

**Customer Call Sheet
OPERATIONS**

Student: <u>Anonymous</u> (Last Name) (First Name)	Date: <u>6/23/09</u>
ID #: _____	

Locations:

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

<input checked="" type="checkbox"/> Complaint Received by <u>Kim McWaters</u>	Date: _____/_____/_____
<input type="checkbox"/> Complaint Forwarded to _____	Date: _____/_____/_____
<input type="checkbox"/> Complaint Forwarded to _____	Date: _____/_____/_____
<input type="checkbox"/> Complaint Forwarded to Campus	Date: _____/_____/_____
<input type="checkbox"/> Response Received from _____	Date: _____/_____/_____
<input type="checkbox"/> File Closed	Date: _____/_____/_____

CONFIDENTIAL

UTI-C-000600

Redacted by HELP Committee

From: Campus President
Sent: Wednesday, July 01, 2009 6:58 AM
To: Redacted by HELP Committee
Subject: FW: What kind of School are you running?

For your records. Thanks.

Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Wednesday, July 01, 2009 12:44 AM
To: Redacted by HELP Committee
Subject: Re: What kind of School are you running?

Cool. Please copy Redacted by HELP Committee as she is the keeper of the records!! Thanks!

From: Campus President
To: Redacted by HELP Committee
Sent: Tue Jun 30 12:36:42 2009
Subject: FW: What kind of School are you running?
All taken care of!! Got you covered!!!

Redacted by HELP Committee

From: Kim McWaters
Sent: Thursday, June 25, 2009 1:09 AM
To: Campus President
Subject: Re: What kind of School are you running?

Thanks Redacted by HELP Committee I appreciate you taking the time to investigate the merits of the expressed concerns and taking corrective action when and where appropriate.

Thanks again.

K

From: Campus President
To: Redacted by HELP Committee
Cc: Kim McWaters; Redacted by HELP Committee
Sent: Wed Jun 24 14:20:47 2009
Subject: FW: What kind of School are you running?

In reviewing this with Redacted by HELP Committee we have been able to identify a student's response from the ESI's to the instructor talking about Walt Disney World. The instructor has been coached based on the ESI comment about veering off track from the curriculum. We have communicated to all instructors the importance of staying on task during class time. In regard to Mr. Redacted by HELP Committee he is a new EM and to date has displayed very high levels of integrity and fairness. Redacted by HELP Committee is a graduate of the Marine program and has never told any students they were not to have "fun" while in school. Based on the opening paragraph with the reference to "bro" we believe this may be a disgruntled student posing as a parent. ESI's do not indicate unrest among the students however as always we are sensitive to providing the best educational experience for all our students. If you need any additional information, please let me know. Thanks.

Redacted by HELP Committee

From: Campus President
Sent: Tuesday, June 23, 2009 5:28 PM
To: Kim McWaters; Redacted by HELP Committee
Cc: Redacted by HELP Committee
Subject: RE: What kind of School are you running?

I will work with Redacted by HEL and we will investigate fully. Thanks.

Redacted by HELP Committee

From: Kim McWaters
Sent: Tuesday, June 23, 2009 5:15 PM
To: Campus President; Redacted by HELP Committee
Cc: Kim McWaters; Redacted by HELP Committee
Subject: FW: What kind of School are you running?

Hi, Redacted by HEL With this being anonymous, not much you can do about a response, but there may be merit to investigating the concerns just to ensure our students are getting the full world-class experience we expect and demand for every student.

Thanks!

Redacted by HE (OBO Kim McWaters)

From: Redacted by HELP Committee
Sent: Tuesday, June 23, 2009 2:11 PM
To: Kim McWaters; Campus President
Subject: What kind of School are you running?

Good Afternoon Ladies,

First of as I write this e-mail, I am not using my real name, because I don't want my son to be penalized for me writing my concerns about the UTI/MMI School in Orlando Florida. Yet still these are very real and I hope you address them as they need to be. bro

First of all, I question the education/experience of some of the instructors you have teaching. One teacher was more interested in talking about Walt Disney World, in fact so instead of teaching he brought pictures of his "Disney World" that he had built. I don't see how Disney World and fixing boat engines are related. When some

students brought this to the attention to (I think they are called EM's) they were shrugged off. This same instructor sits in his seat at his desk, and if a student needs help, he tells them to look in the manual and doesn't bother even getting up. That's teaching??

One other instructor that my son had a problem with was one who talked about the Army for the entire class, instead of lecturing or letting them work on boat engines. Again, some students when to one of the EM's (His name is Mr. Redacted by HEL) and they were told that it was

his class and they could do nothing about it. Do nothing about it, these are supposed to be the supervisors who are in charge

of the teachers, not only supervising what is going on in the class but giving the teachers info and help in operating a successful

classroom. If Mr. Redacted by HEL is a representative of what kind of supervisor you have, you have hit it wrong. Speaking of Mr. Redacted by HEL,

my son, told me that when it comes to attendance he will give "favors" to some students who are on the verge of failing and not to others. When he gives these "favors" he tells them not to tell other students. If you have a rule, then it needs to be enforced for all not just some, the ones you like.

Second, my son has said at the end of each class session (3 weeks) they are allowed to write down an evaluation on the class and instructor. This was usually done at the beginning of each class, just recently they were told that they had 5 minutes at the end of class and when some students need more time to write, they were told just to mark, it was important for their comments. What has changed? Isn't it important to have the students take part in the process to help make the school a success.

Third, The students heard that Mr. [Redacted by HELP] and a Mr. [Redacted by HELP] say that there no one is allowed to have any fun while in school. Why not? Get Real. Isn't having fun while learning one of the best parts of going to school. Maybe Mr. [Redacted by HELP] and Mr. [Redacted by HELP] should not be working there

and get a job that puts them all alone and not with other people. Sometimes, people take life way to serious and a few laughs makes things look brighter and it makes tough work even better. When I was in school, I learned better, when the teacher made the lesson fun and enjoyable and we had a few laughs along the way.

Fourth there have been many instructors that have been wonderful and help the students when needed. These are a few staff members that need to either change their ways or leave the teaching and go into another field.

I hope there will be changes on you run UTI/MMI. I am paying good money for my son to get a decent education that can give him a trade to make money. If my son continues to complain about his classes and management team I will let the Board of Directors know and then, if have to let the media and Better Business Bureau know what is going on in Orlando's school. Thank you for your time.

Mrs. [Redacted by HELP Committee]