months and 20 days of full-time benefits remaining.

You have until June 27, 2026 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/27/2007</td>
<td>06/26/2011</td>
<td>1,347</td>
<td>114</td>
<td>1,461</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>1,347</td>
<td>114</td>
<td>1,461</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:
The Internet by visiting www.GIBILL.va.gov
Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

[Signature]

Pam Stephens
Education Officer

Enclosures: VA Form 4107
VA Form 22-1995
If You Need Help

cc: Veterans Education
22/hsc
October 11, 2017

Mr. Craig E. Buckwalter

Dear Mr. Buckwalter:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 3, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school's approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

Dear Mr. Buckwalter:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC Maintenance Ready Technician
at School: RETAIL READY CAREER CENTER
School Address: 2800 W. Kingsley Rd. Garland, TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

School Not Approved

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 316-609-9624 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 30 months and 9 days of full-time benefits remaining.

You have until April 13, 2028 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/09/2012</td>
<td>04/12/2013</td>
<td>400</td>
<td>0</td>
<td>400</td>
</tr>
<tr>
<td>08/22/2002</td>
<td>08/21/2010</td>
<td>2,881</td>
<td>41</td>
<td>2,922</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>3,281</td>
<td>41</td>
<td>3,322</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.
You may notify VA via:

- The Internet by visiting www.GI BILL.vagov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

[Signature]

Pam Stephens
Education Officer

Enclosures: VA Form 4107
            VA Form 22-1995
            If You Need Help

cc: Veterans Education / 316
    22/tda
Departments of Veterans Affairs

YOUR RIGHTS TO APPEAL OUR DECISION

After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
- Give us evidence we do not already have that may lead us to change our decision.

This form will tell you how to appeal to the Board and how to send us more evidence. You can do either one or both of these things.

HOW CAN I APPEAL THE DECISION?

How do I start my appeal? To begin your appeal, you must submit VA Form 21-0958, "Notice of Disagreement," if that form was provided to you in connection with our decision. If we denied more than one claim for a benefit (for example, if you claimed compensation for three disabilities and we denied two of them), please tell us in Part IV of VA Form 21-0958 each of the claims you are appealing. A filed VA Form 21-0958 is considered your Notice of Disagreement. If you did not receive VA Form 21-0958 in connection with our decision, then write us a letter telling us you disagree with our decision or enter your disagreement on VA Form 21-0958 in questions 11 or 12A. If you did not receive VA Form 21-0958 in connection with our decision, then either your statement or VA Form 21-0958 is considered your Notice of Disagreement. Send your Notice of Disagreement to the address included on our decision notice letter.

How long do I have to start my appeal? You have one year to start an appeal of our decision. Your Notice of Disagreement must be postmarked (or received by us) within one year from the date of our letter denying you the benefit. In most cases, you cannot appeal a decision after this one-year period has ended.

What happens if I do not start my appeal on time? If you do not start your appeal on time, our decision will become final. Once our decision is final, you cannot get the VA benefit we denied unless you either:

- Show that we were clearly wrong to deny the benefit or
- Send us new evidence that relates to the reason we denied your claim.

What happens after VA receives my Notice of Disagreement? We will either grant your claim or send you a Statement of the Case. A Statement of the Case describes the facts, laws, regulations, and reasons that we used to make our decision. We will also send you a VA Form 9, "Appeal to Board of Veterans' Appeals," with the Statement of the Case. If you want to continue your appeal to the Board of Veterans' Appeals (Board) after receiving a Statement of the Case, you must complete and return the VA Form 9 within one year from the date of our letter denying you the benefit or within 60 days from the date that we mailed the Statement of the Case to you, whichever is later. If you decide to complete an appeal by filing a VA Form 9, you have the option to request a Board hearing. Hearings often increase wait time for a Board decision. It is not necessary for you to have a hearing for the Board to decide your appeal. It is your choice.

Where can I find out more about the VA appeals process?

- You can find a "plain language" pamphlet called "How Do I Appeal," on the Internet at: http://www.bva.va.gov/How_Do_I_Appeal.asp.

YOUR RIGHT TO REPRESENTATION

Can I get someone to help me with my appeal? Yes. You can have a Veterans Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. You are not required to have someone represent you. It is your choice.

- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: http://www.va.gov/vso.
A private attorney or an "agent" can also represent you. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. Your local bar association may be able to refer you to an attorney with experience in veterans' law. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans’ law. Contact us if you would like to know if there is a VA accredited agent in your area.

Do I have to pay someone to help me with my appeal to the Board? It depends on who helps you. The following explains the differences.

- Veterans' service organizations will represent you for free.
- Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal is your responsibility. If you do hire an attorney or agent to represent you, a copy of any fee agreement must be sent to VA. The fee agreement must clearly specify if VA is to pay the attorney or agent directly out of past-due benefits. See 38 C.F.R. § 14.636(g)(2). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the direct-pay fee agreement must be filed with us at the address included on our decision notice letter within 30 days of its execution. A copy of any fee agreement that is not a direct-pay fee agreement must be filed with the Office of the General Counsel within 30 days of its execution by mailing the copy to the following address: Office of the General Counsel (022D), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. See 38 C.F.R. § 14.636(g)(3).

GIVING VA ADDITIONAL EVIDENCE?

You can send us more evidence to support a claim whether or not you choose to appeal.

**NOTE:** Please direct all new evidence to the address included on our decision notice letter. You should not send evidence directly to the Board at this time. You should only send evidence to the Board if you decide to complete an appeal and, then, you should only send evidence to the Board after you receive written notice from the Board that they received your appeal.

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing with your local VA office.

**In writing:** To support your claim, you may send documents and written statements to us at the address included on our decision notice letter. Tell us in a letter how these documents and statements should change our earlier decision.

**At a personal hearing.** You may request a hearing with an employee at your local VA office at any time, whether or not you choose to appeal. We do not require you to have a local hearing. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a local hearing, send us a letter asking for a local hearing. Use the address included on our decision notice letter. We will then:

- Arrange a time and place for the hearing
- Provide a room for the hearing
- Assign someone to hear your evidence
- Make a written record of the hearing

WHAT HAPPENS AFTER I GIVE VA EVIDENCE?

We will review any new evidence, including the record of the local hearing, if you choose to have one, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you complete an appeal, we will send the new evidence and the record of any local hearing to the Board.
# REQUEST FOR CHANGE OF PROGRAM OR PLACE OF TRAINING

## PART I - IDENTIFICATION AND PERSONAL INFORMATION

| 1A. NAME OF APPLICANT (First, Middle, Last) |
| 1B. MAILING ADDRESS (Complete street address, City, State, and 9-digit ZIP Code) |
| 1C. APPLICANT'S TELEPHONE NUMBER (Including Area Code) |
| 1D. VA FILE NUMBER |
| 1E. APPLICANT'S E-MAIL ADDRESS |

## PART II - YOUR PROGRAM INFORMATION

| 2. EDUCATION BENEFIT YOU WANT TO RECEIVE (Select One) |
| 3. HOW WILL YOU TAKE TRAINING? |
| 4A. WHAT EDUCATION, PROFESSIONAL OR VOCATIONAL GOAL ARE YOU WORKING TOWARD? |
| 4B. WHAT IS THE NAME OF THE PROGRAM YOU ARE REQUESTING? |
| 4C. IF CHANGING SCHOOLS, GIVE NAME AND COMPLETE ADDRESS OF NEW SCHOOL OR TRAINING ESTABLISHMENT YOU ARE PLANNING TO ATTEND (If applicable) |
| 4D. NAME AND COMPLETE ADDRESS OF OLD OR CURRENT SCHOOL OR TRAINING ESTABLISHMENT |
| 4E. TELL US WHEN AND WHY YOU STOPPED TRAINING AT YOUR PRIOR SCHOOL OR ESTABLISHMENT. CONTINUE IN REMARKS, ITEM 10, OR ON A SEPARATE SHEET IF NECESSARY. |

## PART III - DIRECT DEPOSIT INFORMATION

| 5. DIRECT DEPOSIT (Attach a voided personal check or provide the information in items A through D below. Direct Deposit is not available for Chapter 32 recipients. See instructions for additional Direct Deposit information.) |
| 6. TYPE OF ACCOUNT |
| 7. NAME OF FINANCIAL INSTITUTION |
| 8. 9-DIGIT ROUTING OR TRANSIT NUMBER |
| 9. ACCOUNT NUMBER |

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**VA FORM 22-1995 SUPERSEDES VA FORM 22-1995, JUL 2013, WHICH WILL NOT BE USED.**
### PART IV - MISCELLANEOUS INFORMATION

6. INFORMATION ON DEPENDENTS (COMPLETE THIS ITEM ONLY IF YOU SERVED BEFORE JANUARY 1, 1977 (or had a delayed entry before January 2, 1976) AND YOU CURRENTLY HAVE DEPENDENTS.)

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>YES (✓)</th>
<th>NO (✓)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. ARE YOU CURRENTLY MARRIED?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. DO YOU HAVE ANY CHILDREN WHO ARE:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) UNDER AGE 18 OR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2) OVER 18 BUT UNDER AGE 23, NOT MARRIED AND ATTENDING SCHOOL? OR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) OF ANY AGE PERMANENTLY HELPLESS FOR MENTAL OR PHYSICAL REASONS?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. IS EITHER YOUR FATHER OR MOTHER DEPENDENT UPON YOU FOR FINANCIAL SUPPORT?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. RECENT PERIODS OF SERVICE (PERIODS OF ACTIVE DUTY SINCE YOUR INITIAL PERIOD OF ACTIVE DUTY.) Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of "Member 4 Copy" of your DD Form 214 for each period of active service. (Don't report Active Duty for Training.)

<table>
<thead>
<tr>
<th>A. BRANCH OF SERVICE AND RESERVE OR GUARD COMPONENT SERVING IN DURING ACTIVE DUTY</th>
<th>B. BEGINNING AND ENDING DATES OF ACTIVE DUTY</th>
<th>C. WERE YOU INVOLUNTARILY CALLED TO ACTIVE DUTY FOR THIS PERIOD? (If yes, used in copies of your orders)</th>
<th>D. WHAT WAS THE CHARACTER OF YOUR DISCHARGE?</th>
<th>E. IF THIS ACTIVE DUTY IS NATIONAL GUARD DUTY, INDICATE IF AUTHORITY IS TITLE 10 (FEDERAL) OR TITLE 32 (STATE). (ATTACH COPIES OF ANY ORDERS)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

**NOTE:** DO NOT INCLUDE FULL-TIME ASSIGNMENT BY A SERVICE DEPARTMENT TO A CIVILIAN SCHOOL FOR A COURSE OF EDUCATION; ATTENDANCE AT A SERVICE ACADEMY; OR NON-CREDITABLE TIME (TIME LOST BECAUSE OF INDUSTRIAL OR AGRICULTURAL FURLOUGH, ARREST WITHOUT ACQUITTAL, BEING AWOL, DISREMISSION, SENTENCE OF COURT-MARTIAL, ETC.).

8. DO YOU EXPECT TO RECEIVE EDUCATIONAL BENEFITS UNDER THE GOVERNMENT EMPLOYEE'S TRAINING ACT (GETA) FOR THE SAME COURSE(S) YOU WILL RECEIVE VA EDUCATION BENEFITS? (Answer only if you are a Federal Government employee.)

- [ ] YES  - [ ] NO

9. ARE YOU RECEIVING OR DO YOU ANTICIPATE RECEIVING ANY MONEY (including but not limited to Federal Tuition Assistance) FROM THE ARMED FORCES OR PUBLIC HEALTH SERVICE FOR THE COURSE FOR WHICH YOU HAVE APPLIED TO VA FOR EDUCATION BENEFITS? IF YOU WILL RECEIVE SUCH BENEFITS, CHECK "YES." SHOW COMPLETE DETAILS IN THE REMARKS SECTION TO INCLUDE THE SOURCE OF THE FUNDS. NOTE: IF YOU ARE APPLYING FOR THE TUITION ASSISTANCE TOP-UP BENEFIT, CHECK "NO." (Answer only if you are on Active Duty.)

- [ ] YES  - [ ] NO

10. REMARKS

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### PART V - CERTIFICATION AND SIGNATURE OF APPLICANT

I CERTIFY THAT all statements in my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

PENALTY - Willful false statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of those or other benefits and in criminal penalties.

11A. SIGNATURE OF APPLICANT (DO NOT PRINT)

SIGN HERE IN INK ▶

11B. DATE SIGNED
INSTRUCTIONS & INFORMATION

When Should You Use This Form?

Use this form when:

- you're changing schools,
- you're changing your educational, professional, vocational goal,
- you left your program due to unsatisfactory attendance, progress, or conduct; and you're now reentering the same program or
- you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":

- Educational goal: GED certificate, high school diploma, bachelor degree, master degree, Ph.D
- Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian
- Vocational goal: stenographer, machinist, electronic technician, X-ray technician, radio and TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirectexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Items #6: Provide your dependents information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.va.gov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help

If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.gibill.va.gov. Click on Ask a Question and Find Answers. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,

Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school's or establishment's physical address: Determine the correct office from the list.

Step 2: Notify the veterans certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.

Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for education assistance.

(B) If you have not selected a school or training establishment,

Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on the next page.

Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.
Eastern Region:
VA Regional Office
P.O. Box 4616
Buffalo, NY 14240-4616
Serves the following states
CT DE DC ME
MD MA NH NJ
NY PA RI VT
VA Foreign Schools

Central Region:
VA Regional Office
P.O. Box 66830
St. Louis, MO 63156-6830
Serves the following states
CO IA IL IN
KS KY MI MN
MO MT NE ND
OH SD TN WV
WI WY

Western Region:
VA Regional Office
P.O. Box 8888
Muskogee, OK 74402-8888
Serves the following states
AK AL AR AZ
CA FL HI ID
LA MS NM NV
OK OR SC TX
UT WA Philippines Guam

Southern Region:
VA Regional Office
P.O. Box 100022
Decatur, GA 30031-7022
Serves the following states
GA NC PR US Virgin Islands

PRIVACY ACT NOTICE: The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g. VA sends educational forms or letters with a veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for the VA to obtain further information as may be necessary from the school for the VA to properly process the veteran's education claim or to monitor his or her progress during training) as identified in the VA system of records, 58 VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

RESPONDENT BURDEN: We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at http://www.reginfo.gov/public/do/PRAMain. If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.

VA FORM 22-1995, JUN 2014
IF YOU NEED HELP

If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill

You can ask a question about your education claim by choosing the “Submit a Question” option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.
Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

CENTRAL REGION:
VA Regional Office
PO Box 66830
St. Louis, MO 63166-6830

EASTERN REGION:
VA Regional Office
PO Box 4616
Buffalo, NY 14240-4616

WESTERN REGION:
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

SOUTHERN REGION:
VA Regional Office
PO Box 100022
Decatur, GA 30031-7022
October 11, 2017

Mr. Justin M. Gimle

Dear Mr. Gimle:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 4, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

Dear Mr. Gimle:

We received your enrollment for the term beginning October 30, 2017, and although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC MAINTENANCE READY TECH
at School: RETAIL READY CAREER CENTER INC
School Address: 2800 W KINGSLEY STE 300 GARLAND TX

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

School Not Approved

This school approval was withdrawn on September 26, 2017 for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 4703325587 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 36 months and 0 days of full-time benefits remaining.

You have until July 26, 2029 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
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<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/26/2009</td>
<td>07/25/2014</td>
<td>1,734</td>
<td>0</td>
<td>1,734</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>1,734</td>
<td>0</td>
<td>1,734</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.
You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

**If You Have Questions or Need Assistance**

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures: VA Form 4107
VA Form 22-1995
If You Need Help

cc: Veterans Education

22/arg
October 11, 2017

Mr. Michael A. Garcia

Dear Mr. Garcia:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 4, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

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Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

OCTOBER 4, 2017

MR. MICHEAL A. GARCIA

Dear Mr. Garcia:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- Course Name: HVAC MAINTENANCE READY TECH
- at School: RETAIL READY CAREER CENTER
- School Address: 2800 W KINGSLEY STE 300 GARLAND TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 8069830159 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

**Certificate of Eligibility**

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.
You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 32 months and 13 days of full-time benefits remaining.

You have until June 16, 2027 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/12/2008</td>
<td>06/15/2012</td>
<td>1,404</td>
<td>0</td>
<td>1,404</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>1,404</td>
<td>0</td>
<td>1,404</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.
If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

[Signature]

Pam Stephens  
Education Officer

Enclosures: VA Form 4107  
VA Form 22-1995  
If You Need Help

cc: Disabled American Veterans(349/83)

22/JWA
After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
- Give us evidence we do not already have that may lead us to change our decision.

This form will tell you how to appeal to the Board and how to send us more evidence. You can do either one or both of these things.

**HOW CAN I APPEAL THE DECISION?**

**How do I start my appeal?** To begin your appeal, you must submit VA Form 21-0958, "Notice of Disagreement," if that form was provided to you in connection with our decision. If we denied more than one claim for a benefit (for example, if you claimed compensation for three disabilities and we denied two of them), please tell us in Part IV of VA Form 21-0958 each of the claims you are appealing. A filed VA Form 21-0958 is considered your Notice of Disagreement. If you did not receive VA Form 21-0958 in connection with our decision, then write us a letter telling us you disagree with our decision or enter your disagreement on VA Form 21-0958 in questions 11 or 12A. If you did not receive VA Form 21-0958 in connection with our decision, then either your statement or VA Form 21-0958 is considered your Notice of Disagreement. Send your Notice of Disagreement to the address included on our decision notice letter.

**How long do I have to start my appeal?** You have one year to start an appeal of our decision. Your Notice of Disagreement must be postmarked (or received by us) within one year from the date of our letter denying you the benefit. In most cases, you cannot appeal a decision after this one-year period has ended.

**What happens if I do not start my appeal on time?** If you do not start your appeal on time, our decision will become final. Once our decision is final, you cannot get the VA benefit we denied unless you either:

- Show that we were clearly wrong to deny the benefit or
- Send us new evidence that relates to the reason we denied your claim.

**What happens after VA receives my Notice of Disagreement?** We will either grant your claim or send you a Statement of the Case. A Statement of the Case describes the facts, laws, regulations, and reasons that we used to make our decision. We will also send you a VA Form 9, "Appeal to Board of Veterans' Appeals," with the Statement of the Case. If you want to continue your appeal to the Board of Veterans' Appeals (Board) after receiving a Statement of the Case, you must complete and return the VA Form 9 within one year from the date of our letter denying you the benefit or within 60 days from the date that we mailed the Statement of the Case to you, whichever is later. If you decide to complete an appeal by filing a VA Form 9, you have the option to request a Board hearing. Hearings often increase wait time for a Board decision. It is not necessary for you to have a hearing for the Board to decide your appeal. It is your choice.

**Where can I find out more about the VA appeals process?**

- You can find a "plain language" pamphlet called "How Do I Appeal," on the Internet at: http://www.bva.va.gov/How_Do_I_Appeal.asp.

**YOUR RIGHT TO REPRESENTATION**

**Can I get someone to help me with my appeal?** Yes. You can have a Veterans Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. You are not required to have someone represent you. It is your choice.

- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: http://www.va.gov/vso.
A private attorney or an "agent" can also represent you. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. Your local bar association may be able to refer you to an attorney with experience in veterans' law. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans' law. Contact us if you would like to know if there is a VA accredited agent in your area.

Do I have to pay someone to help me with my appeal to the Board? It depends on who helps you. The following explains the differences.

- Veterans' service organizations will represent you for free.
- Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal is your responsibility. If you do hire an attorney or agent to represent you, a copy of any fee agreement must be sent to VA. The fee agreement must clearly specify if VA is to pay the attorney or agent directly out of past-due benefits. See 38 C.F.R. § 14.636(g)(2). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the direct-pay fee agreement must be filed with us at the address included on our decision notice letter within 30 days of its execution. A copy of any fee agreement that is not a direct-pay fee agreement must be filed with the Office of the General Counsel within 30 days of its execution by mailing the copy to the following address: Office of the General Counsel (022D), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. See 38 C.F.R. § 14.636(g)(3).

GIVING VA ADDITIONAL EVIDENCE?

You can send us more evidence to support a claim whether or not you choose to appeal.

NOTE: Please direct all new evidence to the address included on our decision notice letter. You should not send evidence directly to the Board at this time. You should only send evidence to the Board if you decide to complete an appeal and, then, you should only send evidence to the Board after you receive written notice from the Board that they received your appeal.

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing with your local VA office.

In writing. To support your claim, you may send documents and written statements to us at the address included on our decision notice letter. Tell us in a letter how these documents and statements should change our earlier decision.

At a personal hearing. You may request a hearing with an employee at your local VA office at any time, whether or not you choose to appeal. We do not require you to have a local hearing. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a local hearing, send us a letter asking for a local hearing. Use the address included on our decision notice letter. We will then:

- Arrange a time and place for the hearing
- Provide a room for the hearing
- Assign someone to hear your evidence
- Make a written record of the hearing

WHAT HAPPENS AFTER I GIVE VA EVIDENCE?

We will review any new evidence, including the record of the local hearing, if you choose to have one, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you complete an appeal, we will send the new evidence and the record of any local hearing to the Board.
# REQUEST FOR CHANGE OF PROGRAM OR PLACE OF TRAINING

## PART I - IDENTIFICATION AND PERSONAL INFORMATION

1A. NAME OF APPLICANT (First, Middle, Last)

1B. MAILING ADDRESS (Complete street address, City, State, and 9-digit ZIP Code)

1C. APPLICANT’S TELEPHONE NUMBER (Including Area Code)

1D. VA FILE NUMBER

1E. APPLICANT’S E-MAIL ADDRESS

1F. SOCIAL SECURITY OF APPLICANT (For transferability cases, enter the veteran’s social security number)

## PART II - YOUR PROGRAM INFORMATION

2. EDUCATION BENEFIT YOU WANT TO RECEIVE (Only Select One)
   - A. CHAPTER 33 (Post-9/11 GI BILL)
   - B. CHAPTER 30 (Montgomery GI Bill - Active Duty)
   - C. CHAPTER 32 (Veterans Educational Assistance Program including section 33)
   - D. CHAPTER 1606 (Montgomery GI Bill - Selected Reserve)
   - E. CHAPTER 1607 (Reserve Educational Assistance Program)
   - F. TRANSFER OF ENTITLEMENT PROGRAM

3. HOW WILL YOU TAKE TRAINING?
   - A. SCHOOL ATTENDANCE
   - B. CORRESPONDENCE
   - C. APPRENTICESHIP OR ON-THE-JOB TRAINING
   - D. COOPERATIVE TRAINING
   - E. TUITION ASSISTANCE TOP-UP (Active Duty Only)
   - F. FLIGHT TRAINING

4A. WHAT EDUCATION, PROFESSIONAL OR VOCATIONAL GOAL ARE YOU WORKING TOWARD?

4B. WHAT IS THE NAME OF THE PROGRAM YOU ARE REQUESTING?

4C. IF CHANGING SCHOOLS, GIVE NAME AND COMPLETE ADDRESS OF NEW SCHOOL OR TRAINING ESTABLISHMENT YOU ARE PLANNING TO ATTEND (If applicable)

4D. NAME AND COMPLETE ADDRESS OF OLD OR CURRENT SCHOOL OR TRAINING ESTABLISHMENT

4E. TELL US WHEN AND WHY YOU STOPPED TRAINING AT YOUR PRIOR SCHOOL OR ESTABLISHMENT. CONTINUE IN REMARKS, ITEM 10, OR ON A SEPARATE SHEET IF NECESSARY.

## PART III - DIRECT DEPOSIT INFORMATION

5. DIRECT DEPOSIT (Attach a voided personal check or provide the information in items A through D below. Direct Deposit is not available for Chapter 32 recipients. See instructions for additional Direct Deposit information.)

   - A. TYPE OF ACCOUNT
     - [ ] CHECKING
     - [ ] SAVINGS

   - B. NAME OF FINANCIAL INSTITUTION

   - C. 9 DIGIT ROUTING OR TRANSIT NUMBER

   - D. ACCOUNT NUMBER
### PART IV - MISCELLANEOUS INFORMATION

#### 6. INFORMATION ON DEPENDENTS

(Complete this item only if you served before January 1, 1977 (or had a delayed entry before January 1, 1978) and you currently have dependents.)

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>YES (✓)</th>
<th>NO (✓)</th>
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<tbody>
<tr>
<td>A. Are you currently married?</td>
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<tr>
<td>B. Do you have any children who are:</td>
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<tr>
<td>(1) Under age 18 or</td>
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<td>(2) Over 18 but under age 20, not married and attending school? or</td>
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<td>(3) Of any age permanently helpless for mental or physical reasons?</td>
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<tr>
<td>C. Is either your father or mother dependent upon you for financial support?</td>
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</table>

#### 7. RECENT PERIODS OF SERVICE (PERIODS OF ACTIVE DUTY SINCE YOUR INITIAL PERIOD OF ACTIVE DUTY.)

Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of “Member 4 Copy” of your DD Form 214 for each period of active service. (Don’t report Active Duty for Training.)

<table>
<thead>
<tr>
<th>A. Branch of Service and Reserve or Guard Component serving in during active duty</th>
<th>B. Beginning and ending dates of active duty</th>
<th>C. Were you involuntarily called to active duty for this period? (If yes, send in copies of your order)</th>
<th>D. What was the character of your discharge?</th>
<th>E. If this active duty is National Guard duty, indicate if authority is Title 10 (Federal) or Title 32 (State); (Attach copies of any orders)</th>
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**Note:** Do not include full time assignment by a service department to a civilian school for a course of education; attendance at a service academy; or non-creditable time (time lost because of industrial or agricultural furlough, arrest without acquittal, being AWOL, desertion, sentence of court martial, etc.)

#### 8. DO YOU EXPECT TO RECEIVE EDUCATIONAL BENEFITS UNDER THE GOVERNMENT EMPLOYEES’ TRAINING ACT (GETA) FOR THE SAME COURSE(S) YOU WILL RECEIVE VA EDUCATION BENEFITS? (Answer only if you are a Federal Government employee)

- [ ] Yes
- [ ] No

#### 9. ARE YOU RECEIVING OR DO YOU ANTICIPATE RECEIVING ANY MONEY (Including but not limited to Federal Tuition Assistance) FROM THE ARMED FORCES OR PUBLIC HEALTH SERVICE FOR THE COURSE FOR WHICH YOU HAVE APPLIED TO VA FOR EDUCATION BENEFITS? IF YOU WILL RECEIVE SUCH BENEFITS, CHECK "YES." SHOW COMPLETE DETAILS IN THE REMARKS SECTION TO INCLUDE THE SOURCE OF THE FUNDS. NOTE: IF YOU ARE APPLYING FOR THE TUITION ASSISTANCE TOP-UP BENEFIT, CHECK "NO." (Answer only if you are on Active Duty)

- [ ] Yes
- [ ] No

#### 10. REMARKS


### PART V - CERTIFICATION AND SIGNATURE OF APPLICANT

I certify that all statements in my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

**Penalty:** Willful false statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of these or other benefits and in criminal penalties.

<table>
<thead>
<tr>
<th>11A SIGNATURE OF APPLICANT (DO NOT PRINT)</th>
<th>11B. DATE SIGNED</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

**Sign here in ink.**

VA FORM 22-1995, JUN 2014
INSTRUCTIONS & INFORMATION

When Should You Use This Form?
Use this form when:
• you’re changing schools,
• you’re changing your educational, professional, vocational goal,
• you left your program due to unsatisfactory attendance, progress, or conduct; and you’re now reentering the same program or
• you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":
• Educational goal: GED certificate, high school diploma, bachelor degree, master degree, Ph.D
• Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian
• Vocational goal: stenographer, machinist, electronic technician, X-ray technician, radio and TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirectexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Items #6: Provide your dependents information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.va.gov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help
If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.gibill.va.gov. Click on Ask a Question and Find Answers. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,
Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school’s or establishment’s physical address. Determine the correct office from the list below.
Step 2: Notify the veterans certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.
Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for education assistance.

(B) If you have not selected a school or training establishment,
Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on the next page.
Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.

VA FORM 22-1995, JUN 2014
**Eastern Region:**
*VA Regional Office*
P.O. Box 4616
Buffalo, NY 14240-4616
Serves the following states

| CT | DE | DC | ME |
| MD | MA | NH | NJ |
| NY | PA | RI | VT |
| VA | Foreign Schools |

**Central Region:**
*VA Regional Office*
P.O. Box 66830
St. Louis, MO 63166-6830
Serves the following states

| CO | IA | IL | IN |
| KS | KY | MI | MN |
| MO | MT | NE | ND |
| OH | SD | TN | WV |
| WI | WY |

**Western Region:**
*VA Regional Office*
P.O. Box 8888
Muskogee, OK 74402-8888
Serves the following states

| AK | AL | AR | AZ |
| CA | FL | HI | ID |
| LA | MS | NM | NV |
| OK | OR | SC | TX |
| UT | WA | Philippines | Guam |

**Southern Region:**
*VA Regional Office*
P.O. Box 100022
Decatur, GA 30031-7022
Serves the following states

| GA | NC | PR | US Virgin Islands |

**PRIVACY ACT NOTICE:** The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g. VA sends educational forms or letters with a veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for the VA to obtain further information as may be necessary from the school for the VA to properly process the veteran's education claim or to monitor his or her progress during training) as identified in the VA system of records, 58VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

**RESPONDENT BURDEN:** We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at [http://www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.
IF YOU NEED HELP

If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill

You can ask a question about your education claim by choosing the "Submit a Question" option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.
Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

**CENTRAL REGION:**
VA Regional Office
PO Box 66830
St. Louis, MO 63166-6830

**EASTERN REGION:**
VA Regional Office
PO Box 4616
Buffalo, NY 14240-4616

**WESTERN REGION:**
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

**SOUTHERN REGION:**
VA Regional Office
PO Box 100022
Decatur, GA 30031-7022
Dear Mr. Voelkel:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on September 28, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school's approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

Enclosure: VA letter of Denial dated September 28, 2017
DEPARTMENT OF VETERANS AFFAIRS
MUSKOGEE REGIONAL OFFICE
P.O. BOX 8888
MUSKOGEE OK 74402-8888

SEPTEMBER 28, 2017

MR. ANDREW S. VOELKEL

Dear Mr. Voelkel:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- Course Name: HVAC MAINTENANCE READY TECH
- at School: RETAIL READY CAREER CENTER
- School Address: 2800 WEST KINGSLEY ROAD STE 103 GARLAND TX 5041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

School Not Approved

This school’s approval has been withdrawn as of September 26, 2017.

The school may contact the following about their approval:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 5405329558 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 36 months and 0 days of full-time benefits remaining.

You have until August 6, 2032 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/06/2013</td>
<td>08/05/2017</td>
<td>1,248</td>
<td>213</td>
<td>1,461</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>1,248</td>
<td>213</td>
<td>1,461</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

LTSver6.6 AWD1
• The Internet by visiting www.GIBILL.va.gov
• Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
• Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures: VA Form 4107
VA Form 22-1995
If You Need Help

cc: Veterans Education

22/kc/flc
After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
- Give us evidence we do not already have that may lead us to change our decision.

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**How long do I have to start my appeal?** You have one year to start an appeal of our decision. Your Notice of Disagreement must be postmarked (or received by us) within one year from the date of our letter denying you the benefit. In most cases, you cannot appeal a decision after this one-year period has ended.

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- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: http://www.va.gov/vso.
### PART IV - MISCELLANEOUS INFORMATION

#### 6. INFORMATION ON DEPENDENTS (COMPLETE THIS ITEM ONLY IF YOU SERVED BEFORE JANUARY 1, 1977 (or had a delayed entry before January 1, 1978) AND YOU CURRENTLY HAVE DEPENDENTS.)

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>YES (✓)</th>
<th>NO (✓)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. ARE YOU CURRENTLY MARRIED?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. DO YOU HAVE ANY CHILDREN WHO ARE:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) UNDER AGE 18 OR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2) OVER 18 BUT UNDER AGE 23, NOT MARRIED AND ATTENDING SCHOOL? OR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) OF ANY AGE PERMANENTLY HELPLESS FOR MENTAL OR PHYSICAL REASONS?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. IS EITHER YOUR FATHER OR MOTHER DEPENDENT UPON YOU FOR FINANCIAL SUPPORT?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 7. RECENT PERIODS OF SERVICE (PERIODS OF ACTIVE DUTY SINCE YOUR INITIAL PERIOD OF ACTIVE DUTY.) Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of "Member 4 Copy" of your DD Form 214 for each period of active service. (Don't report Active Duty for Training.)

<table>
<thead>
<tr>
<th>A. BRANCH OF SERVICE AND RESERVE OR GUARD COMPONENT SERVING IN DURING ACTIVE DUTY</th>
<th>B. BEGINNING AND ENDING DATES OF ACTIVE DUTY</th>
<th>C. WERE YOU INVOLUNTARILY CALLED TO ACTIVE DUTY FOR THIS PERIOD? (If yes, sent in copies of your orders)</th>
<th>D. WHAT WAS THE CHARACTER OF YOUR DISCHARGE?</th>
<th>E. IF THIS ACTIVE DUTY IS NATIONAL GUARD DUTY, INDICATE IF AUTHORITY IS TITLE 10 (FEDERAL) OR TITLE 32 (STATE). (ATTACH COPIES DURING ACTIVE DUTY PERIOD?)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>YES NO</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** DO NOT INCLUDE FULL TIME ASSIGNMENT BY A SERVICE DEPARTMENT TO A CIVILIAN SCHOOL FOR A COURSE OF EDUCATION; ATTENDANCE AT A SERVICE ACADEMY; OR NON-CREDITABLE TIME (TIME LOST BECAUSE OF INDUSTRIAL OR AGRICULTURAL FURLOUGH, ARREST WITHOUT ACQUITTAL, BEING AWOL, DESERTION, SENTENCE OF COURT-MARTIAL, ETC.)

**8. DO YOU EXPECT TO RECEIVE EDUCATIONAL BENEFITS UNDER THE GOVERNMENT EMPLOYEE'S TRAINING ACT (GETA) FOR THE SAME COURSE(S) YOU WILL RECEIVE VA EDUCATION BENEFITS?** (Answer only if you are a Federal Government employee)

- [X] YES
- [ ] NO

**9. ARE YOU RECEIVING OR DO YOU ANTICIPATE RECEIVING ANY MONEY (Including but not limited to Federal Tuition Assistance) FROM THE ARMED FORCES OR PUBLIC HEALTH SERVICE FOR THE COURSE FOR WHICH YOU HAVE APPLIED TO VA FOR EDUCATION BENEFITS? IF YOU WILL RECEIVE SUCH BENEFITS, CHECK "YES." SHOW COMPLETE DETAILS IN THE REMARKS SECTION TO INCLUDE THE SOURCE OF THE FUNDS. NOTE: IF YOU ARE APPLYING FOR THE TUITION ASSISTANCE TOP-UP BENEFIT, CHECK "NO." (Answer only if you are on Active Duty)

- [X] YES
- [ ] NO

#### 10. REMARKS

---

### PART V - CERTIFICATION AND SIGNATURE OF APPLICANT

I CERTIFY THAT all statements in my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

**PENALTY -** Willful false statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of these or other benefits and in criminal penalties.

**11A SIGNATURE OF APPLICANT (DO NOT PRINT) 11B. DATE SIGNED**

SIGN HERE IN INK ▶

VA FORM 22-1995, JUN 2014
INSTRUCTIONS & INFORMATION

When Should You Use This Form?
Use this form when:
• you're changing schools,
• you're changing your educational, professional, vocational goal,
• you left your program due to unsatisfactory attendance, progress, or conduct; and you're now reentering the same program or
• you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":
- Educational goal: GED certificate, high school diploma, bachelor degree, master degree, Ph.D
- Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian
- Vocational goal: stenographer, machinist, electronic technician, X-ray technician, radio and TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirectexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Items #6: Provide your dependents information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.va.gov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help
If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.gibill.va.gov. Click on Ask a Question and Find Answers. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,
Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school's or establishment's physical address. Determine the correct office from the list below.
Step 2: Notify the veterans certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.
Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for education assistance.

(B) If you have not selected a school or training establishment,
Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on the next page.
Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.
<table>
<thead>
<tr>
<th>Eastern Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA Regional Office</td>
</tr>
<tr>
<td>P.O. Box 4616</td>
</tr>
<tr>
<td>Buffalo, NY 14240-4616</td>
</tr>
<tr>
<td>Serves the following states</td>
</tr>
<tr>
<td>CT</td>
</tr>
<tr>
<td>MD</td>
</tr>
<tr>
<td>NY</td>
</tr>
<tr>
<td>VA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Central Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA Regional Office</td>
</tr>
<tr>
<td>P.O. Box 66830</td>
</tr>
<tr>
<td>St. Louis, MO 63166-6830</td>
</tr>
<tr>
<td>Serves the following states</td>
</tr>
<tr>
<td>CO</td>
</tr>
<tr>
<td>KS</td>
</tr>
<tr>
<td>MO</td>
</tr>
<tr>
<td>OH</td>
</tr>
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<td>WI</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Western Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA Regional Office</td>
</tr>
<tr>
<td>P.O. Box 8888</td>
</tr>
<tr>
<td>Muskogee, OK 74402-8888</td>
</tr>
<tr>
<td>Serves the following states</td>
</tr>
<tr>
<td>AK</td>
</tr>
<tr>
<td>CA</td>
</tr>
<tr>
<td>LA</td>
</tr>
<tr>
<td>OK</td>
</tr>
<tr>
<td>UT</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Southern Region:</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA Regional Office</td>
</tr>
<tr>
<td>P.O. Box 100022</td>
</tr>
<tr>
<td>Decatur, GA 30031-7022</td>
</tr>
<tr>
<td>Serves the following states</td>
</tr>
<tr>
<td>GA</td>
</tr>
</tbody>
</table>

**PRIVACY ACT NOTICE:** The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g. VA sends educational forms or letters with a veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for the VA to obtain further information as may be necessary from the school for the VA to properly process the veteran's education claim or to monitor his or her progress during training) as identified in the VA system of records, 58VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

**RESPONDENT BURDEN:** We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at http://www.reginfo.gov/public/do/PRAMain. If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.
Department of Veterans Affairs

IF YOU NEED HELP

If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill

You can ask a question about your education claim by choosing the "Submit a Question" option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.

VA FORM 22-0338 JAN 2014

EXISTING STOCKS OF VA FORM 22-0338, JUL 2012, WILL NOT BE USED.
Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

**CENTRAL REGION:**
VA Regional Office
PO Box 66830
St. Louis, MO 63166-6830

**EASTERN REGION:**
VA Regional Office
PO Box 4616
Buffalo, NY 14240-4616

**WESTERN REGION:**
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

**SOUTHERN REGION:**
VA Regional Office
PO Box 100022
Decatur, GA 30031-7022
SEPTEMBER 28, 2017

VETERANS EDUCATION
TEXAS VETERANS COMMISSION
P.O. BOX 12277
AUSTIN, TX 78711-2277

Dear SAA Administrator:

A copy of the attached letter is being sent for your review. Please keep for your records.
October 9, 2017

Dear Mr. Jackson:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on September 28, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Timmy L. Micallef
Director

DLS:NCD:S1244-12

Enclosure: VA letter of Denial dated September 28, 2017
SEPTEMBER 28, 2017

MR. DEJARNETTE J. JACKSON

Dear Mr. Jackson:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- **Course Name:** HVAC MAINTENANCE READY TECH;
- **at School:** RETAIL READY CAREER CENTER INC
- **School Address:** 2800 W KINGSLEY STE 300, GARLAND TX 75041-
- **Course Dates:** taken from October 30, 2017 to December 8, 2017.

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at (915) 319-2705 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 13 months and 25 days of full-time benefits remaining.

You have until December 11, 2029 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/29/2003</td>
<td>12/10/2014</td>
<td>4,214</td>
<td>0</td>
<td>4,214</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>4,214</td>
<td>0</td>
<td>4,214</td>
</tr>
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Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

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Sincerely,

[Signature]

Pam Stephens
Education Officer

Enclosures: VA Form 4107
             VA Form 22-1995
             If You Need Help

cc: Veterans Education

22pm
After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
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- You can find a "plain language" pamphlet called "How Do I Appeal," on the Internet at: http://www.bva.va.gov/How_Do_I_Appeal.asp.

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**Can I get someone to help me with my appeal?** Yes. You can have a Veterans Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. You are not required to have someone represent you. It is your choice.

- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: http://www.va.gov/vso.
A private attorney or an "agent" can also represent you. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. Your local bar association may be able to refer you to an attorney with experience in veterans' law. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans' law. Contact us if you would like to know if there is a VA accredited agent in your area.

Do I have to pay someone to help me with my appeal to the Board? It depends on who helps you. The following explains the differences.

- Veterans' service organizations will represent you for free.
- Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal is your responsibility. If you do hire an attorney or agent to represent you, a copy of any fee agreement must be sent to VA. The fee agreement must clearly specify if VA is to pay the attorney or agent directly out of past-due benefits. See 38 C.F.R. § 14.636(g)(2). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the direct-pay fee agreement must be filed with us at the address included on our decision notice letter within 30 days of its execution. A copy of any fee agreement that is not a direct-pay fee agreement must be filed with the Office of the General Counsel within 30 days of its execution by mailing the copy to the following address: Office of the General Counsel (022D), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. See 38 C.F.R. § 14.636(g)(3).

GIVING VA ADDITIONAL EVIDENCE?

You can send us more evidence to support a claim whether or not you choose to appeal.

NOTE: Please direct all new evidence to the address included on our decision notice letter. You should not send evidence directly to the Board at this time. You should only send evidence to the Board if you decide to complete an appeal and, then, you should only send evidence to the Board after you receive written notice from the Board that they received your appeal.

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing with your local VA office.

In writing. To support your claim, you may send documents and written statements to us at the address included on our decision notice letter. Tell us in a letter how these documents and statements should change our earlier decision.

At a personal hearing. You may request a hearing with an employee at your local VA office at any time, whether or not you choose to appeal. We do not require you to have a local hearing. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a local hearing, send us a letter asking for a local hearing. Use the address included on our decision notice letter. We will then:
- Arrange a time and place for the hearing
- Provide a room for the hearing
- Assign someone to hear your evidence
- Make a written record of the hearing

WHAT HAPPENS AFTER I GIVE VA EVIDENCE?

We will review any new evidence, including the record of the local hearing, if you choose to have one, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you complete an appeal, we will send the new evidence and the record of any local hearing to the Board.
REQUEST FOR CHANGE OF PROGRAM OR PLACE OF TRAINING

PART I - IDENTIFICATION AND PERSONAL INFORMATION

1A. NAME OF APPLICANT (First, Middle, Last)

1B. MAILING ADDRESS (Complete street address, City, State, and 9-digit ZIP Code)

1C. APPLICANT'S TELEPHONE NUMBER (Including Area Code)

1D. VA FILE NUMBER

1E. APPLICANT'S E-MAIL ADDRESS

1F. SOCIAL SECURITY OF APPLICANT (For transferability cases, enter the veteran's social security number)

PART II - YOUR PROGRAM INFORMATION

2. EDUCATION BENEFIT YOU WANT TO RECEIVE (Only Select One)
   A. CHAPTER 33 (Post-9/11 GI BILL)
   B. CHAPTER 30 (Montgomery GI Bill - Active Duty)
   C. CHAPTER 32 (Veterans Educational Assistance Program including section 9013)
   D. CHAPTER 1606 (Reserve Educational Program including section 903)
   E. CHAPTER 1907 (Reserve Educational Assistance Program)
   F. TRANSFER OF ENTITLEMENT PROGRAM

3. HOW WILL YOU TAKE TRAINING?
   A. SCHOOL ATTENDANCE
   B. CORRESPONDENCE
   C. APPRENTICESHIP OR ON-THE-JOB TRAINING
   D. COOPERATIVE TRAINING
   E. TUITION ASSISTANCE TOP-UP (Active Duty Only)
   F. FLIGHT TRAINING
   G. LICENSING & CERTIFICATION TEST
   H. NATIONAL ADMISSIONS EXAMS OR NATIONAL EXAMS FOR CREDIT

4A. WHAT EDUCATION, PROFESSIONAL OR VOCATIONAL GOAL ARE YOU WORKING TOWARD?

4B. WHAT IS THE NAME OF THE PROGRAM YOU ARE REQUESTING?

4C. IF CHANGING SCHOOLS, GIVE NAME AND COMPLETE ADDRESS OF NEW SCHOOL OR TRAINING ESTABLISHMENT YOU ARE PLANNING TO ATTEND (if applicable)

4D. NAME AND COMPLETE ADDRESS OF OLD OR CURRENT SCHOOL OR TRAINING ESTABLISHMENT

4E. TELL US WHEN AND WHY YOU STOPPED TRAINING AT YOUR PRIOR SCHOOL OR ESTABLISHMENT. CONTINUE IN REMARKS, ITEM 10, OR ON A SEPARATE SHEET IF NECESSARY.

PART III - DIRECT DEPOSIT INFORMATION

5. DIRECT DEPOSIT (Attach a voided personal check or provide the information in items A through D below. Direct Deposit is not available for Chapter 33 recipients. See instructions for additional Direct Deposit information.)

A. TYPE OF ACCOUNT
   a. CHECKING
   b. SAVINGS

B. NAME OF FINANCIAL INSTITUTION

C. 9 DIGIT ROUTING OR TRANSIT NUMBER

D. ACCOUNT NUMBER
**PART IV - MISCELLANEOUS INFORMATION**

6. INFORMATION ON DEPENDENTS (COMPLETE THIS ITEM ONLY IF YOU SERVED BEFORE JANUARY 1, 1977 (or had a delayed entry before January 2, 1970) AND YOU CURRENTLY HAVE DEPENDENTS.)

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>YES (✓)</th>
<th>NO (✓)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. ARE YOU CURRENTLY MARRIED?</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>B. DO YOU HAVE ANY CHILDREN WHO ARE:</td>
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<tr>
<td>(2) OVER 18 BUT UNDER AGE 23, NOT MARRIED AND ATTENDING SCHOOL? OR</td>
<td>✓</td>
<td></td>
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<tr>
<td>(3) OF ANY AGE PERMANENTLY HELPLESS FOR MENTAL OR PHYSICAL REASONS?</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>C. IS EITHER YOUR FATHER OR MOTHER DEPENDENT UPON YOU FOR FINANCIAL SUPPORT?</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

7. RECENT PERIODS OF SERVICE (PERIODS OF ACTIVE DUTY SINCE YOUR INITIAL PERIOD OF ACTIVE DUTY.) Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of "Member 4 Copy" of your DD Form 214 for each period of active service. (Don't report Active Duty for Training.)

<table>
<thead>
<tr>
<th>A. BRANCH OF SERVICE AND RESERVE OR GUARD COMPONENT SERVING IN DURING ACTIVE DUTY</th>
<th>B. BEGINNING AND ENDING DATES OF ACTIVE DUTY</th>
<th>C. WERE YOU INVOLUNTARILY CALLED TO ACTIVE DUTY FOR THIS PERIOD? (If yes, send in copies of your orders)</th>
<th>D. WHAT WAS THE CHARACTER OF YOUR DISCHARGE?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>YES</td>
<td>NO</td>
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<td></td>
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<td></td>
<td></td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

NOTE: DO NOT INCLUDE FULL-TIME ASSIGNMENT TO A SERVICE DEPARTMENT TO A CIVILIAN SCHOOL FOR A COURSE OF EDUCATION; ATTENDANCE AT A SERVICE ACADEMY; OR NON-CREDITABLE TIME (TIME LOST BECAUSE OF INDUSTRIAL OR AGRICULTURAL FURLOUGH, ARREST WITHOUT ACQUITTAL, BEING AWOL, DESERTION, SENTENCE OF COURT-MARTIAL, ETC.).

8. DO YOU EXPECT TO RECEIVE EDUCATIONAL BENEFITS UNDER THE GOVERNMENT EMPLOYEE'S TRAINING ACT (GETA) FOR THE SAME COURSE(S) YOU WILL RECEIVE VA EDUCATION BENEFITS? (Answer only if you are a Federal Government employee)

- [ ] YES
- [ ] NO

9. ARE YOU RECEIVING OR DO YOU ANTICIPATE RECEIVING ANY MONEY (INCLUDING BUT NOT LIMITED TO FEDERAL TUITION ASSISTANCE) FROM THE ARMED FORCES OR PUBLIC HEALTH SERVICE FOR THE COURSE FOR WHICH YOU HAVE APPLIED TO VA FOR EDUCATION BENEFITS? IF YOU WILL RECEIVE SUCH BENEFITS, CHECK "YES." SHOW COMPLETE DETAILS IN THE REMARKS SECTION TO INCLUDE THE SOURCE OF THE FUNDS. NOTE: IF YOU ARE APPLYING FOR THE TUITION ASSISTANCE TOP-UP BENEFIT, CHECK "NO." (Answer only if you are on Active Duty)

- [ ] YES
- [ ] NO

10. REMARKS

---

**PART V - CERTIFICATION AND SIGNATURE OF APPLICANT**

I CERTIFY THAT all statements in my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

PENALTY - Willful false statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of these or other benefits and in criminal penalties.

11A. SIGNATURE OF APPLICANT (DO NOT PRINT)

SIGN HERE IN INK ▶

11B. DATE SIGNED

VA FORM 22-1995, JUN 2014
INSTRUCTIONS & INFORMATION

When Should You Use This Form?

Use this form when:
- you're changing schools,
- you're changing your educational, professional, vocational goal,
- you left your program due to unsatisfactory attendance, progress, or conduct; and you're now reentering the same program or
- you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":
- Educational goal: GED certificate, high school diploma, bachelor degree, master degree, Ph.D
- Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian
- Vocational goal: stenographer, machinist, electronic technician, X-ray technician, radio and TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirectexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Items #6: Provide your dependents information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.va.gov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help

If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.gibill.va.gov. Click on Ask a Question and Find Answers. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,

Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school's or establishment's physical address. Determine the correct office from the list below.

Step 2: Notify the veterans certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.

Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for education assistance.

(B) If you have not selected a school or training establishment,

Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on the next page.

Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.
### Eastern Region:
VA Regional Office  
P.O. Box 4616  
Buffalo, NY 14240-4616

Serves the following states:

<table>
<thead>
<tr>
<th>CT</th>
<th>DE</th>
<th>DC</th>
<th>ME</th>
</tr>
</thead>
<tbody>
<tr>
<td>MD</td>
<td>MA</td>
<td>NH</td>
<td>NJ</td>
</tr>
<tr>
<td>NY</td>
<td>PA</td>
<td>RI</td>
<td>VT</td>
</tr>
<tr>
<td>VA</td>
<td>Foreign Schools</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Central Region:
VA Regional Office  
P.O. Box 66830  
St. Louis, MO 63166-6830

Serves the following states:

<table>
<thead>
<tr>
<th>CO</th>
<th>IA</th>
<th>IL</th>
<th>IN</th>
</tr>
</thead>
<tbody>
<tr>
<td>KS</td>
<td>KY</td>
<td>MI</td>
<td>MN</td>
</tr>
<tr>
<td>MO</td>
<td>MT</td>
<td>NE</td>
<td>ND</td>
</tr>
<tr>
<td>OH</td>
<td>SD</td>
<td>TN</td>
<td>WV</td>
</tr>
<tr>
<td>WI</td>
<td>WY</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Western Region:
VA Regional Office  
P.O. Box 8888  
Muskogee, OK 74402-8888

Serves the following states:

<table>
<thead>
<tr>
<th>AK</th>
<th>AL</th>
<th>AR</th>
<th>AZ</th>
</tr>
</thead>
<tbody>
<tr>
<td>CA</td>
<td>FL</td>
<td>HI</td>
<td>ID</td>
</tr>
<tr>
<td>LA</td>
<td>MS</td>
<td>NM</td>
<td>NV</td>
</tr>
<tr>
<td>OK</td>
<td>OR</td>
<td>SC</td>
<td>TX</td>
</tr>
<tr>
<td>UT</td>
<td>WA</td>
<td>Philippines</td>
<td>Guam</td>
</tr>
</tbody>
</table>

### Southern Region:
VA Regional Office  
P.O. Box 100022  
Decatur, GA 30031-7022

Serves the following states:

| GA | NC | PR | US Virgin Islands |

**PRIVACY ACT NOTICE:** The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g. VA sends educational forms or letters with a veteran’s identifying information to the veteran’s school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for the VA to obtain further information as may be necessary from the school for the VA to properly process the veteran’s education claim or to monitor his or her progress during training) as identified in the VA system of records, 58VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

**RESPONDENT BURDEN:** We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at [http://www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.
If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill

You can ask a question about your education claim by choosing the “Submit a Question” option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.
Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

CENTRAL REGION:
VA Regional Office
PO Box 66830
St. Louis, MO 63166-6830

EASTERN REGION:
VA Regional Office
PO Box 4616
Buffalo, NY 14240-4616

WESTERN REGION:
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

SOUTHERN REGION:
VA Regional Office
PO Box 100022
Decatur, GA 30031-7022
SEPTEMBER 28, 2017

VETERANS EDUCATION
TEXAS VETERANS COMMISSION
P.O. BOX 12277
AUSTIN, TX 78711-2277

Dear SAA Administrator:

A copy of the attached letter is being sent for your review. Please keep for your records.
October 9, 2017

Andrew Christian

Dear Mr. Casey:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on September 29, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

Enclosure: VA letter of Denial dated September 29, 2017
Dear Mr. Christian:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- **Course Name:** HVAC MAINTENANCE READY TECH
- **at School:** RETAIL READY CAREER CENTER INC
- **School Address:** 2800 W KINGSLEY STE 300, GARLAND

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 2526481769 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 36 months and 0 days of full-time benefits remaining.

You have until September 1, 2027 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/24/1992</td>
<td>08/31/2012</td>
<td>4,008</td>
<td>0</td>
<td>4,008</td>
</tr>
</tbody>
</table>

Total: 4,008 0 4,008

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.
**REQUEST FOR CHANGE OF PROGRAM OR PLACE OF TRAINING**

**PART I - IDENTIFICATION AND PERSONAL INFORMATION**

| 1A. NAME OF APPLICANT (Last, First, Middle) |
| 1B. MAILING ADDRESS (Complete street address, City, State, and 9-digit ZIP Code) |
| 1C. APPLICANT'S TELEPHONE NUMBER (Including Area Code) |
| 1D. VA FILE NUMBER |
| 1E. APPLICANT'S E-MAIL ADDRESS |
| 1F. SOCIAL SECURITY OF APPLICANT (For transferability cases, enter the veteran's social security number) |

**PART II - YOUR PROGRAM INFORMATION**

| 2. EDUCATION BENEFIT YOU WANT TO RECEIVE (Only Select One) |
| A. CHAPTER 33 (Post-9/11 GI BILL) |
| B. CHAPTER 30 (Montgomery GI Bill - Active Duty) |
| C. CHAPTER 32 (Veterans Educational Assistance Program including section 215) |
| D. CHAPTER 1606 (Montgomery GI Bill - Selected Reserve) |
| E. CHAPTER 1607 (Reserve Educational Assistance Program) |
| F. TRANSFER OF ENTITLEMENT PROGRAM |

| 3. HOW WILL YOU TAKE TRAINING? |
| A. SCHOOL ATTENDANCE |
| B. CORRESPONDENCE |
| C. APPRENTICESHIP OR ON-THE-JOB TRAINING |
| D. COOPERATIVE TRAINING |
| E. TUITION ASSISTANCE TOP-UP (Active Duty Only) |
| F. FLIGHT TRAINING |
| G. LICENSING & CERTIFICATION TEST |
| H. NATIONAL ADMISSIONS EXAMS OR NATIONAL EXAMS FOR CREDIT |

| 4A. WHAT EDUCATIONAL, PROFESSIONAL OR VOCATIONAL GOAL ARE YOU WORKING TOWARD? |
| 4B. WHAT IS THE NAME OF THE PROGRAM YOU ARE REQUESTING? |
| 4C. IF CHANGING SCHOOLS, PROVIDE NAME AND COMPLETE ADDRESS OF NEW SCHOOL OR TRAINING ESTABLISHMENT YOU ARE PLANNING TO ATTEND (If applicable) |
| 4D. PROVIDE NAME AND COMPLETE ADDRESS OF PREVIOUS SCHOOL OR TRAINING ESTABLISHMENT (If only changing schools, list current school.) |
| 4E. TELL US WHEN AND WHY YOU STOPPED TRAINING AT YOUR PRIOR SCHOOL OR ESTABLISHMENT. CONTINUE IN REMARKS, ITEM 10, OR ON A SEPARATE SHEET IF NECESSARY. |

**PART III - DIRECT DEPOSIT INFORMATION**

| 5. DIRECT DEPOSIT (Complete this item only if you wish to start, change or stop direct deposit.) |
| NOTE: To prevent possible delays in payment, claimants are highly encouraged to use Direct Deposit and set up an Electronic Fund Transfer (EFT). Direct Deposit is not available for the Post-Vietnam Era Educational Assistance Program (VEAP - Chapter 32) nor for Section 903. |
| A. TYPE OF ACCOUNT |
| B. NAME OF FINANCIAL INSTITUTION |
| C. 9 DIGIT ROUTING OR TRANSIT NUMBER |
| D. ACCOUNT NUMBER |
**PART IV - MISCELLANEOUS INFORMATION**

6. INFORMATION ON DEPENDENTS (COMPLETE THIS ITEM ONLY IF YOU SERVED BEFORE JANUARY 1, 1977 (or had a delayed entry before January 2, 1978) AND YOU CURRENTLY HAVE DEPENDENTS.)

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<tr>
<td>(3) OF ANY AGE PERMANENTLY HELPLESS FOR MENTAL OR PHYSICAL REASONS?</td>
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<td></td>
</tr>
<tr>
<td>C. IS EITHER YOUR FATHER OR MOTHER DEPENDENT UPON YOU FOR FINANCIAL SUPPORT?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. RECENT PERIODS OF SERVICE (PERIODS OF ACTIVE DUTY SINCE YOUR INITIAL PERIOD OF ACTIVE DUTY.) Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of "Member 4 Copy" of your DD Form 214 for each period of active service. (Don't report Active Duty for Training.)

<table>
<thead>
<tr>
<th>A. BRANCH OF SERVICE AND RESERVE OR GUARD COMPONENT SERVED IN DURING ACTIVE DUTY</th>
<th>B. BEGINNING AND ENDING DATES OF ACTIVE DUTY</th>
<th>C. WERE YOU INVOLUNTARILY CALLED TO ACTIVE DUTY FOR THIS PERIOD? (If yes send in copies of your orders)</th>
<th>D. WHAT WAS THE CHARACTER OF YOUR DISCHARGE?</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>NO</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>

NOTE: DO NOT INCLUDE FULL TIME ASSIGNMENT BY A SERVICE DEPARTMENT TO A CIVILIAN SCHOOL FOR A COURSE OF EDUCATION, ATTENDANCE AT A SERVICE ACADEMY, OR NON-CREDITABLE TIME (TIME LOST BECAUSE OF INDUSTRIAL OR AGRICULTURAL FURLOUGH, ARREST WITHOUT ACQUITTAL, BEING AWOL, DESERTION, SENTENCE OF COURT-MARTIAL, ETC.)

8. DO YOU EXPECT TO RECEIVE EDUCATIONAL BENEFITS UNDER THE GOVERNMENT EMPLOYEE'S TRAINING ACT (GETA) FOR THE SAME COURSE(S) YOU WILL RECEIVE VA EDUCATION BENEFITS? (Answer only if you are a Federal Government employee).

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

9. ARE YOU RECEIVING OR DO YOU ANTICIPATE RECEIVING ANY MONEY (INCLUDING BUT NOT LIMITED TO FEDERAL TUITION ASSISTANCE) FROM THE ARMED FORCES OR PUBLIC HEALTH SERVICE FOR THE COURSE FOR WHICH YOU HAVE APPLIED TO VA FOR EDUCATION BENEFITS? IF YOU WILL RECEIVE SUCH BENEFITS, CHECK "YES." SHOW COMPLETE DETAILS IN THE REMARKS SECTION TO INCLUDE THE SOURCE OF THE FUNDS. NOTE: IF YOU ARE APPLYING FOR THE TUITION ASSISTANCE TOP-UP BENEFIT, CHECK "NO." (Answer only if you are on Active Duty)

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

10. REMARKS

**PART V - CERTIFICATION AND SIGNATURE OF APPLICANT**

I CERTIFY THAT all statements in my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

PENALTY - Willful false statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of these or other benefits and in criminal penalties.

<table>
<thead>
<tr>
<th>11A. SIGNATURE OF APPLICANT (DO NOT PRINT)</th>
<th>11B. DATE SIGNED</th>
</tr>
</thead>
</table>
INSTRUCTIONS & INFORMATION

When Should You Use This Form?

Use this form when:
• you're changing schools,
• you're changing your educational, professional, vocational goal,
• you left your program due to unsatisfactory attendance, progress, or conduct; and you're now reentering the same program, or
• you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":
• Educational goal: GED certificate, high school diploma, bachelor's degree, master's degree, Ph.D
• Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian, stenographer, machinist, electronic technician, X-ray technician, radio and
• Vocational goal: TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirectexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Item #6: Provide your dependents' information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.yap-ov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help

If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.benefits.va.gov/gibill. Click on the "Contact Us" tab and then the "Ask a Question" tab. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,

Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school’s or establishment's physical address. Determine the correct office from the list on page 4.
Step 2: Notify the veterans certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.
Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.

(B) If you have not selected a school or training establishment,

Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on page 4.
Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.
### Eastern Region:
**VA Regional Office**
P.O. Box 4616
Buffalo, NY 14240-4616
Serves the following states:

<table>
<thead>
<tr>
<th>State</th>
<th>State</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>CT</td>
<td>DE</td>
<td>DC</td>
</tr>
<tr>
<td>MD</td>
<td>ME</td>
<td>NC</td>
</tr>
<tr>
<td>NJ</td>
<td>NY</td>
<td>PA</td>
</tr>
<tr>
<td>VA</td>
<td>VT</td>
<td>US Virgin Islands</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Foreign Schools</td>
</tr>
</tbody>
</table>

APO/FPO AA

### Central Region:
**VA Regional Office**
P.O. Box 32432
St. Louis, MO 63132-0832
Serves the following states:

<table>
<thead>
<tr>
<th>State</th>
<th>State</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO</td>
<td>IA</td>
<td>IL</td>
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<tr>
<td>KS</td>
<td>KY</td>
<td>MI</td>
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<td>MO</td>
<td>MT</td>
<td>NE</td>
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<tr>
<td>OH</td>
<td>SD</td>
<td>TN</td>
</tr>
<tr>
<td>WI</td>
<td>WY</td>
<td></td>
</tr>
</tbody>
</table>

### Western Region:
**VA Regional Office**
P.O. Box 8888
Muskogee, OK 74402-8888
Serves the following states:

<table>
<thead>
<tr>
<th>State</th>
<th>State</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>AK</td>
<td>AL</td>
<td>AR</td>
</tr>
<tr>
<td>CA</td>
<td>FL</td>
<td>GA</td>
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<tr>
<td>ID</td>
<td>LA</td>
<td>MS</td>
</tr>
<tr>
<td>NV</td>
<td>OK</td>
<td>OR</td>
</tr>
<tr>
<td>SC</td>
<td>TX</td>
<td>UT</td>
</tr>
</tbody>
</table>

Guam Philippines APO/FPO AA

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**PRIVACY ACT NOTICE:** The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g. VA sends educational forms or letters with a veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for the VA to obtain further information as may be necessary from the school for the VA to properly process the veteran's education claim or to monitor his or her progress during training) as identified in the VA system of records, 58VA21/22/28, Compensation, Pension, Education and Vocational Rehabilitation and Employment Records - VA, published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

**RESPONDENT BURDEN:** We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at [http://www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.
You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

[Signature]

Pam Stephens
Education Officer

Enclosures:  VA Form 4107
             VA Form 22-1995
             If You Need Help

cc: North Carolina - Division of Veterans Affairs (18 RPO 318)
22/III
After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
- Give us evidence we do not already have that may lead us to change our decision.

This form will tell you how to appeal and how to send us more evidence. You can do either one or both of these things.

**HOW CAN I APPEAL THE DECISION?**

**How do I start my appeal?** To begin your appeal, you must submit VA Form 21-0958, "Notice of Disagreement," if that form was provided to you in connection with our decision. If we denied more than one claim for a benefit (for example, if you claimed compensation for three disabilities and we denied two of them), please tell us in Part IV of VA Form 21-0958 each of the claims you are appealing. A filed VA Form 21-0958 is considered your Notice of Disagreement. If you did not receive VA Form 21-0958 in connection with our decision, then write us a letter telling us you disagree with our decision or enter your disagreement on VA Form 21-0958 in questions 11 or 12A. If you did not receive VA Form 21-0958 in connection with our decision, then either your statement or VA Form 21-0958 is considered your Notice of Disagreement. **Send your Notice of Disagreement to the address included on our decision notice letter.**

**How long do I have to start my appeal?** You have one year to start an appeal of our decision. **Your Notice of Disagreement must be postmarked (or received by us) within one year from the date of our letter denying you the benefit.** In most cases, you cannot appeal a decision after this one-year period has ended.

**What happens if I do not start my appeal on time?** If you do not start your appeal on time, our decision will become final. Once our decision is final, you cannot get the VA benefit we denied unless you either:

- Show that we were clearly wrong to deny the benefit or
- Send us new evidence that relates to the reason we denied your claim.

**What happens after VA receives my Notice of Disagreement?** We will either grant your claim or send you a Statement of the Case. A Statement of the Case describes the facts, laws, regulations, and reasons that we used to make our decision. We will also send you a VA Form 9, "Appeal to Board of Veterans' Appeals," with the Statement of the Case. If you want to continue your appeal to the Board of Veterans' Appeals (Board) after receiving a Statement of the Case, you must complete and return the VA Form 9 within one year from the date of our letter denying you the benefit or within 60 days from the date that we mailed the Statement of the Case to you, **whichever is later.** If you decide to complete an appeal by filing a VA Form 9, you have the option to request a Board hearing. Hearings often increase wait time for a Board decision. It is not necessary for you to have a hearing for the Board to decide your appeal. It is your choice.

**Where can I find out more about the VA appeals process?**

- You can find a "plain language" pamphlet called "How Do I Appeal," on the Internet at: http://www.bva.va.gov/How_Do_I_Appeal.asp.

**YOUR RIGHT TO REPRESENTATION**

**Can I get someone to help me with my appeal?** Yes. You can have a Veterans Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. You are not required to have someone represent you. It is your choice.

- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: http://www.va.gov/vso.
A private attorney or an "agent" can also represent you. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. Your local bar association may be able to refer you to an attorney with experience in veterans' law. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans' law. Contact us if you would like to know if there is a VA accredited agent in your area.

Do I have to pay someone to help me with my appeal? It depends on who helps you. The following explains the differences.

- Veterans Service Organizations will represent you for free.
- Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal is your responsibility. If you hire an attorney or agent to represent you, a copy of any fee agreement must be sent to VA. The fee agreement must clearly specify if VA is to pay the attorney or agent directly out of past-due benefits. See 38 C.F.R. § 14.636(g)(2). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the direct-pay fee agreement must be filed with us at the address included on our decision notice letter within 30 days of its execution. A copy of any fee agreement that is not a direct-pay fee agreement must be filed with the Office of the General Counsel within 30 days of its execution by mailing the copy to the following address: Office of the General Counsel (022D), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. See 38 C.F.R. § 14.636(g)(3).

GIVING VA ADDITIONAL EVIDENCE

You can send us more evidence to support a claim whether or not you choose to appeal.

NOTE: Please direct all new evidence to the address included on our decision notice letter. You should not send evidence directly to the Board at this time. You should only send evidence to the Board if you decide to complete an appeal and, then, you should only send evidence to the Board after you receive written notice from the Board that they received your appeal.

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing with your local VA office.

In writing. To support your claim, you may send documents and written statements to us at the address included on our decision notice letter. Tell us in a letter how these documents and statements should change our earlier decision.

At a personal hearing. You may request a hearing with an employee at your local VA office at any time, whether or not you choose to appeal. We do not require you to have a local hearing. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a local hearing, send us a letter asking for a local hearing. Use the address included on our decision notice letter. We will then:

- Arrange a time and place for the hearing
- Provide a room for the hearing
- Assign someone to hear your evidence
- Make a written record of the hearing

WHAT HAPPENS AFTER I GIVE VA EVIDENCE?

We will review any new evidence, including the record of the local hearing, if you choose to have one, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you complete an appeal, we will send the new evidence and the record of any local hearing to the Board.
IF YOU NEED HELP

If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill/

You can ask questions about your education claim by choosing the "Submit a Question" option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.
Which VA Office Handles Your Education Claim?

There are three regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

**Eastern Region:**
VA Regional Office
P. O. Box 4616
Buffalo, NY 14240-4616
SERVES THE FOLLOWING STATES
CT  DE  DC  MA
MD  ME  NC  NH
NJ  NY  PA  RI
VA  VT

APO/FPO AA

**Central Region:**
VA Regional Office
P. O. Box 68830
St. Louis, MO 63166-6830
SERVES THE FOLLOWING STATES
CO  IA  IL  IN
KS  KY  MI  MN
MO  MT  NE  ND
OH  SD  TN  WV
WI  WY

**Western Region:**
VA Regional Office
P. O. Box 8888
Muskogee, OK 74402-8888
SERVES THE FOLLOWING STATES
AK  AL  AR  AZ
CA  FL  GA  HI
ID  LA  MS  NM
NV  OK  OR  PR
SC  TX  UT  WA
Guam  Philippines  APO/FPO AP

VA FORM 22-0330, DEC 2010
DEPARTMENT OF VETERANS AFFAIRS
P.O. BOX 8888
MUSKOGEE OK 74402-8888

SEPTEMBER 29, 2017

VETERANS EDUCATION
TEXAS VETERANS COMMISSION
P.O. BOX 12277
AUSTIN, TX 78711-2277

Dear SAA Administrator:

A copy of the attached letter is being sent for your review. Please keep for your records.
Ms Leira Williamson

Dear Mr. Walton:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on September 29, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school's approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micalef
Director

DLS:NCD:S1244-12

SEPTEMBER 29, 2017

MS. LEIRA J. WILLIAMSON

Dear Ms. Williamson:
Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC MAINTENANCE READY TECH
at School: RETAIL READY CAREER CENTER INC
School Address: 2800 W KINGSLEY STE 300, GARLAND TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

School Not Approved
This school hasn't been approved for the Post-9/11 GI Bill.
If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 9514453912 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

What You Can Do
If you don't want to wait for approval of your current course, you can select another school.
Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

Certificate of Eligibility
This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.
You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 36 months and 0 days of full-time benefits remaining.

You have until December 17, 2031 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/17/2012</td>
<td>12/16/2016</td>
<td>1,333</td>
<td>128</td>
<td>1,461</td>
</tr>
</tbody>
</table>

Total: 1,333 128 1,461

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.
If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures:  VA Form 4107
             VA Form 22-1995
             If You Need Help

cc: Veterans Education
    22/jag
After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
- Give us evidence we do not already have that may lead us to change our decision.

This form will tell you how to appeal to the Board and how to send us more evidence. You can do either one or both of these things.

**HOW CAN I APPEAL THE DECISION?**

**How do I start my appeal?** To begin your appeal, you must submit VA Form 21-0958, "Notice of Disagreement," if that form was provided to you in connection with our decision. If we denied more than one claim for a benefit (for example, if you claimed compensation for three disabilities and we denied two of them), please tell us in Part IV of VA Form 21-0958 each of the claims you are appealing. A filed VA Form 21-0958 is considered your Notice of Disagreement. If you did not receive VA Form 21-0958 in connection with our decision, then write us a letter telling us you disagree with our decision or enter your disagreement on VA Form 21-0958 in questions 11 or 12A. If you did not receive VA Form 21-0958 in connection with our decision, then either your statement or VA Form 21-0958 is considered your Notice of Disagreement. **Send your Notice of Disagreement to the address included on our decision notice letter.**

**How long do I have to start my appeal?** You have one year to start an appeal of our decision. Your Notice of Disagreement must be postmarked (or received by us) within one year from the date of our letter denying you the benefit. In most cases, you cannot appeal a decision after this one-year period has ended.

**What happens if I do not start my appeal on time?** If you do not start your appeal on time, our decision will become final. Once our decision is final, you cannot get the VA benefit we denied unless you either:

- Show that we were clearly wrong to deny the benefit or
- Send us new evidence that relates to the reason we denied your claim.

**What happens after VA receives my Notice of Disagreement?** We will either grant your claim or send you a Statement of the Case. A Statement of the Case describes the facts, laws, regulations, and reasons that we used to make our decision. We will also send you a VA Form 9, "Appeal to Board of Veterans' Appeals," with the Statement of the Case. If you want to continue your appeal to the Board of Veterans' Appeals (Board) after receiving a Statement of the Case, you must complete and return the VA Form 9 within one year from the date of our letter denying you the benefit or within 60 days from the date that we mailed the Statement of the Case to you, whichever is later. If you decide to complete an appeal by filing a VA Form 9, you have the option to request a Board hearing. Hearings often increase wait time for a Board decision. It is not necessary for you to have a hearing for the Board to decide your appeal. It is your choice.

**Where can I find out more about the VA appeals process?**

- You can find a "plain language" pamphlet called "How Do I Appeal," on the Internet at: [http://www.bva.va.gov/How_Do_I_App] (Please continue reading on page 2)

**YOUR RIGHT TO REPRESENTATION**

**Can I get someone to help me with my appeal?** Yes. You can have a Veterans Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. You are not required to have someone represent you. It is your choice.

- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: [http://www.va.gov/vso].
• A private attorney or an "agent" can also represent you. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. Your local bar association may be able to refer you to an attorney with experience in veterans' law. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans' law. Contact us if you would like to know if there is a VA accredited agent in your area.

Do I have to pay someone to help me with my appeal to the Board? It depends on who helps you. The following explains the differences.

- Veterans' service organizations will represent you for free.
- Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal is your responsibility. If you do hire an attorney or agent to represent you, a copy of any fee agreement must be sent to VA. The fee agreement must clearly specify if VA is to pay the attorney or agent directly out of past-due benefits. See 38 C.F.R. § 14.636(g)(2). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the direct-pay fee agreement must be filed with us at the address included on our decision notice letter within 30 days of its execution. A copy of any fee agreement that is not a direct-pay fee agreement must be filed with the Office of the General Counsel within 30 days of its execution by mailing the copy to the following address: Office of the General Counsel (022D), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. See 38 C.F.R. § 14.636(g)(3).

GIVING VA ADDITIONAL EVIDENCE?

You can send us more evidence to support a claim whether or not you choose to appeal.

NOTE: Please direct all new evidence to the address included on our decision notice letter. You should not send evidence directly to the Board at this time. You should only send evidence to the Board if you decide to complete an appeal and, then, you should only send evidence to the Board after you receive written notice from the Board that they received your appeal.

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing with your local VA office.

In writing. To support your claim, you may send documents and written statements to us at the address included on our decision notice letter. Tell us in a letter how these documents and statements should change our earlier decision.

At a personal hearing. You may request a hearing with an employee at your local VA office at any time, whether or not you choose to appeal. We do not require you to have a local hearing. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a local hearing, send us a letter asking for a local hearing. Use the address included on our decision notice letter. We will then:

- Arrange a time and place for the hearing
- Provide a room for the hearing
- Assign someone to hear your evidence
- Make a written record of the hearing

WHAT HAPPENS AFTER I GIVE VA EVIDENCE?

We will review any new evidence, including the record of the local hearing, if you choose to have one, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you complete an appeal, we will send the new evidence and the record of any local hearing to the Board.
**REQUEST FOR CHANGE OF PROGRAM OR PLACE OF TRAINING**

**PART I - IDENTIFICATION AND PERSONAL INFORMATION**

<table>
<thead>
<tr>
<th>1A. NAME OF APPLICANT (First, Middle, Last)</th>
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</table>

<table>
<thead>
<tr>
<th>1B. MAILING ADDRESS (Complete street address, City, State, and 9-digit ZIP Code)</th>
</tr>
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<tbody>
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</table>

<table>
<thead>
<tr>
<th>1C. APPLICANT'S TELEPHONE NUMBER (Including Area Code)</th>
</tr>
</thead>
<tbody>
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</table>

<table>
<thead>
<tr>
<th>1D. VA FILE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>1E. APPLICANT'S E-MAIL ADDRESS</th>
</tr>
</thead>
<tbody>
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<td></td>
</tr>
</tbody>
</table>

**VA DATE STAMP**

**DO NOT WRITE IN THIS SPACE**

<table>
<thead>
<tr>
<th>1F. SOCIAL SECURITY OF APPLICANT (For transferability cases, enter the veteran's social security number)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**PART II - YOUR PROGRAM INFORMATION**

<table>
<thead>
<tr>
<th>2. EDUCATION BENEFIT YOU WANT TO RECEIVE (Only Select One)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. CHAPTER 33 (Post 9/11 GI BILL)</td>
</tr>
<tr>
<td>B. CHAPTER 30 (Montgomery GI Bill - Active Duty)</td>
</tr>
<tr>
<td>C. CHAPTER 32 (Veterans Educational Assistance Program including sections 38 &amp; 53)</td>
</tr>
<tr>
<td>D. CHAPTER 1606 (Montgomery GI Bill - Selected Reserve)</td>
</tr>
<tr>
<td>E. CHAPTER 1607 (Reserve Educational Assistance Program)</td>
</tr>
<tr>
<td>F. TRANSFER OF ENTITLEMENT PROGRAM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. HOW WILL YOU TAKE TRAINING?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. SCHOOL ATTENDANCE</td>
</tr>
<tr>
<td>B. CORRESPONDENCE</td>
</tr>
<tr>
<td>C. Apprenticeship or On-the-job Training</td>
</tr>
<tr>
<td>D. Cooperative Training</td>
</tr>
<tr>
<td>E. Tuition Assistance Top-Up (Active Duty Only)</td>
</tr>
<tr>
<td>F. Flight Training</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4A. WHAT EDUCATION, PROFESSIONAL OR VOCATIONAL GOAL ARE YOU WORKING TOWARD?</th>
</tr>
</thead>
<tbody>
<tr>
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<thead>
<tr>
<th>4B. WHAT IS THE NAME OF THE PROGRAM YOU ARE REQUESTING?</th>
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<tbody>
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</table>

<table>
<thead>
<tr>
<th>4C. IF CHANGING SCHOOLS, GIVE NAME AND COMPLETE ADDRESS OF NEW SCHOOL OR TRAINING ESTABLISHMENT YOU ARE PLANNING TO ATTEND (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<table>
<thead>
<tr>
<th>4D. NAME AND COMPLETE ADDRESS OF OLD OR CURRENT SCHOOL OR TRAINING ESTABLISHMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>4E. TELL US WHEN AND WHY YOU STOPPED TRAINING AT YOUR PRIOR SCHOOL OR ESTABLISHMENT. CONTINUE IN REMARKS, ITEM 10, OR ON A SEPARATE SHEET IF NECESSARY.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

**PART III - DIRECT DEPOSIT INFORMATION**

<table>
<thead>
<tr>
<th>5. DIRECT DEPOSIT (Attach a voided personal check or provide the information in items A through D below. Direct Deposit is not available for Chapter 32 recipients. See instructions for additional Direct Deposit information.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<table>
<thead>
<tr>
<th>A. TYPE OF ACCOUNT</th>
</tr>
</thead>
<tbody>
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<td></td>
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</table>

<table>
<thead>
<tr>
<th>B. NAME OF FINANCIAL INSTITUTION</th>
</tr>
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</table>

<table>
<thead>
<tr>
<th>C. 9 DIGIT ROUTING OR TRANSIT NUMBER</th>
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</table>

<table>
<thead>
<tr>
<th>D. ACCOUNT NUMBER</th>
</tr>
</thead>
<tbody>
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<td></td>
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</tbody>
</table>
**PART IV - MISCELLANEOUS INFORMATION**

6. INFORMATION ON DEPENDENTS (COMPLETE THIS ITEM ONLY IF YOU SERVED BEFORE JANUARY 1, 1977 (or had a delayed entry before January 1, 1978) AND YOU CURRENTLY HAVE DEPENDENTS.)

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>YES (✓)</th>
<th>NO (✓)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. ARE YOU CURRENTLY MARRIED?</td>
<td></td>
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</tr>
<tr>
<td>B. DO YOU HAVE ANY CHILDREN WHO ARE:</td>
<td></td>
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<tr>
<td>(1) UNDER AGE 18 OR</td>
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<td>(2) OVER 18 BUT UNDER AGE 23, NOT MARRIED AND ATTENDING SCHOOL? OR</td>
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<tr>
<td>(3) OF ANY AGE PERMANENTLY HELPLESS FOR MENTAL OR PHYSICAL REASONS?</td>
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<tr>
<td>C. IS EITHER YOUR FATHER OR MOTHER DEPENDENT UPON YOU FOR FINANCIAL SUPPORT?</td>
<td></td>
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</tbody>
</table>

7. RECENT PERIODS OF SERVICE (PERIODS OF ACTIVE DUTY SINCE YOUR INITIAL PERIOD OF ACTIVE DUTY.) Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of "Member 4 Copy" of your DD Form 214 for each period of active service. (Don't report Active Duty for Training.)

<table>
<thead>
<tr>
<th>A. BRANCH OF SERVICE AND RESERVE OR GUARD COMPONENT SERVING IN DURING ACTIVE DUTY</th>
<th>B. BEGINNING AND ENDING DATES OF ACTIVE DUTY</th>
<th>C. WERE YOU INVOLUNTARILY CALLED TO ACTIVE DUTY FOR THIS PERIOD? (If yes, send in copies of your orders)</th>
<th>D. WHAT WAS THE CHARACTER OF YOUR DISCHARGE?</th>
<th>E. IF THIS ACTIVE DUTY IS NATIONAL GUARD DUTY, INDICATE IF AUTHORITY IS TITLE 10 (FEDERAL) OR TITLE 32 (STATE). (ATTACH COPIES OF ANY ORDERS)</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>YES</td>
<td>NO</td>
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NOTE: DO NOT INCLUDE FULL-TIME ASSIGNMENT BY A SERVICE DEPARTMENT TO A CIVILIAN SCHOOL FOR A COURSE OF EDUCATION; ATTENDANCE AT A SERVICE ACADEMY; OR NON-CREDITABLE TIME (TIME LOST BECAUSE OF INDUSTRIAL OR AGRICULTURAL FURLOUGH, ARREST WITHOUT ACQUITTAL, BEING AWOL, DISCIPLINARY, SENTENCE OF COURT-MARTIAL, ETC.)

8. DO YOU EXPECT TO RECEIVE EDUCATIONAL BENEFITS UNDER THE GOVERNMENT EMPLOYEE'S TRAINING ACT (GETA) FOR THE SAME COURSE(S) YOU WILL RECEIVE VA EDUCATION BENEFITS? (Answer only if you are a Federal Government employee)

[ ] YES [ ] NO

9. ARE YOU RECEIVING OR DO YOU ANTICIPATE RECEIVING ANY MONEY (including but not limited to Federal Tuition Assistance) FROM THE ARMED FORCES OR PUBLIC HEALTH SERVICE FOR THE COURSE FOR WHICH YOU HAVE APPLIED TO VA FOR EDUCATION BENEFITS? IF YOU WILL RECEIVE SUCH BENEFITS, CHECK "YES." SHOW COMPLETE DETAILS IN THE REMARKS SECTION TO INCLUDE THE SOURCE OF THE FUNDS. NOTE: IF YOU ARE APPLYING FOR THE TUITION ASSISTANCE TOP-UP BENEFIT, CHECK "NO." (Answer only if you are on Active Duty)

[ ] YES [ ] NO

10. REMARKS

---

**PART V - CERTIFICATION AND SIGNATURE OF APPLICANT**

I CERTIFY THAT all statements in my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

PENALTY - Willful false statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of these or other benefits and in criminal penalties.

11A SIGNATURE OF APPLICANT (DO NOT PRINT) 11B. DATE SIGNED

SIGN HERE IN INK ►

VA FORM 22-1995, JUN 2014
INSTRUCTIONS & INFORMATION

When Should You Use This Form?

Use this form when:
• you're changing schools,
• you're changing your educational, professional, vocational goal,
• you left your program due to unsatisfactory attendance, progress, or conduct; and you're now reentering the same program or
• you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":
• Educational goal: GED certificate, high school diploma, bachelor degree, master degree, Ph.D
• Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian
• Vocational goal: stenographer, machinist, electronic technician, X-ray technician, radio and TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirectexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Items #6: Provide your dependents information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.va.gov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help

If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.gibill.va.gov. Click on Ask a Question and Find Answers. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,
Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school's or establishment's physical address: Determine the correct office from the list below.
Step 2: Notify the veterans certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.
Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for education assistance.

(B) If you have not selected a school or training establishment,
Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on the next page.
Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.
### Eastern Region:
VA Regional Office  
P.O. Box 4616  
Buffalo, NY 14240-4616

<table>
<thead>
<tr>
<th>Serves the following states</th>
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<tbody>
<tr>
<td>CT</td>
</tr>
<tr>
<td>MD</td>
</tr>
<tr>
<td>NY</td>
</tr>
<tr>
<td>VA</td>
</tr>
</tbody>
</table>

### Central Region:
VA Regional Office  
P.O. Box 66830  
St. Louis, MO 63166-6830

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<thead>
<tr>
<th>Serves the following states</th>
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<tbody>
<tr>
<td>CO</td>
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<td>KS</td>
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<tr>
<td>MO</td>
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<tr>
<td>OH</td>
</tr>
<tr>
<td>WI</td>
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</table>

### Western Region:
VA Regional Office  
P.O. Box 8888  
Muskoge, OK 74402-8888

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<tr>
<th>Serves the following states</th>
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<tbody>
<tr>
<td>AK</td>
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<tr>
<td>CA</td>
</tr>
<tr>
<td>LA</td>
</tr>
<tr>
<td>OK</td>
</tr>
<tr>
<td>UT</td>
</tr>
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</table>

### Southern Region:
VA Regional Office  
P.O. Box 100022  
Decatur, GA 30031-7022

<table>
<thead>
<tr>
<th>Serves the following states</th>
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<tbody>
<tr>
<td>GA</td>
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</table>

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**PRIVACY ACT NOTICE:** The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g. VA sends educational forms or letters with a veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for the VA to obtain further information as may be necessary from the school for the VA to properly process the veteran's education claim or to monitor his or her progress during training) as identified in the VA system of records, 58VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

**RESPONDENT BURDEN:** We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at http://www.reginfo.gov/public/do/PRAMain. If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.
IF YOU NEED HELP

If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill

You can ask a question about your education claim by choosing the “Submit a Question” option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.
Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

**CENTRAL REGION:**
VA Regional Office
PO Box 66830
St. Louis, MO 63166-6830

**EASTERN REGION:**
VA Regional Office
PO Box 4616
Buffalo, NY 14240-4616

**WESTERN REGION:**
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

**SOUTHERN REGION:**
VA Regional Office
PO Box 100022
Decatur, GA 30031-7022
SEPTEMBER 29, 2017

VETERANS EDUCATION
TEXAS VETERANS COMMISSION
P.O. BOX 12277
AUSTIN, TX 78711-2277

Dear SAA Administrator:

A copy of the attached letter is being sent for your review. Please keep for your records.
October 9, 2017

Christopher Taylor

Dear Mr. Walton:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on September 29, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school's approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Timmy L. Micalef
Director

Enclosure: VA letter of Denial dated September 29, 2017
SEPTEMBER 29, 2017

MR. CHRISTOPHER T. TAYLOR  

Dear Mr. Taylor:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC MAINTENANCE READY TECH  
at School: RETAIL READY CAREER CENTER INC  
School Address: 2800 W KINGSLEY STE 300 GARLAND TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education  
Texas Veterans Commission  
P.O. Box 12277  
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at (206) 992-0305 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

RECEIVED  
OCT 06 2017  
State Approving Agency
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 16 months and 4 days of full-time benefits remaining.

You have until November 5, 2026 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/30/2005</td>
<td>11/04/2011</td>
<td>2,258</td>
<td>0</td>
<td>2,258</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>2,258</td>
<td>0</td>
<td>2,258</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.
Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for **ALL** debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

[Signature]

Pam Stephens
Education Officer

Enclosures:  
VA Form 4107
VA Form 22-1995
If You Need Help

cc: Veterans of Foreign Wars of the United States

22/rr
YOUR RIGHTS TO APPEAL OUR DECISION

After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
- Give us evidence we do not already have that may lead us to change our decision.

This form will tell you how to appeal to the Board and how to send us more evidence. You can do either one or both of these things.

HOW CAN I APPEAL THE DECISION?

How do I start my appeal? To begin your appeal, you **must** submit VA Form 21-0958, "Notice of Disagreement" if that form was provided to you in connection with our decision. If we denied more than one claim for a benefit (for example, if you claimed compensation for three disabilities and we denied two of them), please tell us in Part IV of VA Form 21-0958 each of the claims you are appealing. A filed VA Form 21-0958 is considered your Notice of Disagreement. If you did not receive VA Form 21-0958 in connection with our decision, then write us a letter telling us you disagree with our decision or enter your disagreement on VA Form 21-0958 in questions 11 or 12A. If you did not receive VA Form 21-0958 in connection with our decision, then either your statement or VA Form 21-0958 is considered your Notice of Disagreement. **Send your Notice of Disagreement to the address included on our decision notice letter.**

How long do I have to start my appeal? You have one year to start an appeal of our decision. Your Notice of Disagreement must be postmarked (or received by us) within one year from the date of our letter denying you the benefit. In most cases, you cannot appeal a decision after this one-year period has ended.

What happens if I do not start my appeal on time? If you do not start your appeal on time, our decision will become final. Once our decision is final, you cannot get the VA benefit we denied unless you either:
- Show that we were clearly wrong to deny the benefit or
- Send us new evidence that relates to the reason we denied your claim.

What happens after VA receives my Notice of Disagreement? We will either grant your claim or send you a Statement of the Case. A Statement of the Case describes the facts, laws, regulations, and reasons that we used to make our decision. We will also send you a VA Form 9, "Appeal to Board of Veterans' Appeals," with the Statement of the Case. If you want to continue your appeal to the Board of Veterans' Appeals (Board) after receiving a Statement of the Case, you must complete and return the VA Form 9 within one year from the date of our letter denying you the benefit or within 60 days from the date that we mailed the Statement of the Case to you, **whichever is later.** If you decide to complete an appeal by filing a VA Form 9, you have the option to request a Board hearing. Hearings often increase wait time for a Board decision. It is not necessary for you to have a hearing for the Board to decide your appeal. **It is your choice.**

Where can I find out more about the VA appeals process?
- You can find a "plain language" pamphlet called "How Do I Appeal," on the Internet at: http://www.bva.va.gov/How_Do_I_Appeal.asp.

YOUR RIGHT TO REPRESENTATION

Can I get someone to help me with my appeal? Yes. You can have a Veterans Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. You are not required to have someone represent you. It is your choice.

- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: http://www.va.gov/vso.
• A private attorney or an "agent" can also represent you. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. Your local bar association may be able to refer you to an attorney with experience in veterans' law. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans' law. Contact us if you would like to know if there is a VA accredited agent in your area.

Do I have to pay someone to help me with my appeal to the Board? It depends on who helps you. The following explains the differences:

• Veterans' service organizations will represent you for free.
• Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal is your responsibility. If you do hire an attorney or agent to represent you, a copy of any fee agreement must be sent to VA. The fee agreement must clearly specify if VA is to pay the attorney or agent directly out of past-due benefits. See 38 C.F.R. § 14.636(g)(2). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the direct-pay fee agreement must be filed with us at the address included on our decision notice letter within 30 days of its execution. A copy of any fee agreement that is not a direct-pay fee agreement must be filed with the Office of the General Counsel within 30 days of its execution by mailing the copy to the following address: Office of the General Counsel (022D), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. See 38 C.F.R. § 14.636(g)(3).

GIVING VA ADDITIONAL EVIDENCE?

You can send us more evidence to support a claim whether or not you choose to appeal.

NOTE: Please direct all new evidence to the address included on our decision notice letter. You should not send evidence directly to the Board at this time. You should only send evidence to the Board if you decide to complete an appeal and, then, you should only send evidence to the Board after you receive written notice from the Board that they received your appeal.

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing with your local VA office.

In writing. To support your claim, you may send documents and written statements to us at the address included on our decision notice letter. Tell us in a letter how these documents and statements should change our earlier decision.

At a personal hearing. You may request a hearing with an employee at your local VA office at any time, whether or not you choose to appeal. We do not require you to have a local hearing. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a local hearing, send us a letter asking for a local hearing. Use the address included on our decision notice letter. We will then:

• Arrange a time and place for the hearing
• Provide a room for the hearing
• Assign someone to hear your evidence
• Make a written record of the hearing

WHAT HAPPENS AFTER I GIVE VA EVIDENCE?

We will review any new evidence, including the record of the local hearing, if you choose to have one, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you complete an appeal, we will send the new evidence and the record of any local hearing to the Board.
REQUEST FOR CHANGE OF PROGRAM OR PLACE OF TRAINING

PART I - IDENTIFICATION AND PERSONAL INFORMATION

1A. NAME OF APPLICANT (First, Middle, Last)

1B. MAILING ADDRESS (Complete street address, City, State, and 9-digit ZIP Code)

1C. APPLICANT'S TELEPHONE NUMBER (Including Area Code)

1D. VA FILE NUMBER

1E. APPLICANT'S E-MAIL ADDRESS

VA DATE STAMP

DO NOT WRITE IN THIS SPACE

1F. SOCIAL SECURITY OF APPLICANT (For transferability cases, enter the veteran's social security number)

PART II - YOUR PROGRAM INFORMATION

2. EDUCATION BENEFIT YOU WANT TO RECEIVE (Only Select One)

A. CHAPTER 31 (Post-9/11 GI Bill)
B. CHAPTER 30 (Montgomery GI Bill - Active Duty)
C. CHAPTER 32 (Veterans Educational Assistance Program including chapter 33, 35, 36, 53, 59, 8077)
D. CHAPTER 1607 (Reserve Educational Assistance Program)
E. CHAPTER 1608 (Montgomery GI Bill - Selected Reserve)
F. TRANSFER OF ENTITLEMENT PROGRAM

3. HOW WILL YOU TAKE TRAINING?

A. SCHOOL ATTENDANCE
B. CORRESPONDENCE
C. APPRENTICESHIP OR ON-THE-JOB TRAINING
D. COOPERATIVE TRAINING
E. TUITION ASSISTANCE TOP-UP (Active Duty Only)
F. FLIGHT TRAINING

4A. WHAT EDUCATION, PROFESSIONAL OR VOCATIONAL GOAL ARE YOU WORKING TOWARD?

4B. WHAT IS THE NAME OF THE PROGRAM YOU ARE REQUESTING?

4C. IF CHANGING SCHOOLS, GIVE NAME AND COMPLETE ADDRESS OF NEW SCHOOL OR TRAINING ESTABLISHMENT YOU ARE PLANNING TO ATTEND (If applicable)

4D. NAME AND COMPLETE ADDRESS OF OLD OR CURRENT SCHOOL OR TRAINING ESTABLISHMENT

4E. TELL US WHEN AND WHY YOU STOPPED TRAINING AT YOUR PRIOR SCHOOL OR ESTABLISHMENT. CONTINUE IN REMARKS, ITEM 10, OR ON A SEPARATE SHEET IF NECESSARY.

PART III - DIRECT DEPOSIT INFORMATION

5. DIRECT DEPOSIT (Attach a voided personal check or provide the information in items A through D below. Direct Deposit is not available for Chapter 32 recipients. See instructions for additional Direct Deposit Information.)

A. TYPE OF ACCOUNT

B. NAME OF FINANCIAL INSTITUTION

C. 9 DIGIT ROUTING OR TRANSIT NUMBER

D. ACCOUNT NUMBER

VA FORM 22-1995 SUPERSEDES VA FORM 22-1995, JUL 2013, WHICH WILL NOT BE USED.
### PART IV - MISCELLANEOUS INFORMATION

#### 6. INFORMATION ON DEPENDENTS

**Completely this item only if you served before January 1, 1977 (or had a delayed entry before January 2, 1976) and you currently have dependents.**

<table>
<thead>
<tr>
<th>QUESTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Are you currently married?</td>
</tr>
<tr>
<td>B. Do you have any children who are:</td>
</tr>
<tr>
<td>(1) Under age 18 or</td>
</tr>
<tr>
<td>(2) Over 18 but under age 23, not married and attending school? or</td>
</tr>
<tr>
<td>(3) Of any age permanently helpless for mental or physical reasons?</td>
</tr>
<tr>
<td>C. Is either your father or mother dependent upon you for financial support?</td>
</tr>
<tr>
<td>D. Are you currently married?</td>
</tr>
<tr>
<td>E. Do you have any children who are: (1) Under age 18 or (2) Over 18 but under age 23, not married and attending school? or (3) Of any age permanently helpless for mental or physical reasons?</td>
</tr>
<tr>
<td>F. Is either your father or mother dependent upon you for financial support?</td>
</tr>
</tbody>
</table>

#### 7. RECENT PERIODS OF SERVICE

**Periods of Active Duty Since Your Initial Period of Active Duty.** Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of “Member 4 Copy” of your DD Form 214 for each period of active service. *(Don't report Active Duty for Training.)*

<table>
<thead>
<tr>
<th>A. Branch of Service and Reserve or Guard Component Serving in During Active Duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Beginning and Ending Dates of Active Duty</td>
</tr>
<tr>
<td>C. Were you involuntarily called to Active Duty for this period? (If yes, send in copies of your order)</td>
</tr>
<tr>
<td>D. What was the character of your discharge?</td>
</tr>
<tr>
<td>E. If this active duty is National Guard duty, indicate if authority is Title 10 (Federal) or Title 32 (State). (Attach copies of your orders)</td>
</tr>
</tbody>
</table>

Note: Do not include full-time assignment by a service department to a civilian school for a course of education; attendance at a service academy; or non-creditable time (time lost because of industrial or agricultural furlough, arrest without acquittal, being AWOL, desertion, sentence of court martial, etc.)

8. Do you expect to receive educational benefits under the Government Employee's Training Act (GETA) for the same course(s) you will receive VA education benefits? *(Answer only if you are a Federal Government employee)*

| YES | NO |

9. Are you receiving or do you anticipate receiving any money (including but not limited to Federal Tuition Assistance) from the Armed Forces on public health service for the course for which you have applied to VA for education benefits? If you will receive such benefits, check “YES.” Show complete details in the Remarks section to include the source of the funds. Note: If you are applying for the Tuition Assistance Top-Up Benefit, check “NO.” *(Answer only if you are on Active Duty)*

| YES | NO |

10. RemarKs

### PART V - CERTIFICATION AND SIGNATURE OF APPLICANT

I certify that all statements on my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

Penalty: False statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of these or other benefits and in criminal penalties.

| 1A Signature of Applicant (Do Not Print) |
| 11B Date Signed |

VA FORM 22-1995, JUN 2014
INSTRUCTIONS & INFORMATION

When Should You Use This Form?

Use this form when:
• you're changing schools,
• you're changing your educational, professional, vocational goal,
• you left your program due to unsatisfactory attendance, progress, or conduct; and you're now reentering the same program or
• you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":
• Educational goal: GED certificate, high school diploma, bachelor degree, master degree, Ph.D
• Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian
• Vocational goal: stenographer, machinist, electronic technician, X-ray technician, radio and TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Items #6: Provide your dependents information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.va.gov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help

If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.gibill.va.gov. Click on Ask a Question and Find Answers. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,

Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school's or establishment's physical address: Determine the correct office from the list below.

Step 2: Notify the veterans certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.

Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for education assistance.

(B) If you have not selected a school or training establishment,

Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on the next page.

Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.
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<tr>
<th>Eastern Region:</th>
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<tbody>
<tr>
<td>VA Regional Office</td>
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<tr>
<td>P.O. Box 4616</td>
<td></td>
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<tr>
<td>Buffalo, NY 14240-4616</td>
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<td>MD</td>
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<td>NY</td>
<td>PA</td>
<td>RI</td>
<td>VT</td>
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| VA Foreign Schools |

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<tr>
<th>Central Region:</th>
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<tbody>
<tr>
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<tr>
<td>P.O. Box 66830</td>
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<tr>
<td>St. Louis, MO 63166-6830</td>
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<td>OH</td>
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<td>TN</td>
<td>WV</td>
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| WI | WY |

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<tr>
<th>Western Region:</th>
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<tr>
<td>VA Regional Office</td>
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<tr>
<td>P.O. Box 8888</td>
<td></td>
<td></td>
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<tr>
<td>Muskogee, OK 74402-8888</td>
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<td>OR</td>
<td>SC</td>
<td>TX</td>
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<td>WA</td>
<td>Philippines</td>
<td>Guam</td>
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<tr>
<th>Southern Region:</th>
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<tr>
<td>VA Regional Office</td>
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</tr>
<tr>
<td>P.O. Box 100022</td>
<td></td>
<td></td>
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<tr>
<td>Decatur, GA 30031-7022</td>
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</table>

Serves the following states

| GA | NC | PR | US Virgin Islands |

**PRIVACY ACT NOTICE:** The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g., VA sends educational forms or letters with a veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for the VA to obtain further information as may be necessary from the school for the VA to properly process the veteran's education claim or to monitor his or her progress during training) as identified in the VA system of records, 58VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

**RESPONDENT BURDEN:** We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at http://www.reginfo.gov/public/do/PRAMain. If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.
IF YOU NEED HELP

If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill

You can ask a question about your education claim by choosing the "Submit a Question" option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.
Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

CENTRAL REGION:
VA Regional Office
PO Box 66830
St. Louis, MO 63166-6830

EASTERN REGION:
VA Regional Office
PO Box 4616
Buffalo, NY 14240-4616

WESTERN REGION:
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

SOUTHERN REGION:
VA Regional Office
PO Box 100022
Decatur, GA 30031-7022
Dear SAA Administrator:

A copy of the attached letter is being sent for your review. Please keep for your records.
October 9, 2017

Eric Walton Jr.

Dear Mr. Walton:

As the State Approving Agency (SAA), the Texas Veterans Commission Veterans Education Program received a copy of a letter the Department of Veterans Affairs (VA) sent to you on October 2, 2017. In that letter, you were denied the payment of education benefits for HVAC Maintenance Tech Ready at Retail Ready Career Center Inc, located at 2800 West Kingsley Suite 300 Garland, Texas 75041.

The school’s approval to train veterans has been withdrawn and the school has closed. Contact the SAA, by emailing education@tvc.texas.gov should you have any further questions.

Respectfully,

Tammy L. Micallef
Director

DLS:NCD:S1244-12

Dear Mr. Walton:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- **Course Name:** HVAC MAINTENANCE READY TECH
- **at School:** RETAIL READY CAREER CENTER INC
- **School Address:** 2800 W KINGSLEY STE 300 GARLAND TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

**School Not Approved**

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education  
Texas Veterans Commission  
P.O. Box 12277  
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 9046540845 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

**What You Can Do**

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

**Certificate of Eligibility**

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.
You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 36 months and 0 days of full-time benefits remaining.

You have until September 10, 2031 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/11/2006</td>
<td>09/09/2016</td>
<td>3,661</td>
<td>234</td>
<td>3,895</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>3,661</td>
<td>234</td>
<td>3,895</td>
</tr>
</tbody>
</table>

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.
If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures: VA Form 4107
VA Form 22-1995
If You Need Help

22/ptr
Your Rights to Appeal Our Decision

After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- Start an appeal by submitting a Notice of Disagreement.
- Give us evidence we do not already have that may lead us to change our decision.

This form will tell you how to appeal to the Board and how to send us more evidence. You can do either one or both of these things.

How Can I Appeal the Decision?

How do I start my appeal? To begin your appeal, you must submit VA Form 21-0958, "Notice of Disagreement," if that form was provided to you in connection with our decision. If we denied more than one claim for a benefit (for example, if you claimed compensation for three disabilities and we denied two of them), please tell us in Part IV of VA Form 21-0958 each of the claims you are appealing. A filed VA Form 21-0958 is considered your Notice of Disagreement. If you did not receive VA Form 21-0958 in connection with our decision, then write us a letter telling us you disagree with our decision or enter your disagreement on VA Form 21-0958 in questions 11 or 12A. If you did not receive VA Form 21-0958 in connection with our decision, then either your statement or VA Form 21-0958 is considered your Notice of Disagreement. Send your Notice of Disagreement to the address included on our decision notice letter.

How long do I have to start my appeal? You have one year to start an appeal of our decision. Your Notice of Disagreement must be postmarked (or received by us) within one year from the date of our letter denying you the benefit. In most cases, you cannot appeal a decision after this one-year period has ended.

What happens if I do not start my appeal on time? If you do not start your appeal on time, our decision will become final. Once our decision is final, you cannot get the VA benefit we denied unless you either:

- Show that we were clearly wrong to deny the benefit or
- Send us new evidence that relates to the reason we denied your claim.

What happens after VA receives my Notice of Disagreement? We will either grant your claim or send you a Statement of the Case. A Statement of the Case describes the facts, laws, regulations, and reasons that we used to make our decision. We will also send you a VA Form 9, "Appeal to Board of Veterans Appeals," with the Statement of the Case. If you want to continue your appeal to the Board of Veterans Appeals (Board) after receiving a Statement of the Case, you must complete and return the VA Form 9 within one year from the date of our letter denying you the benefit or within 60 days from the date that we mailed the Statement of the Case to you, whichever is later. If you decide to complete an appeal by filing a VA Form 9, you have the option to request a Board hearing. Hearings often increase wait time for a Board decision. It is not necessary for you to have a hearing for the Board to decide your appeal. It is your choice.

Where can I find out more about the VA appeals process?

- You can find a "plain language" pamphlet called "How Do I Appeal," on the Internet at: http://www.bva.va.gov/How_Do_I_Appeal.asp.

Your Right to Representation

Can I get someone to help me with my appeal? Yes. You can have a Veterans Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. You are not required to have someone represent you. It is your choice.

- Representatives who work for accredited Veterans Service Organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: http://www.va.gov/vso.
• A private attorney or an "agent" can also represent you. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. Your local bar association may be able to refer you to an attorney with experience in veterans' law. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans' law. Contact us if you would like to know if there is a VA accredited agent in your area.

Do I have to pay someone to help me with my appeal to the Board? It depends on who helps you. The following explains the differences.

- Veterans’ service organizations will represent you for free.
- Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal is your responsibility. If you do hire an attorney or agent to represent you, a copy of any fee agreement must be sent to VA. The fee agreement must clearly specify if VA is to pay the attorney or agent directly out of past-due benefits. See 38 C.F.R. § 14.636(g)(2). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the direct-pay fee agreement must be filed with us at the address included on our decision notice letter within 30 days of its execution. A copy of any fee agreement that is not a direct-pay fee agreement must be filed with the Office of the General Counsel within 30 days of its execution by mailing the copy to the following address: Office of the General Counsel (022D), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. See 38 C.F.R. § 14.636(g)(3).

GIVING VA ADDITIONAL EVIDENCE?

You can send us more evidence to support a claim whether or not you choose to appeal.

NOTE: Please direct all new evidence to the address included on our decision notice letter. You should not send evidence directly to the Board at this time. You should only send evidence to the Board after you receive written notice from the Board that they received your appeal.

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing with your local VA office.

In writing. To support your claim, you may send documents and written statements to us at the address included on our decision notice letter. Tell us in a letter how these documents and statements should change our earlier decision.

At a personal hearing. You may request a hearing with an employee at your local VA office at any time, whether or not you choose to appeal. We do not require you to have a local hearing. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a local hearing, send us a letter asking for a local hearing. Use the address included on our decision notice letter. We will then:
- Arrange a time and place for the hearing
- Provide a room for the hearing
- Assign someone to hear your evidence
- Make a written record of the hearing

WHAT HAPPENS AFTER I GIVE VA EVIDENCE?

We will review any new evidence, including the record of the local hearing, if you choose to have one, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you complete an appeal, we will send the new evidence and the record of any local hearing to the Board.
REQUEST FOR CHANGE OF PROGRAM OR PLACE OF TRAINING

PART I - IDENTIFICATION AND PERSONAL INFORMATION

1A. NAME OF APPLICANT (First, Middle, Last)

1B. MAILING ADDRESS (Complete street address, City, State, and 9-digit ZIP Code)

1C. APPLICANT'S TELEPHONE NUMBER (Including Area Code)

1D. VA FILE NUMBER

1E. APPLICANT'S E-MAIL ADDRESS

PART II - YOUR PROGRAM INFORMATION

2. EDUCATION BENEFIT YOU WANT TO RECEIVE (Only Select One)
   A. □ CHAPTER 33 (Post-9/11 GI BILL)
   B. □ CHAPTER 30 (Montgomery GI Bill - Active Duty)
   C. □ CHAPTER 32 (Veterans Educational Assistance Program including section 973)
   D. □ CHAPTER 1606 (Montgomery GI Bill - Selected Reserve)
   E. □ CHAPTER 1607 (Reserve Educational Assistance Program)
   F. □ TRANSFER OF ENTITLEMENT PROGRAM

3. HOW WILL YOU TAKE TRAINING?
   A. □ SCHOOL ATTENDANCE
   B. □ CORRESPONDENCE
   C. □ APPRENTICESHIP OR ON-THE-JOB TRAINING
   D. □ COOPERATIVE TRAINING
   E. □ TUITION ASSISTANCE TOP-UP
   F. □ FLIGHT TRAINING
   G. □ LICENSING & CERTIFICATION TEST
   H. □ NATIONAL ADMISSIONS EXAMS OR NATIONAL EXAMS FOR CREDIT

4A. WHAT EDUCATION, PROFESSIONAL OR VOCATIONAL GOAL ARE YOU WORKING TOWARD?

4B. WHAT IS THE NAME OF THE PROGRAM YOU ARE REQUESTING?

4C. IF CHANGING SCHOOLS, GIVE NAME AND COMPLETE ADDRESS OF NEW SCHOOL OR TRAINING ESTABLISHMENT YOU ARE PLANNING TO ATTEND (If applicable)

4D. NAME AND COMPLETE ADDRESS OF OLD OR CURRENT SCHOOL OR TRAINING ESTABLISHMENT

4E. TELL US WHEN AND WHY YOU STOPPED TRAINING AT YOUR PRIOR SCHOOL OR ESTABLISHMENT. CONTINUE IN REMARKS, ITEM 10, OR ON A SEPARATE SHEET IF NECESSARY.

PART III - DIRECT DEPOSIT INFORMATION

5. DIRECT DEPOSIT (Attach a voided personal check or provide the information in Items A through D below. Direct Deposit is not available for Chapter 32 recipients. See instructions for additional Direct Deposit information.)

   A. □ CHECKING □ SAVINGS

   B. NAME OF FINANCIAL INSTITUTION

   C. 9 DIGIT ROUTING OR TRANSIT NUMBER

   D. ACCOUNT NUMBER
## PART IV - MISCELLANEOUS INFORMATION

### 6. INFORMATION ON DEPENDENTS

**COMPLETE THIS ITEM ONLY IF YOU SERVED BEFORE JANUARY 1, 1977 (or had a delayed entry before January 2, 1978) AND YOU CURRENTLY HAVE DEPENDENTS.**

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>YES (✓)</th>
<th>NO (✓)</th>
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<tbody>
<tr>
<td><strong>A. ARE YOU CURRENTLY MARRIED?</strong></td>
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<td><strong>B. DO YOU HAVE ANY CHILDREN WHO ARE:</strong></td>
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<td>(1) UNDER AGE 18 OR</td>
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<td>(2) OVER 18 BUT UNDER AGE 23, NOT MARRIED AND ATTENDING SCHOOL? OR</td>
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<td>(3) OF ANY AGE PERMANENTLY HELPLESS FOR MENTAL OR PHYSICAL REASONS?</td>
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<td><strong>C. IS EITHER YOUR FATHER OR MOTHER DEPENDENT UPON YOU FOR FINANCIAL SUPPORT?</strong></td>
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### 7. RECENT PERIODS OF SERVICE

**PERIODS OF ACTIVE DUTY SINCE YOUR INITIAL PERIOD OF ACTIVE DUTY.** Please complete this section for each period of your active duty since your initial period of active duty if you have not previously reported this information. It will help VA process your claim if you attach a certified copy of "Member 4 Copy" of your DD Form 214 for each period of active service. (Don't report Active Duty for Training.)

<table>
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<tr>
<th>A. BRANCH OF SERVICE AND RESERVE OR GUARD COMPONENT SERVING IN DURING ACTIVE DUTY</th>
<th>B. BEGINNING AND ENDING DATES OF ACTIVE DUTY</th>
<th>C. WERE YOU INVOLUNTARILY CALLED TO ACTIVE DUTY FOR THIS PERIOD? (If yes, send in copies of your orders)</th>
<th>D. WHAT WAS THE CHARACTER OF YOUR DISCHARGE?</th>
<th>E. IF THIS ACTIVE DUTY IS NATIONAL GUARD DUTY, INDICATE IF AUTHORITY IS TITLE 10 (FEDERAL) OR TITLE 32 (STATE). (ATTACH COPIES OF ANY ORDERS)</th>
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**NOTE:** Do not include full time assignment by a service department to a civilian school for a course of education, attendance at a service academy, or non-creditable time (time lost because of industrial or agricultural furlough, arrest without acquittal, being AWOL, conviction, sentence of court-martial, etc.)

**6. DO YOU EXPECT TO RECEIVE EDUCATIONAL BENEFITS UNDER THE GOVERNMENT EMPLOYEE'S TRAINING ACT (GETA) FOR THE SAME COURSE(S) YOU WILL RECEIVE VA EDUCATION BENEFITS? (Answer only if you are a Federal Government employee)**

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<th>YES</th>
<th>NO</th>
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**9. ARE YOU REceiving OR DO YOU ANTICIPATE RECEIVING ANY MONEY (including but not limited to Federal Tuition Assistance) FROM THE ARMED FORCES OR PUBLIC HEALTH SERVICE FOR THE COURSE FOR WHICH YOU HAVE APPLIED TO VA FOR EDUCATION BENEFITS? IF YOU WILL RECEIVE SUCH BENEFITS, CHECK "YES." SHOW COMPLETE DETAILS IN THE REMARKS SECTION TO INCLUDE THE SOURCE OF THE FUNDS. NOTE: IF YOU ARE APPLYING FOR THE TUITION ASSISTANCE TOP-UP BENEFIT, CHECK "NO." (Answer only if you are on Active Duty)**

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<th>YES</th>
<th>NO</th>
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### 10. REMARKS

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### PART V - CERTIFICATION AND SIGNATURE OF APPLICANT

I CERTIFY THAT all statements in my application are true and correct to the best of my knowledge and belief. If on active duty, I also certify that I have consulted with an Education Service Officer (ESO) regarding my education program.

**PENALTY** - Willful false statements as to a material fact in a claim for education benefits is a punishable offense and may result in the forfeiture of these or other benefits and in criminal penalties.

<table>
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<tr>
<th>11A. SIGNATURE OF APPLICANT (DO NOT PRINT)</th>
<th>11B. DATE SIGNED</th>
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<td>SIGN HERE IN INK ▶</td>
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**VA FORM 22-1995, JUN 2014**
INSTRUCTIONS & INFORMATION

When Should You Use This Form?

Use this form when:
- you're changing schools,
- you're changing your educational, professional, vocational goal,
- you left your program due to unsatisfactory attendance, progress, or conduct; and you're now reentering the same program or
- you were receiving VA education benefits as a veteran and now wish to receive benefits while on active military duty.

INSTRUCTIONS FOR SPECIFIC ITEMS ON THE FORM

Most items on this form are self-explanatory. Here is additional information on certain items.

Item #4A: Here are some examples of what we mean by "goals":
- Educational goal: GED certificate, high school diploma, bachelor degree, master degree, Ph.D
- Professional goal: lawyer, physician, teacher, physical therapist, medical technologist, medical records librarian
- Vocational goal: stenographer, machinist, electronic technician, X-ray technician, radio and TV service technician, automobile mechanic, practical nurse.

Item #5: The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit (Direct Deposit is not available for Chapter 32 recipients.) Please attach a voided personal check or deposit slip or provide the information requested below to enroll in direct deposit. If you do not have a bank account, you must receive your payment through Direct Express Debit MasterCard. To request a Direct Express Debit MasterCard you must apply at www.usdirectexpress.com or by telephone at 1-800-333-1795. If you elect not to enroll, you must contact representatives handling waiver requests for the Department of Treasury at 1-888-224-2950. They will address any questions or concerns you may have and encourage your participation in EFT.

Items #6: Provide your dependents information only if you have military service before January 1, 1977 (or delayed entry before January 2, 1978).

Item #6A: IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you become eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at http://www.va.gov/opa/marriage/.

Items #11A and 11B: Make sure you sign and date these items. If you are currently on active duty, have your Education Service Officer sign and date Items 11A and 11B.

If You Need Help

If you need help in completing this form, you can contact us through our home page on the Internet. Our website is: www.gibill.va.gov. Click on Ask a Question and Find Answers. Or you may call us toll free at 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711. Please call 1-800-827-1000 if you want a VA counselor to help you in planning your program.

TO FILE THIS FORM:

(A) If you have selected a school or training establishment,
   Step 1: Mail the completed form to the VA Regional Processing Office in the region of that school's or establishment's physical address. Determine the correct office from the list below.
   Step 2: Notify the veteran certifying official at your school or training establishment that you have applied for VA education benefits. Ask him or her to submit your enrollment information using VA Form 22-1999, Enrollment Certification, or its electronic version.
   Step 3: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for education assistance.

(B) If you have not selected a school or training establishment,
   Step 1: Mail the completed form to the VA Regional Processing Office in the region of your home address. Determine the correct office from the list on the next page.
   Step 2: Wait for VA to process your application and notify you of our decision concerning your continued eligibility for educational assistance.
**Eastern Region:**
VA Regional Office
P.O. Box 4616
Buffalo, NY 14240-4616

Serves the following states

<table>
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<th>CT</th>
<th>DE</th>
<th>DC</th>
<th>ME</th>
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<td>NH</td>
<td>NJ</td>
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<td>NY</td>
<td>PA</td>
<td>RI</td>
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VA Foreign Schools

**Central Region:**
VA Regional Office
P.O. Box 66830
St. Louis, MO 63166-6830

Serves the following states

| CO | IA | IL | IN |
| KS | KY | MI | MN |
| MO | MT | NE | ND |
| OH | SD | TN | WV |

**Western Region:**
VA Regional Office
P.O. Box 8888
Muskegon, OK 74402-8888

Serves the following states

| AK | AL | AR | AZ |
| CA | FL | HI | ID |
| LA | MS | NM | NV |
| OK | OR | SC | TX |
| UT | WA | Phillippines | Guam |

**Southern Region:**
VA Regional Office
P.O. Box 100022
Decatur, GA 30031-7022

Serves the following states

| GA | NC | PR | US Virgin Islands |

**PRIVACY ACT NOTICE:** The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.526 for routine uses (e.g., VA sends educational forms or letters with a veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for the VA to obtain further information as may be necessary from the school for the VA to properly process the veteran's education claim or to monitor his or her progress during training) as identified in the VA system of records, 38VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain education benefits. The requested information is considered relevant and necessary to determine the maximum benefits under the law. While you do not have to respond, VA cannot process your claim for education assistance unless the information is furnished as required by existing law (38 U.S.C. 3471). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

**RESPONDENT BURDEN:** We need this information to determine your continued eligibility to VA education benefits (38 U.S.C. 3471). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at [http://www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.
If you need help with your VA education benefits, you can contact us in the following ways:

VA has a national education Home Page on the World Wide Web (internet) where you can get information about VA education benefit programs. The National Home Page address is:

http://www.benefits.va.gov/gibill

You can ask a question about your education claim by choosing the “Submit a Question” option from the home page, and following the instructions on the screen.

If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing 1-888-GI-BILL-1 (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

You can mail inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.
Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should mail inquiries or claims for education benefits to the processing office for that region.

**CENTRAL REGION:**
VA Regional Office
PO Box 66830
St. Louis, MO 63166-6830

**EASTERN REGION:**
VA Regional Office
PO Box 4616
Buffalo, NY 14240-4616

**WESTERN REGION:**
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

**SOUTHERN REGION:**
VA Regional Office
PO Box 100022
Decatur, GA 30031-7022
SEPTEMBER 29, 2017

VETERANS EDUCATION
TEXAS VETERANS COMMISSION
P.O. BOX 12277
AUSTIN, TX 78711-2277

Dear SAA Administrator:

A copy of the attached letter is being sent for your review. Please keep for your records.
Mr. Saunders,
I will remove Mr. Clowdus Exhibit K from the package. I still need an Exhibit K for Daniel Rushing. I was planning to remove the Computer Repair tech course with this amendment since there is no instructor listed. If you can get me the Exhibit K today, I will finalize what I have and then can start fresh when the new application is received. If I don't receive the Exhibit K today, the earliest I will be able to re-visit your application will be the 23rd of August.

Thanks!

Tammy Micallef
Director, Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277
Phone: 512.463.6160; Cell: 512.217.7100
www.tvc.texas.gov

"This message contains information that may be confidential and privileged. Unless you are the addressee (or authorized to receive for the addressee), you may not use, copy or disclose to anyone the message or any information contained in the message. If you have received this message in error, please advise the sender by reply and delete the message."

From: Robert Saunders [mailto:robert.saunders@rrcfuture.com]
Sent: Monday, August 7, 2017 11:20 AM
To: Tammy Micallef <tammy.micallef@tvc.texas.gov>
Subject: RE: One other Item

Mrs. Micallef,

Mr. Clowdus resigned less than two weeks ago and therefore I left him off the Exhibit J.

Also, if I remember correctly, you asked me to submit a new TVC application for approval of certificate programs. As you know, we are removing the computer repair program from our catalog and the new catalog will be submitted to the TWC soon. Do you want me to wait for approval from the TWC before I send you the new TVC application? The new TVC application will obviously not have the computer repair program in it.

Please let me know if you need anything else.
Mr. Saunders,

I apologize, I forgot to ask....I have an Exhibit K for Scott Clowdus, but he is not listed on the Exhibit J. Is he still employed by Retail Ready? If he is still teaching, please add his name to the Exhibit J, if not, with your approval, I will remove his Exhibit K from the package.

Thanks so much!

Tammy Micallef
Director, Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277
Phone: 512.463.6160; Cell: 512.217.7100
www.tvc.texas.gov

“Helping Veterans Starts Here”

“This message contains information that may be confidential and privileged. Unless you are the addressee (or authorized to receive for the addressee), you may not use, copy or disclose to anyone the message or any information contained in the message. If you have received this message in error, please advise the sender by reply and delete the message.”
Mrs. Micallef,

Please see the attached revised Exhibit J. Please note that it does not include Mr. Rushing's name. He is being put on suspension until his court issues are resolved and we can submit his new Exhibit K. Thank you for your assistance and if there is anything else you need, please let me know.

Robert Saunders

From: Justin Krause  
Sent: Monday, August 7, 2017 4:08 PM  
To: Robert Saunders <robert.saunders@rrcfuture.com>  
Subject: Exhibit J

Please see attached

Thank you,

Justin Krause  
Compliance Associate

2800 Kingsley Rd. #103 Garland, TX 75041  
O: 888-537-6640  
P: 214-945-3077  
E: justin.krause@rrcfuture.com
Mrs. Micallef,

Mr. Rushing has a current DWI case that is pending. We are still waiting on the court to make a final ruling and then we will receive the applicable court documents. When we originally submitted Mr. Rushing’s original Exhibit K (1 of the 17 Exhibit K’s that were misplaced by Mrs. Luna and we recently resubmitted), this DWI was not on his application.

Currently, we have a Lead Instructor assigned to each classroom and an Assistant that helps in the classroom and in the lab, etc. The Assistant does not introduce any new classroom material but supports the Lead Instructor in the classroom and in the lab. Even though Mr. Rushing is TWC approved, if he is an assistant in the classroom, can I keep him on the Exhibit J as an Assistant Instructor. As soon as I get the necessary court paperwork, I will then send a new Exhibit K with all of the most recent court documentation.

Thank you and I look forward to your response.

Robert Saunders

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Mr. Saunders,

Thank you for sending the Exhibit J. I have reviewed everything that I have pending for Retail Ready and have found that although your email that I received on 6/21/17 at 5:43pm states that you would be sending me an Exhibit K for Daniel Rushing, that material was not received by the SAA.

If you will please submit the Exhibit K with supporting documentation for Mr. Rushing, or a new Exhibit J without his name listed, I will be able to complete the approval action. I will be in my office all day today but then mostly out until Thursday, August 17th. I would love to finalize this for Retail Ready today. (All I need is the Exhibit K, no need to complete an application form and no need to mail in triplicate, in the matter of time, an emailed copy will suffice in this instance.)

Thanks so much!
Best Regards,

Tammy Micallef
Director, Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277
Phone: 512.463.6160; Cell: 512.217.7100
From: Robert Saunders [mailto:robert.saunders@rrcfuture.com]
Sent: Friday, August 4, 2017 11:32 AM
To: Tammy Micallef <tammy.micallef@tvctexas.gov>
Subject: RE: status of instructor applications

Mrs. Micallef, attached is the most recent version of the Exhibit J. I will also send it to you via regular mail as well. Please let me know if there is anything else I need to do on my end. Thank you again.

Robert Saunders

From: Tammy Micallef [mailto: tammy.micallef@tvctexas.gov]
Sent: Thursday, August 3, 2017 6:16 AM
To: Robert Saunders <robert.saunders@rrcfuture.com>
Subject: RE: status of instructor applications

Mr. Saunders,
I still have the previous Exhibit K’s. I have been waiting for the updated Exhibit J and additional Exhibit K’s so that I can finalize the approval action. Once I have all of the appropriate documentation to complete the approval, I will review within 30 days, and if all checks out, an amended approval notice with all of the approved Exhibit Ks will be mailed to Retail Ready. Thanks!

Best Regards,

Tammy Micallef
Director, Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277
Phone: 512.463.6150; Cell: 512.217.7100
Mrs. Micallef,

Attached are the two new Exhibit K’s for Marcus Davis and Michael Bilotta. Both are TWC approved. Their Exhibit K’s were mailed to you on Monday and you should receive them this week. With regards to the Exhibit J, I just finished correcting it and I will have the President of the school sign it and I will email and mail it to you tomorrow.

As discussed below, Mr. Daniel Craig Rushing is a TWC approved instructor and we previously sent you his Exhibit K and his name appears on the new Exhibit J. Please let me know if you do not have his Exhibit K. With regards to Mr. Earl Richard Dowdy, he is not yet a TWC approved instructor and therefore his name does not appear on the new Exhibit J. Please let me know if you have any questions.

Lastly, back in early June, I sent you new Exhibit K’s for the following instructors but I did not receive back any stamped and approved Exhibit K’s. Can you please tell me the status of the following instructors:

Kenneth Vanderwiel
Douglas Smiley
Doyle Jackman
Jacob Smith
Leo Chad Rodriguez
Chadwick Grant
Willie McCranie
Jonathan Davis
Daniel Craig Rushing
Michael Mosley
Karl Wilson
Glen Gabauer
Raymond Scott Clowdus
Keven Herbert
Eliseo Vargas
Brett Farmer

Thank you and I look forward to your response.

Robert Saunders

From: Tammy Micallef [mailto:tammy.micallef@tvc.texas.gov]
Sent: Wednesday, August 2, 2017 2:33 PM
To: Robert Saunders <robert.saunders@rrcfuture.com>
Subject: RE: status of instructor applications

Mr. Saunders,

Thanks. I did not receive the separate email with the exhibit Ks and J.
Have a good day!

Tammy Micallef
From: Robert Saunders [mailto:robert.saunders@rrcfuture.com]
Sent: Tuesday, August 1, 2017 5:24 PM
To: Tammy Micallef <tammy.micallef@tvc.texas.gov>
Subject: RE: status of instructor applications

Mrs. Micallef,

I hope all is well. I sent you two (2) Exhibit K applications for two new TWC approved instructors named Marcus Davis and Michael Bilotta. Both applications have all the necessary paperwork including the TWC approval letter. Both were sent in triplicate but not in three binders since you stated that they did not need to be placed in binders. I am also scanning in both Exhibit K’s and will email them to you in a separate email.

With regards to your responses below, you stated that:

“What the SAA will need is an updated Exhibit J to reflect that Jonathan Davis, Earl Dowdy, and Craig Rushing are not instructors.”

Please note that Mr. Jonathan Davis and Sam Villa are NOT instructors, however, Earl Richard Dowdy, and Daniel Craig Rushing are STILL instructors.

I sent you a copy of the new Exhibit J listing all employees, BUT PLEASE IGNORE THAT EXHIBIT J. I am sending a revised Exhibit J because unfortunately there were errors in the Exhibit J I just sent you.

Thank you again for everything.

Robert Saunders
General Counsel
Retail Ready Career Center

From: Tammy Micallef [mailto:tammy.micallef@tvc.texas.gov]
Sent: Monday, June 26, 2017 2:48 PM
To: Robert Saunders <robert.saunders@rrcfuture.com>
Mr. Saunders,
Thank you for your quick response. I have copied the text of your previous email and will answer the questions that you asked below each paragraph:

Attached please find Mr. Seng Junior Dikousman's and Mr. Timothy Jones' TWC approval letter and TVC approved and stamped Exhibit K. Both men were approved by the TVC on June 22, 2016 and the TWC on June 14, 2016. Do you want me to send you three copies of their TWC approval letters in three ring binders, or will the attached TWC approval letters be adequate?

Thank you for sending the TWC letters. I will add them to your approval package at TVC. Additional copies in 3 ring binders will not be necessary.

In addition, please see the attached entire Exhibit K application for Mr. Raymond Scott Clowdus including the missing page one. We believe we sent page one of the Exhibit K applications in triplicate in the three ring binders a few weeks ago, however, here is another copy. Please let me know if you need anything else or if you want me to send three copies of page one in triplicate in three ring binders.

Thank you for sending page 1. The complete package minus the page one of the Exhibit was received in triplicate and is appreciated. Perhaps the pages stuck together when your staff made copies. Nothing further for Mr. Clowdus is needed at this time.

Moreover, you are correct regarding Mr. Craig Rushing. We did not send an Exhibit K for Mr. Rushing because we are still waiting on some paperwork from him before we submit the new Exhibit K. However, Mr. Rushing was TWC approved on March 20, 2017 and as soon as we get the paperwork from Mr. Rushing, I will send the new Exhibit K to you in triplicate in three ring binders.

RRCC does not need to send the Exhibit K's for Mr. Rushing in three ring binders. Two copies in an envelope will be sufficient. Thanks. You could also just email it to me since I am working on your paperwork, that would be acceptable.

In response to the following instructors, these gentlemen were terminated and/or resigned and they are no longer employed at Retail Ready Career Center. Several of these men did not stay employed long enough to even complete an Exhibit K. Do you still want Exhibit K's for these ex-instructors? Since they are no longer employed here, it would be impossible to get them to sign the Exhibit K and we would not be able to re-run a criminal background because they must sign a release to allow us to run the background check.

Hans Dasher
Rick Huss
Kenneth Mann
Leon Mason
Wilburt McClain
Dwayne McQueen
Bronchee Mims
Matthew Mosher
Carl Ovide
Charles Oxner
Houston Polasek
Rene Reyna
If these instructors are no longer employed by RRCC, the SAA will not need paperwork at this time. Thanks.

Lastly, in regards to Mr. Jonathan Davis and Samuel Villa, we did not send Exhibit K's for either gentlemen because neither man will be instructing any class in the future. Mr. Davis is the President of the company and he no longer teaches in the classroom and Mr. Villa was going to be the sole instructor for the Computer Repair Technician Program. However, as we discussed during the audit, the school is not going to enroll students into the Computer Repair Technician program because technology changes so quickly that our curriculum would never be up to date. Thus, we are removing the Computer Repair Technician Program from our catalog and all relevant documents.

What the SAA will need is an updated Exhibit J to reflect that Jonathan Davis, Earl Dowdy, and Craig Rushing are not instructors. I have compared all of the Exhibit Ks that were submitted with the Exhibit J that was received from RRCC on April 10, 2017 (Still awaiting approval), and those three gentlemen are named as instructors. Since RRCC states that those gentlemen will not be instructing in the future, as soon as we receive the updated Exhibit J, to match the submitted Exhibit K’s we should be able to finalize this approval action.

Thank you for your attention to this matter. Please submitted the amended Exhibit J within 30 days from the date of this email. A copy attached to email is acceptable. Please let me know if I may be of further assistance. Have a good day.

Best regards,

Tammy Micallef
Director, Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277
Phone: 512.463.6160; Cell: 512.217.7100
www.tvc.texas.gov

TEXAS VETERANS COMMISSION
"Helping Veterans Starts Here"

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From: Robert Saunders [mailto:robert.saunders@rrcfuture.com]
Sent: Wednesday, June 21, 2017 5:43 PM
To: Tammy Micallef <tammymicallef@tvc.texas.gov>
Cc: Jon Davis <jon.davis@rrcfuture.com>; Jeff Moulder <jeff.moulder@rrcfuture.com>; Tresina Lockhart <tresina.lockhart@rrcfuture.com>
Subject: FW: status of instructor applications

Mrs. Micallef,
Attached please find Mr. Seng Junior Dikousman's and Mr. Timothy Jones' TWC approval letter and TVC approved and stamped Exhibit K. Both men were approved by the TVC on June 22, 2016 and the TWC on June 14, 2016. Do you want me to send you three copies of their TWC approval letters in three ring binders, or will the attached TWC approval letters be adequate?

In addition, please see the attached entire Exhibit K application for Mr. Raymond Scott Clowdus including the missing page one. We believe we sent page one of the Exhibit K applications in triplicate in the three ring binders a few weeks ago, however, here is another copy. Please let me know if you need anything else or if you want me to send three copies of page one in triplicate in three ring binders.

Moreover, you are correct regarding Mr. Craig Rushing. We did not send an Exhibit K for Mr. Rushing because we are still waiting on some paperwork from him before we submit the new Exhibit K. However, Mr. Rushing was TWC approved on March 20, 2017 and as soon as we get the paperwork from Mr. Rushing, I will send the new Exhibit K to you in triplicate in three ring binders.

In response to the following instructors, these gentlemen were terminated and/or resigned and they are no longer employed at Retail Ready Career Center. Several of these men did not stay employed long enough to even complete an Exhibit K. Do you still want Exhibit K’s for these ex-instructors? Since they are no longer employed here, it would be impossible to get them to sign the Exhibit K and we would not be able to re-run a criminal background because they must sign a release to allow us to run the background check.

Hans Dasher  
Rick Huss  
Kenneth Mann  
Leon Mason  
Wilburt McClain  
Dwayne McQueen  
Bronchee Mims  
Matthew Mosher  
Carl Ovide  
Charles Oxner  
Houston Polasek  
Rene Reyna

Lastly, in regards to Mr. Jonathan Davis and Samuel Villa, we did not send Exhibit K’s for either gentlemen because neither man will be instructing any class in the future. Mr. Davis is the President of the company and he no longer teaches in the classroom and Mr. Villa was going to be the sole instructor for the Computer Repair Technician Program. However, as we discussed during the audit, the school is not going to enroll students into the Computer Repair Technician program because technology changes so quickly that our curriculum would never be up to date. Thus, we are removing the Computer Repair Technician Program from our catalog and all relevant documents.

I hope this answers all of your questions. I look forward to your response.

Robert Saunders, MA, MBA, JD  
Retail Ready Career Center
From: Tammy Micallef [mailto:tamm.micallef@tvc.texas.gov]
Sent: Wednesday, June 21, 2017 2:21 PM
To: Robert Saunders <robert.saunders@rrcfuture.com>
Subject: RE: status of instructor applications

Mr. Saunders,
While reviewing the recent Exhibit K’s submitted by Retail Ready and received on June 6, and June 9, 2017, the following items are still required to complete the approved instructors portion of Retail Ready’s approval package:

Packet submitted by RRCC but missing Exhibit K Page 1 - Raymond Clowdus

Still Missing Exhibit K’s –
Charles Oxner – on previous email request
Jonathan Davis – on previous email request
Craig Rushing – on previous email request

Missing TWC Approval Letter –
Seng Junior Dikousman – on previous email request
Timothy Jones – on previous email request

The following instructors are approved by TWC, but not TVC – Please submit Exhibit Ks for the following instructors:
Hans Dasher
Jonathan Davis
Rick Huss
Kenneth Mann
Leon Mason
Wilburt McClain
Dwayne McQueen
Bronchee Mims
Matthew Mosher
Carl Ovide
Charles Oxner
Houston Polasek
Rene Reyna
Daniel Rushing
Samuel Villa

Thank you for your attention to this matter. Please submit requested documents within 30 days from the date of this email correspondence. If you have any questions, I am available to assist.

Best Regards,

Tammy Micallef
Director, Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277
Phone: 512.463.6160; Cell: 512.217.7100
www.tvc.texas.gov
From: Tammy Micallef  
Sent: Tuesday, May 2, 2017 3:26 PM  
To: Robert Saunders  
Subject: RE: status of instructor applications

Mr. Saunders,  
The yellow indicates the exhibit Ks that I sent to you,  
the green on yellow indicates that the TWC letter is missing from the Exhibit K,  
The blue indicates that I have no Exhibit K on file.  
Thank so much,

Tammy Micallef  
Director, Veterans Education  
Texas Veterans Commission  
P.O. Box 12277  
Austin, TX 78711-2277  
Phone: 512.463.6160; Cell: 512.217.7100  
www.tvc.texas.gov

From: Robert Saunders  
Sent: Tuesday, May 2, 2017 3:23 PM  
To: Tammy Micallef  
Cc: Jeff Moulder; Jon Davis  
Subject: RE: status of instructor applications

Thank you Mrs. Micallef. Can you please explain your color coordination. What does the blue verse yellow mean? Thank you.

Robert Saunders
Mr. Saunders,

Thank you for the phonecall this afternoon. I appreciate your patience and kind understanding as the Approvals Branch of Veterans Education Program regroups in light of the loss of Ms. Luna. I am attaching the Exhibit Ks that you have requested. Please note that not all Exhibit Ks are available. At this point, I am unsure of how Ms. Luna was maintaining her paperwork, but I can assure you that after scouring the files and consulting with the VA ELR, the Exhibit Ks are unlocatable and will remain so.

The Exhibit Ks that you requested and those returned to you are as follows:

1. Kenneth Vanderwiel - not located – only TWC letter on file
2. Douglas Smiley – not located – only TWC letter on file
3. Doyle Jackman – not located – only TWC letter on file
4. Jacob Smith – not located – only TWC letter on file
5. Lao Chad Rodriguez – not located – only TWC letter on file
6. Chadwick Grant – not located – only TWC letter on file
7. Willie McCranie – not located – only TWC letter on file
8. Abdel Bast Almasadi – sent to you in the attachment
9. Jack Wallace – sent to you in the attachment
10. Seng Junior Dikousman – sent to you in the attachment – missing TWC letter
11. Timothy Jones – sent to you in the attachment – missing TWC letter
12. Charles Oxner – not located – only TWC letter on file
13. Jonathan Davis – not located – only TWC letter on file
14. Craig Rushing (need copy of TWC approval letter) – not located
15. Sean Willey – sent to you in attachment
16. Jansen Godley – sent to you in attachment
17. Eric Fletcher – sent to you in attachment
18. Jesus Palacios – sent to you in attachment
19. Glen Gabauer – not located
20. Raymond Scott Clowdus – not located
21. Keven Herbert – not located

In reference to the Exhibit J that you submitted for approval of your new staff, along with the Exhibit J, I will need Exhibit Ks for all instructors that I do not have file copies for and those instructors are as follows:

Scott Clowdus
Jon Davis
Earl Dowdy
Brett Farmer
Glen Gebauer
Chadwick Grant
Kevin Hebert
Doyle Jackman
Willie Joe McCranie
Michael Mosley
Leo Chad Rodriguez
Douglas Smiley
Jacob Smith
Eliseo Vargas
Samuel Villa
Karl Wilson

I will also need the missing TWC letters for Dikousman and Jones. What I learned from the VA today and the way they maintain their files is that when the SAA sends them updated Exhibit K's they replace the previous Exhibit K's in their files, so they do not add to the list of approved instructors, they replace it. Due to that fact, I must ask that each time you submit a new list of faculty/staff, that you must also send an up to date Exhibit K and corresponding credential (for instance the TWC approval Letter) for each current faculty member. In this instance, I will marry the existing Exhibit K's that I have with the Exhibit J that you submitted and I will place your amended approval materials on hold pending receipt of the additional Exhibit K's requested above.

Thank you so much for your assistance and I look forward to receiving the Exhibit K's from you soon so that we can move forward with the approval of your amended Exhibit J and Ks. Thank you.

Best regards,

Tammy Micallef
Director, Veterans Education Program
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277
Phone: 512.463.6160; Cell: 512.217.7100
www.tvc.texas.gov

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From: Robert Saunders [mailto:robert.saunders@rrcfuture.com]
Sent: Tuesday, May 2, 2017 1:18 PM
To: Tammy Micallef <tammy.micallef@tv.c.texas.gov>
Subject: FW: status of instructor applications

From: Robert Saunders
Sent: Monday, October 31, 2016 10:45 AM
To: 'Cynthia Luna' <cynthia.luna@tv.c.texas.gov>
Cc: Jeff Moulder <jeff.moulder@rrcfuture.com>
Subject: status of instructor applications

Ms. Luna,

Thank you again for helping us with refunds last week. It was very instructive. Also, I received your instructor approval letters for Sean Willey, Jansen Godley, Eric Fletcher and Jesus Palacios. I had previously submitted Exhibit K's for three
more TWC approved instructors and I was wondering about their status with the TVC. They are: Glen Gabauer, Raymond Scott Clowdus and Keven Herbert.

Over the course of the last two years, we have submitted more than 20 TWC approved instructor applications to the TVC. Some of course have been terminated and/or resigned over the last two years. Below is a list of current TWC approved instructors that we have submitted to the TVC for approval that are presently working at Retail Ready Career Center. I believe numbers 1 through 18 are TVC approved. Can you please verify this for me?

As stated above, I believe numbers 19 through 21 are still awaiting TVC approval. Can you please verify this as well?

Please note that Exhibit K's have been submitted along with their TWC approval letters for all of the instructors below so if there are any discrepancies between your records and mine, please let me know.

Thank you again for your help.

Robert Saunders
Retail Ready Career Center

1. Kenneth Vanderwiel
2. Douglas Smiley
3. Doyle Jackman
4. Jacob Smith
5. Leo Chad Rodriguez
6. Chadwick Grant
7. Willie McCranie
8. Abdel-Bast Almasadi
9. Jack Wallace
10. Seng Junior Dikousman
11. Timothy Jones
12. Charles Oxner
13. Jonathan Davis
14. Craig Rushing (need copy of TWC approval letter)
15. Sean Willey
16. Jansen Godley
17. Eric Fletcher
18. Jesus Palacios

19. Glen Gabauer
20. Raymond Scott Clowdus
21. Keven Herbert
July 21, 2017

Mr. Darnelle R. Mathews

Dear Mr. Mathews,

As the State Approving Agency (SAA), the Education Program of the Texas Veterans Commission received a copy of a letter the Department of Veterans Affairs sent to you on July 3, 2017. In that letter, you were denied the payment of education benefits for the HVAC Maintenance Ready Technician program at Retail Ready Career Center, Incorporated, 2800 West Kingsley Road, Suite 103, Garland, Texas 75041.

It appears that you were issued this letter because the HVAC Maintenance Ready Technician program has been suspended, and is not accepting new enrollments at this time. You can inquire as to whether the school has reapplied for approval; if they have not, they may submit an application to:

Texas Veterans Commission (TVC)
1700 North Congress Avenue, Suite 450
Austin, Texas 78717

I hope that this helps clarify any questions you might have had. If you have further questions regarding this issue, please feel free to contact Program Specialist Blankenship at (512) 463-0635 or by email at ryan.blankenship@tvc.texas.gov

Respectfully,

[Signature]

Tammy L. Micallef
Director, Veterans Education

RSB: NCD: S1244-12

Enclosure: VA Letter of Denial dated July 3, 2017
Dear Mr. Mathews:

In accordance with Section 3327 (h) of Title 38, United States Code, we have made an alternative election on your behalf to relinquish Montgomery GI Bill (MGIB/Chapter 30) effective June 12, 2017 (the date of your application), to establish eligibility for Post-9/11 GI Bill (Chapter 33) benefits. We did this because you are required to relinquish a benefit for which you are eligible to establish eligibility for Chapter 33. On your application you did not relinquish a benefit; however, you are eligible for Chapter 30, so this benefit was relinquished for you to receive Chapter 33. This election made on your behalf will be irrevocable after 30 days from the date of this letter. If you disagree with our actions, send us written notice within 30 days from the date you receive this letter to the address at the top of this letter or, you may notify VA electronically through the GI Bill website by clicking “Submit a Question.”

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC Maintenance Ready Tech
at School: RETAIL READY CAREER CENTER INC
School Address: 2800 W Kingsley Suite 103, Garland, TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

Course Not Approved

This course hasn't been approved for the Post-9/11 GI Bill. This program was suspended for new enrollments on June 7, 2017.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 501-612-7088 concerning your course approval.

We'll process your claim promptly if this course is approved in the future.
Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for **ALL** debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting [www.GIBILL.va.gov](http://www.GIBILL.va.gov)
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures:  VA Form 4107  
             VA Form 22-1995  
             If You Need Help

cc: Claimant 
    Veterans Education Liaison Representative

22/adc/jdg
Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for **ALL** debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

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If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures: VA Form 4107
VA Form 22-1995
If You Need Help

cc: Claimant
Veterans Education
Education Liaison Representative

cc: ade/jdg

RECEIVED
JUL 20 2017
State Approving Agency
JULY 3, 2017

VETERANS EDUCATION
TEXAS VETERANS COMMISSION
P.O. BOX 12277
AUSTIN, TX 78711-2277

351/22

Dear SAA Administrator:

A copy of the attached letter is being sent for your review. Please keep for your records.

State Approving agency
February 10, 2017

Mr. Deonte J. Grady

Dear Mr. Grady:

Veterans Education received a copy of a letter from the Department of Veterans Affairs sent to you on January 31, 2017, which denies the payment of benefits at Retail Ready Career Center, Inc. in Garland, TX for HVAC Maintenance Ready Tech distance learning.

Retail Ready Career Center, Inc. is approved for the Post 9/11 GI Bill and the other GI Bill chapters – however, the school is not approved to provide training via distance training.

Your denial may simply be a matter of using the address where you will be staying during your training or having your school clarify that your training is not provided online. I recommend that you contact the school certifying official, Cherie Vanderburg at (888) 537-6640 or cherie.vanderburg@rrcfuture.com for additional assistance and information.

I hope that this helps clarify any questions you might have. Please feel free to contact me by email should you have any further questions at anita.chism@tvc.texas.gov.

Sincerely,

Anita Chism
Program Specialist
Texas Veterans Commission

AC:NCD:1244-12

Enclosure: Copy of letter dated January 31, 2017
DEPARTMENT OF VETERANS AFFAIRS
MUSKOGEE REGIONAL OFFICE
P.O. BOX 8888
MUSKOGEE OK 74402-8888

JANUARY 31, 2017

MR. DEONTE J. GRADY

Dear Mr. Grady:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- Course Name: HVAC Maintenance Ready Tech distance learning
- at School: RETAIL READY CAREER CENTER INC.
- School Address: 2800 W Kingsley STE 300 Garland TX 75041

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

Course Not Approved

This course hasn't been approved for the Post-9/11 GI Bill. Not approved for distance learning for this school.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 9193443043 concerning your course approval.

We'll process your claim promptly if this course is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course you can apply for benefits for a different one, or select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.
You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

Pam Stephens
Education Officer

Enclosures:  VA Form 4107
VA Form 22-1995
If You Need Help

cc: Veterans Education

22/pas
June 30, 2016

Mr. Jonathan Davis, Owner/Director
Retail Ready Career Center, Inc.
2800 W. Kingsley Road, Suite 300
Garland, TX 75041

Dear Mr. Davis:

On June 22, 2016, a modification visit was conducted at your training establishment in order to assist in complying with the veterans approval criteria in Title 38, Code of Federal Regulations 21.4254. Enclosed is a report of the visit.

An inspection of the facility at the current address shows the school has retained substantially the same instructors, trainees, and job objective. A tour of the facility was also conducted during this visit.

I would like to extend my appreciation to you and your staff for the courtesy and cooperation shown during the visit. If you have any questions, please contact me at (972) 768-0442

Sincerely,

Linda Alexander
Program Specialist

LA:NCD:S1244

me: Department of Veterans Affairs, Waco
Veterans Education Program, Austin

Enclosure: Visit Report Narrative
Retail Ready Career Center, Inc.
2800 W. Kingsley Road, Suite 300
Garland, TX 75041

Date of Visit: June 22, 2016

Modification Visit

Contacted: Mr. Jonathan Davis, Owner/Director
Mr. Robert Saunders, CFO

I. MODIFICATION
Facility at Retail Ready Career Center, Inc., 2800 W. Kingsley Road, Suite 300, Garland, TX 75041 was found to be satisfactory for the training of veteran students. The facility was neat, clean, and more than adequate for administrative and teaching activities. VA student files are maintained in adequate storage space.

II. STATE APPROVING AGENCY (SAA) RECOMMENDATIONS
It is recommended that the approval to train VA eligible persons be continued and the facility be approved effective 06/22/16.

III. STATE APPROVING AGENCY (SAA) RECOMMENDATIONS
It is recommended that the approval to train VA eligible persons be continued.

Linda Alexander
Program Specialist
Texas Veterans Commission
* STATE APPROVING AGENCY (SAA) VISIT REPORT *

Original (All Applicable Sections) IHL
Modification (Off-Campus Location/Change of Address, ACD) X NCD
Technical Assistance (Sections A & D applicable)

Date of Visit 06/22/16

Institution Retail Ready Career Center, Inc.
Address 2800 W. Kingsley, Suite 103
City/Zip Garland/75041
Person Contacted Jon Davis
Email jon.davis@rrcfuture.com
Phone # 469-458-6914
Fax # 866/332-5920

Visit Conducted By Linda Alexander

A. Inspection

38 CFR 21.4253(d) The school has not met the following approval criteria (ACCREDITED for VA Purposes):

- Catalogs and materials necessary for approval.
- Progress policy that defines grading system, minimum grades considered satisfactory, conditions for interruption or a probationary period, conditions for reenrollment.
- The educational institution keeps adequate records, as prescribed by the State Approving Agency, to show the progress and grades of the eligible person or veteran and to show that satisfactory standards relating to progress and conduct are enforced.*
- Progress records furnished the student.
- Policy/regulations relating to student conduct and conditions for dismissal for unsatisfactory conduct.
- The education institution maintains a written record of the previous education and training of the eligible person or veteran that clearly indicates that appropriate credit has been given by the educational institution for previous education and training, with the training period shortened proportionately.*
- The school maintains adequate attendance records for persons enrolling in resident courses not leading to a standard college degree.
- The courses, curriculum, and instruction are consistent in quality, content, and length with similar courses in public schools and other private schools in the State, with recognized accepted standards.*

* (PL 104-275, effective October 9, 1996)

38 CFR 21.4254(c) The school has not met the following approval criteria (NONACCREDITED for VA Purposes):

- The courses, curriculum, and instruction are consistent in quality, content, and length with similar recognized accepted standards.
- There is in the school adequate space, equipment, instructional material, and instructor personnel to provide training of good quality.
- Educational and experience qualifications of directors, administrators and instructors are adequate.
- The school maintains a written record of previous education and training of the veteran or eligible person and clearly indicates that appropriate credit has been given for previous education and training, with the training period shortened proportionately, and the veteran or eligible person and the Department of Veterans Affairs so notified. Form 010 Record of Previous Education and Training
- A copy of the course outline, schedule of tuition, fees, and other charges, regulations pertaining to absences, grading policy, and rules of operation and conduct will be furnished the veteran or eligible person upon enrollment. Form 005 Receipt of Enrollment Policies
- Upon completion of training, the veteran or eligible person is given a certificate by the school indicating the approved course and indicating that training was satisfactorily completed
- Adequate records as prescribed by the State approving agency are kept to show attendance and progress or grades, and satisfactory standards relating to attendance, progress, and conduct are enforced.
- The school complies with all local, city, county, municipal, State, and Federal regulations, such as fire codes, building, and sanitation codes. The State Approving Agency may require such evidence of compliance as is deemed necessary.

SAA-VISIT-2 (10/01/09)
The school is financially sound and capable of fulfilling its commitments for training.

The school does not utilize advertising of any type which is erroneous or misleading, either by actual statement, omission, or intimation.

The school does not exceed its enrollment limitations as established by the State Approving Agency.

The school administrators, directors, owners, and instructors are of good reputation and character.

The school has and maintains a policy for the pro rata refund of the unused portion of tuition, fees and charges if the veteran or eligible person fails to enter the course or withdraws or is discontinued from it before completion.

Such additional reasonable criteria as may be deemed necessary by the State Approving Agency.

B. Verification of Two-Year Period of Operation (NCD Programs - Educational Institution) 38 CFR 21.4251

Two-Year Verification (attached)  
Verified N/A Not Verified  

C. Change of Address/Change of Ownership 38 CFR 21.4251

An inspection of the school at the current address shows the following:

- the school has retained substantially the same faculty, student body, and courses  
Yes X No  

D. Documentation and Records

The following are documents and data that must be maintained by the school and must be available for each student receiving VA educational benefits. This includes, but is not limited to: (to be discussed with school official)

- admissions documents (HS diploma, etc.)
- enrollment agreement or contract (nonaccredited only)
- evaluation of previous education and training
- copies of transcripts from schools previously attended, DD-214, and Military Transcripts
- receipt of enrollment policies (nonaccredited only)
- current permanent progress records (transcript from the present school)
- attendance policies (check records)
- financial ledgers and tuition receipts
- refund calculations for VA eligible students
- documentation for remedial courses approved through testing
- departmental approval for course substitutions and electives where applicable
- leaves of absence policies, etc.
- VA Form 22-1999 Enrollment Certification, VA Form 22-1999b Notice of change in Student Status
- OPTIONAL VA Form 22-1990, VA Form 22-5490, VA Form 22-1995, VA Form 22-5495
- VA Form 27-8206 - Civil Rights Compliance (original, non-public approvals only)
- VA Form 22-8794 - Designation of Certifying Official
- VA Form 22-1919 - Conflicting Interest Certification (original, non-public approvals, changes in proprietary status)
- Power of Attorney Certification (if not already on file)
- Request for Waiver 85/15 Percent (if not already on file)
- Advance Pay Certification

Are there VA eligible persons awaiting approval of this institution?  
Date Enrolled  

REMARKS:  

RECOMMENDED APPROVAL EFFECTIVE DATE 6/22/16

I certify that I have been briefed on the content of this visit report, appropriate VA certification procedures, and on the approval criteria described in:  
38 CFR 21.4253 or X 38 CFR 21.4254. I also have been briefed on the approval notice contents and certification requirements to be met by the school.

School Official Signature  
Visit Conducted By (Signature)  
Date 6/22/16
Bebe Glasgow

From: Robert Saunders [robert.saunders@rrcfuture.com]
Sent: Wednesday, December 30, 2015 4:49 PM
To: Bebe Glasgow
Subject: FW: Application for Approval of CRT program

Mrs. Glasgow,

Below is the revised chart for the CRT program. This will replace the old chart and I think you will find the numbers are correct. I hope this resolves all of the issues. Thank you for working with me. I look forward to our approval letter.

Robert Saunders,
Retail Ready Career Center

From: Jeff Moulder
Sent: Wednesday, December 30, 2015 3:22 PM
To: Robert Saunders <robert.saunders@rrcfuture.com>
Subject: Re: Application for Approval of CRT program

This should be the right numbers for the CRT.

<table>
<thead>
<tr>
<th>COMPUTER REPAIR TECHNICIAN PROGRAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell Field Technician 100: 35%</td>
</tr>
<tr>
<td>Dell Field Technician Printers 100: 5%</td>
</tr>
<tr>
<td>Lexmark Field Technician Printers 100: 5%</td>
</tr>
<tr>
<td>IBM Field Technician 100: 20%</td>
</tr>
<tr>
<td>Hewlett Packard Field Technician 100: 20%</td>
</tr>
<tr>
<td>Lecture: 10%</td>
</tr>
<tr>
<td>Professional Attire: 5%</td>
</tr>
</tbody>
</table>

From: Robert Saunders <robert.saunders@rrcfuture.com>
Date: Wednesday, December 30, 2015 at 8:32 AM
To: Jeff Moulder <jeff.moulder@rrcfuture.com>
Subject: FW: Application for Approval of CRT program

Call me when you read this.

From: Bebe Glasgow [mailto:bebe.glasgow@tvc.texas.gov]
Sent: Tuesday, December 29, 2015 1:04 PM
To: Robert Saunders <robert.saunders@rrcfuture.com>
Subject: Application for Approval of CRT program

Good afternoon, Mr. Saunders,

It appears that there is only one more item that I still require in order to complete the processing of your school's application. Reference your letter dated 12/10/15. Your response #2 only contained an
Exhibit C correction for the HVAC program. Please provide a correction for the CRT program as listed on the first page of Exhibit C as well.

Thanks!!

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512) 463-3702
Fax: (512) 463-3932
bebe.glasgow@tvc.texas.gov
Mrs. Glasgow,

Attached is the signed document by Mr. Jon Davis, School Director, requested by you regarding the page 49 and student attendance. Please note that the sentence in question on page 49 has been removed from the catalog, however, I had Mr. Davis sign your addendum to make sure we have complied with all of your requirements. Thank you again.

Robert Saunders

From: Jon Davis
Sent: Friday, December 11, 2015 4:42 PM
To: Robert Saunders <robert.saunders@rrcfuture.com>
Subject: Bebe document
Amendments

Page 49 – "RRCC will not terminate the enrollment of a Student for lack of attendance at a point at which a refund would not be due."

This statement will not apply to veteran students. The veteran student will be terminated at any time that he/she is in violation of the attendance policy, regardless of the refund status.

True and Correct Statement

I certify that the information contained in this addendum is true and correct in content and policy as required by 38 Code of Federal Regulations 21.4253.

Signature of Authorized School Official

President/CEO

Title

Date
Dear Mrs. Glasgow,

In response to our conversation today and your letter dated December 10, 2015 regarding the Computer Repair Technician Program ("CRT"), the following are my responses:

1. In response to your question number 1 regarding Exhibit B, Attendance Policy (Question No. 2), Retail Ready Career Center will NOT implement two different attendance policies for GI Bill funded students versus non-GI bill funded students. Therefore, Section 5.3 on page 27 will stay the same because all students including GI Bill funded students are required to complete all 283 hours for the HVAC Maintenance Ready Tech Program as outlined in section 5.3 and Section 8.3 on page 35 will stay the same because all students including GI Bill funded students are required to complete all 96 hours for the Computer Repair Tech Program as outlined in section 8.3. However, Section 11.6 (Quantitative Process) on page 48 will change in the catalog. The following is the replaced verbiage:

"All Students must show measurable progress toward their program completion and each Student must complete a total of 100% of the required course hours for the HVAC Maintenance Ready Tech Program and a total of 100% of the required course hours for the Computer Repair Technician Program. For the HVAC Maintenance Ready Tech Program, a Student must complete 283 hours. For the Computer Repair Tech Program, a Student must complete 96 hours. If a Student fails to complete the minimum required quantitative component of SAP at the end of each grading period, then the Student will be placed on Attendance Probation for the subsequent grading period."

In addition, in order to comply with this policy, the last sentence of section 11.4 entitled "Attendance Policy and Grades" will be removed. That section will now read as follows:

"In order to achieve satisfactory academic progress toward an HVAC or Computer Repair certificate, the Student has to maintain at least the..."
minimal passing grade point average, comply with the attendance policy, and proceed through the program at a pace leading to completion in the respective 12 days or six week time frames for each program. Satisfactory progress is measured in clock hours. Clock hour definition: All attendance is based on clock hours and sixty minutes is considered one hour.”

Moreover, in order to comply with this policy, point number 4 of section 11.8 on page 49 entitled “Probationary Period” has been replaced and revised to read the following:

“A Student who misses and/or is absent for any class hours will be placed on attendance probation and shall be required to make up any and all missed hours on the Saturday(s) immediately following the end of the grading period.”

The sentence immediately following point number 4 in section 11.8 is now removed in order to comply with this policy. Hence, this sentence shall be removed: “RRCC will not terminate the enrollment of a Student for lack of attendance at a point at which a refund would not be due.”

Furthermore, Part 12 entitled “Attendance Policy” is being revised. On page 51, the first paragraph is revised as follows:

“However, due to the intense nature of both programs offered at RRCC, the School shall terminate a Student’s enrollment if that Student misses any clock hours during a grading period and fails to make up those missed clock hours on the Saturday(s) immediately following the end of the grading period. Students whose enrollment is terminated for violation of the attendance policy may not re-enroll before the start of the next progress evaluation period and/or until the next program session begins. This provision does not circumvent the approved refund policy.”

Likewise, in order to comply the attendance policy, the bullet points that immediately follow the above paragraph on page 51 in Part 12 have been deleted. Hence the following bullet points on page 51 have been deleted:

“Retail Ready Career Center’s HVAC program totals 283 hours
Unsatisfactory attendance – A Student shall be terminated who exceeds:
• more than three consecutive days

RECEIVED
DEC 11 2015
State Approving Agency
Retail Ready Career Center's Computer Repair Tech program totals 96 hours.

Unsatisfactory attendance - A Student shall be terminated who exceeds:
- more than 9.6 hours missed
- more than 10% of the total course time hours in a program of 96 hours.

2. In response to your question number 2 regarding Exhibit C, Progress Policy, Question 1, you are correct. The percentages submitted do not add up to 100%. Below is the new HVAC Maintenance Ready Tech Program graded percentages (Please note that Lecture at 10%) has been removed:

"HVAC MAINTENANCE READY TECH PROGRAM"

Final Exam: 25%
Lab Assignments: 25%
Homework: 10%
Classwork: 15%
Midterm: 15%
Professional Attire: 5%
"How to Win Friends and Influence People:" 5%

✓ 3. In response to your question number 2 regarding Exhibit C, Progress Policy, Question 3, you have my permission and you may mark out the last line of the Point 4 answer. Also, thank you for replacing my original answer to question no. 2 with my November 20th answer.

✓ 4. In response to your question number 3 regarding the middle paragraph of my answer to Exhibit D's ques. No. 2, the middle paragraph is found on page 47 of the catalog.

✓ 5. In response to your question no. 4 regarding section 8.5 on page 35 of the catalog, the previous chart shall be replaced with the chart accepted by you attached hereto as Attachment 1.

✓ 6. In response to your question number 6 regarding the last line on page 49 of the catalog, I have removed this line. Please see my answer number 1 above.
Mrs. Glasgow, Thank You very much for your assistance with this application process. I believe my responses answer all of the remaining questions that you had regarding the CRT. If you have any further questions, please let me know and I look forward to completing our application and getting approval for the Computer Repair Technician Program. I look forward to your response and hopefully your approval letter.

Respectfully,

Robert W. Saunders
Dear Mr. Saunders:

Veterans Education has reviewed your November 20, 2015, submission concerning your application to amend the approval to train VA-eligible persons at your facility. There remain a few items which still require additional changes and/or further clarification, as follows.

1) Exhibit B, Attendance Policy: Question 2 – this policy remains a problem. And the solution you put forth in your November 20, 2015, letter is not approvable. Program requirements cannot be different for different students. If the school says that a program requires X number of training hours in order to achieve the objective, then that number of hours applies across the board. If the program can be completed in a lesser number of hours, then that number becomes the program requirement. So, we're back to the conflict between your catalog pages 27, 35 & 48 which needs to be resolved. Which is it......is the program completed & the certificate awarded when the student completes 100% of the program hours or when he/she completes 90% of the program hours?

2) Exhibit C, Progress Policy: Question 1 – As my September 22, 2015, letter stated, the percentages listed as part of this answer do not add up correctly. The long explanation that you provided in your November 20 letter was not necessary. I'm not questioning your subject areas. It's purely a matter of math......the percentages do not add up correctly. Please correct. 

2. Exhibit C, Progress Policy: Question 2 – you did provide the answer to this question in the very first line of your answer #6 in your November 20 letter. Just so you're aware, I have marked through your original answer on the exhibit & replaced it with the November 20 response.

3) Exhibit D, Conduct Policy: Question 2, middle paragraph – Again, the answer you provided in your November 20 letter was not necessary. The only thing I asked concerning this middle paragraph is where is that information found in your catalog. What page is it on? It is not on pages 55 or 56 where paragraphs 1 & 2 are found. I just need a catalog reference.
4) Catalog Page 35, Section 8.5: The revised class schedule that you submitted in your November 20 letter for the CRT program adds up perfectly. Please submit a revision of this page.

5) Catalog Page 49, last line: Please submit either a revision of this page or a signed catalog addendum addressing the fact that this policy will not be applied to VA-eligible students.

6) Submit the 85/15 computations for each of the HVAC programs which have taken place since your original approval on August 4, 2014.

Upon receipt of this information, we can continue to process your application. If you have any questions regarding this letter, you may contact me at bebe.glasgow@tvc.texas.gov.

Sincerely,

Bebe Glasgow
Program Specialist

1700 N. Congress, Suite 450, Austin, Texas 78701-1496 | P.O. Box 12277, Austin, Texas 78711-2277
Phone: 512/463-3168 | Toll-free: 877-898-3183 | Fax: 512/463-3932 | E-Mail: Education@tvc.texas.gov | Web: www.tvc.texas.gov
An Equal Opportunity Employer
November 20, 2015

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission

Dear Mrs. Glasgow,

In addition to my October 25th letter, I would like to make some clarifications and additions. I would also like to answer the questions that I did not answer in my previous letter.

The schedule of classes in section 8.5 does in fact have an error and I erroneously stated in my last email that it does not. The chart in section 8.5 did not match the schedule of classes in section 8.2 as you outlined in your email. In my last letter, I stated that the classes overlap and when one class ends in the middle of the day for example, the next class immediately begins. This is still true. However, when you add the hours from section 8.2 and apply it to the chart in section 8.5, then you notice that the chart is incorrect. In the newly revised chart for Section 8.5 below, I have added an additional Monday for IBMFT100: IBM Field Technician 100 which I have outlined in red. This reflects the correct class schedule because of the following:

DFT100: Dell Field Technician 100 ends at noon on the second Monday
DFTP100: Dell Field Technician Printers 100 ends at 4 pm on Tuesday
LMFTP100: Lexmark Field Technician Printers ends at 10 am on Thursday
IBMFT100: IBM Field Technician 100 ends at 9 am on Monday
HPFT100: Hewlett Packard Field Technician ends at 5 pm on Tuesday
In my previous submission, I attached a class schedule. Please see Exhibit 1. When added to the daily breakdown above, this should answer your specific questions regarding the daily class schedule. The corrected chart above will be added to Section 8.5 of the Catalog upon your approval.

2. Pursuant to your question regarding Section 11.6 (Quantitative Process), we have added the following sentence to this section.

"If any student receives funding for any portion of their program tuition and fees (total cost of attendance) from the G.I. Bill, then that student must attend one-hundred percent (100%) of the total hours for their chosen program. In the instance of a G.I. Bill funded student's absence during the week, that student shall be required to make up any and all time missed on the following Saturday."

In essence, for any student receiving any portion of their funding of their tuition and fees from the GI Bill, then those students must complete 100% of the program hours. If those students miss any hours during the week, then they will be required to make up those hours on the following Saturday(s). This sentence was also added to the end of section 11.4 on page 46. Moreover, to answer the rest of your question, Section 5.3 will stay the same because GI Bill funded students are required to complete all 283 hours for the HVAC Maintenance Ready Tech Program as outlined in section 5.3 and Section 8.3 will stay the same because GI Bill funded students are required to complete all 96 hours for the Computer Repair Tech Program as outlined in section 8.3.

3. With Regards to your note number 5, the school Director will sign your attachment.

With Regards Exhibit B, Question No. 2, please see my answer number 2 above in which we added a sentence to Section 11.6 requiring all GI Bill funded students to attend 100% of their program hours. Please see the sentence we added.

4. In response to your question to Exhibit C, question number 1, as I stated in my previous letter, the percentages actually do add up and I believe there is a misunderstanding with regards to what the percentages are in section 11.1. Section 11.1 entitled "Grading Procedures" contains two charts. The left side of the first chart spans the entire curriculum for the HVAC program and demonstrates how the coursework is weighted. The last item you reference is "How to Win Friends and Influence People" is a title to a book that our students are required to read and write a book report about and it is worth five percent (5%) of their total grade.
In contrast, Section 5.2 entitled "Grading Procedures" is a list of the weekly courses and their titles for the six week HVAC Maintenance Ready Tech Program. These are the weekly classes that each student must attend, whereas, Section 11.1 is the coursework that is assigned during those six weeks. In summary, section 11.1 is the coursework that is assigned throughout the program and section 5.2 is a chart outlining the weekly courses in which the coursework is assigned. As part the HVAC program, technicians are taught the sales process and how to interact with customers and this book is a part of the coursework in order to teach salesmanship and customer service. I hope this clarifies any misunderstanding.

In answer to your question regarding Exhibit C, question number 2, the minimum grade that must be maintained by a student in order to make satisfactory progress is a 70% cumulative grade point average as outlined in the second chart on page 44 of the revised catalog in section 11.1. I have attached the chart below demonstrating our grading procedures and what constitutes a failing grade:

<table>
<thead>
<tr>
<th>GRADE VALUE</th>
<th>POINT VALUE</th>
<th>PERCENT</th>
<th>COMMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4.0</td>
<td>90-93</td>
<td>Indicates an exceptionally superior level of achievement</td>
</tr>
<tr>
<td>A-</td>
<td>3.67</td>
<td>90-93</td>
<td>Indicates a superior level of achievement</td>
</tr>
<tr>
<td>B+</td>
<td>3.33</td>
<td>87-89</td>
<td>Indicates an exceptionally above average level of achievement</td>
</tr>
<tr>
<td>B</td>
<td>3.0</td>
<td>83-86</td>
<td>Indicates a significantly above average level of achievement</td>
</tr>
<tr>
<td>B-</td>
<td>2.67</td>
<td>80-82</td>
<td>Indicates an above average level of achievement</td>
</tr>
<tr>
<td>C+</td>
<td>2.33</td>
<td>76-79</td>
<td>Indicates a slightly above average level of achievement</td>
</tr>
<tr>
<td>C</td>
<td>2.0</td>
<td>70-75</td>
<td>Indicates an average level of achievement</td>
</tr>
<tr>
<td>F</td>
<td>&lt;1.33</td>
<td>0-69</td>
<td>FAILING</td>
</tr>
</tbody>
</table>

7. In your letter you state the following:

"Point #4 under Question #2 - with your permission, I am going to mark out the last line concerning termination for lack of attendance."

I am sorry but I could not find point number 4 question number 2.

8. In answer to your question regarding Exhibit C, question number 5, the question clearly asks "what progress records are used and maintained by the school to evaluate student progress?"
I am sorry again, but I believe my answer does answer the question. We take daily grades and attendance and these are entered into our Learning Management Software that tracks and calculates a student’s cumulative grade point average. The student’s cumulative grade point average and attendance records, when combined, comprise the student’s transcript which is the same method used by every school. I am not sure why this answer is not correct.

In answer to your question regarding Exhibit D, question number 2, again I am not sure how my answer does not directly answer the question, however, I have amended my answer to add section 11.5 that describes specifically and defines what constitutes “Disruptive Behavior in the Classroom” that may result in termination from the program:

"11.1: DISRUPTIVE BEHAVIOR IN THE CLASSROOM

A Student shall not impair, interfere with, or obstruct the orderly conduct, process, or function of the School or any of its Students, faculty members, guests or the surrounding community. Specific violations of this standard include, but are not limited to: 1) threatening the health, safety, or welfare of another; 2) interfering with the freedom of movement of another; 3) invading the privacy of another; 4) interfering with the right of another to enter, use, or leave School’s facility, property, service, resource, or activity; 5) interfering with a faculty member in the performance of his or her duty; 6) interfering with the freedoms of speech, religion, or association of another; 7) trespassing or the unauthorized entering or accessing the School’s campus, property, service, resource, or activity; 8) making, exhibiting, or producing any inappropriate, loud, or disruptive noise or behavior; 10) acting recklessly or in a manner that causes a disruption to the orderly function or operation of the School; or 11) exhibiting public nudity or lewd behavior.

The ultimate goal of this policy is to create a safe learning atmosphere of mutual respect and courtesy which is conducive to clarity of thought in the classroom. Instructors and Students are expected to treat each other with respect for their scholarly intentions which are noble and worthwhile pursuits. It is the instructor’s right and responsibility to maintain an appropriate environment for learning with the expectation of support from the School’s administration. In order to facilitate an environment that allows for optimal Student productivity and enrichment through instruction and engagement, this policy has been developed to assist with classroom management as it specifically addresses disruptive behavior.
Disruptive Behavior includes all violations of the Student Conduct Policy and can be defined as behavior that a reasonable instructor would view as interfering with normal academic functions. This may include, but is not limited to:

- Verbal, physical, or psychological threats, harassment, and physical violence,
- Refusal to comply with reasonable instructor directions,
- Repeatedly arriving after class has begun or leaving class early,
- Distractive talking, including speaking out of turn or monopolizing discussion,
- Use of any electronic device not related to class during the class period including but not limited to texting, emailing, social media, YouTube, etc.,
- Use of alcohol, tobacco products, or controlled substances,
- Constantly leaving class and/or walking the hallways while class is in session.

Any violation of the Student conduct policy and/or activities not germane to the content and work of the class in session may result in the Student being asked to leave the classroom. If the instructor requires a Student to leave the classroom because of a violation of the conduct policy, all time missed from class will be deducted from the Student's daily clock hours. The amount of time the Student is restricted from the classroom is at the discretion of the instructor and will be counted adversely towards the Student's total attendance. Each situation will be evaluated on a case-by-case basis and is at the discretion of the instructor for enforcement of this Disruptive Behavior Policy.

When combined with Part 13 and Part 14, I think it answers the question.

I hope this answers all the questions. Thank you very much and I please let me know if there is anything I can add. I know you are very busy, but if you could let me know as soon as possible if there are any other revisions or changes, I will make them immediately.

Respectfully Submitted,

Robert Saunders,
Retail Ready Career Center
Thanks Bebe so very much. I had mailed it back in either late October or early November. Please call me as soon as you read it because I am under a deadline to get everything approved before Christmas break. I will be sending you another email tomorrow with regards to all of the absenteeism questions and the changes that you require and the Exhibits that go with it. I know you are super busy and I really do appreciate your assistance.

The reason why you have never received a response is because I have no record of ever having received it. I've searched all thru my emails, both received & sent, and I don't see it anywhere.

I will submit this letter into our tracking system so that I can process it as per our contract with VA. I will be in touch with you as I review it along with your other submitted documentation.

Thank you for bringing this letter to my attention. I was wondering why I had not received anything from you in a while!
October 24, 2015

Bebe Glasgow  
Program Specialist  
Veterans Education  
Texas Veterans Commission  

Dear Mrs. Glasgow,  

In response to our conversations, emails and letters, the following is my response in order to clarify any discrepancies and/or miscommunications.

1. The schedule of classes in section 8.5 does match the program outline in section 8.2. Section 8.5 totals 12 days of classes which are from 8 to 5 pm each day with a one (1) hour lunch. This totals 96 hours. Please note that the lunch break for the computer repair technician program is one (1) hour and not thirty-five (35) minutes like the HVAC program. In comparison, section 8.2 also equals 96 hours when you add up the class hours and lab hours. Please remember that as soon as a class finishes, (e.g. Dell Field Technician 100), then the next class immediately begins (e.g. Dell Field Technician Printers 100). One class may end at 2:00 pm in the afternoon and the next class immediately begins. There is no gap in the scheduling. I submitted a class schedule, please see Exhibit I.

2. The testing fee amounts have not changed for the certifications. There is no difference between the testing fees in the 4/23/15 submittal and the most recent submittal, however, some of the testing fees have been moved to cost of tuition. Let me explain. The difference between the original testing fees of $6,016.00 submitted on 4/23/15 minus the new testing fees of $3,006.00 as stated in the new submittal is $3,010.00. This difference of $3,010.00 in testing fees was added to the cost of tuition. Thus the original tuition in the 4/23/15 submission was $4,696.39 and when you add the $3,010.00 difference in the testing fees to the $4,696.39 tuition, you get the sum of $7,706.39. This explains that the testing fees are the same, however, we shifted the fees to tuition. Secondly, when you take the new sum of $7,706.39 and add the $25.00 application fee, you get the total of $7,731.39 which is why we say the tuition in Part 10 of the catalog is of $7,731.00.

3. The last item in the box for 11.1 in the grading policies is not listed as part of the HVAC curriculum on pg. 25 because the list of page 25 details the six (6) courses in the HVAC program, and not the homework assigned to each class. Section 5.2 of the program outline lists weekly course, not the homework assigned to each course.

4. I agree that the attendance policy in section 11.4 does not correspond to the required course hours as stated on page 46. I will make all changes to the attendance policy and...
resubmit those to you to clarify that GI bill students must comply to the attendance policy that you and I discussed (100%).

5. I will clarify the last sentence on page 49 and state that it does not pertain to VA students and resubmit that to you.

6. Exhibit B attendance issues will be clarified for GI Bill students and non-GI Bill students and I will resubmit.

7. I am not sure I understand all of your questions regarding the exhibits. You reference question number(s) 1, 2 and 5 but I do not understand where question number(s) numbers 1, 2 and 5 are located. I am confused by the wording. Can you please explain.

Thank you very much and I look forward to your response.

Respectfully,

Robert W. Saunders
Good morning, Mr. Saunders,

I have reviewed the new materials that you submitted for the application to update your approval. The following items need either additional information or further clarification.

Catalog Items

1. Page 35 - the schedule listed in Section 8.5 does not match the program hours as listed on page 34. Please submit a complete class schedule for this certificate program.

2. Page 42 - the testing fees listed here do not match the list which was submitted on 4/23/15. The 4/23 list totaled $6,016; the list on this catalog page totals $3,006. What happened to those other certification & testing fees? The 4/23 list matched exactly those certifications listed on pages 36-37 in the catalog. Have the number of certifications earned in this program been reduced? Please clarify.

3. Page 43 - the last item listed in the box for the HVAC weighted grading areas is not listed as part of the HVAC curriculum on page 26; therefore, it cannot be a requirement for the program grade. Please revise this grading breakdown.

4. Page 46, Section 11.6, Quantitative Process - this information conflicts with information found elsewhere in the catalog. Is the student required to complete 90% of the required course hours as stated on page 46, or is he/she required to complete 100% of the required course hours as stated on pages 27 & 35?

5. Page 49 - the last statement on this page cannot be applied to VA-eligible students. The veteran student is to be terminated when in violation of the approved attendance policy regardless of the refund status. I have attached a catalog addendum page which references this statement. Please sign & return.

Exhibit Items

Exhibit B - Question #2 also deals with Item #4 above. This will need to be corrected as well.

Exhibit C - 1) The percentages listed as part of the answer to Question #1 do not add up correctly. The last item listed for the HVAC program is not part of the curriculum, as reference in Item #3 above. Please revise.

3) Point #4 under Question #2 with your permission, I am going to mark out the last line concerning termination for lack of attendance.
The information provided for Question #5 does not answer the question. Please revise.

Exhibit D - For Question #2, where is the information supplied in the middle paragraph of this answer found in the catalog?

Additionally, please provide the 85/15 computations for each of the HVAC programs which have taken place since your original approval on August 4, 2014.

Thank you for your assistance with these items. With the receipt of this information, providing nothing else changes, I should be able to finish out this approval. As always, you may call or email me if you have questions.

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512) 463-3702
Fax: (512) 463-3932
bebe.glasgow@tvc.texas.gov
August 21, 2015

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512) 463-3702
Fax: (512) 463-3932
bebe.glasgow@tvc.texas.gov

Re: Response to TVC Letter Dated August 4, 2015

Dear Mrs. Glasgow,

In response to your letter dated 8-4-15 and your department’s review of Retail Ready Career Center’s (“RRCC”) application to add the Computer Repair Technician program, please see the enclosed responses. I have responded to all 14 questions and I have made the applicable changes to the catalog/handbook when appropriate. Likewise, I have enclosed all of the completed exhibits requested by you and attached some responses in order to more fully explain my answers.

Exhibits

I have attached the following exhibits, based on current school information as found in our 2015-2016 School Catalog & Student Handbook:

1) Exhibits H, C and D
2) Exhibit H for the HVAC program – 1st page only
3) Exhibit H for the Computer Repair Technician program – both pages
4) Exhibit I – include the information for both programs
5) Exhibit J – a signed blank form in which you will attach a copy of pages 80-81 from your catalog to the exhibit.
6) Exhibit K – In lieu of Exhibit K, I have attached a TWC instructor approval letter for all approved instructors

Catalog Pages

1) REVISED: Section 1.3 History of Retail Ready Career Center on page 10 has been revised. The second paragraph under the year “2014” has been replaced with the following:

“Retail Ready Career Center’s HVAC Maintenance Ready Tech Program and Computer Repair Technician Program are approved by the Texas Workforce Commission’s Career Schools and Colleges. Likewise, Retail Ready Career Center’s HVAC Maintenance Ready Tech Program is approved for veterans education benefits.”

RECEIVED
AUG 26 2015
State Approving Agency
2. REVISED: Section 1.3 History of Retail Ready Career Center on page 10 has been revised. The paragraph under the year "2015" has been replaced with the following:

"Retail Ready Career Center's Computer Repair Technician Program is approved for veterans education benefits."

3. REVISED: Section 1.6 Accreditation & Approvals has been revised. The second paragraph has been replaced with the following:

"Retail Ready Career Center's HVAC Maintenance Ready Tech Program and Computer Repair Technician Program are approved for veterans education benefits and the training of veterans."

4. I have attached the signed Credit for Previous Training form enclosed.

5. 3. REVISED: Part 3: Cancellation & Refund Policy, Section 3.2 Refund Policy has been revised. The following section has been added as number 14 to the refund policy on page 23:

"It is understood and agreed that the following refund policy will be applied to veterans and other eligible persons:

In the event the veteran or other eligible person fails to enter the course, or withdraws, or is discontinued therefrom at any time prior to completion of the approved program length for VA students, the amount charged to the student for tuition, fees, and other charges for the completed portion of the course shall not exceed $10.00 (only if a registration fee is charged) plus the approximate pro rata portion of the total charges for tuition, fees, and other charges that the length of the completed portion of the course bears to its total length. The completed portion is the total number of days the student was scheduled to attend (from first to last date of attendance) multiplied by the scheduled hours of attendance per day. Refunds will be totally consummated within the forty (40) days after termination."

6. To answer your question number 4 regarding Page 26, Sec. 5.2 Program Outline, the class hours now comprise 20% of the total hours for the HVAC program and the lab hours make up 80%. We added more lab time in order to increase the student's hands on training.

7. To answer your question number 5 regarding Page 27, Sec. 5.5 Schedule & Length of Classes, the lunch break for the HVAC program is 35 minutes long and the start time is staggered between 11:15, 11:30 and 11:45 in order to prevent long lunch lines. I have attached a copy of the days & times that each class meets.
8. To answer your question number 6 regarding Page 32, Part 7, HVAC Program Tuition & Fees, there is no charge for books because all of the books and study guides are pre-loaded onto the iPad Mini 2 that is issued to the student at orientation. RRCC does not issue physical text books because all of the study materials are pre-loaded onto each student's computer.

9. To answer the question regarding the increase in price in tools from $495 to $1,550, I have attached an exact price break down of the cost of each tool. In summary, we have increased the quality of the tools and went to a name brand. We purchase all but two tools on the list from Grainger and the price break down per tool can be verified by going to their website. The Subtotal for the price of the tools equals $1445.58 plus tax of $119.25 equals $1564.73. Therefore, $1564.73 is the total retail price for the tools and this is why we charge $1,550.00. If you have any further questions, Ken Vanderwiel, Lead Instructor at RRCC, selected all of the tools and he stated that he would be happy to answer any of your questions regarding the tools and/or pricing.

10. To answer your question number 7, I have attached the TWC's approval letter for the changes to the Computer Repair Technician Program.

11. To answer your question number 8 regarding Page 35, Section 8.5 Schedule & Length of Classes, the lunch break for the Computer Repair Technician Program is one hour long and the start time is staggered between 11:15, 11:30 and 11:45 in order to prevent long lunch lines. I have also attached a schedule of the days & times that each class meets.

12. To answer your question number 9 regarding Page 42, Part 10 Computer Repair Program Tuition & Fees, the list of charges is different from previous submissions because we have now included all of the major categories of testing fees because you required us to line item all of the costs for all certification testing fees. Therefore, the list includes a breakdown of the total cost pertaining to each of the major certification testing categories. The total cost for each category of testing certifications (eg. DFT100 Dell Field Technician 100 Testing Fees which totals $1,272.00) includes the costs for multiple tests and associated testing fees that students must take in order to be certified in that category. Lastly, the application fee has been removed because the school wanted to provide an equal opportunity for all students to be able to apply and not have an entrance barrier such as an application fee if they couldn't afford it.

13. I have included a signed Incomplete Grade Policy form.

14. I have included a signed Certification Agreement for Clock Hour NCD Programs.

15. I have included a signed Attendance Policy for VA Students form.

16. I have included a signed Leave of Absence form.
17. I have included a signed Credit For Previous Training For Students Receiving VA Benefits form.

18. To answer your question number 14 regarding pages 74-76, Student Housing, Meal Plan, Airfare, Transportation, there are no hidden charges to the students. All of these benefits provided for all students and these benefits are included in the Student Housing Assistance Program that is outside of the student tuition cost. The cost for the Student Housing Assistance Program is $100 for the entire program and it is available for all students. The school provides a scholarship to pay for the $100 dollar fee for all students.

Thank you and if you have any questions, please feel free to call me at 888.537.6640.

Respectfully,

Robert W. Saunders, MA, MBA, JD
Chief Legal Counsel

RECEIVED
AUG 26 2015
State Approving Agency
Dear Mr. Saunders:

Veterans Education has been in the process of reviewing the application to add the Computer Repair Technician program to your approval to train VA-eligible persons at your facility. Your newest school catalog/handbook has changed considerably from the catalog previously submitted, however. These changes require additional information and/or further clarification, as follows:

Exhibits
Please submit the following exhibits, based on current school information as found in the Retail Ready Career Center 2015-2016 School Catalog & Student Handbook:

- Exhibits B, C and D
- Exhibit H for the HVAC program - 1st page only
- Exhibit H for the Computer Repair Technician program - both pages
- Exhibit I - include the information for both programs
- Exhibit J - just submit a signed blank form and I will attach a copy of pages 80-81 from your catalog to the exhibit.
- Exhibit K - Using catalog pages 80-81 for reference, make sure that you have submitted either a TWC instructor approval letter OR a completed Exhibit K for each instructor listed. You do not need to re-submit what has been previously submitted.

Catalog Pages

Page 16: The second line under "2014" is inaccurate. The Computer Repair Tech program was not approved in 2014. Also, you need to change the wording concerning your program approvals. We cannot use the wording "approved by VA" or "approved by TVC". It needs to say "is approved for veterans education benefits" or "is approved for the training of veterans". Please make this change on page 12, under 1.6: Accreditation & Approvals, also.

Page 14, Sec. 2.4 Transfer of Credits Policy: It is required that all previous education is evaluated for VA-eligible students, even if no credit can be awarded. Please sign & return the Credit for Previous Training form enclosed.

Page 21-22, Sec 3.2 Refund Policy: This section never mentions the refund policy as it pertains to VA-eligible students. So, just to clarify......the school is obliged to follow the refund policy described on Exhibit E of the approval notebook for all VA-eligible students.
6) Page 26, Sec. 5.2 Program Outline: The class hours & lab hours are completely reversed in this outline from the outlines previously submitted and approved. Is this correct? \( \text{Yes} \)

7) Page 27, Sec. 5.5 Schedule & Length of Classes: How long is the lunch break under this new schedule? \( 35 \text{ mins} \)

8) Page 32, Part 7, HVAC Program Tuition & Fees: Where is the charge for books? Also, please explain the increase in tools from $495 to $1,550...especially when the tool list for the $495 charge is more extensive than the one for the $1,550 charge. \( \text{on computer} \)

9) Page 34, Part 8 Computer Repair Technician Program: Please submit the TWC approval letter for the changes to this program. I know this is in the works, so just submit it as quickly as you can.

10) Page 35, Section 8.5 Schedule & Length of Classes: How long is the lunch break under this program? Also, it appears that there is some overlap in scheduling, so please submit a schedule of the days & times that each class actually meets.

11) Page 42, Part 10 Computer Repair Program Tuition & Fees: Except for the bottom line, this list of charges is totally different from previous submissions. What happened to the application fee? Also, where are the certification & software fees that were submitted in April? \( \text{received} \) - using 4/23 list + all documentation

12) Page 44, Incomplete: VA-eligible students cannot be paid or certified when not in attendance. Neither can training be left open-ended. Please sign & return the Incomplete Grade Policy form enclosed.

13) Page 48, Quantitative Process: VA-eligible students must be certified according to actual attendance. Please sign & return the Certification Agreement for Clock Hour NCD Programs enclosed.

14) Page 49, last line: VA-eligible students must be terminated when in violation of attendance standards. Please sign & return the Attendance Policy for VA Students form enclosed.

15) Page 52, Section 12.3 Leave of Absence Policy: Again, VA-eligible students cannot be certified or receive benefits if not in actual attendance. Please sign & return the Leave of Absence form enclosed.

16) Page 74-76, Student Housing, Meal Plan, Airfare, Transportation: Are all of these costs absorbed strictly by the school? No hidden charges to the students? Are these benefits provided for all students? \( \text{Yes} \)

Upon receipt of this information, we can continue to process your application. If you have any questions regarding this letter you may contact me at (512) 463-3702 or at bebe.glasgow@tvc.texas.gov.

Sincerely,

[Signature]

Bebe Glasgow
Program Specialist

BG: NCD:S1244-01

Enclosures: Application Packet, 5 individual forms
July 22, 2015

Bebe Glasgow
Program Specialist
Texas Veterans Commission
1700 North Congress
Suite 450
Austin, Texas 78701-1496

Dare Mrs. Glasgow,

Pursuant to your email dated July 22, 2015, enclosed are three copies of our new School Catalog and Student Handbook. It has been approved by Nora Perez at the Texas Workforce Commission including the increased tuition price for the HVAC Maintenance Ready Tech Program and two additional classroom days added to the Computer Repair Technician Program. Attached is a copy of Nora Perez’s email approving the new catalog. Mrs. Perez is sending the formal letter of approval, and as soon as I receive it, I will forward you a copy. If you have any questions, please feel free to call me.

Respectfully,

[Signature]

Robert W. Saunders
Chief Legal Counsel
Subject: Fw: Enrollment Agreement - revised 7/8
Date: Wednesday, July 22, 2015 at 4:15:21 PM Central Daylight Time
From: Robert Saunders
To: Jon Davis

From: Perez, Nora <Nora.Perez@twc.state.tx.us>
Sent: Wednesday, July 8, 2015 3:30 PM
To: Robert Saunders
Subject: RE: Enrollment Agreement - revised 7/8

Robert,
Thanks for the updated enrollment agreement. As of this date the enrollment agreement and catalog are acceptable and ready for use by the school.

If you have any questions about this e-mail, please let me know. Thanks.

Nora Perez
Program Specialist
Career Schools and Colleges
512/936-3253 (office)
512/936-3111 (fax)
Career Schools and Colleges Webpage(s):
Career Schools & Colleges Resources
OR
http://www.texasworkforce.org/careerschools

"Partners working together to improve the skills of the Texas workforce"
☐ Please consider the environment before printing this e-mail

From: Robert Saunders [mailto:robert.saunders@rrcfuture.com]
Sent: Wednesday, July 08, 2015 3:28 PM
To: Perez, Nora
Subject: Fw: Enrollment Agreement - revised 7/8

Nora,

I apologize. Here is the correct version of the enrollment agreement.
Here's the correct version.

Alex Steigenberger
Marketing & Graphic Design

Retail Ready Career Center
2800 Kingsley Rd. Suite #103
Garland, TX 75041
469-458-9560

Here it is.

Alex Steigenberger
Marketing & Graphic Design

Retail Ready Career Center
2800 Kingsley Rd. Suite #103
Garland, TX 75041
469-458-9560
From: Bebe Glasgow [bebe.glasgow@tvc.texas.gov]
Sent: Tuesday, May 19, 2015 10:34 AM
To: Robert Saunders
Subject: Few More Items Needed

Good morning, Mr. Saunders,

I have been reviewing the materials that you have recently submitted for your facility's updated approval application. There are just a couple more items that I need, please.

1) Catalog, pages 16 - 19: Please submit a breakout of the testing & certification fees listed on these HVAC Program courses. I didn't notice these when I requested the testing/certification fees for the Computer Repair Tech. Sorry.....

2) VA requires periodic reporting of enrollment figures on approved programs. Please complete & return the 85/15 Computation Form (attached) for the enrollment in the HVAC program.

Hopefully, that will take care of everything! One can only hope, right?? Ha!

Thanks!

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512) 463-3702
Fax: (512) 463-3932
bebe.glasgow@tvc.texas.gov
April 22, 2015

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
1700 North Congress
Suite 450
Austin, Texas 78701

Dear Mrs. Glasgow,

Pursuant to your letters dated 11-13-14 and 1-9-15 and your emails dated 2-3-15 and 3-31-15, the following attached exhibits and explanations should answer any and all remaining questions and concerns.

First, pursuant to your letter dated 1-9-15, you state in action item number 4 that Exhibit K is "still missing for Lee Mason, who is listed as an instructor on your most current Exhibit J." I have attached the most recent Exhibit J and Mr. Mason is not listed as an instructor because he does not work at Retail Ready Career Center. Therefore, Exhibit J and K should be identical with regards to Mr. Mason.

Second, as you can see from the updated Exhibit J, the following people are listed as instructors for the HVAC Maintenance Ready Tech Program; to wit: Kenneth Vanderwiel, Doug Smiley, Chuck Oxner, Doyle Jackman, Jacob Smith and Matt Mosher. I have attached the "TWC Instructor Approval Letters" for Kenneth Vanderwiel, Doug Smiley, Chuck Oxner, and Doyle Jackman as requested in your letter dated 11-13-14. Exhibits J and K should therefore "support each other" with regards to both Exhibits as required in your email dated 3-31-15. However, I did not attach the TWC Instructor Approval Letter for Jacob Smith and Matt Mosher. Mr. Smith has been approved as an instructor by the TWC but I am awaiting to receive his instructor approval letter in the mail. I will forward it to you as soon as I receive it. However, Mr. Mosher's instructor application is still pending approval at the TWC. As soon as I receive his TWC approval, I will also forward it to you as well.

Third, the new Exhibit J attached hereto is current and accurate.

Lastly, pursuant to your email dated 3-31-15, action item number 1 requests that we "submit the testing fees for each course in this program referenced on pages
23-27 in the catalog. Please see the new attached Exhibit H-2 that breaks down the tuition and lists all of the testing fees for each course.

If you have any questions, please feel free to contact me at any time. Thank you.

Respectfully,

[Signature]

Robert W. Saunders, MA, MBA, JD
Chief Legal Counsel
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**TOTAL** $11,500
From: Jon Davis (jon.davis@hvacfuture.com)
Sent: Tuesday, March 31, 2015 11:16 AM
To: Bebe Glasgow
Subject: Re: Application for Amended Approval

Thank you Ms. Glasgow for the reminder!

We have been making changes in our catalog, etc. with Nora at the Texas Workforce Commission and wanted to finalize those before sending you a copy and completing the requested information. I apologize that it has taken us so long but I wanted to make sure everything that we updated is accurate before sending it on over to you.

We are very close, a couple of days to a week and we should be able to send you the request information. Again, I apologize for the delay.

Thank you,

Jon Davis
CEO/President
Retail Ready Career Center Inc.
2800 West Kingsley, Suite #103
Garland, TX 75041
C (214) 907-7285 O (888) 537-6640 F (877) 304-6938
www.hvacfuture.com

Bebe Glasgow
From: Bebe Glasgow <bebe.glasgow@tv.c.texas.gov>
Date: Tuesday, March 31, 2015 at 8:58 AM
To: Jon Davis <jon.davis@hvacfuture.com>
Subject: Application for Amended Approval

Mr. Davis,

Our office received the 3/6/15 and 3/16/15 submission of materials in support of your application in process. I have reviewed those materials, and these are the items that are still required.

1) Exhibit H-2, Program Information - Computer Repair Tech program: As requested on 1/9/15 and again on 2/3/15, please submit the testing fees for each course in this program as referenced on pages 23 - 27 in the catalog.

2) Exhibits J & K: These two exhibits support each other; they need to contain the same information. Right now, the items that have been submitted do not match up. Please submit a current & complete Exhibit J with all instructors listed. Please make sure that you have submitted an Exhibit K for each instructor listed on the Exhibit J.

I will be able to finish out this application process when I receive these items. Thank you.
Mr. Davis,

Our office received your latest submission of requested materials in support of your application to add a program to your current approval to train veterans. I have reviewed those materials, & here are the items which still require your attention.

1) Exhibit H-2: Program information for the Computer Repair Tech program - Please re-submit this exhibit with the charges broken out as requested in my letter dated 1/9/2015. We need the cost for the laptop alone. And I need the charges for all the testing fees broken out as well; see pages 23 - 27.

2) Exhibit J: The new Exhibit J which you submitted does not reflect a Doyle Jackman, yet you submitted an Exhibit K for him. If Mr. Jackman is now one of your instructors, please add him to the Exhibit J and re-submit.

3) Exhibit K: We are still missing this exhibit for Lee Mason, who is listed as an instructor on your most current Exhibit J. Please submit.

4) 85/15 Computation form: Please complete this form (attached) and return. Provide the figures for each of your programs.

Upon receipt of this information, we can continue to process your amended approval application. Thank you.

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512) 463-3702
Fax (512) 463-3932
bebe.glasgow@tvc.texas.gov
January 9, 2015

Mr. Jon Davis
Retail Ready Career Center, Inc.
2800 West Kingsley Road, Suite 103
Garland, TX 75041

Dear Mr. Davis:

Veterans Education has received and is reviewing your submission of the materials and information that we requested in our letter dated November 13, 2014. Additional information and/or further clarification is required, however.

1. I'm a little confused over the suite number. Was there just some kind of confusion originally about what the suite number should be? Suite #300 is on every item that you submitted for your HVAC program, including the catalog and the original visit report. So, I just need to verify.....the number should have been #103 all along, and I should go back & correct every previous reference to Suite #300. Is that accurate? (per email dated 1.16.15)

2. **Exhibit G, Inventory of Furniture & Equipment:** The exhibit that you have submitted contains no information about Live Lab 101 & 102. Are those areas not in use anymore, or did you inadvertently leave them off of this revised exhibit? (per email dated 1.16.15)

3. **Exhibit H, Certificate Program Information:** Please submit a new first page for each of your programs breaking out the lap top and the iPad. The tuition figure should be tuition only. Break out all other charges and list in the appropriate section of this page, including all testing fees. (per email dated 1.16.15)

4. **Exhibit K, Personal Data Form for Instructors:** Please submit either the TWC instructor approval letter or an Exhibit K for each instructor. You have already submitted a “K” for Kenneth Vanderwiel.

5. **Catalog, page 23:** The description for DFT 100 says “3 days”. Shouldn’t that be 4 days? If so, are you okay with me making that handwritten correction to my copy?
Upon receipt of this information, we can continue to process your application. If you have any questions regarding this letter or the items requested, please feel free to contact me at (512) 463-3702 or at bebe.glasgow@tvc.teas.gov.

Sincerely,

Bebe Glasgow
Program Specialist

BG.NCD:S1244-01
Ms. Glasgow

1. We have not relocated suites, there was a typo stating that we were in suite #300, that was inaccurate. We have been in and are still in suite #103, the same suite that was inspected and approved.

2. Our PO BOX is no longer a valid address, our physical address and our mailing address are the same: 2800 West Kingsley Rd, Suite #103 Garland, Texas 75041.

3. I have attached the requested Exhibits in your letter: A, F, G, H, I and J along with the page(s) from the catalog that was submitted with our application. Texas Workforce Commission does not issue new certificates for approved instructors. We have been informed from Texas Workforce Commission that they will issue those at the beginning of the year. Our instructors have been submitted to the Texas Workforce Commission.

4. I have attached the approval letter from the Texas Workforce Commission for the Computer Repair Tech program.

I will also mail you (3) copies of each exhibit and (3) copies of the approval letter.

Jon Davis
CEO/President
Retail Ready Career Center Inc.
2800 West Kingsley, Suite #103
Garland, TX 75041
C (214) 907-7285 O (888) 537-6640 F (877) 304-6938
www.hvacfuture.com

need either 2 TWO letters on an EXH K for each instructor
November 13, 2014

Mr. Jon Davis
Retail Ready Career Center, Inc.
2800 West Kingsley Road, Suite 103
Garland, TX 75041

Dear Mr. Davis:

Veterans Education has received your application to update your approval to train VA eligible persons at your facility in Garland. In order to process this application, some additional information and/or clarification is required, as follows.

1. Your application reflects a new suite number in your address. Is this a relocation of classroom/training space or a relocation of office/records maintenance space?

2. Your application does not reflect the post office box mailing address. Is that address no longer valid?

3. Please submit the following exhibits to update your approval:
   - Exhibit A – School Calendar
   - Exhibit F – Building Description; include current floor plan with the classrooms which are currently being used clearly marked – not needed – same
   - Exhibit G – Inventory of Furniture & Equipment
   - Exhibit H – Program Information; for new program in catalog
   - Exhibit I – Class Schedule
   - Exhibit J – Roster of Admin & Instructional Staff please also submit the TWC Instructor Approval Letter for all new instructors – still need TWC letters or equivalents

4. Please submit the TWC approval letter for the Computer Repair Tech program.

I have enclosed blank copies of each exhibit listed above for your use. Please submit 3 copies of each item requested.

Upon receipt of this information, we can continue to process your application. If you have any questions...
regarding this letter or the items requested, please feel free to contact me at (512) 463-3702 or at bebe.glasgow@tvc.texas.gov.

Sincerely,

Bebe Glasgow
Program Specialist

BG:NCD:S1244-01

Enc's: Exhibits A & F-J
Bebe Glasgow

From: Rufus Coburn  
Sent: Thursday, December 18, 2014 3:46 PM  
To: Shawn Deabay  
Cc: Bebe Glasgow; Murel Miller  
Subject: RE: Retail Ready Career Center

Shawn,

There are a couple of items of interest you might be aware of prior to conversing with Ms. Garcia.

1. Only one program, HVAC Maintenance Ready Tech, is approved for GI Bill use. It is 283 clock hours in length and the approved price for the program is $18,810.00.

2. The maximum enrollment authorized in the approved program is 25 students. It should be noted that this does NOT mean that there can be 25 students receiving GI Bill benefits in each class. No class may have more than 85% of its students receiving GI Bill educational benefits. The school must wait to enroll students receiving GI Bill benefits in a subsequent class when the GI Bill recipients reaches 84% of the class total.

If the school has changes to the program which is currently approved, those changes should be submitted to our office for approval staffing prior to enrolling students using GI Bill educational benefits in the changed program.

Hope the above is helpful. If you need additional info or wish to discuss further, please let me know.

Happy Holidays,

Rufus

Shawn Deabay

From: Shawn Deabay  
Sent: Thursday, December 18, 2014 2:23 PM  
To: Rufus Coburn  
Subject: FW: Retail Ready Career Center

Hey Rufus,

Hope all is well in the world of education. Before I respond and speak with Ms. Garcia, anything I should know about them?

Thanks,

Shawn

Sabrina Garcia

From: Sabrina Garcia [mailto:sabrina.garcia@hvacfuture.com]  
Sent: Tuesday, December 16, 2014 2:34 PM  
To: Shawn Deabay  
Subject: Retail Ready Career Center

Shawn,

I'd like to introduce a program that's recently been approved for GI Bill Education Benefits. It's a perfect option for recently transitioned or currently transitioning Army personnel. I would like the opportunity to present it or have it presented to the transitioning military that you work with.
The HVAC Maintenance Ready Tech program is unlike traditional 12-24 month programs. It's a 6-week program, provides more national certifications and we have arranged to cover travel expenses to and from the school from their home state as well as all of the student's room & board expenses during training. An Ipad mini with their curriculum preloaded on it. They will also be given $1500 in tools to take with them when they graduate.

HVAC service technicians are in high demand in nearly every market. Technicians earn a good living and will have job security. Graduates are JOB READY upon completion of the program. We assist with job placement after only 2-weeks into the program by preparing their resume and recording a job interview. We send that to contractors in their area to arrange job interviews while they are still in the program. Our goal is to have them hired before they graduate!

I attached a flier, our class schedule as well. We have new classes that start nearly every month with the next class starting January 5th.

Any suggestions on how I can get this information presented to those that you work with would be much appreciated. Please feel free to contact me directly.

I thank you in advance for your assistance.
SUBJECT OUTLINES AND DESCRIPTIONS

CERTIFICATE PROGRAM: HVAC MAINTENANCE R

Program Objective
This program is designed to take individuals with little or no experience and prepare them for a rewarding career in one of America's most dynamic and fastest growing fields. Students will learn to service and repair heating and air conditioning equipment. Additionally, students will also be taught maintenance techniques, presentation skills and sales skills. The program also focuses on the NATE (North American Technician Excellence) certification.

The Retail Ready Tech Program has been designed to prepare you for the high demand jobs by removing nearly all theory based instruction from the program and replacing it with applicable knowledge and application. With a "hands-on" objective and approach the student will be a success upon graduation. In these sections we explain the process that the student will go through to gain entry into the industry as an entry level Maintenance Technician or installation helper.

PROGRAM OUTLINE
The following classes are offered supporting the program objective:

<table>
<thead>
<tr>
<th>Class Numbers</th>
<th>Title</th>
<th>Class Hours</th>
<th>Lab Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>TECH FOUND 100</td>
<td>Technician Foundation</td>
<td>31</td>
<td>9</td>
</tr>
<tr>
<td>RES AC MAINT 100</td>
<td>Residential Air Conditioning Maintenance</td>
<td>10</td>
<td>40</td>
</tr>
<tr>
<td>RES AC MAINT 200</td>
<td>Residential Air Conditioning Maintenance</td>
<td>11</td>
<td>38</td>
</tr>
<tr>
<td>RES HEAT MAINT 100</td>
<td>Residential Heating Maintenance</td>
<td>10</td>
<td>40</td>
</tr>
<tr>
<td>RES HEAT MAINT 200</td>
<td>Residential Heating Maintenance</td>
<td>11</td>
<td>38</td>
</tr>
<tr>
<td>ILV ELEC 200</td>
<td>Intermediate Low Voltage Electric</td>
<td>5</td>
<td>40</td>
</tr>
</tbody>
</table>

The program consists of 78 classroom hours and 205 lab hours for a total of 283 contact hours. The program duration is 6 consecutive weeks.
GRADUATION REQUIREMENTS

A certificate of Completion will be issued to each student who has completed all program requirements that include:

- A minimum cumulative grade percentage average of 60% on a 100% scale.
- Successfully completed and attended 78 classroom hours.
- Successfully completed and attended 205 lab hours.
- Successfully completed all sections of the EPA Section 608 Federal Clean Air Act Refrigerant Usage Certification.
- Have met or made arrangements to settle all outstanding financial obligations.

CERTIFICATES AND AWARDS

A Certificate of Completion is issued to graduating students. Any student who graduates with a cumulative grade point of 95% or above receives an Honors Certificate. Perfect Attendance Awards are given to students who have 100% attendance upon graduation. Honors Certificates and Perfect Attendance Certificates are awarded at graduation.

SCHEDULE & LENGTH OF CLASSES

Students will attend class Monday through Friday from 7:30 AM to 6:30 PM for six consecutive weeks. Additional tutoring and make-up work missed during the week will be allowed to be made up on Saturday's from 8:00 AM to 3:00 PM. Students receive a 10 minute break every hour. Lunch breaks are assigned with your class group and will be one of the following schedules: (a) 11:30 AM - 12:30 PM, (b) 12:00 PM - 1:00 PM, (c) 12:30 PM - 1:30 PM. The schedule assigned will be your schedule throughout the 6-week program.

<table>
<thead>
<tr>
<th>Course</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>TECH FOUND 100: Technician Foundation</td>
<td>Monday - Friday 7:30 AM - 6:30 PM</td>
</tr>
<tr>
<td>RES AC MAINT 100: Residential Air Conditioning Maintenance</td>
<td>Monday - Friday 7:30 AM - 6:30 PM</td>
</tr>
<tr>
<td>RES AC MAINT 200: Residential Air Conditioning Maintenance</td>
<td>Monday - Friday 7:30 AM - 6:30 PM</td>
</tr>
<tr>
<td>RES HEAT MAINT 100: Residential Heating Maintenance</td>
<td>Monday - Friday 7:30 AM - 6:30 PM</td>
</tr>
<tr>
<td>RES HEAT MAINT 200: Residential Heating Maintenance</td>
<td>Monday - Friday 7:30 AM - 6:30 PM</td>
</tr>
<tr>
<td>ILV ELEC 200: Intermediate Low Voltage Electric</td>
<td>Monday - Friday 7:30 AM - 6:30 PM</td>
</tr>
</tbody>
</table>

* Certify each course weekly only for approved program hours on page 13.
TUITION & FEES

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Application</td>
<td>$25.00</td>
</tr>
<tr>
<td>Tuition</td>
<td>$18,315.00</td>
</tr>
<tr>
<td>Books</td>
<td>$125.00</td>
</tr>
<tr>
<td>Tools</td>
<td>$495.00</td>
</tr>
<tr>
<td><strong>Total Cost of Attendance</strong></td>
<td><strong>$18,960.00</strong></td>
</tr>
</tbody>
</table>

Tuition and fees are set for and apply to both in state and out of state residences.

ACADEMIC STANDARDS

GRADING PROCEDURES

Students will be expected to complete reading and accompanying homework assignments. Students will participate in regular lab exercises that are designed to help solidify the basic fundamentals of the subject matter. Quizzes will be facilitated measuring the students understanding of the materials covered and a cumulative final exam at the end of each class will confirm the students thorough understanding of the use and applicable principles learned during each class.

Grades are based upon achievement of course objectives. The following system is used for recording student achievement:

<table>
<thead>
<tr>
<th>Numeric</th>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>90-100%</td>
<td>A</td>
<td>Indicates a superior level of achievement</td>
</tr>
<tr>
<td>80-89.9%</td>
<td>B</td>
<td>Indicates an above average level of achievement</td>
</tr>
<tr>
<td>70-79.9%</td>
<td>C</td>
<td>Indicates an average level of achievement</td>
</tr>
<tr>
<td>60-69.9%</td>
<td>D</td>
<td>Indicates a below average level of achievement</td>
</tr>
<tr>
<td>0-59.9%</td>
<td>F</td>
<td>Indicates an unsatisfactory level of achievement</td>
</tr>
</tbody>
</table>

Other grades issued are as follows and are not considered in the calculation of course cumulative grade.
GRADING PROCEDURES CONTINUED

Other grades issued are as follows and are not considered in the calculation of course cumulative grade.

1. Incomplete. Student's work in a course has been of passing quality but is incomplete due to circumstance beyond the student's control. (Issued only upon advance approval of the Training Director). The transcript will state "I" and credit for what was completed will be issued and not need to be re-taken if re-admitted into the program.

2. W. Withdrawal. Student voluntarily or involuntarily withdrew from the program.

HOMEWORK, QUIZZES, SECTIONAL EXAMS, AND MAKE-UP WORK

- Homework assignments, quizzes and sectional exams should be turned in on the due date assigned by the instructor.
- Turning in late homework assignments, making up quizzes, or tests for full points will be determined by the instructor and approved by the Training Director.
- Students will have the opportunity to make up exams, missed lab work and classroom time on Saturdays from 8:00 AM to 3:00 PM during the same week in which the assignment was given. Any make-up work handed in after the following Saturday of it's assignment will not be accepted. Make-up hours cannot be certified after the time.

GRADE APPEAL AND GRADE CHANGE POLICY

The purpose of the Grade Appeal Policy is to provide the student with a safeguard against receiving an unfair final grade, while respecting the academic responsibility of the instructor. Thus, this procedure recognizes that:

- Every student has a right to receive a grade assigned upon a fair and unprejudiced evaluation based on a method that is neither arbitrary nor capricious;
- Instructors have the right to assign a grade based on any method that is professionally acceptable, submitted in writing to all students, and applied equally.

Instructors have the responsibility to provide careful evaluation and timely assignment of appropriate grades. Course and project grading methods should be explained to students at the beginning of the term. Retail Ready Career Center presumes that the judgment of the instructor of record is authoritative, and the final grades assigned are correct.

STUDENT GRADE APPEAL PROCEDURE

- A student who wishes to question a grade must discuss the matter first with the instructor of record. In most cases, the discussion between the student and the instructor should suffice and the matter will not need to be carried further.
- If the student's concerns remain unresolved after the discussion with the instructor, and there is valid reasoning and concern the student may have received an incorrect grade, he/she may submit a written request to meet with the Training Director. This request must be submitted within 3 calendar days of the completion of the class. The Training Director will meet with the student and the instructor to review all
TARDINESS

The actual time students are in class is recorded to the nearest quarter hour. When students are tardy and/or take an early leave, it is recorded and affects the total attendance percentage. Excessive tardiness is defined as three (3) or more instances of lateness in a calendar month and the student will be subject to termination from the program.

Attendance Records

The administrative representatives of Retail Ready Career Center enter and store all attendance records. Trainers take attendance each morning at 7:30 am and report all students attendance to the administrative representatives.

Symbols Used in Attendance Records

- P. Present. Student is in attendance on time
- T. Tardy. Student was not in attendance on time but was in attendance before 8:00 AM
- A. Absent. Student was not in attendance, excused or unexcused, there will be an 'A' noted.

Leave of Absence Policy

Due to the duration of the program, there is not an approved leave of absence.

WITHDRAWAL POLICY AND PROCEDURE

Should any circumstance preclude a student from continuing his or her studies, that student should preferably notify the school in person, but in extraordinary circumstances notifications can be submitted by phone or in writing at the business office. Notice of withdrawal prior to program start should be directed to the Students' admissions representative. Once a student begins class, notices of written withdrawal should be directed to the Program Director. The effective date of withdrawal will be the last date of actual class attendance by the student. Tuition due will be charged in accordance with the school's Refund Policy.

The school reserves the right to discontinue the training of any student who does not maintain the standards of the school in their grades, conduct or attendance.

Under Texas Education Code, Section 132.061(f) a student who is obligated for the full tuition may request a grade of "incomplete" if the student withdraws for an appropriate reason unrelated to the student's academic status. The student receiving a grade of incomplete may re-enroll in the program during the 12-month period following the date he/she withdraws without payment of additional tuition.

A veteran student using education benefits must have benefits terminated upon withdrawal. No carry-overs.
No problem.

NAME: Steve Bellamy
CLASS NAME: SERE
SPONSORING COMPANY NAME: Simanton Mechanical
START DATE: July 30, 2012
END DATE: August 3, 2012

Is this the letter that Linda had talked about that this is headed to Waco?

Thank you!
Jon

From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>
Date: Thursday, August 7, 2014 at 3:02 PM
To: Jon Davis <jon.davis@hvacfuture.com>
Subject: RE: Question

Oops! I spoke too soon that I have everything I need.

Our field rep didn't go back far enough on her 2-year enrollment verification when she was there. Is it possible for you to check your enrollment records and send me the record of someone who was attending there on 8/4/2012???? I will need the student name, the class name, the sponsoring company name, and the start & end date of his enrollment.

I'm waiting with my fingers crossed!

From: Jon Davis [mailto:jon.davis@hvacfuture.com]
Sent: Thursday, August 07, 2014 2:53 PM
To: Bebe Glasgow
Subject: Re: Question

Thank you!

On Aug 7, 2014, at 2:52 PM, "Bebe Glasgow" <bebe.glasgow@tvc.texas.gov> wrote:

I'm working on it! Hope to have it in the mail to you by Monday. I will not be in the office tomorrow. I'm actually trying to get everything finished by 4:00 pm today, but it just depends on whether the phones cooperate or not. But Monday would be the absolute latest.

Bebe

From: Jon Davis [mailto:jon.davis@hvacfuture.com]
Sent: Thursday, August 07, 2014 2:29 PM
To: Bebe Glasgow  
Subject: Re: Question  

No problem, your welcome! Is everything else all set?

---

From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>  
Date: Thursday, August 7, 2014 at 2:23 PM  
To: Jon Davis <jon.davis@hvacfuture.com>  
Subject: RE: Question  

That's what I need.... thanks!

---

From: Jon Davis [mailto:jon.davis@hvacfuture.com]  
Sent: Thursday, August 07, 2014 2:21 PM  
To: Bebe Glasgow  
Subject: Re: Question  

We have a tool kit that we purchase on behalf of the student and provide to them on the first day of class. If the student already has the tools, (Which is extremely unlikely), we do not certify that portion or charge them for the tool kit. We have a list of required tools that is in the tool kit that we provide for them. We have negotiated a deal for the student that saves them a significant amount of money because we purchase in bulk for the class.

No problem, let me know if that makes sense or if you need more clarification.

Thank you,

Jon Davis  
Retail Ready Career Center Inc.  
2800 West Kingsley, Suite #300  
Garland, TX 75041  
O (888) 653-1003  F (866) 352-9920  
www.hvacfuture.com  

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From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>  
Date: Thursday, August 7, 2014 at 2:15 PM  
To: Jon Davis <jon.davis@hvacfuture.com>  
Subject: Question  

How is the tool kit procured by your HVAC students? If the student already has tools, is that acceptable? Do you have a list of required tools and the student is responsible for buying them wherever he can get the best deal? Do you have a certain merchant that you refer all the students to for the kit? Do you furnish them for the students? I'm sure I missed a scenario or two.......  

Thanks for your help.

Bebe Glasgow  
Program Specialist  
Veterans Education  
Texas Veterans Commission  
(512)463-3702  
Fax: (512)463-3932  
bebe.glasgow@tvc.texas.gov
Ms. Glasgow,

(2) Thank you.
(3) I have attached the corrected page and will mail one to you as well.
(4) I have attached the corrected page and will mail one to you as well. I have 33 because the room technically will hold that amount but I want to see how 21 feels in the room before loading it up if it feels crowded.
(5) I have attached Exhibit G and will mail one to you as well.
(6) Thank you, I will make sure that as we add instructors that we re-submit Exhibit J to you.

Thank You!
Jon
Mr. Davis,

Concerning the email below dated 7/23/14:

(2) I will mark out the word "Draft" on the catalogs I have. No need to send 3 more.
(3) I do need you to add the explanation about the "I" grade to page 19 of your catalog & then send me a copy of that page.
(4) Yes, please send me a corrected page 6. Also, why does Exhibit G reflect only 21 chairs in the classrooms if the capacities are 33?
(5) Please add whatever equipment & furniture you currently have in your labs to Exhibit G and re-submit.
(7) As you get new instructors, just submit a new Exhibit J along with the TWC approval letter for that instructor.

I think that does it for this round. Thanks!

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512)463-3702
Fax: (512)463-3932
bebe.glasgow@tvc.texas.gov
Thank you for replying via email and so quickly.

(1) They are attached.
(2) Yes, that is the approved catalog with the TWC. I apologize for leaving the "draft" on the bottom of the page, I have removed it, do you need me to resend it?
(3) The transcript would state "I" and credit for what was completed would be issued and not need to be re-taken if they re-admitted into the program. Is this acceptable and do you need me to add this into the catalog?
(4) Exhibit "F" is correct with 33 capacity per classroom. I will make that correction in the catalog, thank you for catching it. Do you need me to re-send that, it has been corrected?
(5) We are planning on adding other programs to this facility as it is a very large building with a much larger capacity than our previous facility. We will be expanding what is in each of those classrooms/labs as we expand.
(6) Is the book & supplies stipend enough to pay for the book fee we have $125? Thank you for clarifying the other charge is the responsibility of the student. Is there any special notification that we need to include on this page?
(7) Currently, I am the only licensed instructor by the state. We have other instructors that are in training and are pending approval from the state. Do we notify you when they have been approved as they are approved or on an annual or monthly basis? Is there a specific form that we need to use for that?

Jon Davis
Retail Ready Career Center Inc.
2800 West Kingsley, Suite #300
Garland, TX 75041
O (888) 658-1003 F (866) 332-5920
www.hvacfuture.com

From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>
Date: Wednesday, July 23, 2014 at 12:13 PM
To: Jon Davis <jon.davis@hvacfuture.com>
Subject: Application Deficiencies

Mr. Davis,

Veterans Education is currently processing your application for approval to train VA eligible persons at your facility in Garland, TX. In order to process this application, some additional information and/or further clarification is required as follows:

1) Please complete & submit the 2 VA forms attached.
2) The catalog you submitted still says "Draft 2014 School Catalog". Is this not your finalized & TWC approved catalog?
3) Page 19 of your catalog...the "I" (Incomplete) grade...how is this grade resolved?
4) There are some discrepancies in the information provided concerning classroom student capacities: The Exhibit F floorplan states that each classroom has a capacity of 33. Exhibit G only show chairs for 21. Page 6 in your catalog states that each classroom has a capacity of 25. Which one is correct??
5) On Exhibit G, there are only 3 classrooms listed as having furniture and/or equipment. What about the other 9 classrooms & 5 labs that are on your floorplan?
6) As far as the program charges that are listed on Exhibit H, only the tuition charge & the tool kit can be certified/charged to VA for Ch 33 veteran students. The veteran is paid a books & supplies stipend, which comes directly to him, not to the school. And the benefit does not pay application/registration fees.
7) As per Exhibit J, are you the only instructor??

Bebe Glasgow
Upon receipt of this information, your application will be returned to the processing queue. You may contact me if you have questions.

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512)463-3702
Fax: (512)463-3932
bebe.glasgow@tvc.texas.gov
July 16, 2014

Mr. Samuel D. Aikey

Dear Mr. Aikey:

The Department of Veterans Affairs has sent us a copy of a letter sent to you stating that they are unable to process your request for VA benefits for the HVAC Certification course at Retail Ready Career Center, 1100 Venture Ct., Ste. #1200, Carrollton, TX 75006. That VA letter is correct in that this facility is not currently approved to train VA eligible persons. An application for facility approval has been sent to us and the status now is "pending" approval.

The facility can call us at 512-463-3168 or at edumc@tvc.texas.gov to get an updated status of approval. If you have further questions, you can contact me at 512-463-3517 or ginger.berdoll@tvc.texas.gov.

Thank you for your inquiry and service,

Ginger Berdoll
Program Specialist

GB:NCD:S1244-12
Dear Mr. Aikey:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

- **Course Name:** HVAC Certification
- **at School:** RETAIL READY CAREER CENTER
- **School Address:** 1100 Venture Ct, Ste #1200, Carrollton TX 75006

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current training program.

**Training Program Not Approved**

This On-the-Job Training program hasn't been approved for the Post-9/11 GI Bill.

If the person in charge of your program hasn't applied for approval, he or she may apply to:

Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at 2534480628 concerning your training program approval.

We'll process your claim promptly if this training program is approved in the future.

**What You Can Do**

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

Also, please, send us a copy of your Form DD214 as soon as it is available so that we can update your records. We will need a copy of the Member 4 copy.
Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 36 months and 0 days of full-time benefits remaining.

Because you are on active duty, you currently have no delimiting date.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/05/2011</td>
<td>Active Duty</td>
<td>1,184</td>
<td>0</td>
<td>1,184</td>
</tr>
</tbody>
</table>

Total: 1,184

Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting www.GIBILL.va.gov
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.
If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

[Signature]

P Curtis
Education Officer

Enclosures: VA Form 4107
VA Form 22-1995
If You Need Help

cc: Veterans Education

pja
June 26, 2014

Dear Mr. Davis:

Veterans Education has received your application for approval to train VA eligible persons at your facility in Carrollton. Based on a cursory review of the materials, however, the application is not able to be processed as submitted.

- The application exhibits must be filled out completely without changing the original form. That means an answer for every blank or question is required. If you wish to cite your catalog in lieu of very lengthy answers, you may do so, but please cite the exact page number(s) where that particular answer is found in the blank to which it pertains. Exhibits A, B, C, D, E, F, J, K & L are enclosed for your use.

- Exhibit E, Refund Policy: This form is actually not asking about your school's refund policy. The printed paragraphs at the top of the exhibit explain what the refund policy must be for veteran students. By signing this form, you are agreeing that you will follow this refund policy for your veteran students in lieu of your school's normal refund policy.

- Exhibit J, Class Schedule: In addition to providing the class schedules, please make sure to answer the question about the type of training provided.

- Exhibit K, Personal Data for Instructors: Please submit one of these forms for each of your instructors. You may submit the TWC Instructor Approval letter in lieu of this exhibit.

5. Exhibit L, Statement of Financial Position: As a minimum, we require a balance sheet indicating current assets & current liabilities, along with a profit & loss statement covering the same period as the balance sheet. The reporting period needs to be current within 6 months and should span a minimum of 12 months. Owner-prepared statements are acceptable.

6. Please submit the 3 additional forms which are enclosed: Credit for Previous Training, VA Form 22-8794 (Designation of Certifying Official(s)), and Direct Deposit Information. Please note the instructions on the Direct Deposit Information form.

Sincerely,

[Redacted]

[Name]
[TITLE]
Upon receipt of this information, we can continue to process your application for approval. If you have any questions regarding this letter or the items requested, please feel free to contact me at (512)463-3702 or at bebe.glasgow@tvc.texas.gov.

Sincerely,

Bebe Glasgow
Program Specialist

Enc's: Exhibits A-F, I, K, L
Credit for Previous Training
Direct Deposit Information
VA Form 22-8794
Here's a copy of the letter, but it doesn't include the enclosures that were mailed with it.

Bebe

---

Is it possible to have that letter faxed to me or emailed as I have not received it yet?
Mr. Davis,

A review of your application indicates that it was received in our office on/about June 2, 2014. It was routed to Ms. Glasgow, and she reviewed it noting that it lacked a current Certificate of Approval from Texas Workforce Commission. This information was emailed to you, and the requested Certificate of Approval was subsequently received in our office on/about June 13, 2014. On June 26, 2014, a letter detailing deficiencies in the application was mailed to you. To date, our office has received no response to that deficiency letter. As soon as your response to the deficiencies is received and evaluated, the approval process will continue. This process of information exchange will continue until all deficiencies are satisfactorily addressed, at which time a site visit will be scheduled. During the site visit, our staff will assess the adequacy of your facility to accommodate the training programs to be approved; and, will provide training to your personnel regarding the veteran student certification/enrollment process. The approval will likely be granted at that time and forwarded to VA for review, issuance of a VA Facility Code Number and database entry.

The fact that there are veteran students awaiting approval of your program can be accommodated by the fact that we have authority to retrodate the approval date by as much as 12 calendar months. Veteran Students can receive benefits for the entire period of their enrollment, provided it does not exceed the 12 month period. This retrodate capability cannot, however, infringe on the 24 month requirement for continuous operation required for initial approval. For example, if the 24 month anniversary for licensed/formally exempt operations is September 2013, the approval date could not be prior to that date.

I trust the above provides you insight into the approval process. Our staff handles approximately 10 pending school approvals per person per month concurrently. In view of this workload, it appears to me that Ms. Glasgow has dealt thoroughly and expeditiously with your application for approval. As this process continues, if you feel that your application is being unduly delayed, please advise me.

If I may be of further assistance, please do not hesitate to contact me.

Regards,

Rufus

Rufus Coburn
Director, Veterans Education
Texas Veterans Commission
(512) 465-3660
Email: Rufus.Coburn@tvc.texas.gov

From: Jon Davis [mailto:jon.davis@hvacfuture.com]
Sent: Tuesday, July 01, 2014 11:40 AM
To: Rufus Coburn
Subject: FW: Catalog Question

Good Morning Mr. Coburn,
I sent you a letter on 6/26/14 concerning additional items that either need to be submitted or needed some explanation. Whenever those items come back, depending on how many submissions come in during that time, it will probably be another week to 10 days to get the additional information processed.

Bebe

Bebe,  

I will resubmit the program after TWC approves it. Do you have an estimated time for your review of the HVAC program?

Jon
Mr. Davis,

Right now, the 2014 Program Outline publication for the Computer Field Tech I program is not being considered for VA approval because it is not approved by TWC. I am only looking at the HVAC program.

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512)463-3702
Fax: (512)463-3932
bebe.glasgow@tvc.texas.gov

Ms. Perez,

The pages in which the program was written for the application is a template and had that verbiage on the template. I have the application completed for The Texas Workforce Commission to review the program and will submit that to you by Monday.

With that said, if that is going to hold up our application with the VA, I will remove the verbiage from our VA application.

I would ask Bebe Glasgow for her preference and which way would not slow the application process down.

I will submit the application for the program to you either way; I just don't want it to slow down the process with the VA.

Thanks,
Jon

On Jun 26, 2014, at 9:38 AM, "Perez, Nora" <Nora.Perez@twc.state.tx.us> wrote:

Mr. Davis,
This morning I received an inquiry from the Veterans Commission concerning the application you submitted to their office. In your application packet, you submitted an additional program outline in a separate catalog-type publication which listed a 2-week (80 hour) Computer Technician Program with a notation that this program is regulated by Texas Workforce Commission/Career School and Colleges. As of this date, an application for this program has not been received by this office. Note Section 807.122 (f) states that a school may not solicit students, otherwise advertise, or conduct classes for a course of instruction prior to the Commission's approval of the course of instruction. Any such activity the school, prior to the Commission's approval of the course of instruction, shall constitute a misrepresentation by the school and shall entitle each student in the course of instruction to a full refund of all tuition and fees paid by the student and release from all obligations. Also note that an administrative penalty of $1,000 may be assessed if a school teaches a course of instruction or revised course of instruction that has not been approved by the Agency.

Therefore, you must submit immediately an application for the new program you intend to offer. Forms are enclosed.

If you have any questions about this e-mail, please let me know. Thanks.

Nora Perez
Program Specialist
Career Schools and Colleges
512/936-3253 (office)
512/936-3111 (fax)
http://esc.twc.state.tx.us (Career School Webpage)
"Partners working together to improve the skills of the Texas workforce"

Please consider the environment before printing this e-mail
There's nothing on this publication that identifies it as a template. It is printed in the same format as his catalog right down to the design on the cover. The only real difference is the cover says "2014 Program Outline" instead of "School Catalog".

I'm just saying......

Bebe
fees paid by the student and release from all obligations. Also note that an administrative penalty of $1,000 may be assessed if a school teaches a course of instruction or revised course of instruction that has not been approved by the Agency.

Therefore, you must submit immediately an application for the new program you intend to offer. Forms are enclosed.

If you have any questions about this e-mail, please let me know. Thanks.

Nora Perez
Program Specialist
Career Schools and Colleges
512/936-3253 (office)
512/936-3111 (fax)
http://csc.twc.state.tx.us (Career School Webpage)
Sorry.....I didn’t realize that you still had questions. No, there’s not a list per se. The rep will look over the training areas, making sure that they agree with documents submitted in the application. He/she will also go over procedures & paperwork required for certification for veterans benefits.

Jon,

I’m not sure why my question isn’t being answered. I’ve asked this several times over the last couple of months and have yet to get an answer. Is there a list of requirements for the site visit?

Jon

Bebe,  

The site visit will come after the application has been reviewed & all required documentation has been received. Our field rep in your area will contact you to schedule the visit when the application portion is complete.

Bebe
You had mentioned a site visit is required after the catalog and application has been reviewed. Is there a list of requirements for the facility? Can I have a copy of that list? Who do I schedule that site visit with and can I have their contact information?

Thank you,
Jon

From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>
Date: Monday, June 16, 2014 at 8:10 AM
To: Jon Davis <jon.davis@hvacfuture.com>
Subject: RE: Catalog Question

Sorry...I had already left when this second email came through Friday. Thank you for the TWC certificate of approval. This will work fine...you don't need to send 2 more sets.

I'll be getting back with you, I'm sure, once I start working on your application. Thanks again!

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512)463-3702
Fax: (512)463-3932
bebe.glasgow@tvc.texas.gov

From: Jon Davis [mailto:jon.davis@hvacfuture.com]
Sent: Friday, June 13, 2014 4:35 PM
To: Bebe Glasgow
Subject: Re: Catalog Question

No problem, thank you for the response and the timeline. I believe everything has been filled out correctly, however I didn't include our formal certificate of approval which I have attached. Would you like me to mail 3 copies of it to you?

Hope you have a good weekend as well!

Jon Davis
Retail Ready Career Center Inc.
1100 Venture Court Suite #120
Carrollton, TX 75006
(888) 658-1003 C (214) 907-7385 F (866) 332-5920
www.hvacfuture.com

From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>
Date: Friday, June 13, 2014 at 3:39 PM
To: Jon Davis <jon.davis@hvacfuture.com>
Subject: RE: Catalog Question

Sorry, Mr. Davis.....I'm just now getting a break to check my email this afternoon. There are 3 packets ahead of yours, which really isn't too bad! However, I will be out of town Mon - Thurs next week doing school visits. So, I won't have a chance to get to it probably until the week of the 23rd. If everything is filled out correctly & all the required information has been submitted, then it shouldn't take very long to process it.

Hope you have a good weekend!
Sorry, Mr. Davis...I'm just now getting a break to check my email this afternoon. There are 3 packets ahead of yours, which really isn't too bad! However, I will be out of town Mon - Thurs next week doing school visits. So, I won't have a chance to get to it probably until the week of the 23rd. If everything is filled out correctly & all the required information has been submitted, then it shouldn't take very long to process it.

Hope you have a good weekend!

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512)463-3702
Fax: (512)463-3932
bebe.glasgow@tvc.texas.gov

From: Jon Davis [mailto:jon.davis@hvacfuture.com]
Sent: Friday, June 13, 2014 11:15 AM
To: Bebe Glasgow
Subject: Re: Catalog Question

I wanted to follow up with you to see where we are in the queue.

Jon

From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>
Date: Monday, June 2, 2014 at 3:57 PM
To: Jon Davis <jon.davis@hvacfuture.com>
Subject: RE: Catalog Question

Just received your catalogs. I'll get to them as quickly as I can, but there are quite a few packets in the queue ahead of it. I'll keep you posted.

Bebe

From: Jon Davis [mailto:jon.davis@hvacfuture.com]
Sent: Monday, June 02, 2014 2:46 PM
To: Bebe Glasgow
Subject: Re: Catalog Question

Is there a specific list of requirements on the onsite visit and is there a timeline that is followed? Is there a timeline followed on the facility code?
To: Jon Davis <jon.davis@hvacfuture.com>
Subject: RE: Catalog Question

The new application & catalog will be reviewed under the requirements of Title 38 of the Code of Federal Regulations. Once it is determined that all requirements have been satisfied, an on-site visit will be scheduled at your facility. After that, our recommendation to approve will be issued & forwarded to the VA. VA will review & issue a Facility Code to your facility. At that point, you may begin to certify veteran students.

From: Jon Davis [mailto:jon.davis@hvacfuture.com]
Sent: Monday, June 02, 2014 2:36 PM
To: Bebe Glasgow
Subject: Re: Catalog Question

These were sent overnight via FedEx and should have arrived today before 10:30 AM and where addressed directly to you. They were approved by TWC. A new application was submitted with them. 3 Copies were submitted.

As my question before what is the process form this point? If the box doesn't arrive on your desk by the end of the day I will begin the tracking of it.

From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>
Date: Monday, June 2, 2014 at 2:28 PM
To: Jon Davis <jon.davis@hvacfuture.com>
Subject: RE: Catalog Question

I have not received any new catalogs. And, as I previously explained to you, we also have to have the Certificate of Approval from TWC. That's the main reason why the process was stopped in the first place. So, if you have that TWC Certificate in your possession, then you need to submit a new application with the new catalog and with the TWC Certificate of Approval. And, as usual, we will need 3 copies of everything.

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512)463-3702
Fax: (512)463-3932
bebe.glasgow@tvc.texas.gov

From: Jon Davis [mailto:jon.davis@hvacfuture.com]
Sent: Monday, June 02, 2014 12:55 PM
To: Bebe Glasgow
Subject: Re: Catalog Question

I have sent you the updated/approved catalog. What is the process form here? When I spoke with a different processor they had informed me that it was a 1-2 week process of getting us set up to be able to process GI Bill students.

Jon Davis
Retail Ready Career Center Inc.
1100 Venture Court Suite #120
Carrollton, TX 75006
O (888) 658-1003 C (214) 907-7285 F (866) 332-5920
www.hvacfuture.com

From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>
Date: Friday, March 28, 2014 at 12:27 AM

[Signature]

[2]
Christopher, the VA sent us a letter stating your application to use your Post 9/11 GI Bill at Retail Ready Career Center had been denied; at this time Retail Ready Career Center's application is pending approval that would allow them to train veterans using their GI Bill benefits. I recommend you contact Jonathan Davis - VA Certifying Official (888) 658-1003 for assistance further with enrollment information at Retail Ready Career Center. Mr. Davis will be able to inform when and if the campus is approved for the GI Bill.

Please do not hesitate to contact me at 512.463.6441 if you have any questions pertaining to your GI Bill benefits in the future.

Sincerely,

[Signature]

David Miller
Deputy Director
Veterans Education
Dear Mr. Engeron:

Although you're eligible for the Post-9/11 GI Bill, we can't pay you benefits for:

Course Name: HVAC Maintenance ready  
at School: RETAIL READY CAREER CENTER  
School Address: 1100 VENTURE CT STE #120

This letter describes your entitlement to benefits in the "Certificate of Eligibility" section. It also gives some additional information about why we can't pay for your current course.

School Not Approved

This school hasn't been approved for the Post-9/11 GI Bill.

If a school official hasn't applied for approval, he or she may apply to:

Veterans Education  
Texas Veterans Commission  
P.O. Box 12277  
Austin, TX 78711-2277

We're sending a copy of this letter to the above office. They may call you at (251) 923-7540 concerning your school approval.

We'll process your claim promptly if this school is approved in the future.

What You Can Do

If you don't want to wait for approval of your current course, you can select another school.

Please contact us to confirm that your program is approved for VA benefits before you enroll. Use the enclosed application form VA 22-1995 to reapply for benefits. In addition, have your school send us your enrollment information.

Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.
You must take this letter to your school. Your school must certify your enrollment before you can get paid.

You have 29 months and 2 days of full-time benefits remaining.

You have until August 31, 2028 to use your benefits under this program, which is fifteen years from your last separation from active duty.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service. We based our decision on the following service information:

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Length (in days)</th>
<th>Training Length (in days)</th>
<th>Total (Service/Training)</th>
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<td>08/30/2013</td>
<td>1,461</td>
<td>0</td>
<td>1,461</td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>1,461</td>
<td>0</td>
<td>1,461</td>
</tr>
</tbody>
</table>

**Yellow Ribbon**

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

*Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit www.GIBILL.va.gov.*

**Other Information**

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

You are responsible for *ALL* debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.

You may notify VA via:

- The Internet by visiting [www.GIBILL.va.gov](http://www.GIBILL.va.gov)
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.
If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,

P. Curtis
Education Officer

Enclosures: VA Form 4107
             VA Form 22-1995
             If You Need Help

cc: Veterans Education
22/jls
Once TWC issues their certificate of authority and actually approves everything, then you will need to send me 3 copies of the approved catalog along with copies of the TWC approval letter and certificate. I can’t do anything else on the VA approval until we receive those.

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512)463-3702
Fax: (512)463-3932
bebe.glasgow@tvc.texas.gov

From: Jon Davis [mailto:jon.davis@hvacfuture.com]
Sent: Friday, March 28, 2014 9:19 AM
To: Bebe Glasgow
Subject: Re: Catalog Question

Good Morning Bebe,

I have made all of the corrections that the TWC has requested that I make in the catalog. I asked them if I could send it to you to continue with the approval process. Do you need me to print the entire catalog or just the pages with changes?

Thank you,
Jon

From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>
Date: Thursday, February 20, 2014 at 3:55 PM
To: Jon Davis <jon.davis@hvacfuture.com>
Subject: RE: Catalog Question

The outcome of the TWC approval will have bearing on our process, so, unfortunately, we’ll just have to wait this one out. Sorry.....

Bebe

From: Jon Davis [mailto:jon.davis@hvacfuture.com]
Sent: Thursday, February 20, 2014 2:33 PM
To: Bebe Glasgow
Subject: Re: Catalog Question

Bebe,

No problem, thank you for your response.

Could I email you the catalog that we are currently using that is not waiting approval from TWC to complete the VA approval process?
Mr. Davis,

Sorry I haven't gotten back to you today. I've just got too many things juggling right now.

Your answer did make sense, and I do have copies of both the exemption letters from TWC. Here's the situation as it stands right now. We cannot approve a draft catalog. That means that this approval process is going to be temporarily put on hold. But......as soon as TWC completes their review, approves your catalog and issues you the Certificate of Authorization for your program, then we're back in business. And, at that point, your time of operating under the TWC exemption will count toward fulfilling the VA 2-year enrollment requirement.

So, for now our process is stopped. As soon as you receive your certificate from TWC, let me know. You will most likely then have to re-submit parts......maybe even all......of your application. We'll kind of play that part by ear. It will depend on the length of time and also on any changes that may be made to your catalog and/or program curriculum.

I'll keep my fingers crossed for you!

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512)463-3702
Fax: (512)463-3932
bebe.glasgow@tvc.texas.gov

Hi BeBe,

I wanted to follow up with you to make sure that my answer made sense and that you had the November 11, 2011 letter from the TWC?

Thank You,
Jon
From: Jon Davis <jon.davis@hvacfuture.com>
Date: Wednesday, February 19, 2014 11:43 AM
To: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>
Subject: Re: Catalog Question

No problem. Yes, Texas Workforce Commission issued me an exemption letter originally on November 11, 2011 and then we changed the company name and address and they re-issued us a letter of acknowledgment on 12/20/13 which shouldn't have interrupted our 2 year requirement.

The exemption letter was issued to us because we had not been accepting tuition directly from students, we are now going to be accepting tuition from students and need to be issued a certificate for that. They are reviewing that this week.

Thank you!
Jon

From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>
Date: Wednesday, February 19, 2014 11:20 AM
To: Jon Davis <jon.davis@hvacfuture.com>
Subject: RE: Catalog Question

Thanks for that. Now, I have a new question! Ha! So... even though Texas Workforce issued you an exemption letter dated 12/20/13, you still have an application for approval pending with them??

From: Jon Davis <jon.davis@hvacfuture.com>
Sent: Wednesday, February 19, 2014 11:06 AM
To: Bebe Glasgow
Subject: Re: Catalog Question

Good Morning!

This is the "Draft Version" that is being reviewed by the Texas Workforce Commission for approval and it is what we will be using upon approval from them. They are currently reviewing it.

Jon Davis
Retail Ready Career Center Inc.
1850 Diplomat Drive Suite #100
Farmers Branch, TX 75234
C (214) 907-7285 F (866) 332-5920
www.hvacfuture.com

From: Bebe Glasgow <bebe.glasgow@tvc.texas.gov>
Date: Wednesday, February 19, 2014 11:02 AM
To: Jon Davis <jon.davis@hvacfuture.com>
Subject: Catalog Question

Good morning, Mr. Davis,

I am beginning the review of your application for VA approval, and I have a quick question. The catalog which you submitted, publication date 1/1/2014... is this the catalog that is currently being used at your school?

Bebe Glasgow
Program Specialist
Veterans Education
Texas Veterans Commission
(512)463-3702
Dear Mr. Davis:

Veterans Education received your application for approval to train VA eligible persons on October 18, 2012. After review of your application and having consulted the Department of Veterans Affairs (VA), we are sorry to inform you that we cannot approve your application at this time because your school does not meet the two year operation requirement for GI Bill approved facilities as required by federal law.

Section 21.4251(b) of Title 38 of the Code of Federal Regulations (CFR) states that “when a proprietary educational institution offers a course not leading to a standard college degree, VA may not approve an enrollment in that course if the proprietary educational institution has been operating for less than 2 years”. Based on the Texas Workforce Commission letter of exemption you submitted in your original application on December 14, 2011, your exemption under Section 132.002(a)(4) of the Texas Education Code began on November 22, 2011. Therefore, your school has not yet met the requirements set forth in Section 21.4251(d) of Title 38 of the CFR of “operating as an educational institution for 24 continuous months pursuant to the laws of the State(s) in which it is approved to operate and in which it is offering the training”.

The letter from TWC, dated September 24, 2012 that you recently submitted does not change this fact. Section 132.002(d)(1-2) of the Texas Education Code specifically states that a school is not exempt from regulation from TWC until it applies to TWC and TWC “declares that the school or educational institution is exempt” under the provisions of the Texas Education Code. Since the exemption letter from TWC is dated November 22, 2011, any period of operation prior to that will not be considered as applying toward the two year requirement because it was not “pursuant to the laws of the State” as stated above.

As you approach November 22, 2013, you can reapply again to have your programs approved. After your approval materials are received and reviewed, a visit can be scheduled on your two year anniversary. Keep in mind that per the term of your current exemption letter from TWC, you “may not solicit nor accept any students that are not sponsored by an employer member of the Carrier Corporation Dealer Network.” Therefore, the Exhibit H in your application should not contain any costs for tuition and have as a prerequisite for admission that the student be sponsored by the Carrier Corporation Dealer Network.
Thank you for your interest in participating in the GI Bill. If you have further questions you may contact me at 512-463-8189 or charles.bryant@tvc.texas.gov.

Sincerely,

Charles E. Bryant
Program Specialist

CB:NCD:S0340-16
September 24, 2012

Mr. Jon Davis, President
Jon Davis Companies
7616 LBJ Freeway, Suite 730
Dallas, Texas 75251

Dear Mr. Davis:

Thank you for your inquiry regarding exemption from the requirement for a Certificate of Approval for your training business, Jon Davis Companies. The Texas Workforce Commission (TWC) approved the exemption on November 21, 2011, for “a course or courses of instruction or study sponsored by an employer for the training and preparation of its own employees, and for which no tuition fee is charged to the student” [Texas Education Code §132.002(a)(4)].

You asked that TWC consider both whether a licensure waiver could be granted under TWC’s Career Schools and Colleges rule §807.4, or whether additional information submitted from your business is sufficient evidence that its training operations met the requirements of the exemption prior to its being granted by TWC. While §807.4 provides that certain provisions in rule can be waived, there is no allowance for the waiver of statutory provisions. TWC’s statutory waiver authority is specific and limited primarily to financial matters deemed to disproportionately burden small schools. The requirements for licensure or exemption are statutory, and we do not have authority to waive those requirements.

Additionally, you requested that TWC consider background information supplied with your letter as evidence that your training operations met the requirements of the exemption as early as 2005. The submitted attestation and documentation appear to support your training operation having been consistent at that time with the exemption requirements. Specifically, the documentation indicates that the only course of study being offered was employer-sponsored. Based on this information, it appears that had you requested an exemption in 2005, the exemption criteria could have been met.

Please let us know if we can be of any further assistance.

Sincerely,

Larry E. Temple
Executive Director
Dear Mr. Davis:

Your exemption under Texas Education Code, Section 132.002(a)(4) for the two additional courses is granted.

Jon Davis Companies (The) is granted exemption for each of its three (3) training courses that are sponsored in the State of Texas, as listed. Please be advised that under this exemption, Jon Davis Companies (The) may not solicit nor accept any students that are not sponsored by an employer member of the Carrier Corporation Dealer Network as stated.

- Adrenaline: 3 Days @ $1250
- Influential Tech: 3 Days @ $1250
- S.E.R.E.: 5 Days @ $1695
- Truck READY Tech: 800 Hrs @ $15,000
- Retail Ready Sales Person: 1600 Hrs @ $20,000

You should inform this agency of any changes in your method of operation, courses, school name or location, since a change may jeopardize this exemption. In that case, you may need to secure a Certificate of Approval in advance of any advertising, soliciting or operating as a career school. Be advised that you are responsible for adhering to the provisions of your exempt status as described in Texas Education Code, Section 132.002, and violation of these provisions could result in revocation of the exemption, recommendation of penalties and referral to the Office of the Attorney General for further action.

Exemption status means Jon Davis Companies (The) is not approved or regulated by the Texas Workforce Commission. This means we have not approved the curriculum, classrooms, teachers, or any other matters related to this school/program. On-site visits will not be conducted at Jon Davis Companies (The).

Furthermore, this letter of exemption does not constitute approval, accreditation, or licensure of these courses under Texas law.

Thank you for your cooperation and assistance in this matter. If you have any further questions or require additional assistance, you may contact me at (214) 250-1031.

Sincerely,

L. Earl Woolbright
TWC ISA Manager

cce: Career School Files
Charles Bryant

From: Rufus Coburn
Sent: Monday, November 26, 2012 11:49 AM
To: Charles Bryant
Subject: FW: Jon Davis

Chuck,

Could you please amend your draft letter to include Kyle's guidance? Thanks.

Rufus

From: Kyle Mitchell
Sent: Monday, November 26, 2012 11:45 AM
To: Rufus Coburn
Subject: RE: Jon Davis

Yes. They want us to respond back to him as we normally would although they did suggest that we note:

Did seek guidance from the VA...
By law cannot accept...
Will be eligible in...

kvm

From: Rufus Coburn
Sent: Monday, November 26, 2012 10:39 AM
To: Kyle Mitchell
Subject: Jon Davis

Good Morning Kyle,

Have you received any further info from Brian, in the gov's office? Mr. Davis called our office on/about Nov 14th and again today seeking a status update. Chuck told him that the issue was under review at a higher level. I expect he will call again. I am inclined to release the letter Chuck drafted for October release, but will wait until I hear from you.

Thanks.

Rufus
MEMORANDUM FOR RECORD

14 November 2012

SUBJECT: Disallow Letter for Jon Davis Companies

The suspense for the Disallow Letter for the Jon Davis Companies should be extended for another 30 days. Issues with the staffers at the Governor's office have not yet been resolved, and it would not be appropriate to send the letter prior to resolution of these issues.
January 6, 2012

Mr. Jon Davis, President
The Jon Davis Companies
7616 LBJ Freeway, Suite 730
Dallas, TX 75251

Dear Mr. Davis:

Veterans Education received your application for approval to train VA eligible persons on December 14, 2011. After review of your application, we are sorry to inform you that we can not approve your application at this time because your school does not meet the two year operation requirement for GI Bill approved facilities as required by the Code of Federal Regulations (CFR).

Section 21.4251(b) of Title 38 of the CFR states that “when a proprietary educational institution offers a course not leading to a standard college degree, VA may not approve an enrollment in that course if the proprietary educational institution has been operating for less than 2 years”. Based on the Texas Workforce Commission letter of exemption you submitted in your application, your exemption under Section 132.002(a)(4) of the Texas Education Code began on November 22, 2011. Therefore, your school has not yet met the requirements set forth in Section 21.4251(d) of Title 38 of the CFR of “operating as an educational institution for 24 continuous months pursuant to the laws of the State(s) in which it is approved to operate and in which it is offering the training”. Any period of operation prior to November 22, 2011 will not be considered as applying toward the two year requirement because it was not “pursuant to the laws of the State” as stated above.

As you approach November 22, 2013, you can reapply again to have your programs approved. After your approval materials are received and reviewed, a visit can be scheduled on your two year anniversary.

Thank you for your interest in participating in the GI Bill. If you have further questions you may contact me at 512-463-8189 or charles.bryant@tvc.state.tx.us.

Sincerely,

Charles E. Bryant
Program Specialist

CB:NCD:S0340-16

cc: Ms. Lanessa Bannister, V.P. of Operations
Sec. 132.002. EXEMPTIONS. (a) The following schools or educational institutions may be exempted from this chapter by the commission under Subsection (d):

(1) a school or educational institution supported by taxation from either a local or state source;
(2) a nonprofit school owned, controlled, operated, and conducted by a bona fide religious, denominational, eleemosynary, or similar public institution exempt from property taxation under the laws of this state;
(3) a school or training program that offers instruction of purely avocational or recreational subjects as determined by the commission;
(4) a course or courses of instruction or study sponsored by an employer for the training and preparation of its own employees, and for which no tuition fee is charged to the student;
(5) a course or courses of study or instruction sponsored by a recognized trade, business, or professional organization for the instruction of the members of the organization with a closed membership;
(6) a private college or university that awards a recognized baccalaureate, or higher degree, and that maintains and operates educational programs for which a majority of the credits given are transferable to a college, junior college, or university supported entirely or partly by taxation from either a local or state source;
(7) a school or course that is otherwise regulated and approved under and pursuant to any other law or rulemaking process of this state or approved for continuing education credit by an organization that accredits courses for the maintenance of a license, except as provided by Subsection (c);
(8) an aviation school or instructor approved by and under the supervision of the Federal Aviation Administration;
(9) a school that offers intensive review of a student's acquired education, training, or experience to prepare the student for an examination, other than a high school equivalency examination, that the student by law may not take unless the student has completed or substantially completed a particular degree program, or that the student is required to take as a precondition for enrollment in or
admission to a particular degree program;

(10) a private school offering primary or secondary education, which may include a kindergarten or prekindergarten program, and that satisfies the compulsory attendance requirements of Section 25.085 pursuant to Section 25.086(a)(1);

(11) a course or courses of instruction by bona fide electrical trade associations for the purpose of preparing students for electrical tests required for licensing and for the purpose of providing continuing education to students for the renewal of electrical licenses;

(12) a nonprofit arts organization that has as its primary purpose the provision of instruction in the dramatic arts and the communications media to persons younger than 19 years of age;

(13) a course or training program conducted by a nonprofit association of air conditioning and refrigeration contractors approved by the Air Conditioning and Refrigeration Contractors Advisory Board to provide instruction for technical, business, or license examination preparation programs relating to air conditioning and refrigeration contracting, as that term is defined by Chapter 1302, Occupations Code;

(14) a course of instruction by a plumbing trade association to prepare students for a plumbing test or program required for licensing, certification, or endorsement or to provide continuing education approved by the Texas State Board of Plumbing Examiners; and

(15) a course of instruction in the use of technological hardware or software if the course is offered to a purchaser of the hardware or software or to the purchaser's employee by a person who manufactures and sells, or develops and sells, the hardware or software, and if the seller is not primarily in the business of providing courses of instruction in the use of the hardware or software, as determined by the commission.

(b) Schools offering a course or courses of special study or instruction financed or subsidized by local, state, or federal funds or by any person, firm, association, or agency other than the student involved, on a contract basis and having a closed enrollment, may apply to the commission for exemption of such course or courses from this chapter and such course or courses may be declared exempt by the commission where the commission finds the course or courses to be
outside the purview of this chapter.

(c) If a state agency that issues a license or other authorization for the practice of an occupation elects not to regulate or approve course hours that exceed the minimum education requirements for the issuance of the license or other authorization, the licensing agency shall enter into a memorandum of understanding with the commission for the regulation of those excess course hours under this chapter. Any course taught under a letter of approval or other written authorization issued by the licensing agency before the effective date of the memorandum is authorized under state law until the course is reviewed by the commission. The licensing agency may terminate the memorandum of understanding on notice to the commission.

(d) Except as provided by Subsection (g), a school or educational institution is exempt from regulation under this chapter only if:

1. the owner of the school or educational institution:
   (A) applies to the commission for an exemption under this section; and
   (B) provides to the commission any information considered necessary by the commission to support the owner's application for an exemption; and

2. the commission declares that the school or educational institution is exempt after finding that the school or institution is a school or institution listed in Subsection (a).

(e) After a school or educational institution is declared exempt by the commission under this section, the commission may inspect the school or institution or require the owner of the school or institution to provide any information the commission considers necessary for the commission to ensure the school or institution's continued compliance with the requirements of the exemption.

(f) A school or educational institution listed in Subsection (a) may seek a certificate of approval under Subchapter C.

(g) An institution of higher education or a private or independent institution of higher education, as defined by Section 61.003, that was exempt from regulation under this chapter before September 1, 2003, remains exempt from regulation under this chapter and is not required to comply with this section.

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PENDING ISSUE FILE CLAIM STATUS

FILE NUMBER 250-13 6343-98 END PRODUCT 805 NAME

VETERAN STUB PAYEE STUB POWER OF ATTY CLAIM TYPE CH36
VETERAN STUB
PAYEE STUB
POWER OF ATTY
CLAIM TYPE

NAME & ADDRESS RETAIL READY CAREER ENPL STA DATE DISPOSITION
VETERAN STUB CENTER INC 1465 351 06-12-17 ESTABLISHMT
PAYEE STUB 2800 W KINGSLEY 1465 351
POWER OF ATTY 06-20-17
CLAIM TYPE 06-08-17 FILES
CLAIM DATE 06-12-17 FILES
CLAIM TYPE
CLAIM DATE
CLAIM LOCATION
CLAIM LOCATION

RETAIL READY CAREER CENTER INC 1465 351 06-12-17 ESTABLISHMT
2800 W KINGSLEY 1465 351 06-20-17 FILES
STE 103
GARLAND, TX
75041

SECTION/UNIT 0022
CLAIM JURISDICTION 351
FIDUCIARY FILE LOC

FOLDER LOCATION OTHER FOLDER DELAY
EMPLOYEE NO. 1465
EMPLOYEE STATION 351
EMPLOYEE NAME ALEXANDER, LINDA

PENDING ISSUE CLEARED.
## COMPLIANCE SURVEY REPORT
(Under chapters 30, 32, 33, 35, and 36, Title 38, U.S.C.; Chapter 31, 1606 and 1607, Title 10, U.S.C.; and Section 901 and 903 of Public Law 95-342)

### 1. NAME AND ADDRESS OF SCHOOL OR TRAINING ESTABLISHMENT (Include ZIP Code)
Retail Ready Career Center, Inc.
2800 Kingsley Road, Suite #103
Garland, Texas 75041

### PRIOR SURVEY PERIOD COVERED
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### PRIOR SURVEY COMPLETED;
REASON FOR SURVEY

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### NAME AND TITLE OF OFFICIAL(S) CONTACTED
Mr. Jon Davis, Director

### AREAS OF REVIEW

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<tbody>
<tr>
<td>5</td>
<td>x</td>
<td>THE FACILITY MAINTAINS ACCURATE, CURRENT AND COMPLETE RECORDS OF ENROLLMENT, CORRESPONDENCE LESSONS SERVICED, FLIGHT TRAINING HOURS OR APP/OT HOURS</td>
<td>38 CFR 21.4253, 21.4254</td>
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<tr>
<td>7</td>
<td>x</td>
<td>THE FACILITY PROMPTLY NOTIFIED VA WHEN BENEFICIARIES TERMINATED OR INTERRUPTED TRAINING</td>
<td>38 CFR 21.4203, 21.7156, 21.9735</td>
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<tr>
<td>9</td>
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<td>THE FACILITY PROMPTLY NOTIFIED VA WHEN BENEFICIARIES DID NOT PROGRESS SATISFACTORILY ACCORDING TO APPROVED STANDARDS AND PRACTICES OF THE FACILITY</td>
<td>38 CFR 21.4203(d), 21.4277</td>
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### ALL EXCEPT TRAINING ESTABLISHMENTS

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<tr>
<td>10</td>
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<td>CHARGES TO VA BENEFICIARIES FOR TUITION AND FEES WERE THE SAME OR LESS THAN THE CHARGES TO OTHER SIMILARLY CIRCUMSTANCED STUDENTS</td>
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<tr>
<td>11</td>
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<td>CERTIFICATION OF THE 85 PERCENT ENROLLMENT LIMITATION WAS VERIFIED</td>
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### ALL EXCEPT FLIGHT SCHOOLS AND TRAINING ESTABLISHMENTS

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<td>THE FACILITY PROMPTLY NOTIFIED VA OF ANY CHANGES IN CREDIT OR CLOCK HOURS, OR TUITION &amp; FEES, THAT WOULD AFFECT THE AMOUNT OF PAYMENT TO BENEFICIARIES</td>
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### Areas of Review (Continued)

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<td>13</td>
<td>X</td>
<td><strong>Nonaccredited Courses Only</strong>&lt;br&gt;Students were furnished a copy of the course outline, schedule of tuition and fees and other charges, and regulations pertaining to attendance, grading policy, conduct and rules of operation (38 CFR 21.4254(c))</td>
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<tr>
<td>14</td>
<td>X</td>
<td>Enrollments were within the limitation established by the state approving agency (38 CFR 21.4254(c))</td>
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<tr>
<td>15</td>
<td>X</td>
<td>The school's refund policy meets the requirements of VA regulations (38 CFR 21.4254(c), 21.4255, 21.4256)</td>
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### Correspondence Schools Only

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</thead>
<tbody>
<tr>
<td>16</td>
<td>NA</td>
<td>Students affirmed the enrollment agreement after the expiration of 10 full days after the day on which the agreement was signed (38 CFR 21.4256)</td>
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<tr>
<td>17</td>
<td>NA</td>
<td>Supplies, if part of the approved course, were furnished to students (38 CFR 21.4254, 21.4255)</td>
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<tr>
<td>18</td>
<td>NA</td>
<td>School records show that VA beneficiaries are paying their share of the approved charges and that non-VA students are paying 100 percent of the established charges (38 CFR 21.4210(d))</td>
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### Flight Schools Only

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<tr>
<td>20</td>
<td>NA</td>
<td>School records show that beneficiaries held an unlimited private pilot's license or higher rating before enrollment (38 CFR 21.4263)</td>
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<tr>
<td>21</td>
<td>NA</td>
<td>School records show that beneficiaries held a current medical certificate of the appropriate class before and during enrollment (38 CFR 21.4263)</td>
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<tr>
<td>22</td>
<td>NA</td>
<td>School records show that beneficiaries are paying their share of the cost of training received and that non-VA students are paying 100 percent of the cost of training received (38 CFR 21.4263)</td>
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### Training Establishments Only

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<td>23</td>
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<td>VA beneficiaries were furnished a copy of the training agreement (38 CFR 21.4261, 21.4262)</td>
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<td>24</td>
<td>NA</td>
<td>VA beneficiaries were receiving training in accordance with the approved training program (38 CFR 21.4261, 21.4262)</td>
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<tr>
<td>25</td>
<td>NA</td>
<td>VA beneficiaries were receiving wages at the appropriate rate as shown in the approved training agreement (38 CFR 21.4261, 21.4262)</td>
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### Additional Areas of Review

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<td>26</td>
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<td>The facility has corrected and not repeated any discrepancy found on the prior survey, other than an occasional clerical error (38 CFR 21.4210(d))</td>
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<td>The facility and VA beneficiaries have met and are complying with all other applicable provisions of the law including those concerning: advertising, sales or enrollment practices of any type (38 CFR 21.4252(b)(h), 21.4254(c))</td>
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<tr>
<td>B</td>
<td>X</td>
<td>Independent study (38 CFR 21.4257)</td>
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<td>C</td>
<td>X</td>
<td>Practical training (38 CFR 21.4265)</td>
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<tr>
<td>D</td>
<td>X</td>
<td>Cooperative courses and farm cooperative courses (38 CFR 21.4233, 21.4257, 21.4264)</td>
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<tr>
<td>E</td>
<td>X</td>
<td>Two-year period of operation for branches (38 CFR 21.4251)</td>
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<td>Tutorial assistance (38 CFR 21.4235, 21.9665)</td>
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<td>H</td>
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<td>Contractual arrangements (38 CFR 21.4233(e))</td>
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<td>X</td>
<td>Advance pay (38 CFR 21.4203, 21.9715)</td>
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<td>L</td>
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<td>Yellow Ribbon Agreement (38 CFR 21.9700)</td>
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### Attachments

- [Narrative](22-1934, 22-1936A, or other worksheets)
- [22-8794, 22-8794A, 22-1919]
- [Working Papers]
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<td>Did the school provide a &quot;Financial Aid Shopping Sheet&quot;?</td>
<td></td>
<td></td>
<td></td>
<td>Does not participate</td>
</tr>
<tr>
<td>Did the school inform, and does it have policies to alert students to the availability of Federal financial aid prior to arranging other financing?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the school use fraudulent and unduly aggressive recruiting?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has the school obtained the approval of its accrediting agency for new course offerings prior to enrolling students in such courses or programs where appropriate?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are service members and reservists readmitted to programs if they are temporarily unable to attend class or have to suspend their studies due to service requirements and accommodations made for short absences resulting from service obligations?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the school have a refund policy that is aligned with the refund of unearned student aid rules applicable to Federal student aid provided through the Department of Education under Title IV?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the school provide detailed educational plans outlining graduation requirements?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the school have a point of contact for academic and financial advising to assist service member and veteran students and their families?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

DATE SIGNED
06/20/2017

SIGNATURE OF COMPLIANCE SURVEY SPECIALIST/OR NAME AND TITLE OF OTHER REVIEWER

RECEIVED
JUN 21 2017
State Approving Agency
Compliance Survey
Retail Ready Career Center, Inc.
2800 Kingsley Road, Suite #103
Garland, Texas 75041
2-5-1363-43

Narrative Section I - General

Records Reviewed and Reasons

Records Reviewed. The following is a description of the records that the institution maintains that pertain directly to benefits for veteran students:

The institution maintains a file for each VA student. The typical contents of such files include: local forms, VA forms, correspondence, and enrollment certifications, personnel documents, and results of training.

Reasons. The student records included in the sample was reviewed to determine compliance with VA laws and regulations and to determine the accuracy of processing by the Muskogee RPO.

Expanded Sample. The records that were reviewed contained no discrepancies; therefore, an expanded sample under provisions of M22-4, Part X, paragraph 5.01, was not necessary in the opinion of the program specialist.

Remote Review. This was not a remote review.

Narrative Section II - Areas of Review / Discrepancies

The records were in good order. There were no discrepancies noted during the survey.

Narrative Section III - Summary

Exit Briefing: Officials present were Mr. Jon Davis, Director, Mr. Justin Krause, Financial Aid Director, Mr. Robert Saunders, Legal Counsel, Ms. Tammy Micallef, TVC Veterans Education Director, Ms. Tara Monk, TVC Program Specialist, and Ms. Linda Alexander, TVC Program Specialist.

Discussions, Recommendations and Agreements with School Officials

1. An entrance interview was conducted with Mr. Davis, Mr. Krause, and Mr. Saunders.

2. An exit interview was conducted with Mr. Davis, Mr. Krause, and Mr. Saunders and I complimented them on the extensiveness of the records. I reminded them of their responsibilities in helping to prevent overpayments.
3. A discussion was held in regards to the responsibilities of both the SAA officials and VA officials.

4. Each area of the VA Form 22-1934 was discussed with Mr. Davis, Mr. Krause, and Mr. Saunders with particular emphasis on areas that often involve discrepancies at other schools.

5. This school does use VA-Once.

6. It is recommended this facility be resurveyed according to the Procedural Advisory: FY 2017 Compliance Survey Scheduling effective October 1, 2016.

Other Actions Taken

The Designation of Certifying Official(S) form (VA Form 22-8794) in the approval file was reviewed and was found to be current, as of the date of the visit.

The Conflicting Interests Certification for Proprietary Schools, VA form 22-1919 was reviewed and was found to be current as of the date of the visit.

The school participates in the Principles of Excellence guidelines.

Assistance Provided

Brief refresher training was conducted with Mr. Davis, Mr. Krause, and Mr. Saunders and made sure they understood that they should call me, or the Texas Education Service Center, for assistance at any time.

Student Contacts

No beneficiary contacts were made in the context of this survey. This facility employs no VA work-study students. There were 1481 students found on the Annual Reporting Fees (ARF) Report.

<table>
<thead>
<tr>
<th>Beneficiary</th>
<th>Total debts</th>
<th>Total payments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payments</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Linda Alexander
Program Specialist
Texas Veterans Commission
**Column #5 – VA Student Percentage:** Divide the number of FTE VA students entered in column #2 by the total number of students enrolled as listed in column #4. The result should be entered as a percentage.

For example:
6 total FTE VA students / 20 total enrollment = .3 or 30% (30% would be entered in Column 5)

**Column #6- Date of Calculation (self-explanatory)**

VA has identified the following programs as consisting of HVAC Maintenance Ready Tech training. If you have any additional programs that include training of this type are not listed here, you should include them and provide the requested information.

<table>
<thead>
<tr>
<th>COLUM 1</th>
<th>COLUM 2</th>
<th>COLUM 3</th>
<th>COLUM 4</th>
<th>COLUM 5</th>
<th>COLUM 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Name</td>
<td>Number of FTE VA Students</td>
<td>Number of FTE Non-VA Students</td>
<td>Total Enrollment</td>
<td>VA Student Percentage</td>
<td>Date of Calculation</td>
</tr>
<tr>
<td>HVAC Maintenance Ready Tech Program Nov. 7 2016 class</td>
<td>225</td>
<td>43</td>
<td>268</td>
<td>84%</td>
<td>4-21-17</td>
</tr>
<tr>
<td>HVAC Maintenance Ready Tech Program Jan. 9 &amp; Feb 27 Classes</td>
<td>404</td>
<td>80</td>
<td>484</td>
<td>83%</td>
<td>4-21-17</td>
</tr>
<tr>
<td>April 17th 2017 Class</td>
<td>225</td>
<td>53</td>
<td>276</td>
<td>81%</td>
<td>6-7-17</td>
</tr>
<tr>
<td>June 5th 2017 Class</td>
<td>254</td>
<td>37</td>
<td>291</td>
<td>87%</td>
<td>6-7-17</td>
</tr>
<tr>
<td>Totals</td>
<td>1108</td>
<td>213</td>
<td>1321</td>
<td>84%</td>
<td>6-7-17</td>
</tr>
</tbody>
</table>

I certify that this information is true and correct as of the date submitted.

Retail Ready Career Center
Name of Facility

25136343
Facility Code

Jon Davis
School Official’s Printed Name

[Signature]
School Official’s Signature

[Date Signed] 6/8/17

Date Signed
<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Instate Tuition &amp; Fees Max:</th>
<th>BAH Year</th>
<th>Monthly BAH:</th>
<th>Yellow Ribbon</th>
<th>School's Full-Time Undergrad. Modifier</th>
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</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>$19,198.31</td>
<td>2013</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2014-15</td>
<td>$20,235.02</td>
<td>2014</td>
<td>$1,770.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015-16</td>
<td>$21,084.89</td>
<td>2015</td>
<td>$1,795.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016-17</td>
<td>$21,970.46</td>
<td>2016</td>
<td>$1,965.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Findings at School:**

- **Student Refund at School:**
  - GPA: 87
  - Courses Apply to Degree?: Y
  - B&S: (GEO)
  - MHA: (OSH or FFP)
  - ROP: 0%

- **Findings at School:**
  - Student Refund at School:
    - GPA: 87
    - Courses Apply to Degree?: Y
    - B&S: (GEO)
    - MHA: (OSH or FFP)
    - ROP: 0%
### Name of Student: Alvarez, Jeremie

<table>
<thead>
<tr>
<th>Chapter(s)</th>
<th>Eligibility Level</th>
<th>Credit Score Date</th>
<th>Credit Score</th>
<th>Program of Study</th>
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<tbody>
<tr>
<td>33</td>
<td>1st</td>
<td>11/12/12</td>
<td>SADC</td>
<td>HVAC</td>
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</table>

#### Discrepancies:

- 134 Line
- Action: OK

#### Name of Facility: Retail Read

#### Facility Code: 2-5-1363-43

#### Period Covered by Survey:

- Begin Date: 09/01/16
- End Date: 05/31/17
- Yellow Ribbon

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Monthly BAH</th>
<th>Undergrad Modifier</th>
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<tr>
<td>2015-16</td>
<td>$21,064.89</td>
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<tr>
<td>2016-17</td>
<td>$21,570.46</td>
<td></td>
</tr>
</tbody>
</table>

#### Findings at School:

- GPA: 90
- Courses Apply to Degree: Y
- B&S: (06O)
- MHA: (06H or FFP)
- ROP: 100%

#### Findings at School:

- GPA: 90
- Courses Apply to Degree: Y
- B&S: (06O)
- MHA: (06H or FFP)
- ROP: 0%

#### Findings at School:

- GPA: 90
- Courses Apply to Degree: Y
- B&S: (06O)
- MHA: (06H or FFP)
- ROP: 0%
<table>
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<tr>
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<th>Baker, Timothy</th>
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</thead>
<tbody>
<tr>
<td>SSN</td>
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<tr>
<td>Program of Study:</td>
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<tbody>
<tr>
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<td>1st 60%</td>
</tr>
<tr>
<td>Prior Credit</td>
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<tr>
<td>TCF Status</td>
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<tr>
<td>Amount of Benefits Transferred</td>
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<th>Name of Facility:</th>
<th>Retail Ready</th>
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<tbody>
<tr>
<td>Facility Code:</td>
<td>2-5-1363-43</td>
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<table>
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<tr>
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<th>1934 Line</th>
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<tr>
<td>Action:</td>
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<th>08/01/16 to 05/31/17</th>
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</thead>
<tbody>
<tr>
<td>Academic Year</td>
<td>Instate Tuition &amp; Fees Max:</td>
</tr>
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<td>2013-14</td>
<td>$19,198.31</td>
</tr>
<tr>
<td>2014-15</td>
<td>$20,358.00</td>
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<tr>
<td>2015-16</td>
<td>$21,084.89</td>
</tr>
<tr>
<td>2016-17</td>
<td>$21,970.46</td>
</tr>
</tbody>
</table>

| Date of 1999: | 6/15/17 |
| Begin Date | 6/17/2017 |
| End Date | 5/26/2017 |
| Total Hours | 47 |
| In-Res. | |
| Dist. | |
| Rm/Clk | |
| Tuition Fees | $1,258.40 $0.00 |
| Total amount of T&F VA paid to date VA records | $0.00 |
| Date VA records shows pmts were issued | |
| Date Treasury shows school rec'd pmts | |
| Overpayment Date | (756) |

<table>
<thead>
<tr>
<th>Findings at School:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Refund at School:</td>
</tr>
<tr>
<td>GPA:</td>
</tr>
<tr>
<td>Courses Apply to Degree?</td>
</tr>
<tr>
<td>B&amp;S:</td>
</tr>
<tr>
<td>MHA:</td>
</tr>
<tr>
<td>FALSE</td>
</tr>
</tbody>
</table>

| Date of 1999: | 6/14/17 |
| Begin Date | 6/17/2017 |
| End Date | 5/26/2017 |
| Total Hours | 47 |
| In-Res. | |
| Dist. | |
| Rm/Clk | |
| Tuition Fees | $1,258.40 $0.00 |
| Total amount of T&F VA paid to date VA records | $0.00 |
| Date VA records shows pmts were issued | |
| Date Treasury shows school rec'd pmts | |
| Overpayment Date | (756) |

<table>
<thead>
<tr>
<th>Findings at School:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Refund at School:</td>
</tr>
<tr>
<td>GPA:</td>
</tr>
<tr>
<td>Courses Apply to Degree?</td>
</tr>
<tr>
<td>B&amp;S:</td>
</tr>
<tr>
<td>MHA:</td>
</tr>
<tr>
<td>FALSE</td>
</tr>
</tbody>
</table>

| Date of 1999: | 6/14/17 |
| Begin Date | 6/17/2017 |
| End Date | 5/26/2017 |
| Total Hours | 47 |
| In-Res. | |
| Dist. | |
| Rm/Clk | |
| Tuition Fees | $1,258.40 $0.00 |
| Total amount of T&F VA paid to date VA records | $0.00 |
| Date VA records shows pmts were issued | |
| Date Treasury shows school rec'd pmts | |
| Overpayment Date | (756) |

<table>
<thead>
<tr>
<th>Findings at School:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Refund at School:</td>
</tr>
<tr>
<td>GPA:</td>
</tr>
<tr>
<td>Courses Apply to Degree?</td>
</tr>
<tr>
<td>B&amp;S:</td>
</tr>
<tr>
<td>MHA:</td>
</tr>
<tr>
<td>FALSE</td>
</tr>
<tr>
<td>Name of Student: Bellotte, Michael</td>
</tr>
<tr>
<td>----------------------------------</td>
</tr>
<tr>
<td>Chapter(s): 33</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

| Name of Facility: Retail Ready |
|-------------------------------|----------------|
| Facility Code: 2-5-1363-43     |

<table>
<thead>
<tr>
<th>Period Covered by Survey: 08/01/16 to 05/31/17</th>
<th>Discrepancies:</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>1834 Line Action:</td>
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<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Inst. Tuition &amp; Fees Max</th>
<th>BAH: Year</th>
<th>Yellow Ribbon</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>$19,198.31</td>
<td>2013</td>
<td>$18,810.60</td>
</tr>
<tr>
<td>2014-15</td>
<td>$20,238.02</td>
<td>2014</td>
<td>$18,810.60</td>
</tr>
<tr>
<td>2015-16</td>
<td>$21,084.89</td>
<td>2015</td>
<td>$18,810.60</td>
</tr>
<tr>
<td>2016-17</td>
<td>$21,870.45</td>
<td>2016</td>
<td>$18,810.60</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of 1999:</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Total Hours</th>
<th>In-Res.</th>
<th>Dist.</th>
<th>Rm/Ck</th>
<th>Tuition</th>
<th>Fees</th>
<th>Yellow Ribbon</th>
<th>Total amount of BAH VA paid to school (OSB)</th>
<th>Date VA records shows pmts were issued</th>
<th>Date Treasury shows school rec'd pmts</th>
<th>Overpayment (75B)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>07/29/16</td>
<td>09/30/16</td>
<td></td>
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<td>$18,810.60</td>
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<td>$0.00</td>
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Findings at School:

<table>
<thead>
<tr>
<th>Student Refund at School</th>
<th>GPA:</th>
<th>Courses Apply to Degree?</th>
<th>B&amp;S:</th>
<th>MHA:</th>
<th>ROP:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>4.0</td>
<td>Y</td>
<td>(06O)</td>
<td>(06H or FFP)</td>
<td>0.0%</td>
</tr>
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</table>

Findings at School:

<table>
<thead>
<tr>
<th>Student Refund at School</th>
<th>GPA:</th>
<th>Courses Apply to Degree?</th>
<th>B&amp;S:</th>
<th>MHA:</th>
<th>ROP:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>0.0</td>
<td>Y</td>
<td>(06O)</td>
<td>(06H or FFP)</td>
<td>0.0%</td>
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</tbody>
</table>

Findings at School:

<table>
<thead>
<tr>
<th>Student Refund at School</th>
<th>GPA:</th>
<th>Courses Apply to Degree?</th>
<th>B&amp;S:</th>
<th>MHA:</th>
<th>ROP:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>0.0</td>
<td>Y</td>
<td>(06O)</td>
<td>(06H or FFP)</td>
<td>0.0%</td>
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</tbody>
</table>
### Compliance Survey Worksheet

**Name of Student:** Bennett, Bransel  
**SSN:** [blurred]  
**Program of Study:** HVAC

<table>
<thead>
<tr>
<th>Chapter(s)</th>
<th>Eligibility Level</th>
<th>1st</th>
<th>2nd</th>
<th>TCE Status</th>
<th>Amount of Benefits Transferred</th>
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<tbody>
<tr>
<td>33</td>
<td>100%</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

**Name of Facility:** Retail Ready  
**Facility Code:** 2-5-1363-43

**Period Covered by Survey:** 08/01/16 to 05/31/17

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Instate Tuition &amp; Fees (Max)</th>
<th>BAH Year</th>
<th>Monthly EAH</th>
<th>Yellow Ribbon</th>
<th>School's Full-Time Undergrad Modifier</th>
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</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>$19,198.31</td>
<td>2013</td>
<td></td>
<td></td>
<td>22</td>
</tr>
<tr>
<td>2014-15</td>
<td>$20,235.02</td>
<td>2014</td>
<td>$1,779.00</td>
<td></td>
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<tr>
<td>2015-16</td>
<td>$21,084.89</td>
<td>2015</td>
<td>$1,795.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016-17</td>
<td>$21,970.46</td>
<td>2016</td>
<td>$1,903.00</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of 1999:</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Total Hours</th>
<th>In-Res.</th>
<th>Rm/Ck</th>
<th>Tuition</th>
<th>Fees</th>
<th>Yellow Ribbon (06H)</th>
<th>Total amount of T&amp;F VA paid to school (06S)</th>
<th>Date VA records shows pmts were issued</th>
<th>Date Treasury shows school rec'd pmts</th>
<th>Overpayment Amount</th>
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</thead>
<tbody>
<tr>
<td>3/15/17</td>
<td>4/17/2017</td>
<td>5/26/2017</td>
<td>47</td>
<td>$20,059.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td>$850 Kicker</td>
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**Findings at School:**

**Student Refund at School:**

<table>
<thead>
<tr>
<th>Date of 1999:</th>
<th>GPA:</th>
<th>Courses Apply to Degree?</th>
<th>B&amp;S: (06O)</th>
<th>MHA: (06H or FFP)</th>
<th>ROP:</th>
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<tbody>
<tr>
<td></td>
<td>91</td>
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<td>$110.67</td>
<td>FALSE</td>
<td>FALSE</td>
<td>100%</td>
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**Student Refund at School:**

<table>
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<tr>
<th>Date of 1999:</th>
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<th>Courses Apply to Degree?</th>
<th>B&amp;S: (06O)</th>
<th>MHA: (06H or FFP)</th>
<th>ROP:</th>
<th>Overpayment Amount</th>
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<td></td>
<td>Y</td>
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<td></td>
<td>(75B)</td>
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**Student Refund at School:**

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Findings at School:

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- GPA: Y
- Courses Apply to Degree?: Y
- B&S: (060)
- MHA: (06H or FFP) FALSE
- ROP: 0%
- Date of 1999: Begin Date | End Date | Total Hours | In-Res. | Dist. | Rm/Ck | Tuition | Fees | Yellow Ribbon | Total amount of T&F VA paid to school | Date VA records shows payments were issued | Date Treasury shows school rec'd payments | Overpayment (785) |
| Certified:   | 8/22/2016  | 9/30/2016 | 47       |        | A1   |       | $15,610.00 | $0.00 |              |                                    |                                         |                                            |                  |
| VA Paid:     | $0.00      | $0.00    | $0.00    | $0.00  | $0.00 | $0.00 | $0.00   | $0.00|              |                                    |                                         |                                            |                  |

Findings at School:

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Findings at School:

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- Findings at School:
  - Date of 1999: Begin Date End Date Total Hours In-Res. Dist. Rm/Ck Tuition Fees Yellow Ribbon (Y) Total amount of T&F VA paid to school (OS) Date VA records shows pmts were issued Date VA records shows pmts were issued Date Treasury shows school rec'd payments Overpayment (75B)
  - Certified: VA Field: 47 $18,810.00 $0.00 $0.00
  - VA Paid: $0.00 $0.00 $0.00 $0.00

Findings at School:

- Student Refund at School: GPA: Courses Apply to Degree? Y B&S: (06C) $107.50 MHA: (OSH or FFP) FALSE ROP: 0%
- Findings at School:
  - Date of 1999: Begin Date End Date Total Hours In-Res. Dist. Rm/Ck Tuition Fees Yellow Ribbon (Y) Total amount of T&F VA paid to school (OS) Date VA records shows pmts were issued Date VA records shows school rec'd payments Overpayment (75B)
  - Certified: VA Field: 47 $18,810.00 $0.00 $0.00
  - VA Paid: $0.00 $0.00 $0.00 $0.00

Findings at School:

- Student Refund at School: GPA: Courses Apply to Degree? Y B&S: (06C) $107.50 MHA: (OSH or FFP) FALSE ROP: 0%
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| Period Covered by Survey: | 08/01/16 to 05/31/17 |

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<th>BAH Year</th>
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<th>Fees</th>
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Findings at School:

<table>
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<th>B&amp;S: (OEO)</th>
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Findings at School:

Student Refund at School: GPA: Courses Apply to Degree? Y B&S: (OSU) MHA: (06H or FFP) 0/0% ROP: 0%

Date of 1999: Begin Date End Date Total Hours In-Res. Dist. Rm/Ck Tuition Fees Yellow Ribbon Total amount of T&F VA paid to school (06S) Date VA records shows payments were issued Date Treasury shows school received payments Overpayment (73B)

Certified: $0.00 $0.00 $0.00 $0.00

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<thead>
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<tr>
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<thead>
<tr>
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<tr>
<td>Begin Date</td>
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<tr>
<td>End Date</td>
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<tr>
<td>Total Hours</td>
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<td>Dist.</td>
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<tr>
<td>Tuition</td>
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<tr>
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<tr>
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**Program of Study:** HVAC

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**Name of Facility:** Retail Ready

**Facility Code:** 2-5-1363-43

**Period Covered by Survey:**

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**In-State Tuition & Fees Max:**

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<tbody>
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### Name of Facility:
- Retail Ready

### Facility Code:
- 2-5-1363-43

### Period Covered by Survey:
- 08/01/16 to 05/31/17

### Instate Tuition & Fees Max:

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#### Academic Year

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<th>Yellow Ribbon</th>
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### Findings at School:

#### Student Refund at School:

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<th>Courses Apply to Degree?</th>
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#### Date of 1999: Begin Date | End Date | Total Hours | Dist. Rm/Clk | Tuition | Fees | Yellow Ribbon |
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</thead>
<tbody>
<tr>
<td>2013</td>
<td>3/1/17</td>
<td>5/20/17</td>
<td>47</td>
<td>$15,655.10</td>
<td>$0.00</td>
<td>$0.00</td>
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</table>

#### VA Paid:

| $0.00 | $0.00 | $0.00 | $0.00 |

#### Date of 1999: Begin Date | End Date | Total Hours | Dist. Rm/Clk | Tuition | Fees | Yellow Ribbon |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
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<td>3/1/17</td>
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<td>47</td>
<td>$15,655.10</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

#### VA Paid:

| $0.00 | $0.00 | $0.00 | $0.00 |

#### Date of 1999: Begin Date | End Date | Total Hours | Dist. Rm/Clk | Tuition | Fees | Yellow Ribbon |
<table>
<thead>
<tr>
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<td>3/1/17</td>
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<td>47</td>
<td>$15,655.10</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
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#### VA Paid:

| $0.00 | $0.00 | $0.00 | $0.00 |

#### Date of 1999: Begin Date | End Date | Total Hours | Dist. Rm/Clk | Tuition | Fees | Yellow Ribbon |
<table>
<thead>
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<td>5/20/17</td>
<td>47</td>
<td>$15,655.10</td>
<td>$0.00</td>
<td>$0.00</td>
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#### VA Paid:

| $0.00 | $0.00 | $0.00 | $0.00 |
Name of Student: Haffner, Christopher  
Program of Study: HVAC

Chapter(s): 33
Eligibility Level: 1st 100%, 2nd NA

Name of Facility: Retail Ready
Facility Code: 2-5-1363-43

Period Covered by Survey: 08/01/16 to 05/31/17

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Instate Tuition &amp; Fees Max</th>
<th>BAH Year</th>
<th>Monthly BAH</th>
<th>Yellow Ribbon</th>
<th>School's Full-Time Undergrad Modifier</th>
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</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>$19,198.31</td>
<td>2013</td>
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<tr>
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<td>$20,235.02</td>
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<tr>
<td>2015-16</td>
<td>$21,084.89</td>
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<td>$1,758.00</td>
<td></td>
<td></td>
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<tr>
<td>2016-17</td>
<td>$21,970.46</td>
<td>2016</td>
<td>$1,956.00</td>
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</table>

Date of Birth: 7/29/42
Begin Date: 8/22/2016
End Date: 9/30/2016
Total Hours: 47
In-Res. Tuition: $16,310.00

Findings at School:

Student Refund at School: 0  
GPA: 3.5  
Courses Apply to Degree? Y  
B&S: (060)  
MHA: (06H or FFP)  
ROP: 0%  

Certified: 8/22/2016  
VA Paid: $0.00

Overpayment Date: Treasury shows Overpayment (75B)

Date of Birth: 7/29/42
Begin Date: 8/22/2016
End Date: 9/30/2016
Total Hours: 47
In-Res. Tuition: $16,310.00

Findings at School:

Student Refund at School: 0  
GPA: 3.5  
Courses Apply to Degree? Y  
B&S: (060)  
MHA: (06H or FFP)  
ROP: 0%  

Certified: 8/22/2016  
VA Paid: $0.00

Overpayment Date: Treasury shows Overpayment (75B)
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<th>Monthly BAH</th>
<th>Yellow Ribbon</th>
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<td>$21,970.46</td>
<td>2016</td>
<td>$4,779.00</td>
<td>22</td>
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</table>

Discrepancies: 1934

Date of 1999: 3/14/17

Findings at School:

Student Refund at School: No
GPA: 2.5
Courses Apply to Degree? Yes
B&S: (06C) $10,070.07
MHA: (06H or FFP) FALSE
ROP: 0%

Date of 1999: Begin Date 4/17/2017 End Date 5/26/2017
Certified: Yes
VA Paid: $20,059.00

Findings at School:

Student Refund at School: No
GPA: 2.5
Courses Apply to Degree? Yes
B&S: (06C) $10,070.07
MHA: (06H or FFP) FALSE
ROP: 0%

Date of 1999: Begin Date 4/17/2017 End Date 5/26/2017
Certified: Yes
VA Paid: $20,059.00

Findings at School:

Student Refund at School: No
GPA: 2.5
Courses Apply to Degree? Yes
B&S: (06C) $10,070.07
MHA: (06H or FFP) FALSE
ROP: 0%
<table>
<thead>
<tr>
<th>Name of Student:</th>
<th>Herwi, James</th>
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<tbody>
<tr>
<td>Program of Study:</td>
<td>HVAC</td>
</tr>
<tr>
<td>Chapter(s):</td>
<td>33</td>
</tr>
</tbody>
</table>

**Eligibility Level**
- 1st: 100%
- 2nd: NA

**Certification Status**
- 1534 Line
- Action: OK

**Period Covered by Survey**
- 08/01/16 to 05/31/17

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Instate Tuition &amp; Fees Max:</th>
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<th>School's Full-Time Undergrad. Modifiers</th>
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**Findings at School**

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<th>B&amp;S: (06C)</th>
<th>MHA: (06H or FFP)</th>
<th>ROP:</th>
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<tbody>
<tr>
<td></td>
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**Date of VA Paid**
- 11/7/2016
- 12/16/2016
- $20,059.00
- $0.00
- $0.00
- $0.00

**Overpayment**
- (758)

**Student Refund at School**

<table>
<thead>
<tr>
<th>Date of 1999</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Total Hours</th>
<th>In-Res.</th>
<th>Dist.</th>
<th>Rm/Ck</th>
<th>Tuition</th>
<th>Fees</th>
<th>Yellow Ribbon</th>
<th>Total amount of VA paid to school</th>
<th>Date VA records shows pmts were issued</th>
<th>Date Treasury shows school rec’d pmts</th>
<th>Overpayment</th>
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</thead>
<tbody>
<tr>
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**Date of VA Paid**
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- $20,059.00
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**Overpayment**
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**Student Refund at School**

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**Date of VA Paid**
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- 12/16/2016
- $20,059.00
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**Overpayment**
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**Student Refund at School**

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<tr>
<td>Academic Year</td>
<td>Instate Tuition &amp; Fees Max.</td>
<td>BAH Year</td>
<td>Monthly BAH</td>
<td>Yellow Ribbon</td>
<td>School's Full-Time Undergrad. Modifier</td>
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<td>Date Treasury shows payment was issued</td>
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Certified: 11/7/2016 12/16/2016

VA Paid: $20,059.00
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<tr>
<th>Name of Student:</th>
<th>Raysor Jr., Donda</th>
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<tbody>
<tr>
<td>Program of Study:</td>
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<tr>
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<table>
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<tr>
<th>Period Covered by Survey:</th>
<th>08/01/16 to 05/31/17</th>
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<tbody>
<tr>
<td>Academic Year</td>
<td>Inst. Tuition &amp; Fees Inc.</td>
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<tr>
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Findings at School:

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<table>
<thead>
<tr>
<th>Student Refund at School:</th>
<th>GPA:</th>
<th>Courses Apply to Degree?</th>
<th>B&amp;S:</th>
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<tbody>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>(060)</td>
<td>(06H or FFP)</td>
</tr>
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</tr>
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</table>

<table>
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<th>Begin Date</th>
<th>End Date</th>
<th>Total Hours</th>
<th>In-Res.</th>
<th>Dist.</th>
<th>Rm/Ck</th>
<th>Tuition</th>
<th>Fees</th>
<th>Yellow Ribbon</th>
</tr>
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<tbody>
<tr>
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Findings at School:

<table>
<thead>
<tr>
<th>Student Refund at School:</th>
<th>GPA:</th>
<th>Courses Apply to Degree?</th>
<th>B&amp;S:</th>
<th>MHA:</th>
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<tbody>
<tr>
<td></td>
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<td></td>
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<td>(06H or FFP)</td>
</tr>
<tr>
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<table>
<thead>
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<th>Begin Date</th>
<th>End Date</th>
<th>Total Hours</th>
<th>In-Res.</th>
<th>Dist.</th>
<th>Rm/Ck</th>
<th>Tuition</th>
<th>Fees</th>
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<tbody>
<tr>
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</table>
Name of Student: Ward, Antonio  
Program of Study: HVAC

Chapter(s): 33  
Eligibility Level: 1st  
100%  
03/11/15  
Prior Credit: NA  
T&O Status: NA

Amount of Benefits Transferred: NA

Name of Facility: Retail Ready  
Facility Code: 2-5-1383-43

Period Covered by Survey:  
08/01/16 to 05/31/17

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Inst. Tuition &amp; Fees Max.</th>
<th>BAH Year</th>
<th>Monthly BAH</th>
<th>Yellow Ribbon</th>
<th>Total of TSFP VA paid to school (065)</th>
<th>Data VA records show payments were issued</th>
<th>Date Treasury shows school received payments</th>
<th>Overpayment (75B)</th>
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<tbody>
<tr>
<td>2013-14</td>
<td>$19,198.31</td>
<td>2013</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2014-15</td>
<td>$20,235.02</td>
<td>2014</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015-16</td>
<td>$21,084.89</td>
<td>2015</td>
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<tr>
<td>2016-17</td>
<td>$21,970.46</td>
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</table>

Date of 1999: 6/18/16  
Begin Date: 6/23/2016  
End Date: 9/30/2016  
Total Hours: 47  
In-Res. Dist.: 47  
Tuition: $18,510.00  
Fees: $0.00  
Clock: 1934 Line  
Action: TBD was made up on 9/27 - week of graduation

He graduated of 1999/06 reported completion

Certified: 9/30/2016  
VA Paid: $0.00  

Findings at School:

Student Refund at School: N/A  
GPA: 77  
Courses Apply to Degree?: Y  
B&S: 060  
107.9  
MHA: (06H or FFP) FALSE  
ROP: 0%

Date of 1999: 6/18/16  
Begin Date: 6/23/2016  
End Date: 9/30/2016  
Total Hours: 47  
In-Res. Dist.: 47  
Tuition: $18,510.00  
Fees: $0.00  
Clock: 1934 Line  
Action: TBD was made up on 9/27 - week of graduation

Certified: 9/30/2016  
VA Paid: $0.00  

Findings at School:

Student Refund at School: N/A  
GPA: 77  
Courses Apply to Degree?: Y  
B&S: 060  
107.9  
MHA: (06H or FFP) FALSE  
ROP: 0%

Date of 1999: 6/18/16  
Begin Date: 6/23/2016  
End Date: 9/30/2016  
Total Hours: 47  
In-Res. Dist.: 47  
Tuition: $18,510.00  
Fees: $0.00  
Clock: 1934 Line  
Action: TBD was made up on 9/27 - week of graduation

Certified: 9/30/2016  
VA Paid: $0.00  

Findings at School:

Student Refund at School: N/A  
GPA: 77  
Courses Apply to Degree?: Y  
B&S: 060  
107.9  
MHA: (06H or FFP) FALSE  
ROP: 0%

Date of 1999: 6/18/16  
Begin Date: 6/23/2016  
End Date: 9/30/2016  
Total Hours: 47  
In-Res. Dist.: 47  
Tuition: $18,510.00  
Fees: $0.00  
Clock: 1934 Line  
Action: TBD was made up on 9/27 - week of graduation

Certified: 9/30/2016  
VA Paid: $0.00  

Findings at School:

Student Refund at School: N/A  
GPA: 77  
Courses Apply to Degree?: Y  
B&S: 060  
107.9  
MHA: (06H or FFP) FALSE  
ROP: 0%

Date of 1999: 6/18/16  
Begin Date: 6/23/2016  
End Date: 9/30/2016  
Total Hours: 47  
In-Res. Dist.: 47  
Tuition: $18,510.00  
Fees: $0.00  
Clock: 1934 Line  
Action: TBD was made up on 9/27 - week of graduation

Certified: 9/30/2016  
VA Paid: $0.00  

Findings at School:
**Compliance Survey Worksheet**

<table>
<thead>
<tr>
<th>Name of Student:</th>
<th>Wills Jr., Kelly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program of Study:</td>
<td>HVAC</td>
</tr>
<tr>
<td>Chapter(s):</td>
<td>33</td>
</tr>
<tr>
<td>ELIGIBILITY LEVEL</td>
<td>1st 100%</td>
</tr>
<tr>
<td>ENROLLMENT DATE:</td>
<td>11/26/13</td>
</tr>
<tr>
<td>Prior Credit:</td>
<td>CISS/CCSE</td>
</tr>
<tr>
<td>TOE Status:</td>
<td>NA</td>
</tr>
<tr>
<td>Amount of Benefits Transferred:</td>
<td>NA</td>
</tr>
</tbody>
</table>

**Name of Facility:** Retail Ready

**Discrepancies:** 1934 Line Action: [OK]

**Period Covered by Survey:**

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Install Tuition &amp; Fees Max</th>
<th>BAH Year</th>
<th>Monthly BAH</th>
<th>Yellow Ribbon</th>
<th>School's Full-Time Undergrad. Modifier</th>
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<tbody>
<tr>
<td>2013-14</td>
<td>$19,198.31</td>
<td>2013</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>2014-15</td>
<td>$20,235.02</td>
<td>2014</td>
<td></td>
<td>$1,779.00</td>
<td></td>
</tr>
<tr>
<td>2015-16</td>
<td>$21,084.89</td>
<td>2015</td>
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<td>$1,795.00</td>
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</tr>
<tr>
<td>2016-17</td>
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<td>$1,905.00</td>
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</table>

**Date of 1999:**

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Total Hours</th>
<th>In-Res.</th>
<th>Dist.</th>
<th>Tuition</th>
<th>Fees</th>
<th>Yellow Ribbon (OY)</th>
<th>Total amount of T&amp;F VA paid to school (OYS)</th>
<th>Date VA records shows pmts were issued</th>
<th>Date Treasury shows school rec'd pmts</th>
<th>Overpayment (758)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/17/2017</td>
<td>5/26/2017</td>
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<td>$20,058.00</td>
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</table>

**Findings at School:** 1999 b dated 4/2/17 eff 5/26/17 (end of term) made up on 5/26/17

**Student Refund at School:** GPA: 79 Courses Apply to Degree? Y B&S: (060) MHA: 19.05 FALSE ROP: 100%

**Date of 1999:**

<table>
<thead>
<tr>
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<th>Total Hours</th>
<th>In-Res.</th>
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<th>Fees</th>
<th>Yellow Ribbon (OY)</th>
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<th>Overpayment (758)</th>
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<tbody>
<tr>
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<td>$0.00</td>
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</tbody>
</table>

**Findings at School:** GPA: Courses Apply to Degree? Y B&S: (060) MHA: 0% FALSE ROP: 0%

**Date of 1999:**

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Total Hours</th>
<th>In-Res.</th>
<th>Dist.</th>
<th>Tuition</th>
<th>Fees</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Findings at School:** GPA: Courses Apply to Degree? Y B&S: (060) MHA: 0% FALSE ROP: 0%
June 16, 2017

Mr. Jon Davis, Director
Retail Ready Career Center, Inc.
2800 Kingsley Road, Suite #103
Garland, Texas 75041

Dear Mr. Davis:

Thank you for the courteous assistance during the Texas Veterans Commission compliance survey conducted at your school on June 8, 2017. This letter will provide you with information about the following:

- What we reviewed.
- What we found.
- What we have done.
- What you should do.
- Where to obtain additional information.

What We Reviewed

This was a routine compliance survey. We examined the record of 21 non chapter 31 VA-supported students who are currently enrolled or were recently enrolled at Retail Ready Career Center, Inc.

What We Found

The records reviewed were in excellent order. No discrepancies were found in the students' records.
What We Have Done

• We have updated our administrative records to indicate the findings and results of this compliance survey.

• We have determined that the results of this compliance survey justify our scheduling the next VA compliance survey at your school on a routine cycle.

What You Should Do

No written response to this letter is required. I extend my appreciation to you and your entire staff for your service provided to our veterans and beneficiaries. We believe that the VA-supported students at Retail Ready Career Center, Inc. are being well served.

Where to Obtain Additional Information

If you have questions concerning this compliance survey, you may address them to Ms. Linda Alexander, Program Specialist at 972/768-0442 or by email at Linda.alexander@tvc.texas.gov.

Thank you for your continued support of VA education benefits programs.

Sincerely,

Linda Alexander
for
Tammy Micallef
Director, Veterans Education
Texas Veterans Commission

LA:NCD:S1244
VA Form 22-1998

Name: RETAIL READY CAREER CENTER INC
Address 1: 2800 W KINGSLEY STE 103
Address 2:
Address 3:
City/State/Zip: GARLAND, TX 75041
County:
Foreign Postal Code:
State/Province:
Country: USA
Mil. Post Office:
Mil. Address:
Phone: Type Number
Daytime (888) 537-6640
E-Mail: JON.DAVIS@RRCFUTURE.COM
Facility Code: 25136343
Status: Approved on 08/04/2014
Revision Date: 06/22/2016
App Law: 3 - Approved For All
Branch Location:
Advanced Payments: Y VA Checks To: Y
Catalog: Catalog Years
2 2015-2016
Full Time Undergraduate: 22
Graduate:
Full Time Clock Modifier:
Enrollment Limit: 848
All Courses Limited
Enrollment Limit Indicator:
Independent Study: N Cooperative: N
Practical Training:
https://webapps.vba.va.gov/wcams/displayReport.do
05/08/2017
Distance Learning: Remedial N
Training: Accreditation: N
Air Agency Title VI: Compliance
Cert. Date: Established
Reporting VA-ONCE: Y
Fee Eligible: Pay List: Y
Executive Order 13607:

ELR: First Name Last Name Phone Number
MICHELLE NELSON (254)2999732 ext.
JAMES GAMMON (214)3250380 ext.
AIRIAL RILEY
RAY BUTLER
DAWNE DIVINE
ANNETTE FRANKLIN (254)2999421 ext.

FORMERLY SUITE 300. AMENDED APPROVAL, APP REVISED
CAT EXHIBITS AND CHANGE OF SUITE NUMBER, SAME
STREET ADDRESS EFF 6/22/16. REV CERT OFFICIALS PER
8794 DATED 8/10/16. UPD 8794 EFF 10/20/16. UPD 8794 EFF
04/04/17. UPD 8794 EFF 04/10/17. UPD 8794 EFF 04/19/17.

Facility Codes
Campus Name Facility Code Main Branch Indicator
RETAIL READY CAREER CENTER INC 25136343 Y

Certifying Officials
Name Title Status Priority
JON DAVIS ADMISSIONS DIRECTOR APRVD Primary
CATHY WAITE FINANCIAL AID COUNSELOR APRVD Secondary
AMANDA TREMILLO FINANCIAL AID COUNSELOR APRVD Secondary
AMY FREEMAN FINANCIAL AID COUNSELOR APRVD Secondary
JUSTIN KRAUSE COMPLIANCE LIAISON APRVD Secondary
CHERIE VANDERBURG FINANCIAL AID COUNSELOR APRVD Secondary

https://webapps.vba.va.gov/weams/displayReport.do 05/08/2017
## NCD Programs

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<th>Type</th>
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<th>Length</th>
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<th>Full Time</th>
<th>Mode</th>
<th>Effective Date</th>
<th>Withdrawal</th>
<th>Remarks</th>
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<tr>
<td>553</td>
<td>D</td>
<td>COMPUTER REPAIR TECHNICIAN</td>
<td>96</td>
<td>C</td>
<td>22</td>
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<tr>
<td>510</td>
<td>D</td>
<td>HVAC MAINTENANCE READY TECH</td>
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<td>22</td>
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<td>08/04/2014</td>
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</table>

**Remarks:**

- ELR or Designee

---

https://webapps.vba.va.gov/weams/displayReport.do 05/08/2017
Good afternoon Jon,

I am confirming our communication regarding our VA records review for Retail Ready on Thursday June 8, 2017 at 10:00 A.M.

Based on the number of VA supported students at your facility, I will need the following records:

<table>
<thead>
<tr>
<th>SSN</th>
<th>Name</th>
<th>CH</th>
<th>SSN</th>
<th>Name</th>
<th>CH</th>
<th>SSN</th>
<th>Name</th>
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<td>GRIMES</td>
<td>33</td>
<td>33</td>
<td>HAMILTON</td>
<td>33</td>
<td>33</td>
<td>WILLS</td>
</tr>
</tbody>
</table>

In addition, it is also required for me to obtain the following information for each student, where applicable:

- Application for Admission
- Program Curriculum
- Students Unofficial Transcript
- Tuition and Fees Payment Ledger
- Registration Information
- Drop/Add Slips
- Evidence of Remedial Training
- Prior Credit Evaluations
- Yellow Ribbon enrollment agreement & roster
- Schedule of Tuition and Fees
- One Copy of a Catalog and Schedule of Classes (Residence and Distance)
- All VA related paperwork
STUDENT INTERVIEWS MAY BE CONDUCTED. Effective January 2011, VA will be conducting face-to-face interviews with Veteran students as part of our compliance visit protocol. Please provide a private office to use for these meetings. In order to ensure an opportunity for all Veteran students to meet with a VA representative, I am asking that you send the following email to all the active Chapter 30 (VRAP), 33, 35, 1606-1607 veteran students in advance of my visit:

The Veteran representative will be available on Thursday June 8, 2017 at 11:30 A.M. to conduct individual interviews. These interviews will focus on your experience at our school, not on individual benefit issues. I encourage you to participate. Please remember for benefit issues please call 1-888-GIBILL-1. Participation is strictly voluntary.

If your facility/school participates in Principles of Excellence initiative (if applicable), please complete the attached form and have it available at the visit and/or be prepared to discuss.

As well, please complete the attached 85-15 Computation Form for all approved programs and have it available at the visit.

In addition, please provide the file of one (1) non-veteran student for review at the visit.

Thanks again. See you on Thursday June 8, 2017 at 10:00 A.M.

Please reply to this e-mail to let me know you have received this.

Call or email me if you have any questions, (972) 768-0442, or at Linda.alexander@tvc.texas.gov.

Respectfully,

Linda Alexander
Program Specialist - Dallas Region
Texas Veterans Commission
Veterans Education Program
972/768-0442 Voice
214/227-4009 Fax
Email: Linda.Alexander@tvc.texas.gov
Website: www.tvc.texas.gov
Jasper Petrello  
former employee  
De admissions

Jeff - Accounting - not affiliated with finance

There until Thursday - his choice

Froze everything can't pay payroll

People sat around - all files were taken - they didn't have anything to do

All of its files taken as well.

1HUC company
finance - (JW)

Sponsored students

Basically funding 100

of students - (UA students)
Perry Northcutt
Director of Admission 9/2010 - Jan
Demoted 9/1/11 Feb
Training Manager

Knew he was getting very ugly for Jon
Brownlee's expected first worked /2015 - Adm Counselo
Worked for Clayton Hobbs until Hobbs

Hear about job from g friend of Jon Davis - Shady friend

Admission Counselor Told vets no packet
V e G1 Benefits going after V e
Going at v ve - if vet said

PAID Commission to U I C $300 per student
Marketing Mater Po
ted

message advisors Davis Hobbs
Told had to Relinquish

for Pos 9/11

Big Job

Trades United

Paying invoices to trades united sister's business
Perry

could I to help
shady thing on purchasing equipment
through company v take to personal residents

John in touch w/ Linda Aleman - perso
what John was in con w
b age w/linda - Bob had Rebar
relationship - things done through Lind

no gifts to to help ng

At begi 404 told at 4
knew John was shopping for
stay put look to

wants per weeks - greed

M equipment in

labs old to im late Real

Tools - charg / what was paid excess
T 1700 /cos student 7000 /per v charged

in beginning scholarships covered remaining balance
ADMISSIONS higher Presidential scholarships
VA ugh win 4th can do that real

Do it until VA says no - families

Bob he & John had signed paperwork that he wasn't a par the off-site school
Grinstead, Beran
Benjamin Gaines

Went to school
3/2015 → Post 1911 Gibb
4/2015 → Exhausted by CH 33

Living: subpar - hotels moved due to pest control issues
Next hotel: not better - making profit.
In course catalog: break down of fees
Catered breakfast/lunch: $175 cash/week for dinner
McDonald's: sausage biscuits

Level of education was much better than now: now students get substandard education

Learned skills for maintain/service tech

14 jobs
Bait and switch admissions tactics
Pseudo companies - sister funnel students to program
Post job openings - no experience hiring
Student calls - no experience necessary. Recommend Retail ready - then hook w/B&L then tell them a job
No guarantee.
ER has deals w/ companies - service experts of Dallas
makes it sounds like they have jobs - they don't
4/15/15 - 3/38/14
Raw Placement Department - got fired when Big Jobs opened. 370 vets - placement rate 76.5% - honest - reported to TWC went way over 84 students - last class started 180 students 4/1/14

Director of Facilities - 20000 sq ft remodel
Jon Davis directed him to fire go cartel
fuck it need 180 students

Computer Repair Tech Class
had deal w/ Dell for tech

Robert Saunders - Red flags - self proclaimed successful ally - told what he didn't need to be working - not "BAR" ally owns software only - partner is in jail - drugs - uses title but does
Pseudo companies - Jon bankrolls - opened companies in her name.

Any students - not vets - Rarely - 85/15 used scholarships to violation of 85/15 - one paid & it was relative Scholarship 15 07 to Post 9/11

Cynthia Luna - Saunders talked about her dealing w/ TVC & TWC Christmas 2015 - sent extensive gift baskets to TVU V Rep's

Got phonecall Monday harl Oxner Benjamin's staff member old timer in touch w/ peep still gonna pick up & move - Davis has had businesses that disappeared

Davis Ties w/ Mike Woodward 1st day student - A dropped off 30 vets - nobody where already felt lie it was funky guy / eats McD's & Federal prison for Ponzi scheme
Went w/ Clay Hodges, Sam
went on man trip
chartered re
4/20/17
Miguel Coras - Retail Ready Investigator

Send as much info as possible

Victoria / Flying Tigers

Jeremy Richardson - Army 4
2014 Jan-Feb - California - came from
2 classes into one session pdl ch 30 to
ADD ON INTERNET
Told him he had CT
Top grads get he received
Flew to Tex Peach Motel
Worked @ Co Y Services - had to relocate family
To Texas - Rough no training on job
Retail Ready did not prepare me

President got arrested Ponzi scheme
Retail Ready - Dennis Savelio

attended - 2015 around Jan/Feb

was called by the school - lived in Spanaway Washington
they flew you
stayed @ a hotel.

They said they were going to help us leave as a job
never happened.
only 4-6 weeks
took more than 16 weeks of post 9/11
no job - flew him back guaranteed job
but never happened

Not good quality of education - no legit
Crash course - fast paced - just pushing
students through.

Equipment - gauges, backpack, tools
mini ipad

No documentation -

B did that I went to school with gave him
my number
waste of time, took money & made u feel li
getting a job.
Retail Ready

Michael Wissman

attended June 2014

feel that he was robbed

Scam $21K money job
go ou schoo in ews I denied

construction company - g job - no g to
do w hvac - did allow

single dad

came from El Pa - tra portion
3/26/17
Linda Alexander

Staff survey - if there are any special instructions for most added additional using input.

Just to do compliance survey - want to go with.

Didn't look for occupancy - did have NOC certification.

Huge facility - designed differently.
Classrooms amazing - regular classes.
All kinds of alc units.

Initially VA requested visits - treat as to instead.

Always a challenging kind of tricky.

Yes - 700 students.
From: Jon Davis  
Sent: Thursday, September 29, 2016 1:23 PM  
To: Karen Wyatt <karen.wyatt@tvc.texas.gov>  
Cc: Linda Alexander <linda.alexander@tvc.texas.gov>; Clayton Hobbs <clayton.hobbs@rrcfuture.com>  
Subject: FW: follow-up after VA compliance visit

Ms. Wyatt,

I wanted to make sure that you received the following email. I think I may have sent it to Clay twice by mistake and left you off the original. Please advise if we need additional materials, clarification or you need additional documentation.

Respectfully,
Ms. Wyatt,

We did have our Technical Assistance site visit with Ms. Alexander today and as requested I have attached our statement of agreement on our letterhead. Please advise if we need additional materials, clarification or you need additional documentation.

Respectfully,

Jon Davis

From: Jon Davis <jon.davis@rrcfuture.com>
Date: Thursday, September 22, 2016 at 2:34 PM
To: "Clayton Hobbs," <clayton.hobbs@rrcfuture.com>
Cc: "Clayton Hobbs," <clayton.hobbs@rrcfuture.com>, Linda Alexander <linda.alexander@tvctexas.gov>
Subject: Re: follow-up after VA compliance visit
Begin forwarded message:

From: Karen Wyatt <karen.wyatt@tvc.texas.gov>
Date: September 15, 2016 at 12:28:58 PM CDT
To: "clayton.hobbs@rrcfuture.com" <clayton.hobbs@rrcfuture.com>
Subject: follow-up after VA compliance visit

Mr. Hobbs,

Good afternoon, I just phoned your facility and hoped to chat with you. I received the attached letter from the Department of Veterans Affairs (VA), noting the discrepancies found at the recent compliance survey conducted (08/29/16), and asked to contact you.

- To best assist you address these, a member of our field staff will be contacting you to set-up a Technical Assistance visit on site – we have a due date of 09/22, and your assistance to complete is appreciated.

- I will also request a statement of agreement and recap of your plan (on letterhead) to address the deficiencies found in the VA letter of notice. Please plan to submit to me by end of day, Fri, Sept 22, 2016.

If you have any questions, please feel free to contact me with any questions.

Take care,

Karen Wyatt, MAA

Program Specialist, Veterans Education
Texas Veterans Commission
P.O. Box 12277
Austin, Texas 78711-2277
Phone: (512)463-3702
Fax: (512) 463-3932
Email: karen.wyatt@tvc.texas.gov
Website: www.tvc.texas.gov
I. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Income Taxes (Continued)

Accounting principles generally accepted in the United States of America require management to evaluate tax positions taken by the Company and recognize a tax liability (or asset) if the Company has taken an uncertain position that more likely than not would not be sustained upon examination by the Internal Revenue Service. Management has analyzed the tax positions taken by the Company, and has concluded that as of December 31, 2015 there are no uncertain positions taken or expected to be taken that would require recognition of a liability (or asset) or disclosure in the financial statements. However, the conclusions regarding accounting for uncertainty in income taxes will be subject to review and may be adjusted at a later date based on factors including, but not limited to, ongoing analysis of tax laws, regulations, and interpretations thereof. With few exceptions, the Company is no longer subject to income tax examinations by the U.S. federal, state or local tax authorities for years before 2014. There was no accrued interest or penalties associated with uncertain tax positions as of December 31, 2015.

From time to time, the Company can be audited by taxing authorities. These audits could result in proposed assessments of additional taxes. Management believes that its tax positions comply with all material respects with applicable tax law. However, tax law is subject to interpretation, and interpretations by taxing authorities could be different from those of management, which could result in the imposition of additional taxes.

Texas franchise tax is assessed on the taxable margin apportioned to Texas. As the tax base for computing the Texas franchise tax is derived from an income-based measure, management has determined that the franchise tax is an income tax.

Compensated Absences

Certain employees of the Company are entitled to paid vacation, sick days and personal days off. It is impracticable to estimate the amount of compensation for future absences and accordingly no liability has been recorded in the accompanying financial statements. The Company’s policy is to recognize the costs of compensated absences when actually paid.

Tuition and Fees

Tuition and fees are reported at established rates, net of financial aid and tuition remissions provided to students. Deferred tuition and fees consist of payments received before services are provided. Tuition and fees are recognized in the period in which the related educational instruction is performed. The portion of payments received relating to future services is recorded as deferred tuition and fees in the accompanying statements of financial position. Receivables are expected to be collected within one year.

Advertising and Marketing Costs

Advertising and marketing costs are expensed as incurred. Advertising and marketing expense was $498,440 for the year ended December 31, 2015.

Use of Estimates

In preparing the Company’s financial statements, management is required to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from these estimates.
2 PROPERTY AND EQUIPMENT

Major classifications of property and equipment and their respective depreciable lives are summarized below:

<table>
<thead>
<tr>
<th>Estimated</th>
<th>Service Lives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Furniture and fixtures</td>
<td>5 years 153,488</td>
</tr>
<tr>
<td>Lab equipment</td>
<td>5 years 42,129</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>Life of lease 488,462</td>
</tr>
<tr>
<td>Less accumulated depreciation and amortization</td>
<td>684,079</td>
</tr>
<tr>
<td>Construction in process</td>
<td>125,483</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
</tr>
<tr>
<td></td>
<td>$ 805,438</td>
</tr>
</tbody>
</table>

3. COMMITMENTS AND CONTINGENCIES

Leases

The Company conducts operations from leased premises, which include instructional space, administrative offices, and parking facilities. This lease provides that the Company pay taxes, maintenance, insurance, and certain other operating expenses. This lease also provides for (a) two renewal options of sixty months each based on the prevailing fair market rental rate and (b) an option to purchase, at fair value, the building during the initial lease term, subject to certain restrictions and conditions. Total rent expense for the year ended December 31, 2015 was $171,021, which consists primarily of minimum rentals. Management expects that in the normal course of business, leases that expire will be renewed or replaced by other leases.

Minimum future rental commitments under all non-cancelable leases having terms in excess of one year are as follows for the years ended December 31:

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>$154,000</td>
</tr>
<tr>
<td>2017</td>
<td>$154,000</td>
</tr>
<tr>
<td>2018</td>
<td>$154,000</td>
</tr>
<tr>
<td>2019</td>
<td>$115,600</td>
</tr>
<tr>
<td>Thereafter</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$577,500</td>
</tr>
</tbody>
</table>

4. CONCENTRATIONS

The Company receives tuition funding for veteran students from the Department of Veteran Affairs. The Company’s revenues for the year ended December 31, 2015, were 93% of total revenues.

The Company’s operations are within the North Texas area. Therefore, results of operations and collectability of receivables are subject to economic conditions of the area.

5. RELATED PARTY TRANSACTIONS

Included in related party receivable in current assets at December 31, 2015 is $360,000 which represents advances to a stockholder which are expected to be repaid during 2016.
6. SUBSEQUENT EVENTS

Management has evaluated subsequent events through June 10, 2016, the date the financial statements were available to be issued.

Effective January 1, 2016, Company established a salary deferral plan under Section 401(k) of the Internal Revenue Code which provides retirement benefits to all eligible employees. The plan provides for employer matching contributions as well as contributions by the Company in such amounts as the Board of Directors may determine annually.
Bank of America

Customer Receipt

All items are subject to verification, collection, and conditions of the Rules and Regulations of this Bank and as otherwise provided by law. Payments are accepted when credit is applied to outstanding balance, not upon issuance of this receipt. Transactions received after the Bank's posted cut-off time on Saturday, Sunday, and Bank Holidays, are dated and considered received as of the next business day.

Please keep the receipt until you receive your account statement.

Thank you for banking with Bank of America.

Save time with fast, reliable deposits, withdrawals, transfers and more at thousands of convenient ATM locations.

Member FDIC 95-14-20238 10-2012

Transaction

Date: 10/11/2016
Time: 12:46
Entity: WTX CC

Deposit
$10,000.00

Bank of America

Customer Receipt

All items are subject to verification, collection, and conditions of the Rules and Regulations of this Bank and as otherwise provided by law. Payments are accepted when credit is applied to outstanding balance and not upon issuance of this receipt. Transactions received after the Bank's posted cut-off time on Saturday, Sunday, and Bank Holidays, are dated and considered received as of the next business day.

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Member FDIC 95-14-20238 10-2012

Transaction

Date: 10/12/2016
Time: 12:46
Entity: WTX CC

Deposit
$10,000.00
**Financial Statement Review Sheet**

**TWC**

**Retail Ready Career Center**  
(Name of school)

**(School #): #0468**  

**FYE:** 31-Dec  
**Information for the Year Ended:** 7/6/2016  
**Request:** Annual  
**Revd.:** 6/28/2017  
**TWC Contact:** Cameron, Lisa

**Ownership:**  
Single Proprietor  
Partnership  
Corporation  
Parent Company

**Type:**  
Audited  
Reviewed  
Compilied  
Income Tax

**Recommendation:**  
Issue  
Renew  
Deny

<table>
<thead>
<tr>
<th>Date</th>
<th>Initiated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received</td>
<td>6/28/2017</td>
</tr>
<tr>
<td>Reviewed</td>
<td>6/28/2017</td>
</tr>
<tr>
<td>Returned</td>
<td>6/28/2017</td>
</tr>
</tbody>
</table>

**COMPOSITE SCORE:**  
(If score is 1.5 or greater, no other information is required)

**CALCULATION OF CURRENT RATIO:**

<table>
<thead>
<tr>
<th>Current Assets</th>
<th>Current Liabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>$6,873,780.00</td>
<td>$6,795,523.00</td>
</tr>
<tr>
<td>Stockholders receivables: 30.00</td>
<td></td>
</tr>
<tr>
<td>Unearned Tuition: 0.00</td>
<td></td>
</tr>
</tbody>
</table>

**BALANCE:** $8,673,780.00  

**CURRENT RATIO:** 1.01 : 1

| EQUITY: $1,483,603.00 | NET INCOME: $6,346,300.00 | OTHER: |
| Goodwill: |

**Tuition Amount (List separately for multiple schools):** $51,969,000.00

**COMMENTS:**
INDEPENDENT AUDITORS' REPORT

Board of Directors
Retail Ready Career Center, Inc.
Garland, Texas

We have audited the accompanying financial statements of Retail Ready Career Center, Inc. (a Delaware corporation), which comprise the balance sheet as of December 31, 2016, and the related statements of earnings, changes in stockholder's equity, and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.
Board of Directors
Retail Ready Career Center, Inc.

Opinion
In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Retail Ready Career Center, Inc. as of December 31, 2018, and the results of its operations and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

CliftonLarsonAllen LLP
Dallas, Texas
Texas License PC5624
June 20, 2017
RETAIL READY CAREER CENTER, INC.
BALANCE SHEET
DECEMBER 31, 2016

**ASSETS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$4,245,237</td>
</tr>
<tr>
<td>Tuition and Fees Receivable, Net of Allowance</td>
<td></td>
</tr>
<tr>
<td>for Doubtful Accounts of $1,360,000</td>
<td></td>
</tr>
<tr>
<td>Related Party Note Receivable</td>
<td></td>
</tr>
<tr>
<td>Inventories</td>
<td></td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td></td>
</tr>
<tr>
<td><strong>PROPERTY AND EQUIPMENT, NET</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>$6,873,790</td>
</tr>
<tr>
<td><strong>LIABILITIES AND STOCKHOLDER'S EQUITY</strong></td>
<td></td>
</tr>
<tr>
<td><strong>CURRENT LIABILITIES</strong></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>$948,508</td>
</tr>
<tr>
<td>Accrued Franchise Tax</td>
<td></td>
</tr>
<tr>
<td>Accrued Payroll</td>
<td></td>
</tr>
<tr>
<td>Accrued Cancellations</td>
<td></td>
</tr>
<tr>
<td>Deferred Tuition and Fees</td>
<td></td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>$1,323,162</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td></td>
</tr>
<tr>
<td><strong>STOCKHOLDER'S EQUITY</strong></td>
<td></td>
</tr>
<tr>
<td>Common Stock, $0.01 par Value; 5,000 Shares Authorized:</td>
<td>$6,795,523</td>
</tr>
<tr>
<td>5,000 Shares Issued and Outstanding</td>
<td></td>
</tr>
<tr>
<td>Additional Paid-in Capital</td>
<td></td>
</tr>
<tr>
<td>Retained Earnings</td>
<td></td>
</tr>
<tr>
<td><strong>Total Stockholder's Equity</strong></td>
<td>$1,481,303</td>
</tr>
<tr>
<td><strong>Total Liabilities and Stockholder's Equity</strong></td>
<td></td>
</tr>
<tr>
<td><strong>$ 6,279,326</strong></td>
<td></td>
</tr>
</tbody>
</table>

See accompanying Notes to Financial Statements.
RETAIL READY CAREER CENTER, INC.
STATEMENT OF EARNINGS
YEAR ENDED DECEMBER 31, 2018

REVENUES
Student Tuition and Fees
Less: Scholarships
Less: Cancellations
Total Revenues, Net

OPERATING EXPENSES
Admissions
Cost of Educational Services
Placement
Depreciation and Amortization
Bad Debt Expense
General and Administrative
Total Operating Expenses

OPERATING INCOME

OTHER INCOME
Interest Income
Other Income
Total Other Income

INCOME BEFORE STATE FRANCHISE TAXES

STATE FRANCHISE TAX EXPENSE

NET INCOME

$ 44,864,640
(1,142,657)
(12,874,832)
30,546,951
31,789,808d

1,992,664
13,326,091
898,745
488,894
3,122,105
4,546,070
24,374,669

6,472,382

8,277
13,770
22,047

6,464,429
146,299

$ 6,348,200

See accompanying Notes to Financial Statements.
# Statement of Changes in Stockholder's Equity

**Year Ended December 31, 2016**

<table>
<thead>
<tr>
<th></th>
<th>Common Stock</th>
<th>Additional Paid-In Capital</th>
<th>Retained Earnings (Deficit)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BALANCE - DECEMBER 31, 2015</strong></td>
<td>5,000</td>
<td>$ 50</td>
<td>$ 2,450</td>
<td>$(53,777)</td>
</tr>
<tr>
<td>Net Income</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>6,348,200</td>
</tr>
<tr>
<td>Shareholder Distributions</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>(4,810,820)</td>
</tr>
<tr>
<td><strong>BALANCE - DECEMBER 31, 2016</strong></td>
<td>5,000</td>
<td>$ 50</td>
<td>$ 2,450</td>
<td>$ 1,491,303</td>
</tr>
</tbody>
</table>

*See accompanying Notes to Financial Statements.*
## CASH FLOWS FROM OPERATING ACTIVITIES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Income</td>
<td>$6,348,200</td>
</tr>
<tr>
<td>Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities:</td>
<td></td>
</tr>
<tr>
<td>Depreciation and Amortization</td>
<td>$488,594</td>
</tr>
<tr>
<td>Bad Debt Expense</td>
<td>$3,122,105</td>
</tr>
<tr>
<td>Changes in Assets and Liabilities:</td>
<td></td>
</tr>
<tr>
<td>Tuition and Fees Receivable</td>
<td>($3,325,881)</td>
</tr>
<tr>
<td>Inventories</td>
<td></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>($76,781)</td>
</tr>
<tr>
<td>Accrued Expenses</td>
<td>$584,804</td>
</tr>
<tr>
<td>Accrued Cancellations</td>
<td>$1,293,244</td>
</tr>
<tr>
<td>Deferred Tuition and Fees</td>
<td>$756,310</td>
</tr>
<tr>
<td>Net Cash Provided by Operating Activities</td>
<td>$1,397,094</td>
</tr>
</tbody>
</table>

## CASH FLOWS FROM INVESTING ACTIVITIES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property and Equipment Purchases</td>
<td>($1,088,662)</td>
</tr>
<tr>
<td>Funds Received from Related Party Advances</td>
<td>$300,000</td>
</tr>
<tr>
<td>Payments to Related Party Note Receivable</td>
<td>($2,300,000)</td>
</tr>
<tr>
<td>Net Cash Used by Investing Activities</td>
<td>($3,088,662)</td>
</tr>
</tbody>
</table>

## CASH FLOWS FROM FINANCING ACTIVITIES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shareholder Distributions</td>
<td>($4,310,620)</td>
</tr>
</tbody>
</table>

## NET INCREASE IN CASH AND CASH EQUIVALENTS

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents - Beginning of Year</td>
<td>$2,693,397</td>
</tr>
<tr>
<td>Cash and Cash Equivalents - End of Year</td>
<td>$1,546,040</td>
</tr>
<tr>
<td><strong>Net Increase in Cash and Cash Equivalents</strong></td>
<td><strong>$4,245,237</strong></td>
</tr>
</tbody>
</table>

## SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Paid During the Year:</td>
<td></td>
</tr>
<tr>
<td>State Franchise Taxes Paid</td>
<td>$34,803</td>
</tr>
</tbody>
</table>
NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Principal Business Activity
Retail Ready Career Center, Inc. (Company), was formed on May 31, 2013. The Company operates a training center in Garland, Texas that provides students with an education, hands-on training, and prepares students for Heating, Ventilation and Air Conditioning (HVAC) certification.

Revenue Recognition
Tuition and fees are reported at established rates, net of financial aid and tuition remissions provided to students. Deferred tuition and fees consist of payments received before services are provided. Tuition and fees are recognized in the period in which the related educational instruction is performed. The portion of payments received relating to future services is recorded as deferred tuition and fees in the accompanying balance sheets.

Concentration of Credit Risk
The Company's cash balance is maintained at one bank. At times, the balance at the bank may be in excess of federally insured limits.

Estimates
The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates. The most sensitive estimate affecting the financial statements was management's estimate of the allowance for doubtful accounts which is based on historical enrollments, historical nonpayments, and an analysis of the collectability of individual student accounts.

Cash and Cash Equivalents
The Company considers all highly liquid investments purchased with an original maturity of three months or less to be cash and cash equivalents. There were no cash equivalents at December 31, 2016.
NOTE 1  SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Tuition and Fees Receivable
The Company may provide financing to students for tuition and fees with payment terms generally at the prevailing market rates and terms. Receivables are reported at the unpaid balance less an estimated allowance for doubtful accounts. The receivables are not secured by collateralized assets. Management evaluates the collectability of receivables on a specific account basis using a combination of factors, including the age of the outstanding balance, evaluation of the student’s financial condition, and discussions with relevant Company personnel and with students directly. This assessment requires significant judgment. If conditions change, additional write-offs may be required. If accounts become uncollectible, they will be charged to the allowance for doubtful accounts when that determination is made. Recoveries of receivables previously written off are recorded when received. In the event of complete nonperformance by the students, the maximum exposure to the Company is the outstanding receivable balance at the date of nonperformance.

Related Party Note Receivable
The related party note receivable due from the stockholder as of December 31, 2016 represents an interest bearing, unsecured promissory note, maturing within one year.

Inventories
Inventories consist of tools and supplies that are given to students at the start of each session and are valued at the lower of cost (specific identification method) or market.

Property and Equipment
Property and equipment are stated at cost, less accumulated depreciation and amortization. Depreciation of property and equipment is generally calculated using straight line and accelerated methods over the estimated useful lives of the assets. Leasehold improvements are amortized over the estimated useful life of the asset or the respective lease term, whichever is shorter. The Company continually evaluates property and equipment, including leasehold improvements, to determine whether events and circumstances have occurred that may warrant revision of the estimated useful life or whether the remaining balance should be evaluated for possible impairment. Lives are as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>Life of Lease</th>
</tr>
</thead>
<tbody>
<tr>
<td>Furniture and Fixtures</td>
<td>5 Years</td>
</tr>
<tr>
<td>Lab Equipment</td>
<td>5 Years</td>
</tr>
<tr>
<td>Leasehold Improvements</td>
<td>Life of Lease</td>
</tr>
</tbody>
</table>

Expenditures for maintenance and repairs are charged against operations when incurred. Renewals and betterments that materially extend the lives of the assets are capitalized at cost. When property and equipment are sold or otherwise disposed of, the assets and related accumulated depreciation accounts are relieved, and any related gain or loss is included in operations.
NOTE 1  SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Refunds and Cancellations
Students are able to cancel their enrollment at any time and are entitled to a refund based on attendance and tuition paid to date. Total cancellations were $12,874,832 during 2016 of which $756,310 was accrued as of December 31, 2016 for cancellations not paid until the subsequent year.

Income Taxes
The Company has elected to be taxed as an S corporation under the Internal Revenue Code (IRC). Consequently, the stockholder reports his share of the Company’s taxable income in his individual income tax return. Therefore, no provision for federal income taxes has been included in the accompanying financial statements.

The Company’s income tax returns are subject to review and examination by federal and state authorities.

The Company evaluated its tax positions and determined it has no uncertain tax positions as of December 31, 2016.

Advertising Costs
Advertising costs are expensed as incurred. Advertising expense was $233,419 for the year ended December 31, 2016.

Subsequent Events
In preparing these financial statements, the Company has evaluated events and transactions for potential recognition or disclosure through June 20, 2017, the date the financial statements were available to be issued.

NOTE 2  PROPERTY AND EQUIPMENT

Property and equipment consists of the following at December 31, 2016:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Furniture and Fixtures</td>
<td>$322,804</td>
</tr>
<tr>
<td>Lab Equipment</td>
<td>68,280</td>
</tr>
<tr>
<td>Leasehold Improvements</td>
<td>1,577,380</td>
</tr>
<tr>
<td>Subtotal</td>
<td>1,965,244</td>
</tr>
<tr>
<td>Less: Accumulated Depreciation and Amortization</td>
<td>562,698</td>
</tr>
<tr>
<td>Net Property and Equipment</td>
<td>$1,402,546</td>
</tr>
</tbody>
</table>

Depreciation and amortization expense of property and equipment was $486,594 for the year ended December 31, 2016.
NOTE 3 RELATED PARTY TRANSACTIONS

The related party receivable totaling $2,300,000 at December 31, 2016 represents an interest-bearing, unsecured promissory note (6% per annum) from the sole shareholder and matures within one year.

The related party advances as of December 31, 2015 totaled $300,000 and are made up of noninterest bearing advances. Total amount was paid in 2016.

NOTE 4 EMPLOYEE BENEFIT PLANS

The Company initiated a 401(k) salary deferral plan beginning January 1, 2016. Employees may contribute up to the maximum allowed by the IRC. The Company may match an amount determined annually by the board of directors. The Company contributed $52,978 for the match in the year 2016. Employees are eligible to enroll after one year of employment.

NOTE 5 LEASES

The Company leases buildings and equipment under long-term lease agreements. The building leases are operating leases which expire in various years through 2019. Generally, the Company is required to pay executory costs such as property taxes, maintenance and insurance. Total rent expense for the year ended December 31, 2016 was $167,528 which consists primarily of minimum rentals.

Minimum lease payments for operating leases in future years are as follows:

<table>
<thead>
<tr>
<th>Year Ending December 31</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>$162,928</td>
</tr>
<tr>
<td>2018</td>
<td>162,928</td>
</tr>
<tr>
<td>2018</td>
<td>123,396</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$449,252</strong></td>
</tr>
</tbody>
</table>

NOTE 6 CONCENTRATIONS

The Company receives tuition funding for veteran students from the Department of Veteran Affairs (VA). Funding from the VA for the year ended December 31, 2016 was 84% of total revenues.
True and Correct Statement
Career Schools and Colleges

NOTE: This affidavit must accompany all compiled financial statements and annual income tax forms

This is to certify that I am authorized to make this affidavit, and the financial statement(s) is true and correct for the fiscal year ending:

December 31, 2016

(mm/dd/yyyy)

for Retail Ready Career Center

(name of school)

S4108

(school number)

Jan Davis

(Typed Name of Officer, Principal Owner or Board Member)

(Signature)

Notary

State of Texas

County of Dallas

witnesed.

Subscribed and sworn to me this (mm/dd/yyyy) 06/27/2017

My commission expires (mm/dd/yyyy) 06/11/2017

STAMP/SEAL

Signature of Notary

HEATHER MARIE VILLA
Notary Public, State of Texas
Comm. Expires 06-10-2021
Notary ID 131175707

Completed forms, inquiries, or corrections to the individual information contained in this form shall be sent to the TWC Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas 78778-0001, (512) 936-3100. Individuals may receive and review information that TWC collects about the individual by emailing to open.records@txw.state.tx.us or writing to TWC Open Records, 101 E. 15th St., Rm. 266, Austin, TX 78778-0001.

TWC CSC

JUN 28 2017

PREVIOUS EDITIONS OF THIS FORM WILL NOT BE ACCEPTED

CSC-046A
REV 06/15
Unearned Tuition Affidavit
Texas Workforce Commission – Career Schools and Colleges

Authority for Data Collection: Texas Education Code, Section 132.052 and Title 40, Texas Administrative Code, Section 807.35(a)(3) and Section 807.35(e).

I certify under penalty of law that I am authorized to make this report; that this report was prepared by me or under my supervision and direction; that I have carefully reviewed the data and facts as defined in the report concerning the maximum amount of unearned tuition, the projected maximum of unearned tuition, and the gross amount of Texas student tuition and fees, net of refunds as stated in this report; and, that the data is true, correct and complete.

PLEASE READ THE FOLLOWING CAREFULLY BEFORE Completing THE AFFIDAVIT

Unearned Tuition is the total maximum or projected maximum, based on enrollment or projected enrollment, at any given time during the period for which the certificate of approval is issued, of the following:
(A) refunds due former students;
(B) the total of all tuition and fees that have been or will be collected prior to graduation; and
(C) the total of any tuition collected in advance from prospective students.

<table>
<thead>
<tr>
<th>Maximum amount of unearned tuition</th>
<th>$3,617,968.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>(most recently completed fiscal year)</td>
<td></td>
</tr>
<tr>
<td>Projected maximum unearned tuition</td>
<td>$3,617,968.00</td>
</tr>
<tr>
<td>(current fiscal year)</td>
<td></td>
</tr>
<tr>
<td>Gross amount of Texas student tuition and fees, net of refunds</td>
<td>$30,848,851.00</td>
</tr>
<tr>
<td>(most recently completed fiscal year)</td>
<td></td>
</tr>
</tbody>
</table>

This information must be typed or clearly legible.

I understand that the attached documents are submitted to demonstrate compliance with the requirements of law to obtain or retain a certificate of approval and to calculate renewal fees, and as such, are public information. Therefore, with a privacy interest in the attached documents and discharge and exonerate the Texas Workforce Commission, its agents or representatives in the event that the information is released. Further, I certify that I have reviewed the documents attached to this affidavit, and that the attached documents and the data on this report are true, correct and unaltered copies of the documents originally filed with the United States Internal Revenue Service and are the annual income tax specifically filed for

Retail Ready Career Center
(Business enterprise or application) for the year ended December 31, 2016

STATE Texas
COUNTY Dallas

Sworn to and subscribed before me on this the 27th day of June, 2014.

Date Commission Expires (mm/dd/yyyy)

Notary Public

Completed forms, documents, or certificates or any other information contained in this form shall be sent to the TWC Career Schools and Colleges, 101 East 15th Street, Room 2185, Austin, Texas 78701-6801. Individuals may receive and review information that TWC collects about the individual by mailing to Open Records, 101 East 15th Street, Austin, Texas 78701-6801. TWC CSC
PREVIOUS EDITIONS OF THIS FORM WILL NOT BE ACCEPTED

Page 1 of 1
CSC-648B
REV 10/14

Jun 28 2017
June 26, 2017

Texas Workforce Commission
Career Schools and Colleges
101 E 15th St, Room 226T
Austin, TX 78778-0001

RE: Retail Ready Career Center December 31, 2016 Annual Financial Statements

Ladies and Gentlemen,

Please find attached the Annual Financial Statements for Retail Ready Career Center as of and for the period ended December 31, 2016. The statements have been audited by Clifton, Larson, Allen, LLP. Accompanying the statements are forms CSC-048A and CSC-048B.

Financial Requirements:

Positive Equity or Net Worth:
Equity as of December 31, 2016: $1,483,803
Result: Pass

Unearned Tuition as a Current Liability:
Unearned Tuition as a Current Liability as of December 31, 2017: $3,617,988
Result: Pass

Current Ratio:
Current Assets as of December 31, 2016: $6,873,760
Current Liabilities as of December 31, 2016: $6,795,523
Current Ratio: 1.01/1.00
Requirement: 1.00/1.00
Result: Pass

Equity or Net Worth > Goodwill
N/A ($0 Goodwill)

TWC CSC
JUN 28 2017
Should you have any questions, please feel free to contact me at jon.davis@rrcfuture.com or at 888-537-6640.

Regards,

jon Davis, President

TWC CSC
JUN 28 2017
CITY OF GARLAND
CERTIFICATE OF OCCUPANCY

RETAIL READY CAREER CENTER INC
located at 2690 KINGSLY RD
103 has been
inspected for compliance with the requirements of the City of
Garland ordinances.

This business has been classified as
Comprehensive Zoning Order
Description: COMMERCIAL

The occupancy classification for this building, structure, or land is
limited to

This certificate may not be transferred to any other. The
owner of record is: JONATHAN DAVIS

This certificate may be revoked when issued on the basis of
incorrect information supplied, when there is an unapproved
change in use or occupancy, or when the certificate is issued in
error.

GARLAND
Certificate Number: CO14-0376

Received in March 2017

Asced, City of Garland
Retail Ready

Mystery Shopper: 9:30 am on 02/10/17
We were told: only Ch. 33 accepted

Mystery Shopper: 11:30 am on 02/13/17
We were told: only Ch. 38 accepted

Per VA OICE (Eff: 02/13/17)
- Total students certified: 31
- Ch. 33: 3142
- Ch. 30: 2
- Ch. 150: 0
- Ch. 35: 0
- Ch. 31: 2
- 901: 1
- VRAP?: 19

01/01/14 - 12/31/14
Total: 1957
- Ch. 33: 1954
- Ch. 30: 1
- Ch. 150: 0
- Ch. 35: 0
- Ch. 31: 1
- 901: 1
Good afternoon Tammy,

Last week, we discussed fraudulent practices by some of the schools which we approve. I had taken a screen shot from the Retail Ready website after speaking with some of the SAA team members and I wanted to pass it along to you.

I believe that the webpage has been updated since I took the picture, but it did show that if you are not a Ch 33 veteran, you could pay with cash or financial aid. This seemed to imply that if you were using Ch 30, 31 or 33 that you would have to pay with cash or financial aid.

The next time I see an issue like this I will let you know right away.

Thank you for your time and if I can help in any other way, please let me know.

Matthew Spangenberg
-Hazlewood Act Program Specialist
-Texas Veterans Commission
-Veterans Education Program
+(512)463-3168
ential Requirements

* * *

GED

paperwork

s with financial aid to successfully and completely

How Can I Pay for the Program

If you are a post 9/11 Veteran, your admissions counselor assist you in completing a VOnAPP to determine your benefit status. If you are not a post 9/11 Veteran, and cannot wish to pay for your training with a cash option, you will be directed to a Financial Aid Counselor to assist in determining eligibility for financial aid and/or a scholarship. You may combine all four options to cover the cost of tuition. For more information regarding scholarships and financial aid, visit our Financial Aid page.
Hey Cynthia,

I’m sure when you get back into the office, you will hear the WHOLE SAGA about our new experiences with Retail Ready.

We called them back on Monday and they told us again that they did not accept Ch. 30 benefits. That call was around 10:30 AM – around 1:00 PM they called us back and left a message stating that the admissions counselor had misspoken and that they DO process Ch. 32 benefits. So, they covered their tracks some but it’s still concerning that two different admissions counselors on two days told us the same (incorrect) information.

Also there is this: http://www.rcfuture.com/admissions/

How Can I Pay for the Program?

If you are a post 9/11 Veteran, your admissions counselor will assist you in completing a Vonapp to determine your benefits status. If you are not a post 9/11 Veteran, and cannot or do not wish to pay for your training with a cash option, you will be directed to a Financial Aid Counselor to assist in determining your eligibility for financial aid and/or a scholarship. You may use a combination of all four options to cover the cost of tuition. For more information regarding scholarships and financial aid check out our

CFR Reference - 38 CFR 21.4252 (h) Erroneous, deceptive, or misleading practices. For the purposes of this paragraph, “educational institution” includes an organization or entity offering licensing or certification tests.

(If) If an educational institution uses advertising, sales, enrollment practices, or any other strategy, that in any way is erroneous, deceptive, or misleading by actual statement, omission, or information, VA will

Finally, I spoke to Michelle this morning and she told me the last time they received a 85/15 report from the school was in October 2015. It was for the timeframe of July – September. She stated the SCO at Retail Ready needs to be retrained as they had been originally told that their 85/15 needed to be submitted per class (as opposed to per quarter). The response from July that we received concerning ACT III (Truck Driving School) says if they are a non-regular term school, that 85/15 is submitted on a quarterly basis. They are due for a new report to be submitted for December 2016.
and then another March 2017 (depending on how we calculate the quarters). We can totally provide that training and request the 85/15 calculation.

Anita Chism M.A.
Program Specialist
Texas Veterans Commission
P.O. Box 12297
Austin, Texas 78711-2297
Phone: (512) 463-3517
Fax: (512) 463-3932
Email: anita.chism@tvc.texas.gov
Website: www.tvc.texas.gov
Retail Ready – Master Student Roster Request
Discussion with Executive and Legal
July 12, 2018

Background

- Retail Ready withdrawn in September 2017 - TVC
- Early 2018 to current: Administrative Actions/Penalties Assessed - TWC
- May 2018: VA IG office received request from Mike George (TWC) seeking information on whether GI Bill funds were returned to students.
  - IG sent to TVC and VA asking if action has been taken regarding $6 million in tuition and whether debt letters have been sent to Retail Ready.
  - TVC responded that it could not provide reinstatement information, as students would have to apply individually to have benefits reinstated. Provided a copy of the letter sent in September 2017 to known students utilizing benefits at Retail Ready.
  - TVC did confirm TWC could sanction the school and assess penalties.
- June 2018 – July 6, 2018
  - Retail Ready lawyer contacted VA to obtain listing of students who received refunds as the list was required for the TWC. (June 13, 2018)
  - VA replied and clarified reinstatement of hours not money was the option and that not all students have applied for reinstatement. Also, VA representative was aware the VA IG has spoken with TWC regarding these procedures (June 15, 2018)
  - Legal Counsel replied with ‘understand’; please provide list of students who have responses and a list those who have not. (June 21, 2018)
  - VA stated its contract was with TVC and that if a list was provided it would be released to TVC and that TWC should contact TVC. (July 6, 2018)
  - Legal Counsel replied and added TWC General Counsel to email chain and asked that the list be provided to TWC General Counsel; General Counsel replied saying anything should be directed to the Career Schools and College program and included Mike George in the reply.
  - Mr. George sent email to TVC on Jul 6, 2018 asking to speak.
- July 10, 2018
  - I spoke with Mr. George; they are in the administrative hearing process with Retail Ready. They are attempting to obtain a full student roster (not just VA beneficiaries) that shows: student name, contact info, and out-of-pocket expenses paid by student.
  - I also explained the seizure was done by the IG, which is an independent arm of the VA, and that VA branches they spoke with cannot assist and does not have the files.
  - He stated they have tried to obtain this from the VA and are unable to do so; and the VA seized all files so Retail Ready cannot provide the list.
  - I told him if we could provide a list it would only be the GI Bill students and not all students as they need; and that it would not contain any financial information they are seeking as that information is contained within individual student files and school recordkeeping.
- He understood and asked if we could provide the veteran list with names and contact information. I told him I would speak with the VA to ensure it did not violate any SAA contracts or confidentiality.
- He stated the hearing is in progress, with a continuance that has yet to be schedule but is expected within the next 3 - 4 weeks.

**Update and Decision**

- **July 11, 2018, I spoke with Judy Galluzzi to determine if there was a concern with sharing student information with TWC. Explained what was occurring. She was making to calls to see what concerns may exist. No response as of yet.**
- **On July 11, 2018, spoke with VA IG handling Retail Ready case (these comments are confidential and not to be shared)**
  - Retail Ready counsel has contacted them. They have offered to allow him to view files in their office space and in their presence. The offer has not been taken.
  - They advised Retail Ready legal counsel to file with US Attorney's office and use legal system to obtain the records they are seeking.
  - Retail Ready did have digital records through a third-party vendor, but did not pay the bill and can no longer access the records.
  - The IG is aware of the administrative actions and attended the latest hearing.
- **I have placed a call to Joe Wescott, NASAA with same question; he is at a conference and will send an email.**

**Question:**

Is TVC inclined to provide the listing, if no breach of contract or concerns exist for the SAA?
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/22/2005</td>
<td>Jon Davis Companies established (Sec of St Tx) (JDC)</td>
</tr>
<tr>
<td>9/3/2010</td>
<td>John Davis Enterprises LLC (Sec of St Tx)</td>
</tr>
<tr>
<td>7/6/2011</td>
<td>JDC Enzo (Sec of St Tx)</td>
</tr>
<tr>
<td>7/8/2011</td>
<td>JDC eWorld LLC (Sec of St Tx)</td>
</tr>
<tr>
<td>7/8/2011</td>
<td>JDC BRU LLC (Sec of St Tx)</td>
</tr>
<tr>
<td>11/22/2011</td>
<td>TWC grant exemption to JDC Inc for 5 courses</td>
</tr>
<tr>
<td>12/14/2011</td>
<td>JDC applied to SAA for approval to train veterans</td>
</tr>
<tr>
<td>1/6/2012</td>
<td>SAA denied JDC application (2 year rule per 38 CFR 21.4251(b)</td>
</tr>
<tr>
<td>9/24/2012</td>
<td>&quot;could have been&quot; granted</td>
</tr>
<tr>
<td>10/18/2012</td>
<td>JDC applied to SAA for approval to train veterans</td>
</tr>
<tr>
<td>11/26/2012</td>
<td>SAA denied JDC application (2 year rule per 38 CFR 21.4251(b)</td>
</tr>
<tr>
<td>5/31/2013</td>
<td>Retail Ready Career Center Inc in Delaware</td>
</tr>
<tr>
<td>12/20/2013</td>
<td>Change of address and company name to Retail Ready Career Center (RRCC)</td>
</tr>
<tr>
<td>2/19/2014</td>
<td>Bebe Glasgow responds to another application for approval - date received unknown.</td>
</tr>
<tr>
<td></td>
<td>There are numerous deficiencies to be resolved. RRCC is also working with TWC for</td>
</tr>
<tr>
<td></td>
<td>approval as a career school</td>
</tr>
<tr>
<td>6/2/2014</td>
<td>Rufus Coburn emails Jon Davis (owner) in response to a complaint about the length</td>
</tr>
<tr>
<td></td>
<td>of time it is taking to get approval. Bebe informs RRCC that now that they are</td>
</tr>
<tr>
<td></td>
<td>approved by TWC Career Schools, a new application will be submitted. RRCC fedex's</td>
</tr>
<tr>
<td></td>
<td>the application</td>
</tr>
<tr>
<td>6/10/2014</td>
<td>TWC issues Certificate of Approval to operate as career school</td>
</tr>
<tr>
<td>6/25/2014</td>
<td>Bebe send deficiency notice to that was received don</td>
</tr>
<tr>
<td>7/8/2014</td>
<td>RRCC submits another application</td>
</tr>
<tr>
<td>7/23/2014</td>
<td>Bebe sends another deficiency notice</td>
</tr>
<tr>
<td>8/7/2014</td>
<td>RRCC issues Original Approval Notice for max enrollment 25</td>
</tr>
<tr>
<td>9/12/2017</td>
<td>Facility code issued by VA ELR</td>
</tr>
<tr>
<td>12/15/2014</td>
<td>Sabrina Garcia RRCC sends email to Shawn Deshay (TVC Employment) for soliciting</td>
</tr>
<tr>
<td></td>
<td>students</td>
</tr>
<tr>
<td>6/10/2015</td>
<td>TWC Renews Certificate of Authority as Career School</td>
</tr>
<tr>
<td>9/22/2015</td>
<td>Trades United Inc established in Utah by Tess Davis (Jon Davis sister)</td>
</tr>
<tr>
<td>12/29/2015</td>
<td>SAA approved computer repair course at RRCC</td>
</tr>
<tr>
<td>12/31/2015</td>
<td>Trades United Dissolves in Utah</td>
</tr>
<tr>
<td>2/26/2016</td>
<td>Big Jobs Inc established in Irving TX by Tess Davis</td>
</tr>
<tr>
<td>3/7/2016</td>
<td>TWC conduct unannounced renewal inspection visit</td>
</tr>
<tr>
<td>6/10/2016</td>
<td>TWC Renews Certificate of Authority as Career School</td>
</tr>
<tr>
<td>6/30/2016</td>
<td>Financial statement received by TWC - states that 93% income was from VA</td>
</tr>
<tr>
<td>7/5/2016</td>
<td>SAA amended approval to HVAC course to increase student load from 84 to 848</td>
</tr>
<tr>
<td>8/15/2016</td>
<td>RRCC notifies TWC of increase in tuition from 18960 to 20209 = 150 scholarship</td>
</tr>
<tr>
<td></td>
<td>per student to cover 125 housing fee and 25 enrollment application fee which are</td>
</tr>
<tr>
<td></td>
<td>waived</td>
</tr>
<tr>
<td>Date</td>
<td>Event</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>8/29/2016</td>
<td>VA conducts compliance visit and refers school to SAA for follow-up on approval criteria violations - failure to maintain records of prior credit and attendance recording</td>
</tr>
<tr>
<td>9/22/2016</td>
<td>Linda Alexander conducts TA visit and trains school on proper procedures. Response is sent from SAA to VA</td>
</tr>
<tr>
<td>10/11/2016</td>
<td>RRCC has submitted negative financials to TWC and CPA cures negative equity by withdrawing $850,000 from own account and re-depositing it into account to show proof of deposit</td>
</tr>
<tr>
<td>3/15/2017</td>
<td>I receive email from Rich Tufford asking when he can call me. I am out of office but call him later in the day</td>
</tr>
<tr>
<td>3/16/2017</td>
<td>Rich Tufford follows up with email. Sends invoice that shows scholarships paid by employers for vet students that were certified for va benefits [double dipping]</td>
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<td>3/24/2017</td>
<td>Rich Tufford sends TWC compliant form to SAA and TWC. SAA is going to suspend and investigate. While typing suspension letter, I get cold feet and contact VA OIG</td>
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<td>3/31/2017</td>
<td>OIG is going to investigate - my working relationship with Special Agent Miguel Coias begins</td>
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<td>4/14/2017</td>
<td>Mike Wissman, veteran student from RRCC, contacts me with info to validate claims made by Tufford</td>
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<td>4/17/2017</td>
<td>Dennis Savollo, RRCC veteran student, contacts me with info/compliant advertising</td>
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<tr>
<td>4/18/2017</td>
<td>Mike Wissman contacts me again and sends email with misleading advertising</td>
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<td>4/20/2017</td>
<td>Dennis Savollo sends email to verify the phone call information</td>
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<td>4/20/2017</td>
<td>Mike Wissman contacts me again asking if there is any more info</td>
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<td>4/20/2017</td>
<td>Jeremiah Richardson, RRCC student veteran calls and then follows up with email with info concerning lack of employability after graduating</td>
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<td>4/25/2017</td>
<td>Hans Drescher, former employee, calls with information</td>
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<td>4/27/2017</td>
<td>Trades United registered in Texas</td>
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<td>5/2/2017</td>
<td>Brian Griswold (pseudonym for Benjamin Gaines) emails TVC Exec email. He was a student and then an employee - provides a lot of information</td>
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<td>5/4/2017</td>
<td>I speak to Benjamin Gaines and also Perry Northcutt - former employee who has a lot of info about the practices of the school and how they are hurting veterans. Perry then emails me information and flyers, etc</td>
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<td>5/2-5/8/2017</td>
<td>Saunders emails back and forth with questions about scholarships</td>
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<td>6/8/2017</td>
<td>TWC states that they haven't moved on the compliant because it wasn't signed. I contact Tufford and have him sign it and resend to TWC</td>
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<td>6/8/2017</td>
<td>Attend compliance visit at RRCC with Linda Alexander and Tara Monk - we are unable to find any discrepancies - only one attendance issue</td>
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<td>6/10/2017</td>
<td>TWC Renews Certificate of Authority as Career School</td>
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<td>6/12/2017</td>
<td>Tufford resends signed compliant</td>
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<td>7/14/2017</td>
<td>Meeting with TWC Investigator Brad Watson and Mike George Career</td>
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<td>8/21/2017</td>
<td>Schools to discuss the status of RRCC</td>
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<td>8/21/2017</td>
<td>Phone call from Miguel Coias that his investigation is almost complete</td>
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Retail Ready Timeline

Meeting at TWC with TWC Legal Counsel, Mike George of Career Schools, and Miguel Coias, OIG Special Agent to discuss finding of criminal investigation thus far.

Receive email from Miguel Coias that search warrant was executed on Retail Ready. Later receive email from Janice Fisher at VA asking if I need any info from VA such as number of POE compliants to use in consideration of withdrawal. I asked for whatever info the VA can provide.

Phone call with Miguel Coias - I ask him if it is possible for him to provide an overview of the investigation findings for consideration to withdraw approval to train veterans.

9/21/2017 I receive no response from Janice Fisher, so I email again - no response.

I email Patrick Dworakowski at VA for POE compliant info - he has previously had Mark Brenton, our contract rep, ask me for info on RRCC and why we haven't withdrawn them knowing that an OIG investigation was ongoing. At approx 3:30pm, I get an email from Janice Fisher asking for a phone conference on Monday.

9/22/2017 I receive phone calls and FB messages from a student and his aunt.

Phone call with VACO and subsequent email with POE compliant info.

9/25/2017 Information.

9/26/2017 SAA withdraws Retail Ready Eligibility and sends notification to ELR.

9/26/2017 ELR withdraws approval in WEAMS and Vaonce.

9/27/2017 I receive phone call from RRCC Lawyer asking about VA once - I refer to VA.

9/27/2017 ELR emails me an email that she received from RRCC Lawyer.

9/27/2020 Phone calls from students telling me that RRCC has closed its doors.

Conversation on phone with owner, Jonathan Davis, who states that they closed due to advice from their lawyer as their bank account has been frozen and they do not have funds to operate the school. He says that he has bought plane tickets for his, his pocket to fly all students back home. He then asks how he can get re-approved and when I tell him that there will be a two year minimum operating time frame since his school is closing, he states that the school is going to remain in operation which is contrary to what he previously stated. He is sending me a list of affected students.

Recommended talking points:

RRCC is being investigated by the VA OIG.

RRCC has had its approval train any additional veterans withdrawn.

The current students will continue to receive their benefits until the end of the original certification period.

Jonathan Davis, owner, stated that RRCC has provided transportation to home of record for all students that were here from out of state.

Eastfield Community College has reached out to try to help local students pursue a similar program.

DCCCD is also working on other programs that they can offer to students.
Retail Ready Timeline

TVC is working with the North Texas Veterans Coalition to provide assistance to students that may need
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https://vaoncedmin.vha.va.gov/vaonce_corpo/popup_print.asp
09/28/2017
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| E-Mail: | DJODAVIES@
| Facility Code: | 25136343 |
| Status: Withdrawn on 09/26/2017 |
| App. Law: | 0 - Not Approved |
| Branch Location: | N |
| Advanced Payments: | Y |
| Catalog: | Catalog Years |
| | 2015-2018 |
| Full Time Undergraduate: | 22 |
| Enrollment Limit: | 848 |
| Independent Study/Distance Learning: | N |
| Medical Training: | N |
| Air Agency Cert. Date: | |
| Full Time Clock Modifier: | |
| Enrollment Limit Indicator: | All Courses Limited |
| Cooperative: | N |
| Accreditation: | N |
| Title VI: | Compliance Established |
| Course Limit: | 2 |
| Practical Training: | N |
| Consortium: | N |
| VA-ONC: | Y |
Facility Codes

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<td>RETAIL READY CAREER CENTER INC</td>
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Certifying Officials

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<th>Name</th>
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<tr>
<td>JON DAVIS</td>
<td>PRESIDENT/CEO</td>
<td>APRVD</td>
<td>Primary</td>
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<tr>
<td>CHERIE VANDERBURG</td>
<td>FINANCIAL AID COUNSELOR</td>
<td>APRVD</td>
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<tr>
<td>AMANDA TREMILLO</td>
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<td>BRANDICE BEU</td>
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<td>LINDSAY JACOBS</td>
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<tr>
<td>AMY FREEMAN</td>
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<tr>
<td>CATHY WAITE</td>
<td>FINANCIAL AID MANAGER</td>
<td>APRVD</td>
<td>Secondary</td>
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<tr>
<td>ROY COOK</td>
<td>CHIEF FINANCIAL OFFICER</td>
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<td>Secondary</td>
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<td>JUSTIN KRAUSE</td>
<td>COMPLIANCE LIASON</td>
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<td>CHRISTOPHER GODWIN</td>
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NCD Programs

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<td>263</td>
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Remarks:

553  D  X COMPUTER REPAIR  96  C  22  C  12/29/2015  08/07/2017
T-CHINICIAN

Remarks: Enrollment limit 46. WITHDRAWN EFP 08/07/17.

Michelle Nelson ELR  9/26/17

ELR or Designee  Date
Thanks for the update. Their closure was due to the VA investigation into their practices. We also withdrew their ability to use the GI Bill because of their practices.

We should meet to identify the best course of action to assist the veterans who are affected by the closure of the school. To start please take the following steps:

1. Identify the students who are affected by the closure of the school
2. Identify their needs
3. Work with TWC to obtain relief
4. Contact local organizations within the DFW area who can assist with housing, funding
5. We should ask the VA if they will receive any of their GI Bill funding back

“Since 1927, the mission of the Texas Veterans Commission has been to advocate for and provide superior service to veterans that will significantly improve the quality of life for all Texas veterans, their families, and survivors. A man who is good enough to shed his blood for his country is good enough to be given a square deal afterwards.”
—Theodore Roosevelt, 26th President of the United States (Springfield, IL, July 4, 1903)
From: Linda Alexander  
Sent: Thursday, September 28, 2017 8:23 AM  
To: Tammy Micallef <tammy.micallef@tvc.texas.gov>  
Cc: Tina Marberry <tina.marberry@tvc.texas.gov>; Tara Monk <tara.monk@tvc.texas.gov>; William Diggins <william.diggins@tvc.texas.gov>  
Subject: Retail Ready

Breaking News:  

Linda Alexander  
Program Specialist  
Veterans Education  
C: 972/768-0442  
F: 214/227-4009  
Linda.Alexander@tvc.texas.gov
Recommended talking points
RRCC is being investigated by the VA OIG
RRCC has had its approval train any additional veterans withdrawn
The current students will continue to receive their benefits until the end of the original certification period
Johnathan Davis, owner, stated that RRCC has provided transportation to home of record for all students that were here from out of state
Eastfield Community College has reached out to try to help local students pursue a similar program

DCCCD is also working on other programs that they can offer to students
TVC is working with the North Texas Veterans Coalition to provide assistance to students that may need
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<th>Details</th>
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<td>9/3/2010</td>
<td>John Davis Enterprises LLC (Sec of St Tx)</td>
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<td>7/6/2011</td>
<td>JDC Enzo (Sec of St Tx)</td>
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<tr>
<td>7/8/2011</td>
<td>JDC eworld LLC (Sec of St Tx)</td>
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<tr>
<td>7/8/2011</td>
<td>JDC RRU LLC (Sec of St Tx)</td>
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<td>11/22/2011</td>
<td>JDC applied to SAA for approval to train veterans</td>
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<td>12/14/2011</td>
<td>JDC applied to SAA for approval to train veterans</td>
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<td>1/6/2012</td>
<td>SAA denied JDC application (2 year rule per 38 CFR 21.4251(b))</td>
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<tr>
<td>9/24/2012</td>
<td>&quot;could have been&quot; granted</td>
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<td>10/18/2012</td>
<td>JDC applied to SAA for approval to train veterans</td>
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<td>11/26/2012</td>
<td>SAA denied JDC application (2 year rule per 38 CFR 21.4251(b))</td>
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<td>5/31/2013</td>
<td>Retail Ready Career Center Inc in Delaware (Sec of St Tx)</td>
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<td>12/20/2013</td>
<td>Change of address and company name to Retail Ready Career Center (RRCC)</td>
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<td>2/19/2014</td>
<td>Bebe Glasgow responds to another application for approval - date received unknown. There are numerous deficiencies to be resolved. RRCC is also working with TWC for approval as a career school</td>
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<td>Rufus Coburn emails Ion Davis (owner) in response to a complaint about the length of time it is taking to get approval. Bebe informs RRCC that now that they are approved by TWC Career Schools, a new application will be submitted. RRCC FedEx's the application</td>
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<td>6/10/2014</td>
<td>TWC issues Certificate of Approval to operate as career school</td>
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<td>6/26/2014</td>
<td>Bebe sends deficiency notice to RRCC based on discrepancies in application that was received</td>
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<td>7/8/2014</td>
<td>RRCC submits another application to SAA</td>
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<td>7/23/2014</td>
<td>Bebe sends another deficiency notice</td>
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<td>8/7/2014</td>
<td>Bebe issues Original Approval Notice effective 8/4/14 approving only HVAC course for max enrollment 25</td>
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<td>Facility code issued by VA ELR</td>
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<td>Sabrina Garcia RRCC sends email to Shawn Deaboy (TVC Employment)</td>
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<td>TWC Renews Certificate of Authority as Career School</td>
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<td>9/22/2015</td>
<td>Trades United Inc established in Utah by Tess Davis (Jon Davis sister)</td>
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<td>SAA approved computer repair course at RRCC</td>
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<td>Trades United Dissolves in Utah</td>
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<td>Big Jobs Inc established in Irving, TX by Tess Davis</td>
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<td>TWC conduct unannounced renewal inspection visit</td>
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<td>TWC Renews Certificate of Authority as Career School</td>
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<tr>
<td>6/30/2016</td>
<td>Financial statement received by TWC - states that 93% income was from VA SAA amended approval to HVAC course to increase student load from 84 to 848</td>
<td></td>
</tr>
<tr>
<td>7/5/2016</td>
<td>RRCC notifies TWC of increase in tuition from 18960 to 20209 = 150 scholarship per student to cover 125 housing fee and 25 enrollment</td>
<td></td>
</tr>
<tr>
<td>8/16/2016</td>
<td>application fee which are waived</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Event</td>
<td>Notes</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------------------------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>8/29/2016</td>
<td>VA conducts compliance visit and refers school to SAA for follow-up on approval criteria violations - failure to maintain records of prior credit and attendance recording</td>
<td>SAA File</td>
</tr>
<tr>
<td>9/22/2016</td>
<td>Linda Alexander conducts TA visit and trains school on proper procedures. Response is sent from SAA to VA</td>
<td>SAA File</td>
</tr>
<tr>
<td>10/11/2016</td>
<td>RRCC has submitted negative financials to TWC and CPA cures negative equity by withdrawing $850,000 from own account and re-depositing it into account to show proof of deposit</td>
<td>1</td>
</tr>
<tr>
<td>3/15/2017</td>
<td>I receive email from Rich Tufford asking when he can call me. I am out of office but call him later in the day</td>
<td></td>
</tr>
<tr>
<td>3/16/2017</td>
<td>Rich Tufford follows up with email. Sends invoice that shows scholarships paid by employers for vet students that were certified for VA benefits (double dipping)</td>
<td>2</td>
</tr>
<tr>
<td>3/24/2017</td>
<td>Rich Tufford sends TWC compliant form to SAA and TWC. SAA is going to suspend and investigate. While typing suspension letter, I get cold feet and contact VA OIG</td>
<td>3</td>
</tr>
<tr>
<td>3/37/2017</td>
<td>OIG is going to investigate - my working relationship with Special Agent Miguel Coias begins</td>
<td></td>
</tr>
<tr>
<td>3/31/2017</td>
<td>Mike Wissman, veteran student from RRCC, contacts me with info to validate claims made by Tufford</td>
<td>4</td>
</tr>
<tr>
<td>4/14/2017</td>
<td>Dennis Savell, RRCC veteran student, contacts me with info/compliant</td>
<td></td>
</tr>
<tr>
<td>4/17/2017</td>
<td>Mike Wissman contacts me again and send email with misleading advertising</td>
<td>4</td>
</tr>
<tr>
<td>4/18/2017</td>
<td>Dennis Savell sends email to verify the phone call information</td>
<td>5</td>
</tr>
<tr>
<td>4/20/2017</td>
<td>Mike Wissman contacts me again asking if there is anymore info</td>
<td></td>
</tr>
<tr>
<td>4/20/2017</td>
<td>Jeremiah Richardson, RRCC student veteran calls and then follows up with email with info concerning lack of employability after graduating</td>
<td>6</td>
</tr>
<tr>
<td>4/25/2017</td>
<td>Hans Drescher, former employee, calls with information</td>
<td></td>
</tr>
<tr>
<td>4/27/2017</td>
<td>Trades United registered in Texas</td>
<td>1</td>
</tr>
<tr>
<td>5/2/2017</td>
<td>Brian Griswold (pseudonym for Benjamin Gaines) emails TVC Exec email. He was a student and then an employee - provides a lot of information</td>
<td>7</td>
</tr>
<tr>
<td>5/4/2017</td>
<td>I speak to Benjamin Gaines and also Perry Northcut - former employee who has a lot of info about the practices of the school and how they are hurting veterans. Perry then emails me information and flyers, etc</td>
<td>8</td>
</tr>
<tr>
<td>5/2-5/8/2017</td>
<td>Saunders emails back and forth with questions about scholarships</td>
<td></td>
</tr>
<tr>
<td>6/8/2017</td>
<td>TWC states that they haven't moved on to the complaint because it wasn't signed. I contact Tufford and have him sign it and resend to TWC</td>
<td></td>
</tr>
<tr>
<td>6/8/2017</td>
<td>I attend compliance visit at RRCC with Linda Alexander and Tara Monk - we are unable to find any discrepancies - only one attendance issue</td>
<td></td>
</tr>
<tr>
<td>6/10/2017</td>
<td>TWC Reuruens Certificate of Authority as Career School</td>
<td>1</td>
</tr>
<tr>
<td>6/12/2017</td>
<td>Tufford resends signed compliant</td>
<td></td>
</tr>
<tr>
<td>7/14/2017</td>
<td>Meeting with TWC Investigator Brad Watson and Mike George Career</td>
<td></td>
</tr>
<tr>
<td>8/21/2017</td>
<td>Phone call from Miguel Coias that his investigation is almost complete</td>
<td></td>
</tr>
</tbody>
</table>
Retail Ready Timeline

Meeting at TWC with TWC Legal Counsel, Mike George of Career Schools, and Miguel Colias, OIG Special Agent to discuss finding of criminal

8/26/2017 Investigation thus far.

Receive email from Miguel Colias that search warrant was executed on Retail Ready. Later receive email from Janice Fisher at VA asking if I need any info from VA such as number of POE compliants to use in consideration of

9/20/2017 withdrawal. I asked for whatever info the VA can provide

Phone call with Miguel Colias - I ask him if it is possible for him to provide an overview of the investigation findings for consideration to withdraw

9/21/2017 approval to tain veterans

9/21/2017 I receive no response from Janice Fisher, so I email again - no response

I email Patrick Dworakowski at VA for POE compliant info - he has previously had Mark Brenten, our contract rep, ask me for info on RRCC and why we haven't withdrawn them knowing that an OIG investigation was ongoing. At approx 3:30pm, I get an email from Janice Fisher asking for a phone

9/22/2017 conference on Monday.
June 19, 2017

Dr. Johnny McNair, President
Hampton Roads Skills Center
925 48th Street
Newport News, Virginia 23607

NOTICE OF WITHDRAWAL OF APPROVAL

Subject: Hampton Roads Skills Center
         925 48th Street
         Newport News, Virginia 23607

Facility Code: 25060446

Dear Dr. McNair:

This is to advise that the approval of Hampton Roads Skills Center to provide training to veterans and other eligible persons is withdrawn. This decision is based on the findings by the Department of Veterans Affairs Office of Inspector General (VA OIG) that school owner was engaged in misleading and deceptive practices as well as submitting false or misleading claims to the VA.

The Virginia State Approving Agency (SAA) received details of an investigation being conducted by the VA OIG. The information indicates that the certifying official willingly submitted false certifications to the VA.

The Code of Federal Regulations (CFR) 21.4006 (a) states, “payments may not be authorized based on a claim where it is found that the school or any person has willfully submitted a false or misleading claim, or that the veteran or eligible person with the complicity of the school or other person has submitted such a claim. A complete report of the facts will be made to the State approving agency. . .” A participating school must also comply with CFR 21.4254 (b)(12) which states that “school administrators, directors, owners, and instructors are of good reputation and character.” Additionally, CFR 21.4252 (h)(1) states that, “If an educational institution uses
advertising, sales, enrollment practices, or candidate handbooks that are erroneous, deceptive, or misleading by actual statement, omission, or intimation, VA will not approve.”

While the VA OIG investigation is ongoing the SAA has sufficient facts to conclude that the facility no longer meets approval criteria. The school’s approval to offer education and training to veterans and other eligible persons is withdrawn based upon the authority in 38 U.S.C. 3679. The effective date of withdrawal is June 19, 2017.

The facility must immediately

1. Discontinue all advertisement that indicates that the facility is approved for veterans training.

2. Provide to the Virginia State Approving Agency a list of all VA beneficiaries. The list must include the contact information for the listed VA beneficiaries.

While there are no provisions in the Code of Federal Regulations for an appeal to this withdrawal, the Virginia Department of Veterans Services State Approving Agency staff will be available to address inquiries regarding this decision. If you have questions regarding this withdrawal contact me at Martina.Murray@dvs.virginia.gov or at 804-225-2720.

Sincerely,

Annie Walker
Director

cc: James Quesenberry, Education Liaison Representative, U.S. Department of Veterans
June 22, 2005, Jon Davis Companies, Inc., Secretary of State Texas website

September 3, 2010, Jon Davis Enterprise, LLC, Secretary of State Texas website

July 6, 2011, JDC ENZO, Inc., Sec State Texas

July 8, 2011, JDC eWorld, LLC, Sec State Texas

July 8, 2011, JDC RRU, LLC, Sec State Texas

November 22, 2011, TWC exemption granted – L. Earl Woobright – TWC to JDC Inc. for five courses:

- Adrenaline: 3 Days @ $1,250
- Influential Tech: 3 Days @ $1,250
- S.E.R.E.: 5 Days @ $1,695
- Truck READY Tech: 800 hours @ $15,000
- Retail Ready Sales Person: 1600 hours @ $20,000

TEC Section 132.002(a)(4) – Exemption status to JDC does not constitute approval, accreditation, or licensure of these courses under Texas Law.

What do codes E, S, and P designate in reference to 4108?

December 14, 2011, JDC applied to SAA for approval to train VA eligible persons. WHERE IS THIS APPLICATION—referenced in January 6, 2012, letter from JDC to TVC.

January 6, 2012, SAA denied JDC application. SAA letter to JDC, pursuant to Section 21.4251(b) of Title 38 CFR.

September 24, 2012, TWC - Larry Temple - notified JDC by letter, JDC may have been eligible for exemption in 2005, had one been requested.

October 18, 2012, JDC submitted application to SAA for approval to train VA eligible persons. WHERE IS THIS APPLICATION.

November 26, 2012, SAA letter to JDC, denied application for failure to meet two year operation requirement for GI Bill approved facilities as required by federal law.

May 31, 2013, Retail Ready Career Center Inc. incorporated in Delaware. Sec State Texas. Need original from Delaware.

December 20, 2013, Letter of Acknowledgement (LOA) from TWC to RRCC, email: DAVIS references LOA re: change of address and company name. NEED LETTER FROM TWC.
February 5, 2014, TWC received Financial Statement Review Sheet on RRCC 4108 – APPLICATION FOR APPROVAL MISSING. RRCC was formed May 31, 2013.


February 19, 2014, Bebe Glasgow, SAA email to RRCC, DAVIS, RE: VA EDU. WHERE IS RRCC’s APPLICATION TO SAA?

March 4, 2014, ORIGINAL TWC APPLICATION MISSING.

March 20, 2014, TWC letter to RRCC, 1850 Diplomat Drive, Suite 100, Farmers Branch, TX, acknowledging receipt of application for Certificate of Approval (COA). TWC letter – Nora Perez, deficiencies to be addressed by RRCC.

March 31, 2014, RRCC filed Application for Registration with Sec State.

May 20, 2014, TWC letter to RRCC, Jon Davis, 1100 Venture Court, Suite 120, Carrollton, TX 75006 – L. Earl Woolbright, not approved to operate at this time.

May 20, 2014, Earl Woolbright visited RRCC, 1100 Venture Court, Suite 120, Carrollton, TX 75006, noted two deficiencies.

May 21, 2014, Carrollton Fire Department inspected 1100 Venture Court, Suite 120, Carrollton, TX, noted seven deficiencies.

June 2, 2014, Catalogs to Bebe from DAVIS/RRCC at SAA. Email response from Rufus Coburn, SSA to DAVIS/RRCC. APPLICATION TO SSA from DAVIS/RRCC.

SAA/TVC: WHAT IS RETRODATED APPROVAL MEAN?

June 10, 2014, TWC COA issued to RRCC, 1100 Venture Court, Suite 120, Carrollton, TX 75006. HVAC Maintenance Ready Tech – 283 CLH cost $18,960, authorized to operate as outlined in the application submitted in accordance with Section 32.052.

June 26, 2014, and July 2, 2014, SAA sent letter to DAVIS RRCC at PO Box 630405, Irving, TX 75039, acknowledging application for approval to train VA eligible persons at RRCC facility in Carrollton, TX. Application could not be processed as submitted.


Clayton Hobbs – Certifying Official

Jonathan Davis – Certifying Official

DAVIS/RRCC to SAA Request for Waiver of 85/15 reporting requirement – Affirmation, citing less than 35% veterans enrollment.

2 years of operation – from July 31, 2012, according to DAVIS/RRCC

Exhibit H - approved for tuition $18,810.

Where is Exhibit L – Statements of Financial Position?

July 23, 2014, SAA – Bebe email to DAVIS/RRCC regarding application for approval to train VA eligible persons in Garland, TX. Bebe noted non-certifiable costs as listed in Exhibit H, and questions DAVIS as sole instructor in Exhibit J.


August 7, 2014, SSA letter to RRCC, original approval notice, effective August 4, 2014, at Garland, TX, 25 to 1 (Lecture and Lab). Maximum enrollment: 25. Just HVAC course was approved.

August 22, 2014, TWC letter from Nora Perez to Jon Davis, RRCC, 2800 West Kingsley, Suite 300, Garland, TX 75041, acknowledging receipt of application for change of address, new program and instructor application. COA for new address cannot be issued until all required items are received and reviewed.


December 16, 2014. Email from Sabrina Garcia, RRCC, presenting HVAC program to Shawn Deabay.

January 8, 2015, TWC – Jill Werner, survey at RRCC, 2800 West Kingsley, Suite 103, Garland, TX 75041, Type of Visit: Change of Address Inspection

January 1, 2015 – December 31, 2015, Marc Ford employed by RRCC. TWC employer tax system.
WHERE CLASSES OBSERVED? Survey says current enrollment of 28 students for HVAC Program

WHERE WAS SURVEY CONDUCTED? WAS RRCC teaching HVAC Program?

June 10, 2015, TWC issues Renewal Certificate of Approval for RRCC, 2800 West Kingsley, Suite 104, Garland, TX 75041.

June 29, 2015, TWC received financial documents dated December 31, 2014, from RRCC, which were denied.

September 22, 2015, Trades United Inc. incorporated in Utah, by Tess Davis.

October 8, 2015, TWC received a response dated August 31, 2015, RRCC financial documents to cure deficiencies, which were also denied by TWC.

October 13, 2015, Trades United Head Hunters Inc. incorporated in Utah, by Tess Davis.

December 29, 2015, SAA approved RRCC to conduct computer course. Class size not to exceed 28 to 1 (lecture) and 12 to 1 (lab). Maximum enrollment allowed: 84.

December 31, 2015, Trades United Head Hunters Inc. dissolved in Utah.


TWC questioned placement of seven students. Four out of Seven were placed/working at RRCC.

February 26, 2016, Big Jobs Inc., 1333 Corporate Drive, Suite 225, Irving, TX, by Tess Davis, incorporated in Texas.

March 2016 – March 2017, TWC employee wages show Marc Ford employed at Big Jobs Inc.

March 7, 2016, TWC conducted unannounced annual renewal inspection at RRCC by Jill Werner. Robert Saunders is listed as Director's Designee. Location: 2800 West Kingsley, Suite 103, Garland, TX 75041.

June 10, 2016, TWC issued COA to RRCC, 2800 West Kingsley, Suite 103, Garland, TX 75041.

Page 4 of 4
June 30, 2016, Financial Statement Review Sheet, fiscal year ending December 31, 2015, submitted by RRCC to TWC, information regarding RRCC financials. 93% funding from VA. TWC denied citing negative equity.

July 5, 2016, SAA amended approval to increase class, effective date of Approval: June 22, 2016, maximum enrollment authorized HVAC Maintenance Ready Tech: 848, and Computer Repair Tech: 46.

August 16, 2016, RRCC notified TWC via letter of increase in tuition, $18,960, to $20,209.00; $150 total was scholarship per student. $125 student housing fee and $25 enrollment application fee.

October 11, 2016, RRCC/Gary C. Vick, CPA, cures negative equity by withdrawing $850,000 from BOA 2563, and deposits same amount 2 minutes later into BOA 2563 generating a deposit ticket for $850,000. CPA crafts letter with deposit ticket and submits TWC saying equity is now positive and RRCC is renewed on or about October 19, 2016.

April 27, 2017, Trades United Inc. registered in Texas, and Marc Ford (previously employed at RRRC) listed as Registered Agent, 1333 Corporate Drive, Suite 225A, Irving, TX 75038

June 10, 2017, TWC issued renewal COA to RRCC, Kingsley Ave.
Thank you for the opportunity to speak with you last night. I know that you probably took great notes from our conversation so I will try to be brief and bullet point it for you.

- I left a prominent job as a multi-location G.M. for a global company (Regus Management Group) making a very healthy income of more than a $100K per year to help Retail Ready Career Center train and place American Veterans in the HVAC industry.
- My title was National Admissions Advisor
- My job was recruiting HVAC contractors nationally to hire newly trained and certified HVAC techs
- My job responsibilities also included encouraging contractors to "purchase" these new techs at a rate ranging between $2,800.00 to $20,000.00 Dollars
- Jon Davis is quoted saying that the contractors buying these new techs would be like "buying Crack on the streets" due to the lack of certified techs in the industry nationwide
- Within the first week of my employment, I met with 3 SVP's (Senior Vice Presidents) of various national companies and the main one being Direct Energy. These Gentlemen were SVP Eric Woerner (Direct Energy), SVP Victor Ragucci (Direct Energy) and VP Jeff McLanahan (with whom I later negotiated purchasing "Vet Techs" for $2,800.00 per tech)
- Attached is the invoice from Direct Energy for 10 students for $180,000.00
- This invoice was paid either in late March or April 2016.
- Metro Energy purchased 4 "Vet Techs" for $5,000.00 a piece for $20,000.00 in cash total in the beginning of April, 2016
- April thru June, Airtron and One Hour franchise locations purchased several "Vet Techs" for $2,800.00
- From the time that I joined Retail Ready, Mr. Davis also formulated a business that could post on job boards and recruit directly from that list in specific cities throughout the U.S. The company name is Big Jobs LLC. and run by Mark Ford. I believe Mr. Davis or his sister (an attorney) are listed as partners, owners or President.
- I was paid a base under 50K a year and bonuses ranged from 3% to 10% depending on the "generosity" of Mr. Davis.
- After a mutually agreed termination, I left the organization due to suspected fraudulent practices and the complete disrespect to our veterans and staff committed to train and tutor our students.
- After my leave, I have learned that more fraudulent practices had taken place (like paying students $500.00 to join the school) and fraudulent charges placed against me personally.
- Currently, I am compiling a list of both past staff members and students that knew, suspected or a victim of these fraudulent practices.
- In closing, when I was considering employment and once on-board, I did not have any knowledge of any previous fraudulent actions nor was I aware that contractors paying for "vet Techs" was not a lawful practice for a Trade School certified and approved by the both the TVC and TWC. My goal and purpose was to place as many qualified vet techs with good viable HVAC businesses throughout the U.S.

Also, the invoice I have attached is for "10 Vet techs". Each Veteran paid with their own benefits and the "list" was actually for more than 65 Vet techs that had all paid for their education with their OWN Veterans BENEFITS! The reason for the alteration in the number of techs actually purchased came from the schools in house attorney, Mr.
Robert W. Saunders. It was deliberately altered to reflect "10" techs to represent a "Scholarship Purchase" of $18,000.00 per tech.

However, as you will discover from your investigation that the veterans listed all paid with their own benefits and payment from Direct Energy altered as scholarship funds received for these specific students AFTER they used their own benefits, plus they nor their benefits were reimbursed with this money. After discovering this fact, I could not leave Retail Ready soon enough!

Unfortunately, this is a dynamic pursuit on my part and finding out new and outrageous acts of fraud and many other violations on almost a daily basis. I am not an attorney nor an expert on Veteran affairs but I believe these actions are against the law and will report as much as I can while you determine what is fraudulent or in violation of TVC codes or violates the standards for certifications.

Please let me know if you have any questions concerning the aforementioned content of this email. I will continue sending more data, names and info in the near future.

Thank you.

Rich Tufford
972-835-5191
Retail Ready Career Center Inc.  
jon.davis@nctfuture.com

---

**BILL TO**
Direct Energy  
9260 Marketplace Drive  
Miamisburg, OH 45342

<table>
<thead>
<tr>
<th>INVOICE #</th>
<th>DATE</th>
<th>TOTAL DUE</th>
<th>DUE DATE</th>
<th>TERMS</th>
<th>ENCLOSED</th>
</tr>
</thead>
<tbody>
<tr>
<td>2450</td>
<td></td>
<td>$180,000.00</td>
<td>03/09/2016</td>
<td>Due on receipt</td>
<td></td>
</tr>
</tbody>
</table>

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**HVAC MAINTENANCE READY TECH:HVAC MRT - TUITION: Contractor Funded Tuition**

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kacey Doyle, Airtron Dallas</td>
<td>8/26/15</td>
<td></td>
</tr>
<tr>
<td>Francisco Rodriguez, One Hour Houston</td>
<td>2/15/16</td>
<td></td>
</tr>
<tr>
<td>Anthony O'Neal, Airtron San Antonio</td>
<td>2/15/16</td>
<td></td>
</tr>
<tr>
<td>Winston Williams, One Hour Houston</td>
<td>5/8/15</td>
<td></td>
</tr>
<tr>
<td>Tyler Vermillion, Airtron Columbus</td>
<td>8/17/15</td>
<td></td>
</tr>
<tr>
<td>Jimmy James, Airtron Dallas</td>
<td>7/13/15</td>
<td></td>
</tr>
<tr>
<td>Chris Trevino, One Hour Houston</td>
<td>2/15/16</td>
<td></td>
</tr>
<tr>
<td>Eddie Handley, Airtron Dallas</td>
<td>5/8/15</td>
<td></td>
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<tr>
<td>Robert Johnson, Airtron Dallas</td>
<td>09/07/2015</td>
<td></td>
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<tr>
<td>Adam Barnhart, One Hour Corpus Christi</td>
<td>2/29/16</td>
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</tbody>
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<table>
<thead>
<tr>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>180,000.00</td>
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</tbody>
</table>

**BALANCE DUE**  
$180,000.00
To whom it may concern,

I have completed the form requested and as you can see, I am copying the Director of Veterans Education for the Texas Veterans Commission due to the severity of the infractions taking place at Retail Ready Career Center.

Just to bring everyone up to speed, I am attaching my original email with Tammy Micallef and the same document that I sent her regarding payment from a national HVAC contractor to the school. Since my original complaint, I have also discovered that prospective veteran students have been paid or "bonused" with cash money to enroll with Retail Ready.

The original conversation is as follows:

- I left a prominent job as a multi-location G.M. for a global company (Regus Management Group) making a very healthy income of more than a 100K per year to help Retail Ready Career Center train and place American Veterans in the HVAC industry.
- My title was National Admissions Advisor
- My job was recruiting HVAC contractors nationally to hire newly trained and certified HVAC techs
- My job responsibilities also included encouraging contractors to "purchase" these new techs at a rate ranging between $2,800.00 to $20,000.00 Dollars
- Jon Davis is quoted saying that the contractors buying these new techs would be like "buying Crack on the streets" due to the lack of certified techs in the industry nationwide
- Within the first week of my employment, I met with 3 EVPs (Senior Vice Presidents) of various national companies and the main one being Direct Energy. These Gentlemen were EVP Eric Woerner (Direct Energy), EVP Victor Ragucci (Direct Energy) and VP Jeff McClanahan (with whom I later negotiated purchasing "Vet Techs" for $2,800.00 per tech)
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In closing, my hope is to stop this behavior of "fleece" our veterans of their benefits. I am also working on evidence that Mr. Davis began the school with intent to fraud with his original partner that is now doing time in Federal Prison for fraud.

If you have any other questions or would like to contact me directly, my number is: 972-835-5191

Thank you,

Rich Tufford
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- Attached is the invoice from Direct Energy for 10 students for $180,000.00
- This invoice was paid either in late March or April 2016.
- Metro Energy purchased 4 "Vet Techs" for $5,000.00 a piece for $20,000.00 in cash total in the beginning of April, 2016
- April thru June, Airtex and One Hour franchise locations purchased several "Vet Techs" for $2,800.00
- From the time that I joined Retail Ready, Mr. Davis also formulated a business that could post on job boards and recruit directly from that list in specific cities throughout the U.S. The company name is Big Jobs LLC. and run by Mark Ford. I believe Mr. Davis or his sister (an attorney) are listed as partners, owners or President.
- I was paid a base under 50K a year and bonuses ranged from 3% to 10% depending on the "generosity" of Mr. Davis.
- After a mutually agreed termination, I left the organization due to suspected fraudulent practices and the complete disrespect to our veterans and staff committed to train and tutor our students.
- After my leave, I have learned that more fraudulent practices had taken place (like paying students $500.00 to join the school) and fraudulent charges placed against me personally.
- Currently, I am compiling a list of both past staff members and students that knew, suspected or a victim of these fraudulent practices.
- In closing, when I was considering employment and once on-board, I did not have any knowledge of any previous fraudulent actions nor was I aware that contractors paying for "Vet Techs" was not a lawful practice for a Trade School
certified and approved by the both the TVC and TWC. My goal and purpose was to place as many qualified vet techs with good viable HVAC businesses throughout the U.S.

Also, the invoice I have attached is for "10 Vet techs". Each Veteran paid with their own benefits and the "list" was actually for more than 66 Vet techs that had all paid for their education with their OWN Veterans BENEFITS! The reason for the alteration in the number of techs actually purchased came from the schools in house attorney, Mr. Robert W. Saunders. It was deliberately altered to reflect "10" techs to represent a "Scholarship Purchase" of $18,000.00 per tech.

However, as you will discover from your investigation that the veterans listed all paid with their own benefits and payment from Direct Energy altered as scholarship funds received for these specific students AFTER they used their own benefits, plus they nor their benefits were reimbursed with this money. After discovering this fact, I could not leave Retail Ready soon enough!

Unfortunately, this is a dynamic pursuit on my part and finding out new and outrageous acts of fraud and many other violations on almost a daily basis. I am not an attorney nor an expert on Veteran affairs but I believe these actions are against the law and will report as much as I can while you determine what is fraudulent or in violation of TVC codes or violates the standards for certifications.

In closing, my hope is to stop this behavior of "fleecing" our veterans of their benefits. I am also working on evidence that Mr. Davis began the school with intent to fraud with his original partner that is now doing time in Federal Prison for fraud.

If you have any other questions or would like to contact me directly, my number is: 972-835-5191.

Thank you,

Rich Tufford
Retail Ready Career Center Inc.  
 jon.davis@rrcfuture.com

<table>
<thead>
<tr>
<th>BILL TO</th>
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<tbody>
<tr>
<td>Direct Energy</td>
<td></td>
</tr>
<tr>
<td>9260 Marketplace Drive</td>
<td></td>
</tr>
<tr>
<td>Miamisburg, OH 45342</td>
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<table>
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<tr>
<th>INVOICE #</th>
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<tbody>
<tr>
<td>2450</td>
<td></td>
<td>$180,000.00</td>
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<tr>
<th>HVAC MAINTENANCE READY TECH:HVAC MRT - TUITION:Contractor Funded Tuition</th>
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<tbody>
<tr>
<td>Kacey Doyle, Airtron Dallas, 8/26/15</td>
</tr>
<tr>
<td>Francisco Rodriguez, One Hour Houston, 02/15/2016</td>
</tr>
<tr>
<td>Anthony O'Neal, Airtron San Antonio, 2/15/15</td>
</tr>
<tr>
<td>Winston Williams, One Hour Houston, 9/8/15</td>
</tr>
<tr>
<td>Tyler Varmillion, Airtron Columbus, 8/17/15</td>
</tr>
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<td>Jimmy James, Airtron Dallas, 7/13/15</td>
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<td>Chris Trevino, One Hour Houston, 2/15/16</td>
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<td>Eddie Handley, Airtron Dallas, 9/8/15</td>
</tr>
<tr>
<td>Robert Johnson, Airtron Dallas, 03/07/2015</td>
</tr>
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<td>Adam Barnhart, One Hour Corpus Christi, 2/29/16</td>
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<table>
<thead>
<tr>
<th>AMOUNT</th>
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<tbody>
<tr>
<td>180,000.00</td>
<td>$180,000.00</td>
</tr>
</tbody>
</table>
Here is what they gave me

**Sent from Yahoo Mail on Android**

On Tue, Aug 11, 2015 at 8:19 AM, Cam Cunningham <cam.cunningham@rrcfuture.com> wrote:

**YOU CAN BECOME AN HVAC TECHNICIAN IN 6 WEEKS**

*$21.46/hr WAS THE NATIONAL AVERAGE IN 2014 (INCLUDING BASE PAY, COMMISSIONS & O.T.)*

Retail Ready Career Center offers *qualified* Post 9/11 Veterans the opportunity to join our upcoming HVAC training class.

**Features of the Program:**

- VA Approved Program
- NO Relocation Required
- **Tuition Covered By Post 9/11 GI Bill for Qualified Veterans**
- 6 Weeks to a Career as a Certified HVAC Technician
- Earn the E.P.A. and N.A.T.E Certifications
- Delivered in a State-of-the-art Training Facility
- [Nationwide Job Placement Assistance Available](#)
- [BAH Stipend Available](#) for Qualified Veterans
- No Out-of-Pocket Expenses for Qualified Veterans

**Includes:** Tuition, Round-trip Airfare To Training Program in Dallas, TX, Lodging, Meals, iPad Mini Loaded with Coursework & Tool Kit

**You Receive The Following:**

- Full Travel Package (Airfare and Ground Travel are covered)
- Hotel Accommodations: (Single occupancy rooms; no sharing)
- Breakfast and Lunch are provided (Monday-Friday)
- iPad Mini (Yours to keep)
- Tool Set Valued at $1,500 (Yours to keep)
- **$175.00 Cash** Given Every Monday (Use at your discretion)
- **BAH Stipend is $2623.50 for Veterans with 100% Benefits** (Your actual benefits percentage should be confirmed by calling the VA (888-442-4551) Amounts may vary.

This VA approved, full-time training program requires no out of pocket expenses for qualifying students. This program does require 12 months of the Post 9/11 GI Bill.

Regards,

Cam Cunningham | Admissions Counselor | Retail Ready Career Center  
www.rrcfuture.com  
Office 469-458-9542 | Text 469-458-9542  
2800 West Kingsley Road Suite #103 Garland, TX 75041
Hello Michael,

My name is Ashley Simmons, your Job Placement Counselor here at Retail Ready Career Center. I will be assisting you with HVAC job placement while you’re here at the school and after you graduate. If you have not already done so, please send your driver’s license, high school diploma/GED and resume to Nichole at nichole.wilson@rrcfuture.com. These are very important documents for Job Placement.

I’m very excited to work with you, I know we will make a great team. I assist with Job Placement in your area. If you have questions regarding the job market in your area, please feel free to ask. But, I highly encourage students to get online and do research where they live and also get out in the field and speak to contractors directly. Feel free to check the jobs available in your area online as well.

Also, if your email address is anything other than your name or some part of your name, I suggest creating a new email address that you will check frequently for school and employment matters. An email address with anything other than your name can sometimes be unprofessional in the opinion of an employer. Please let me know if you do decide to change your email address so I can update our records. Also, if your voicemail is anything other than a standard greeting, I strongly recommend changing it to a standard greeting as employers will often times call you directly.

Please call me at your convenience, we have some very important questions for you regarding your job placement.

Thanks,

--
Ashley Simmons

Retail Ready Career Center
Job Placement Counselor
Ashley.Simmons@rrcfuture.com
469.757.4496
Hi, my name is Dennis Savelio and I'm writing you this message regarding a complaint I have against Retail Ready, an HVAC school I attended in Texas about 2 years ago. A school that supposedly said that they help veterans get back on their feet. So to start off I attended this school back in February of 2015. I had posted my resume on several sites that help military veterans find successful careers and was contacted via email and telephone. They told me if I was interested in the field of HVAC and that they help veterans find good careers. They told me that the school was in Texas and that they were willing to fly me there to begin school. They also asked me if I had the Montgomery G.I. Bill or the Post 9/11 G.I. Bill. I told them I had the Post 9/11 and they said this would work perfectly. One thing they failed to tell me was that they would be taking out a year's worth of my G.I. Bill or $20,000 of my benefits. So I flew to Texas about a week later, was picked up by a bus along with a few others also attending the school. They lodged us in a run-down, low budget hotel that smelled like marijuana. Are transportation to and from the school was by bus, and if we missed the bus there was no other way of getting to the school, so pretty much you missed the work that day and was counted absent that day. The classroom setting was pretty much lecture & notes style. With a lot of information being put in such little time, I didn't find anything sticking to memory. Everything felt rushed and was hard to retain any of the information being put out, mind you this school was only 6 weeks. We did a little bit of hand on training with a few units such as furnaces and outdoor condensers, but it was just basic stuff. To me I didn't get anything out of the time I was there, it just felt like a big blur. Like I said with so much info and so little time, it was hard for me to pick up anything. The instructors were seemed educated on the topic of HVAC but teaching it to someone with no idea of HVAC is a whole different story. They were technicians but they weren't certified in teaching, which was difficult to establish a student/teacher understanding. We were also given $200 a week for BAS and I'm totally sure if I received any BAH for the time I was there. They gave us each a bag of low budget tools and a ipad mini. They fed us at the school for lunch because none of us had cars and didn't know our way around the area. So we were pretty much confined to the school until class was don't for that day. Then the bus would pick us up drop us off at the hotel and pretty much was confined to the hotel until the next day. Weekends were totally on us, a lot of us were unfamiliar with the town so ended up staying in our rooms all weekend. While I was attending the school their was a article we found about the president of the school being arrested for being involved money laundering, which made us all question this school and if we were being taken advantaged of. The school said they were an accredited school and that they would guarantee us a job in the HVAC field when we graduated, but that never happened. Just received a phony certificate with my name on it and saying I graduated with the certifications to become an technician. In the end I never found a job in the HVAC industry like they promised me and all the training I received in that 6 weeks was not efficient. In closing my educational experience wasn't enough to sustain long-term employment, the 6 week period was chaos because of the arrest of the school president, there were too many students in one classroom which made it difficult to learn the techniques and methods effectively. So in my opinion the educational experience in 6 weeks was not worth one year of my G.I. Bill.
Hello,

My educational experience wasn't enough to sustain long term employment. The 6 week period was in chaos because of the arrest of the schools president being involved in a ponzy scheme. There were too many students in one classroom and it was difficult for us to learn techniques and methods effectively. In my opinion this educational experience in 6 weeks was not worth a year of my gi bill. I was only asked to submit my post 9/11 and not my Montgomery Gi Bill. I relocated my wife and I from California to the state of Texas. We stayed in a hotel that we were told came from our Gi Bill. Got a weekly stipend of $75 I believe and that may not be an accurate amount. There were 2 classes put together in one making it difficult to receive quality education. There were tools needed for my job that I wasn't prepared for because Retail Ready only issued a standard set of tools. Which meant that we have to purchase extra tools in order to perform our daily tasks effectively. This is all that I can remember this far. If I remember anything else I'll definitely email you.
FYA, Received from the Executive Office email account.

Tina

-----Original Message-----
From: Brian Griswold [REDACTED]
Sent: Tuesday, May 2, 2017 4:35 PM
To: Executive Office <executiveoffice@tvctexas.gov>
Subject: Retail Ready Career Center

As a former student, and high-level employee of Retail Ready Career Center in Garland, TX, I have information that would lead to the immediate removal of their ability to receive GI Bill benefit payments and their ability to operate as a vocational school in the state of Texas. I'm willing to assist in any on-going investigation and/or provide necessary details.

BGriswold324

Sent from my iPhone
Here is what I can find so far. These emails were being used in October and September of 2015. I hope this helps.

Perry Northcutt

Begin forwarded message:

From: Perry Northcutt
Subject: New Job Fair Flyer.pdf
Date: October 12, 2015 at 2:28:59 PM CDT
To: perry.northcutt@hvacfuture.com

Perry Northcutt
Attention Post-9/11 Veterans:

Transition to a Heating & Air Conditioning Trade!

While you are in training, we seek HVAC employment opportunities in your home zip code. Our goal is to help place you with the contractors we have relationships with before you even finish the program**. If you qualify, your tuition is covered by your Post 9/11 GI Bill. Most veterans qualify for their BAH stipend up to $1749 a month to help cover bills while you are training in Dallas. If you are ready to start an HVAC career, let us know!

There will always be a need for Heating and Air Conditioning!

☑️ Average Hourly Wage: $21.46/hour*
☑️ Diagnoses and Maintains Residential HVAC Units
☑️ Growing Industry
☑️ Nationwide Opportunities

What’s Included in the 6 Week HVAC Training Program?

- Flight/Travel Package
- Meals Provided
- Hotel Accommodations
- Technician Tool Set
- iPad Mini
- Earn an EPA Certification
- Earn up to 6 NATE Certifications
- Job Placement Assistance**

check out www.rrcfuture.com for more info!

Call us! (888) 537-6640
or email: admissions@rrcfuture.com

*Data from The U.S. Bureau of Labor and Statistics  ** Actual Ready Date cannot guarantee employment and/or salary.

REF: V2-2015.0911
HVAC Jobs Stat Sheet
Heating, Air Conditioning, and Refrigeration Mechanics and Installers
US Department of Labor, Bureau of Labor Statistics

Estimated Number of HVAC Jobs

<table>
<thead>
<tr>
<th>Year</th>
<th>Thousands of Jobs</th>
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<tbody>
<tr>
<td>2012</td>
<td>267,600</td>
</tr>
<tr>
<td>2022</td>
<td>323,500</td>
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</table>

55,900 Estimated Number of New HVAC Jobs by 2022

How Much Do HVAC Techs Make?

- Average Hourly Wage in 2014: $21.46
- Average Annual Wage in 2014: $44,630

All statistics are based on the US Department of Labor, Bureau of Labor Statistics.

Learn more at www.rrcfuture.com
Contact us at: info@rrcfuture.com or 888-537-6640
Retail Ready Career Center
2800 West Kingsley Road #103 Garland, TX 75041
This was one used by another Admissions Counselor there in September of 2015.

Begin forwarded message:

From: Cam Cunningham <cam.cunningham@hvacfuture.com>
Subject: Retail Ready Career Center
Date: September 18, 2015 at 9:11:36 AM CDT
To: Perry Northcutt

Hello Perry,

My name is Cam Cunningham and I am an Admissions Counselor with Retail Ready Career Center. I recently found your resume online on a job board.

Retail Ready Career Center offers a 6 week training designed to prepare you with the classroom and hands-on training necessary to become become an E.P.A. and N.A.T.E Certified Heating and Air Maintenance Ready Technician.

As a Post 9/11 Veteran, you may qualify for a stipend (up to $2,623.50) to help cover expenses at home while you’re in training, as well as a weekly allotment of $175 per week (paid in cash). Round trip air travel, private hotel room, meals expenses are covered during training for qualified veterans.

**Becoming a Certified Heating and Air Technician could open doors of opportunity and offer the career stability you’re looking for.**

Please check out the attached course catalog and contact me directly to learn more about becoming a Certified Heating & Air Conditioning Technician and receiving Job Placement Assistance in Your Local Area.

Warmest regards,
Cam
<table>
<thead>
<tr>
<th>Case ID</th>
<th>VA10432</th>
<th>Status:</th>
<th>ACTIVE</th>
<th>Submitted:</th>
<th>06/26/2017</th>
</tr>
</thead>
</table>

**Issue Description:**
I attended HVAC Training at Retail Ready Career Center in Garland, TX. I am sure you have had other complaints by now. The school collected TEN MONTHS of GI Bill benefits from me for a six-week course. A course I completed and training I never benefitted from. My first job interview was laughed at & offered $11/hr. to start. I had three more interviews. I found a job on my own fixing generators and never looked back to HVAC. Now I am learning that the school lied about their Accreditation. Isn't that fraud? There are other unethical issues at the school as well, but I just want to get my benefits back. Instructors: Willie McCranie & Hans Drasher. School Dates: FEB - APR 2016. Recruiter was Lee Heward (no longer at the school but he is on LinkedIn) “issue description” from PECS

**Resolution Desired:**
An agreeable solution would be to have 80% of my GI Bill benefits returned to me. In exchange, I would gladly forfeit my EPA and NATE Certifications I obtained through the school. Since they lied about being eligible to take my benefits, I feel I should get them returned to me rather than let a thief continue to steal from Veterans. This school should be investigated. SOMETHING isn’t right.

My class was 100% Veterans. I have learned that we were supposed to have some civilian students for their accreditation to be legal. That never happened.

I want my benefits back so I can return to school. This HVAC thing has not worked out for me and now that I know the school is a fraud, I want to be completely clear of it.

<table>
<thead>
<tr>
<th>Case ID</th>
<th>VA9230</th>
<th>Status:</th>
<th>CLOSED</th>
<th>Submitted:</th>
<th>10/18/2016</th>
</tr>
</thead>
</table>

**Issue Description:**
The Retail Ready Career center is a scam. They are gouging the price for 10 months (equivalent to $18,800.00) for a 6 week course that barley teaches you anything. The curriculum is not on a real schedule, the promises made to students are not kept. The tools they use our GI bill to purchase are cheap. The equipment we use is cheap and hardly functioning. The student services and contractors are paid to work for days they don’t work from our GI Bill. Some instructors are the furthest thing from professional. The hotel we stay in has a rat infestation/bed bugs. Is this how our Veterans should be treated? Literally being robbed of our GI Bills. This course SHOULD NOT cost anywhere near the amount being taken from Veterans at the profit of lazy and arrogant Retail Ready employees.

**Resolution Desired:**
Funds paid to these Con Artists need to be put back into the students GI bill so they can actually further their education. A VA rep should come sit through the course anonymously and get a real perspective of what a GI Bill does for Retail Ready, which is fill the pockets of mediocre employees. It is embarrassing that the VA allows this type of Fraud to take place at the expense of those who have paid the most.

<table>
<thead>
<tr>
<th>Case ID</th>
<th>VA9226</th>
<th>Status:</th>
<th>CLOSED</th>
<th>Submitted:</th>
<th>10/17/2016</th>
</tr>
</thead>
</table>

**Issue Description:**
I'm attending Retail Ready Career Center HVAC school, I have not been pleased with this course. It's
very unorganized, the placement career counselor got paid to be here while we are yet they are hard to find. The hotel accommodation is unacceptable, the hotel has rats, roaches, and nor do they clean the rooms weekly unless you ask them to. Also guys in my class received their entire book stipend money yet I only received 107.50. I still need to buy more books due to buy study guides and book for other certifications. Thank you.

Resolution Desired:
I believe VA official should come through the course to see the issues that were dealing with. I also like the rest of my yearly book stipend or at least more of a percentage due to help pay for more education and certificates.

<table>
<thead>
<tr>
<th>Case ID</th>
<th>VA9225</th>
<th>Status:</th>
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</tr>
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</table>

Issue Description:
Student service and contractors are being paid for hours they did not work and for services that was not rendered. I also think the way in which grades are being done are not fair at all.

Resolution Desired:
The money paid for the services that was not rendered should be giving back so I can continue my education. I would also recommend someone coming through and sitting in on a class or two just to see how things are being ran.

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<thead>
<tr>
<th>Case ID</th>
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<th>Status:</th>
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Issue Description:
I feel that the education that they are providing is not worth the money that they are charging. As a veteran, I want my education to be provided by the best. They do not take the time to actually teach us the material and yet we are being tested on them.

Resolution Desired:
I think that a fair solution should be that I get refunded my GI Bill found so that way I can continue my education like I attend to.

<table>
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<th>VA9223</th>
<th>Status:</th>
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</table>

Issue Description:
Student service and contractors are being paid GI bill money for hours they did not work and services they did not render.

Resolution Desired:
GI bill money used to pay student services and contractors should be returned to students so they can further their education. If not, the subject will be pursued further.

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<thead>
<tr>
<th>Case ID</th>
<th>VA9222</th>
<th>Status:</th>
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<th>Submitted: 10/17/2016</th>
</tr>
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</table>

Issue Description:
Student services and contractors being paid GI bill money for hours they did not work and services they did not render.

Resolution Desired:
| OIG Investigation: Retail Ready | WITHDRAWN Sep 2017 | School closed in 2017 due to multiple compliance violations regarding student enrollment levels, improper certifications and billing to the VA, and violations of allowable costs/practices.  
- Investigation ongoing since summer 2017  
- Dir, VetsEd and General Counsel held meeting with OIG on Aug 21 to discuss status; indicated they are preparing for trial and posed hypothetical questions regarding ‘flags’ that may occur during an approval process.  
- Dir, VetsEd held phone conference 8/28/18 to discuss documents in file and confirm lack of receipt of specific items. | Trial date unknown  
IG asked for designation of TVC representative for prosecution team. Referred to General Counsel for formal response.  
Notes:  
Dir, VetsEd spoke with prosecutor and OIG staff on 10/18/18 to answer questions. Not a formal deposition and General Counsel was asked to leave room as it was considered a witness interview. Transcript pending; TVC will have chance to review, supplement, or otherwise amend as necessary. |
Dear Student,

I am sending you this email because our records indicate you attended or are projected to attend Retail Ready Career Center and are using your Department of Veterans Affairs’ (VA) GI Bill education benefits.

On September 26, 2017, the Texas State Approving Agency withdrew approval for Retail Ready to receive GI Bill benefits. The following day, VA learned that the school had suspended classes and closed for administrative purposes. Neither the Texas State Approving Agency nor VA required the school to close. The decision to close was made solely by the school.

What does this mean for your GI Bill benefits?

Will VA Still pay for my housing?

Because Retail Ready chose to close instead of continuing to provide training, VA is unable to continue to pay you a housing allowance.

What about my classes?

- What if I’ve already started and am in the middle of training?
  Again, because Retail Ready has chosen to close, VA is no longer allowed to pay for your training. Any payment of tuition and fees that were paid to the school for your training will be collected from the school. You will be able to keep any books and supplies stipend and housing allowance that we have already paid to you through Sep 30, 2017. After this date no further housing allowance can be paid.

- What if I was just about to start?

We will not be able to pay GI Bill benefits for any of your training at Retail Ready. Even if your enrollment for the upcoming term was already submitted to VA for classes at Retail Ready Career Center, VA cannot pay for it.

Can VA restore my benefits or continue to pay my housing under the provisions of the new law (“Forever GI Bill”)?

As a result of the Harry W. Colmery Veterans Educational Assistance Act of 2017 (“Forever GI Bill”), VA has been given the authority to restore benefits and continue paying housing allowances in limited circumstances. We are evaluating whether Retail Ready Career Center fits into one of these limited circumstances. If we determine that it does, we will be able to restore any GI Bill entitlement you used for the program. Likewise, we will be able to provide you with housing payments that would have been paid to you through the scheduled end of your program. Unfortunately, the law does not give VA the authority to make these housing payments until August 1, 2018.

Where can I find more help?

- Reach out to Veterans of Foreign Wars (VFW). VFW offers emergency assistance grants to students affected by school closures.
- Free lawyers and advice are available for students from Veterans Education Success. Visit their website or email directly, help@VeteransEducationSuccess.org.
- The Department of Education has a page dedicated to school closures. Check out the Has Your School Closed? webpage for more information.
GovDelivery emails to affected students of Retail Ready Career Center closure

- The American Legion has service officers in every state that can provide answers to questions about education benefits, federal student loans and credit transferability.
- Student Veterans of America has a network of over 1,400 student chapters at colleges and universities and their staff can provide answers to your questions.
- VA’s GI Bill Comparison Tool can help you review and compare alternative schools.
- The State Approving Agencies are working with schools to identify those that will accept transfers as appropriate and possible.

What if I have student loans?

If you are a GI Bill beneficiary who also has federal student loans, consider visiting the Department of Education’s Federal Student Aid webpage for Closed School Discharge, which has information regarding loan forgiveness criteria for students whose schools close abruptly.

What can I do if I have additional questions?

Our Education Call Center is available at 1-888-442-4551 (Monday – Friday, 7 a.m. – 6 p.m. CST) for any questions about your GI Bill benefits and remaining entitlement. You can also join the conversation on our Facebook page or follow us on Twitter @VAVetBenefits.

We understand the extremely difficult situation this creates for you, and wish to assist you as much as possible in continuing your educational path.

We will continue to provide updates as they become available. As always, thank you for your service.

V/R,
Curtis L. Coy
Deputy Under Secretary for Economic Opportunity
Veterans Benefits Administration
U.S. Department of Veterans Affairs
Washington, DC 20420

VA Core Values: Integrity, Commitment, Advocacy, Respect, Excellence (“I CARE”)
WITHDRAWAL NOTICE – effective September 26, 2017

September 26, 2017

Mr. Jonathan Davis, President
Retail Ready Career Center, Inc.
2800 West Kingsley Road, Suite 103
 Garland, TX 75041

Re: WITHDRAWAL OF APPROVAL TO TRAIN VETERANS UNDER 38 US CODE

Dear Mr. Davis,

As the State Approving Agency (SAA), the Texas Veterans Commission Education Program is withdrawing your approval to train VA eligible persons under the provisions of Title 38 US Code pursuant to 28 CFR 21.4259(a)(2), which states that “the SAA will immediately disapprove the course if any of the requirements for approval are not being met and the deficiency cannot be corrected within a period of 60 days.” This withdrawal is effective September 26, 2017. Please be advised that further certification of VA eligible students is prohibited.

On September 20, 2017, the SAA was notified by VA Office of Investigator General (VA OIG) that your school is being investigated and that a search warrant had been executed. Further information pertaining to numerous Principles of Excellence Complaints was provided to the SAA by the Department of Veterans Affairs on September 25, 2017.

Therefore, the SAA has determined that while the VA OIG investigation is ongoing, the SAA has sufficient facts to conclude that the facility no longer meets approval criteria. The school's approval to offer education and training to veterans and other eligible persons is withdrawn based upon the authority in 38 U.S.C. 3679. These violations of the 38 CFR cannot be corrected within 60 days.

The facility must immediately:

1. Discontinue all advertisement that indicates that the facility is approved for veterans training.
2. Provide to the Texas State Approving Agency a list of all VA beneficiaries. The list must include the contact information for the listed VA beneficiaries to include address and phone number.

While there are no provisions in the Code of Federal Regulations for an appeal to this withdrawal, the Texas SAA staff will be available to address inquiries regarding this decision. If you have questions regarding this withdrawal contact me at Tammy.Micalefel@tea.texas.gov or at 512-463-6160.

Sincerely,

Tammy L. Micalefel
Director

TLM:NCD-81244-14

CC: Department of Veteran Affairs – ELR
Ship Request Form

Ship Request #: 129663

**Sender**
- Name: Judy Schuer
- Account #: eRR
- Phone: 5124636532
- Email: [Email]
- Company: OPA TPASS
- eRR Track: 9171999991703164775472

**Recipient**
- Attn To: Mr. Jonathan Davis, President
- Company: Retail Ready Career Center, Inc.
- Address: 2500 West Kingsley Road, Suite 103
- City: Garland
- State: TX
- Zip: 75041
- Country: US

**Shipping Instructions**

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