

**Customer Call Sheet
OPERATIONS**

Student: _____ (Last Name) (First Name)	Date: 10/2/09
ID #: _____	

Locations: CORP UTI-Phoenix UTI-Houston UTI-Glendale Heights
 UTI-Ranch UTI-Exton UTI-Sacramento NTI-NC
 UTI-Boston MMI-Phoenix MMI-Orlando

<input checked="" type="checkbox"/> Initial Complaint Forwarded to Campus	Date: 10/9/09
<input checked="" type="checkbox"/> Response Received from Campus	Date: 10/23/09
<input checked="" type="checkbox"/> File Closed	Date: 11/4/09

CONFIDENTIAL

UTI-C-000567

Redacted by HELP Committee

From: Duane Kramer
Sent: Tuesday, December 08, 2009 2:16 PM
To: Redacted by HELP Committee
Cc: Tom Riggs
Subject: RE: [Redacted] Complaint Letter - Norwood

This has been resolved....

Redacted by HELP Committee

Can you do a summary of this in collaboration with [Redacted by HELP Committee]? We can review the file and behaviors while we are there... Thanks Duane

-----Original Message-----

From: Redacted by HELP Committee
Sent: Tuesday, December 08, 2009 1:49 PM
To: Duane Kramer; Redacted by HELP Committee
Cc: Tom Riggs
Subject: RE: [Redacted] Complaint Letter - Norwood

Duane- will you guys be addressing this when you are out in Norwood next week?

Redacted by HELP Committee

Director People Services Partnerships
UNIVERSAL TECHNICAL INSTITUTE, INC.

Redacted by HELP Committee

-----Original Message-----

From: Duane Kramer
Sent: Friday, October 23, 2009 5:04 PM
To: Redacted by HELP Committee
Cc: Tom Riggs; Redacted by HELP Committee
Subject: [Redacted] Complaint Letter - Norwood

Redacted by HELP Committee

This is more an operations issue, but we can look for this while we are at Norwood 11/2-5/09.
Thanks Duane

-----Original Message-----

From: Duane Kramer Redacted by HELP Committee
Sent: Wednesday, October 21, 2009 7:32 AM
To: Duane Kramer
Subject:

This E-mail was sent from "RNPCB9BC8" (C4540).

Scan Date: 10.21.2009 10:32:11 (-0400)
Queries to: Redacted by HELP Committee

Redacted by HELP Committee

From: [Redacted]
Sent: Wednesday, November 04, 2009 8:43 AM
To: Tom Riggs; Duane Kramer; [Redacted by HELP Committee] Kim McWaters
Subject: [Redacted]
Attachments: [Redacted]

Dear Team:

I met with [Redacted] briefly prior to my trip to Phoenix and let him know that I would be personally following up with him when I returned from my trip. He was fine with this and he appreciated I reached out to him. I also mentioned to him that I would have an EM follow up with him while I was in Phoenix. I did not want Mathew to feel a void while I was gone. I also wanted to calibrate his story with the EM and then with mine to make sure we did not miss any important information the student communicated.

My meeting with [Redacted] went very well. We discussed the letter and all his concerns. He really appreciated [Redacted] (the EM) talking to him and felt very comfortable with him.

He voiced the same concerns in his original letter to me. He told me his original intention was to share the letter first with me but was unable to do so because I was out of town. He said having no Education Director he wanted to make sure that letter went to someone that would act on it. When I asked him why he did not bring it up to Reda (the EM), he said that he respected Reda but that he felt Reda was way too busy by having to cover the shift on his own. He thought it would take too long for Reda to address. I assured him that all of our students concerns are our number one priority and we will make the necessary time. He appreciated that.

Main Concern

[Redacted] main concern was that he did not want the reputation of the school to deteriorate. He shared with me that he is paying a lot of money and wants to make sure that the reputation of the school continues to be "the best of the best" long after he graduated. He felt the quality of student being admitted has dropped in the past few months. He also stated he was concerned with the number of student doing drugs in the parking lot, and the quality of our food service.

I assured [Redacted] that our admission team does an outstanding job in screening our student. Not every student who applies is accepted. He agreed as he recalled his own interview process. I told him nothing has really changed since he got accepted at UTI in the admissions process. However, if anything has changed, is that we are making more of an extra effort in assuring UTI is a good fit for our students.

I also assured [Redacted] that we are doing our best to randomly test our students for drugs and we will continue to do this for the safety our students. We strictly follow our UTI policy.

I shared with [Redacted] we are moving forward with our plans to add a cafeteria at our campus. He was very excited. He was also excited about our plans of adding a student lounge. He shared with me several ideas (15 minutes – Super Cool!) on to how set up the lounge that I will bring back to the committee.

Conclusion

I believe [Redacted] understands and sees the big picture. He now knows what we are doing to improve the Norwood Campus to make it a better place and maintain our competitive advantage. I mentioned to [Redacted] to always reach out to the instructor, EM, the ED, or the Campus President when he has a concern. We have an open door policy at UTI and he should always feel comfortable in visiting with us any time he likes.

I invited [Redacted] for a follow up meeting one month from today to see how he is doing and to share with him our progress on the many exciting initiatives we are doing at Norwood.

A good thing that came out of this meeting that I shared with [Redacted] is we (Norwood) needs to do a better job in communicating to the students the many initiatives we are doing to improve our campus. He agreed and he is looking forward to our next meeting.

For additional information on [Redacted] meeting with [Redacted] please see attached email.

Thanks

[Redacted by HELP Committee]

**Campus President - Norwood
1 Upland Road
Norwood MA, 02062**

[Redacted by HELP Committee]

Redacted by HELP Committee

From: [Redacted by HELP Committee]
Sent: Tuesday, November 03, 2009 8:11 AM
To: Duane Kramer
Cc: [Redacted by HELP Committee]; Tom Riggs; [Redacted by HELP Committee]
Subject: Re: [Redacted]

Not a problem. I will recap my meeting with the student. I will have it to you by today!

From: Duane Kramer
To: [Redacted by HELP Committee]
Cc: [Redacted by HELP Committee]; Tom Riggs; [Redacted by HELP Committee]
Sent: Tue Nov 03 08:04:30 2009
Subject: RE: [Redacted]

Jorge,

This issue should be addressed by the CP. The response indicates that the EM conducted all the meetings. When we discussed this you stated that you also talked with the student. Please recap this from your interactions and steps taken to support the student's concerns. Please forward to this team and Kim as this is where the complaint originated.

Thanks

Duane

From: [Redacted by HELP Committee]
Sent: Monday, November 02, 2009 8:53 AM
To: [Redacted by HELP Committee]
Cc: Duane Kramer; [Redacted by HELP Committee]; Tom Riggs
Subject: RE: [Redacted]

Below is the summary of the conversation [Redacted by HELP Committee] had with the student. Craig covered all his concerns. We believe the student is fine and should graduate with full satisfaction. Please let me know if you need additional information.

The following is a summary of the conversation between [Redacted by HELP Committee] and [Redacted by HELP Committee] It started at 6:45pm and lasted until 8:15pm.

Since I did not have a copy of the letter I asked Matt to summarize what he wrote for me to address his concerns.

Item 1: Snap-On Tool Voucher.

His concern is that it was miss-leading when he enrolled in school being told that he would be provided with a \$1000 voucher with a student discount, but not informed that the tools are retail priced to use the voucher. So in reality is only good for \$600. I understand his point on this. I have brought this up in the past that entry Diesel technicians absorb a larger start up cost than Auto Technicians and should have a larger voucher. The other concern with this item was that the list that Snap-On utilizes is the same as the auto with only a few other pliers on the list. He wanted to know if there was a more accurate list so he can be well prepared with the basics as an entry level Diesel Tech. I told him we have instructors that can help him with this, as he desires to go into Diesel Marine applications in the field and I will provide him with those names.

Item 2: Cummins Elective representative [Redacted by HELP Committee]

His concerns were no follow up in a timely manner and he himself had to continuously follow up with the ATP office in employment constantly for closure. He is not the only student that has brought this forward; even students enrolled in Cummins have had great difficulty in finding living arrangements when they are planning to move to AZ for school because of the slow follow. The end result was that Cummins would not benefit him for Marine Applications but the Power Generation would be a possibility but he has a family he cannot leave to live in AZ for 12 weeks. He is another example of

a student who would take Cummins if it was available here at Norwood. (I suggest a partition for student interest, like we did for welding on this). He feels he was pushed off to contact [REDACTED] who is a Cummins Rep here in MA to answer his questions about Cummins Marine Applications but [REDACTED] is not comfortable just calling Bob out of the blue with no prior ground work in place. I told him I will call [REDACTED] for him and see if I can have the two connect.

Item 3: Diesel Jobs in Employment

Auto book full of jobs. Diesel book only had 2. I told him we will follow up the employment director for verification, and if it is the case we will strengthen our Diesel relationships in the area. This was one of the primary reasons he choose Diesel was opportunity. He is currently assembling his resume so that [REDACTED] in employment can look for Diesel opportunities in the Cape Cod area that he suggested such as Ocean Spray. Originally he stated that he was told to call local businesses for opportunism. He also stated that he would like to know UTI's job placement, as he felt it was important information for incoming students to know. I explained that information can not be release as it is proprietary information. I explained that our goal is to be 90% or better, and that the employment department at Norwood is in the top 5 in the country.

Item 4: Food Resources for Students

Subway vendor. Concerned it tool a student to get sick before we asked him to leave. Explained that we did not want the student to go without until we had another vendor arrive and that we had to have him leave because of that incident. Also the coffee truck in the PM is disgusting and staff and students have gotten sick from it. Told him that we are getting rid of him also and that we have proposals in the works for a permanent cafeteria for the students here at Norwood like other campuses. This also included NAPA, which I told him that we are working on a replacement for them presently as well, and that you and I are waiting for a proposal from a vendor.

NAPA has not had T-shirts and he was told only new students could buy the hoodies. He was also concerned with all the vending machines and current resources we have are all sugar or caffeine. He said the only healthy item available is Milk and it is short supply. Only once vending machine has it, it is sold out as soon as it is stocked and has to wait a week before it is refilled. Explained that will be part of our permanent fix.

Item 5: Information to Students

Follow through and follow up from support services. He explained this from a business stand point. Example the T-Shirt contest was cancelled due to budgetary reasons. This contest was the student with the best design that they submitted would be voted on by staff and would be sold in NAPA. He followed up after 4-5 months because no one had told the students that it was cancelled. I told him this year we budgeted for more student events and that we also added more basketball nets, soccer nets and he also brought up the student lounge. He shared his thoughts on the lounge. He suggested arcade games for break, racing games so that the school could make some profit from it and using the projector to have the news or speed vision on in the lounge. I also explained that we were working on a book store modeled after a college and he like that idea. I told him I would forward the follow up and follow through concerns with the Campus President.

Item 6: Bells

No being the right time. Explained that they were just fixed today and that we were upgrading the system to have warning bells for break and lunch and they would have different tones.

Item 7: EMs

His reference to Mr. Strocky was because he knows that I can not be everywhere and that I am by myself. He explained that he noticed a difference when there was more than 1 EM on for that period and he felt Mr. Strocky did a great job for his capabilities at the time because he knows he was only filling in. I explained that we just didn't want to put anybody in an EM position and once there is more help on the PM to service students that there would be more visibility and he understands that I have to be in my office most of the time presently and support from other departments for PM students. Security, Security, and Security in the parking lot. Same with the EMs availability, no presence in parking lot. Burnouts, car vandalism, thefts etc. Explained that we are looking into this as something to get in place for student safety. Also he stated the lighting in the parking lot is the bare minimum and is a safety concern. Told him you and I would follow up with facilities on this for possible options.

Item 8: Quality of student.

Admissions exam. I told him by state law we can't, but that we are discussing an assessment exam for basic skills but it could be a condition of enrollment. I explained that we have not heard anything back on it. Also the discipline of student behavior he feels that we are unable to discipline students the way we need to and he is concerned because these students will represent UTI when they graduate and feels we are just keeping them here for monetary reasons only. He does not want that reflection on his status as a graduate from UTI. I explained that we handle incidents on a case by case basis.

All in all [REDACTED] feels much better. I told him to make sure he brings any other issues to me or his instructor directly. He agreed.

Redacted by HELP Committee

Campus President - Norwood
1 Upland Road
Norwood MA, 02062
Redacted by HELP Committee

From: [REDACTED]
Sent: Friday, October 23, 2009 6:27 PM
To: [REDACTED]
Cc: Duane Kramer; Kim McWaters; [REDACTED] Tom Riggs
Subject: [REDACTED]

Hi [REDACTED]

Thank you for following up on this matter and investigating the student's claims.

We would like to know the outcome of your meeting with the student and ask that you let us know the outcome of that conversation and the feedback from the student.

Look forward to seeing you next week at our Bus Review Meeting.

Regards,

Redacted by HEL

From: [REDACTED]
Sent: Friday, October 23, 2009 3:11 PM
To: [REDACTED]
Subject: FYI

Dear [REDACTED]

We are disappointed with this letter as you can imagine. I discussed the letter with my Student Service Director, the EM, and the instructor. None of them were informed of the situation and the student's disappointment with UTI-Norwood. We will reach out to the student and explain to him to make sure if he experiences another similar situation to bring it directly to the attention of his instructor, EM or any UTI employee. If they are not available, the student should come to the campus president. I am always happy to talk to any student about how to improve our services.

I asked [REDACTED] to talk to our vendors and conduct several audits. His results were that all our vendors are in full state of compliance. The trucks were clean and in compliance. The food in our vending machines could be better. Most of the students like the current food selection we provide. Nonetheless, I have instructed [REDACTED] to find out what this particular

student would like and we will determine if we can accommodate him. Further more we are in the process of adding a cafeteria to Norwood this FY2010. We should (God willing) have it running by mid Q2.

In regards to the drugs, I share with you that student services does the required drug testing based on UTI policy. However, I have instructed the EM's to be on alert and visit the parking lot during our breaks and lunches. We are considering hiring a security guard for the Norwood campus for the AM and PM session. We are currently working on the business case and we should have a decision by end of Q2.

What the student meant by downtime is a result of us not allowing to bring all of our students to the lab during end of course testing. As a result some students need to stay in class while the others are performing their hands-on testing in the Lab. Instructors entertain the student by conducting end of phase clean-up, reviews, 1x1 tutoring, learning center, support services, and training aid repair. We are looking at a way to improve this.

Hope this help let me know if you need more details.

Redacted by HELP Committee

Campus President - Norwood
1 Upland Road
Norwood MA, 02062

Redacted by HELP Committee

From: [Redacted]
To: Kim McWaters
Sent: Fri Oct 09 06:47:00 2009
Subject: Response to letter received- Norwood
Hello Kim,

Thank you for a quick and positive response to my commendation for Mr. [Redacted by HELP] and acknowledgment of the unfortunate events at this school. As I am almost finished with my course at UTI, I hope that the leadership team can turn things around for the students of the future.

For the last 9 months, students have offered advice and suggestions on how the school can be better for them which go unanswered, some of which I'll note below:

Food court: - Fast food machines with junk food and soda aren't promoting a healthy environment. Real food options could turn a better profit for the school, eliminating the need for a gut truck. Speaking of which, the afternoon food truck is a disgrace. The owner is gross, his truck is dirty and leaks propane, not to mention his food is not so good either. The morning truck is fantastic however, go figure.

There is currently 1 vending machine that offers milk and only 2 slots. Half the machine is empty. The Subway guy is overpriced for the amount and quality of food he provides.

Advanced classes for students like myself that are here to learn, excel in their work and have a purpose to attending this school. Select instructors that are highly regarded such as Mr. [Redacted by HELP] Mr. [Redacted by HELP Committee] etc. to teach advanced classes

There is certainly more than can be accomplished in the 3 week phases. There is so much down time I feel like I should be paid for attending, especially on end phase Thursday and Friday.

I can go on and on as I'm always observing, but I'll wait to hear back from you as your letter dictates.

I can be reached at

[Redacted]

Thank you for your time Kim.

[Redacted]



Universal Technical Institute, Inc.

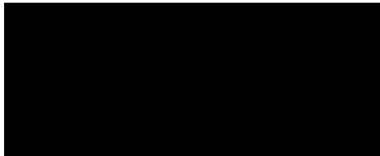
Home Office

20410 North 19th Avenue, Suite 200 / Phoenix, Arizona 85027

Phone (623) 445-9500 / Fax (623) 445-9501 / Toll Free 1-800-859-7249

September 30, 2009

www.uticorp.com



Dear [Redacted]

I am writing to let you know I am in receipt of your letter dated September 23, 2009. I appreciate you taking the time to not only share your concerns but also your special mention of Mr. Stocky. I will ensure that his leadership team is made aware of your commendation.

I am obviously disappointed by the UTI experience described in your letter . . . this is not what we strive to deliver nor an outcome we condone. I have asked our operations and education leadership to investigate your concerns and to report back to me with their findings and suggested corrective measures if warranted.

I will circle back with you once I have more information and hope to not only regain your trust and confidence in the UTI brand promise, but to ensure that we deliver a quality educational experience to all students, at all locations, and provide our industry partners with world class, best-of-the-best professional technicians.

I appreciate your candor and time you took to send me your concerns in a professional and respectful manner. Please provide me the time to do as thorough of an evaluation of the current status of our Norwood training experience and respond to you when I have the information at hand.

If you wish to provide me either an e-mail or phone number at which to contact you going forward, please feel free to send your information to my e-mail address,

[Redacted by HELP Committee]

Thank you and I will be in touch.

Kim McWaters
President & CEO

cc: Tom Riggs

Universal Technical Institute
AZ // CA // FL // IL // MA // PA // TX

Motorcycle Mechanics Institute
Arizona // Florida

Marine Mechanics Institute
Florida

NASCAR Technical Institute
North Carolina

Custom Training Group
AZ // CA // FL // GA // IL
NJ // PA // TX

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UTI-C-000576

Universal Technical Institute, Inc.
Document 7, Page 10



September 23, 2009

Kimberly J. McWaters President, Chief Executive Officer Universal Technical Institute, Inc:

This letter is in regards to Mr. Redacted by HELP Committee as a UTI EM at Norwood Campus.

I am one of if not the oldest student currently in school right now and my 15 year background as an educator presents me with this opportunity to voice my opinion.

I was fortunate to have Mr. Strocky as an instructor for Advanced Electric and I hold his professionalism and respect for the students and the school in high regard. His class presentation, evaluation, expectations and commitment to learning is bar none the best in the school.

As Mr. Redacted by HELP Committee is currently serving as a temporary EM, he is doing a fantastic job enforcing the SOP's outlined in the student handbook.

After 12 phases here, I along with other more mature students are fed up with the current malaise in regards to the SOP's. "pants below the butt" Non UTI apparel such as sweatpants, sneakers, other garage shirts, most notably student Al Bundy who for 4 phases now hasn't worn UTI apparel with no infractions, and even wins an SOC award during that time. That is blatant disrespect for all students who abide by the said guidelines.

Mr. Strocky has been a huge asset for the school as a teacher and an EM for the last 1.5 weeks. It would behoove you to make him the best offer possible to hold this position.

It would be wise, dollar for dollar to regain the respect of employers in the area who cringe when they hear "UTI Student". That's not an image you want or should have, especially for a privately run company.

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UTI-C-000577

I for one won't be advertising UTI once I'm finished here and I don't know too many who will for the fear of being laughed at and dismissed from an interview.

This school needs to regain it's integrity and image for itself, it's staff and it's prospective students. The level of students has declined immensely in the last 12 months. It's a disgrace to you as the CEO and President as well as the region the school is representing.

Again, this letter is to offer a level of compliment to Mr. Redacted by HELP Commit for this position, as well as voice my opinion on the lack of commitment the school is giving it's students and it's staff.

In the last 10 months I've noticed the following:

Drugs in the parking lot, Car crashes in the parking lot, pants around the butt with underwear showing, non UTI shirts, non work pants, sneakers and a blatant disregard for the guidelines set forth from day 1. Make an incentive to enforce these guidelines and you will see an increase in student performance, or continue with the status quo to see your profits rise and your respect fall with no regard to outcome.

Regards,

[REDACTED]
Currently a UTI Student

Norwood MA.

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UTI-C-000578

Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Monday, October 26, 2009 8:37 AM
To: Duane Kramer
Subject: FW: [Redacted]

As you requested.

From: Redacted by HELP Committee
Sent: Friday, October 23, 2009 3:27 PM
To: Jorge Gutierrez
Cc: Duane Kramer; Kim McWaters; Redacted by HELP Committee; Tom Riggs
Subject: [Redacted]

Hi, [Redacted]

Thank you for following up on this matter and investigating the student's claims.

We would like to know the outcome of your meeting with the student and ask that you let us know the outcome of that conversation and the feedback from the student.

Look forward to seeing you next week at our Bus Review Meeting.

Regards,

[Redacted]

From: Redacted by HELP Committee
Sent: Friday, October 23, 2009 3:11 PM
To: Redacted by HELP Committee
Subject: FYI

Dear [Redacted]

We are disappointed with this letter as you can imagine. I discussed the letter with my Student Service Director, the EM, and the instructor. None of them were informed of the situation and the student's disappointment with UTI-Norwood.

We will reach out to the student and explain to him to make sure if he experiences another similar situation to bring it directly to the attention of his instructor, EM or any UTI employee. If they are not available, the student should come to the campus president. I am always happy to talk to any student about how to improve our services.

I asked Chris to talk to our vendors and conduct several audits. His results were that all our vendors are in full state of compliance. The trucks were clean and in compliance. The food in our vending machines could be better. Most of the students like the current food selection we provide. Nonetheless, I have instructed Chris to find out what this particular student would like and we will determine if we can accommodate him. Further more we are in the process of adding a cafeteria to Norwood this FY2010. We should (God willing) have it running by mid Q2.

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considering hiring a security guard for the Norwood campus for the AM and PM session. We are currently working on the business case and we should have a decision by end of Q2.

What the student meant by downtime is a result of us not allowing to bring all of our students to the lab during end of course testing. As a result some students need to stay in class while the others are performing their hands-on testing in the Lab. Instructors entertain the student by conducting end of phase clean-up, reviews, 1x1 tutoring, learning center, support services, and training aid repair. We are looking at a way to improve this.

Hope this help let me know if you need more details.

Redacted by HELP Committee

Campus President - Norwood
1 Upland Road
Norwood MA, 02062

Redacted by HELP Committee

Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Monday, October 26, 2009 9:56 AM
To: Tom Riggs
Subject: RE: Student/Employee Letters

Hi Tom:

I can certainly begin a log going forward for any complaints that come to your desk.

Just for your info, past procedure on complaints from students/parents or employees that we received would be given to Redacted by HELP Committee in their mail folder and they would review and meet with either Duane or Mike or appropriate leader and discuss and ask them to follow-up. I was not always in the loop on these as they might follow up with the CP(s) and then get back to Redacted by HELP Committee directly and then in turn would get back to Kim if it was necessary.

As you know, my current process is to put out an email for messages I receive and I print it out and attaché a simple tracking form that it was sent to the campus. The follow-up email from the campus is then printed out and attached to the form also and it is filed in a campus folder. Additionally, we do not get all complaints received by everyone in the company only those that are sent to me. I don't receive those that go to Legal or PS usually.

This process has been kept very simple - it was felt by Redacted by HELP Committee that we keep the process simple and manageable.

Also, my role has been to listen and document the conversation in an email which is sent to the campus or admissions or legal, etc.. I do not offer advice or solutions to our students/parents – that is the campuses or leaders role.

I'd be happy to discuss how we handled this process in the past.

I will begin our log this week - I think this will be beneficial for you as we go forward.

Let me know if you would like to discuss further.

Thanks,

Redacted by HELP Committee

From: Tom Riggs
Sent: Friday, October 23, 2009 5:48 PM
To: Redacted by HELP Committee
Subject: Student/Employee Letters

Redacted by HELP

You mentioned that you documented customer service complaints. Can you do the same with any employee/student complaints that come to my desk and ensure that we keep a log of the following:

- Date letter received
- Person assigned to investigate (e.g. Duane, PS, etc.)
- Date we sent response
- Who we sent response to (e.g. Kim McWaters, employee, student, family,...)

Thanks,

-t

Tom Riggs
Senior Vice President,
Campus Operations
Universal Technical Institute, Inc.

Redacted by HELP Committee



Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Thursday, October 22, 2009 1:18 PM
To: Tom Riggs
Subject: RE: Response to letter received- Norwood

Hi Tom – any mail (except junk mail catalogs) I receive gets put into your mail folder(s) and put into your inbox. I don't hold on to it so I am not sure what happened in this case.

Going forward, I can put all complaints/follow-ups from Kim in a red Priority folder for you on your chair or desk and following up with you for action on them. Will that work for you?

Redacted by HELP Committee

From: Tom Riggs
Sent: Thursday, October 22, 2009 11:43 AM
To: Redacted by HELP Committee
Subject: FW: Response to letter received- Norwood

Redacted by HELP Committee

When did we receive this letter? I only got it (or was only aware of it) about a week ago.

I'm not pointing any fingers, just need to understand factually where it was and where it went before me.

Thanks,

-t

Tom Riggs
Senior Vice President,
Campus Operations
Universal Technical Institute, Inc.

Redacted by HELP Committee

From: Kim McWaters
Sent: Thursday, October 22, 2009 10:02 AM
To: Tom Riggs
Subject: RE: Response to letter received- Norwood

Hi Tom –

I am not certain when Duane received this....but, I am concerned that it has taken a month from Ops to respond to his initial letter of 9/23 to me. Further, I remain concerned about Norwood management and operations in general, therefore the issues highlighted cause me even greater concern. What can we do to move this up on the priority list? Thanks. K

From: Tom Riggs
Sent: Wednesday, October 21, 2009 8:31 PM
To: [Redacted by HELP Committee]
Cc: Kim McWaters; [Redacted by HELP Committee]
Subject: Re: Response to letter received- Norwood

Duane is working on, will update as soonas we have resolution.

Tom Riggs
Senior Vice President,
Campus Operations

Universal Technical Institute, Inc.
[Redacted by HELP Committee]

On Oct 21, 2009, at 4:20 PM, [Redacted by HELP Committee] <[Redacted by HELP Committee]> wrote:

Just keeping this one top-of-mind . . . thanks!

From: [Redacted by HELP Committee]
Sent: Thursday, October 15, 2009 1:52 PM
To: Tom Riggs
Cc: Kim McWaters; [Redacted by HELP Committee]
Subject: FW: Response to letter received- Norwood

Just circling back to see if you or any team member has an update for Kim on this e-mail and his previous letter dated 9/23/09. Thanks!

From: [Redacted by HELP Committee]
Sent: Friday, October 09, 2009 9:58 AM
To: Tom Riggs
Cc: [Redacted by HELP Committee] Kim McWaters
Subject: FW: Response to letter received- Norwood

Hi, Tom. This student (below) wrote a letter to Kim on which I copied you . . . can you provide Kim with an update . . . and please note his new feedback provided in his e-mail below as well. Thanks.

From: Kim McWaters
Sent: Friday, October 09, 2009 7:32 AM
To: [Redacted by HELP Committee]
Subject: Fw: Response to letter received- Norwood

Please see who has followed up with this individual and what action has been taken at the campus.....thanks. K

From: [Redacted]
To: Kim McWaters
Sent: Fri Oct 09 06:47:00 2009
Subject: Response to letter received- Norwood
Hello Kim,

Thank you for a quick and positive response to my commendation for Mr. [Redacted by HELP Co] and acknowledgment of the unfortunate events at this school. As I am almost finished with my course at UTI, I hope that the leadership team can turn things around for the students of the future.

For the last 9 months, students have offered advice and suggestions on how the school can be better for them which go unanswered, some of which I'll note below:

Food court: - Fast food machines with junk food and soda aren't promoting a healthy environment. Real food options could turn a better profit for the school, eliminating the need for a gut truck. Speaking of which, the afternoon food truck is a disgrace. The owner is gross, his truck is dirty and leaks propane, not to mention his food is not so good either. The morning truck is fantastic however, go figure.

There is currently 1 vending machine that offers milk and only 2 slots. Half the machine is empty. The Subway guy is overpriced for the amount and quality of food he provides.

Advanced classes for students like myself that are here to learn, excel in their work and have a purpose to attending this school. Select instructors that are highly regarded such as Mr. [Redacted by HELP Comm] Mr. [Redacted by HELP Committee] etc. to teach advanced classes

There is certainly more than can be accomplished in the 3 week phases. There is so much down time I feel like I should be paid for attending, especially on end phase Thursday and Friday.

I can go on and on as I'm always observing, but I'll wait to hear back from you as your letter dictates.

I can be reached at

[Redacted]

Thank you for your time Kim.

[Redacted]

Redacted by HELP Committee

From: Duane Kramer
Sent: Tuesday, December 08, 2009 2:16 PM
To: Redacted by HELP Committee
Cc: Tom Riggs
Subject: RE: [Redacted] Complaint Letter - Norwood

This has been resolved....

Redacted by HELP Committee

Can you do a summary of this in collaboration with Pat Koepke? We can review the file and behaviors while we are there... Thanks Duane

-----Original Message-----

From: Redacted by HELP Committee
Sent: Tuesday, December 08, 2009 1:49 PM
To: Duane Kramer; Redacted by HELP Committee
Cc: Tom Riggs
Subject: RE: [Redacted] Complaint Letter - Norwood

Duane- will you guys be addressing this when you are out in Norwood next week?

Redacted by HELP Committee

Director People Services Partnerships
UNIVERSAL TECHNICAL INSTITUTE, INC.

Redacted by HELP Committee

-----Original Message-----

From: Duane Kramer
Sent: Friday, October 23, 2009 5:04 PM
To: Redacted by HELP Committee
Cc: Tom Riggs; Redacted by HELP Committee
Subject: [Redacted] Complaint Letter - Norwood

Redacted by HELP Committee

This is more an operations issue, but we can look for this while we are at Norwood 11/2-5/09.
Thanks Duane

-----Original Message-----

From: Duane Kramer Redacted by HELP Committee
Sent: Wednesday, October 21, 2009 7:32 AM
To: Duane Kramer
Subject:

This E-mail was sent from "RNPCB9BC8" (C4540).

Scan Date: 10.21.2009 10:32:11 (-0400)
Queries to: Redacted by HELP Committee