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**Customer Call Sheet
OPERATIONS**

Student:	<div style="background-color: black; width: 100%; height: 1.2em;"></div>	Date: <u>10/28/09</u>
	(Last Name) (First Name)	
ID #:	<div style="background-color: black; width: 100%; height: 1.2em;"></div>	

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 McV</u>	Date: <u>10/28/09</u>	<u>student</u>
<input checked="" type="checkbox"/> Complaint Forwarded to <u>Tom Riggs</u>	Date: <u>10/28/09</u>	
<input checked="" type="checkbox"/> Complaint Forwarded to <u>Duane</u>	Date: <u>10/28/09</u>	
<input checked="" type="checkbox"/> Complaint Forwarded to <u>Campus from Duane</u>	Date: <u>11/4/09</u>	
<input checked="" type="checkbox"/> Response Received from <u>[Redacted]</u> to Duane	Date: <u>11/4/09</u>	<u>11/17/09</u>
<input checked="" type="checkbox"/> File Closed	Date: <u>11/17/09</u>	

Redacted by HELP Committee

From: Campus President
Sent: Tuesday, November 17, 2009 10:25 AM
To: Kim McWaters
Cc: Duane Kramer; Tom Riggs; Patricia Koepke
Subject: FW: Thank you for your e-mail . . .
Attachments: ESI's [Redacted]

In response to the email from student [Redacted] we did an investigation of the concerns outlined in his email. I reached out to all the functional departments, reviewed SMART notes and was surprised there were no negative concerns or dealings documented for this student. Because there was nothing in SMART we went back to see if he had written any ESI comments.

Here is what we do know after researching ESI comments from [Redacted] during his time at UTI; he made 5 comments during program. Listed below are the highlights of the attached ESI's from [Redacted]

1. 1st comment 1-26-09 Course 2 Jones – All praise
2. 2nd comment 2-16-09 Course 29 Newman – complained Cancel was not good teacher and did not want to clean – [Redacted] explained Cancel was not teacher but only Lab Assistant and explained why students must clean.
3. 3rd comment 6-1-09 Course 3 – complained about Ortiz being new to teaching course 3
4. 4th comment 8-3-09 Course 32 – Complained about lack of EM help. [Redacted] met with him and believed the interaction was positive.
5. Last comment after program change and double: **ADTF-137-3-VOLKMAN-AM**

Multiple times now I have had problems with SS, FA, and Acct. I am trying to double up my last two classes and spent a week of coming in every day to check in on their progress. Every time I came in I always got “the runaround”. SS tells me my paperwork is in Acct, Acct says she gave it back to SS. So when I go back to SS they say that now it's in FA and I will be called when it's ready. A week later when I called them I'm told my paperwork has been ready to sign for a few days now and I should come in. So I leave class again to sign only to find out when I get there that it has been lost. So the next day I finally am ready to sign and my requested schedule has been made wrong. I have a few important events I need to be home for, for my family in late Oct early Nov. I also work full time. I was very detailed in my requested schedule change yet it was still not right. I cannot tell you how extremely frustrating this has been along with past problems in these departments. It seems they are very disorganized. Also, I had another issue with a test in Ford Fact. I talked to Mr. [Redacted] and he suggested I talk with an EM. I was told the only EM I could talk to was Mr. [Redacted]. The problem was that he is currently working nights and I work all afternoon everyday. When I ask if I could meet someone else the only answer I got was “NO”. I ask if I could meet or call him or just work something out to where my problem could be helped, again “NO”. Not “lets work something out” or “I'll see what I can do” just “NO”. So basically it's my problem and no one can help when that's their job. Again very frustrating and stressful since I'm trying to make it home for important events. I'm just looking for help, nothing out of the ordinary. Thank you. [Redacted]

R. I spoke with [Redacted] about his concern regarding the Ford test and his frustrations. [Redacted] claimed that the “only answer I got (from the EM) was “NO”. Mr. [Redacted] and [Redacted] were the ones who s/w [Redacted], and they both said that they did not refuse to help him. They related that they referred him to Mr. [Redacted] since it was a very specific FACT issue that not even the TTL could answer. [Redacted] expressed no concern to them (at that time) over having to meet with me. As for [Redacted] struggle in FACT, [Redacted] had failed a Ford test by Ford's standards but passed by UTI's standards and wanted to talk to me about the impact that it would have on his transcript. I told [Redacted] that [Redacted] & [Redacted] were correct that I was the one he needed to talk to about this. The EM's work schedule can make it more difficult to reach me sometimes, but the other EM know it is OK to give him my business card to FACT students which has my cell phone # on it. He said he was very triggered when he wrote the ESI. [Redacted] stated that all his issues (including SS and FA) have all been resolved at this point and he is no longer upset. I feel that [Redacted] realizes that we do care and are here to help him. – EM [Redacted]

In regard to the EM on the motorcycle turning left from the driveway is not a violation of any policies or rules so we are not sure why [REDACTED] thought this.

The student did experience frustration with the program change process due to combining that with doubling. This process does involve multiple departments and in [REDACTED] case was confused when the payment schedule was given directly to him and then it was sent to an incorrect email for his mother who had changed email address and not contacted us with the change. The program change process involves multiple departments and is a "clunky" process for the student and for staff. We believed each of the challenges Jacob faced and raised were addressed at the time of his frustration and did not seem out of the norm. The Education Managers work daily to enforce student expectations and there are students such as [REDACTED] who want to get those most from their education and unfortunately there are others who are less mature. We appreciate the time [REDACTED] took to write the email below and will use his feedback in our efforts to provide every student a world class experience!! If you have any additional questions or comments, please let me know.

Redacted by HELP Committee
[REDACTED]

From: Duane Kramer
Sent: Monday, November 16, 2009 9:34 PM
To: [REDACTED] Campus President
Subject: FW: Thank you for your e-mail . . .

Can you do the full review and send your response back to Kim and copy Tom, Pat and me? Thanks
Duane

From: Tom Riggs
Sent: Wednesday, October 28, 2009 11:50 AM
To: Duane Kramer
Subject: Fwd: Thank you for your e-mail . . .

Let's discuss.

Tom Riggs
Senior Vice President,
Campus Operations

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

Begin forwarded message:

From: "Kim McWaters" [REDACTED]
Date: October 28, 2009 10:58:20 AM PDT
To: [REDACTED]
Cc: "Tom Riggs" [REDACTED]
Subject: Thank you for your e-mail . . .

Hello, [REDACTED] I am very appreciative of the time you took and detail you provided in this e-mail. Your feedback is valued and very important to me, to our organization. I will ensure that your comments are received by the leaders who can applaud the instructors and staff you mention, as well as address the concerns you list.

It is obvious from your track record during school, and the professionalism displayed in your e-mail below, that you are going to be very successful in your future career, in life. I am proud to have you as an alumni and thrilled for the industry customer who gains you as an employee.

I appreciate your concern and commitment to helping us create the best possible outcome for all of our students, current and future. A member of our education/operations team will be in touch with any questions and/or response to your concerns. We will take your feedback seriously.

Thank you, [REDACTED] . . . you are what it means to be the "Best of the Best"!

With gratitude,

Kim McWaters
President & CEO

From: [REDACTED] n]

Sent: Wednesday, October 28, 2009 9:55 AM

To: Kim McWaters

Subject:

To Whom it may concern,

My name is [REDACTED]. I have just completed my last phase at UTI Orlando. I took the core and Ford FACT programs. For the most part, I have had a great experience here at your school. It is a great facility with plenty of tools and training aids at the student's disposal. the majority of the instructors have been excellent at their job as well, and a few have gone above and beyond. I would like to personally thank Mr. [REDACTED] Mr. [REDACTED] Mr. [REDACTED], Mr. [REDACTED] Mr. [REDACTED] Mr. [REDACTED] and Mr. [REDACTED]. These teachers are the ones who werent afraid to go the extra mile. Not only would they stay after class every day to make sure that everyone understands the classwork, they expand upon the subject they are teaching so that everyone left class with much more information than the slides and books have to offer. They also conduct their class in a way that is very relaxed and fun while maintaining control at the same time. In their classes, you can feel free to talk, joke around, and have a great time learning. Yet it's in these classes that no one disrupts class because the teacher makes you want to learn as much as possible. They make the subject very interesting. I know that I can learn much more in an environment like this than in a class where you have a boring teacher crammng slide after slide at you not "teaching between the lines". It was in these classes that I felt that i was part of a team, especially in Ford FACT. I honestly believe that if I went through the same program without these teachers, I would not be near as prepared for the field as I am now. When the teacher can combine fun, stories, personal experiences and the curriculum in a balanced manner, the students are going to take home much more from the class than the typical teacher can provide. After all, what good is any knowledge if you don't know how to apply it? I say all this to make sure these teachers are recognized for the great job they are doing and that it isn't goin unnoticed by many of the students they have taught.

My most positive experience at UTI was definatley the for FACT program. Everything in it is top-notch; Instructors, Tools, Material, Training aids and facility. I also liked the smaller classes that allow more one on one time with the instructor. Keep up the good work! However, there were several issues at UTI that were lacking and made things harder for a student who is serious about their education.

Throughout my time at UTI, I maintained a 4.0 GPA, excellent attendance, multiple SOC's and director's list awards. I dont say this to brag, but to let you know that I am writing this letter as feedback that will hopefully help future students at UTI. I took this program very seriously and I know others do also. I was not a bored high school drop out that somehow got accepted to UTI so mommy and daddy would let me stay at home for another year. Students like this were one of the many problems I had at UTI. Too many people are in this school that shouldn't be. These are the students who are just here too goof off with their friends. In 90% of my classes, I would have to deal with many students disrupting class, disrespecting teachers and other students. They were the ones holding up the entire class. In my mind, these students need to either not be accpeted in the first place, or immediatley be cracked down on. The majority of the time, these are the students who think they are a "gangsta". All the baggy pants around the knees, cussing, piercings all over, stealing from our neighbors in the community is making UTI look like a bunch of morons. The EM's are constantly emphasizing professionalism and threatening to crack down

on the slackers. But all I have seen from them is all talk and no walk. I got very sick of seeing the same clowns every other phase. People purposely breaking school equipment, screwing around in the lab and classroom and bringing others down with them. Yet the most punishment that was given in most cases was a rephase. This just allowed for them to have a new audience to "entertain" for another three weeks. I saw and heard of students getting rephased 5 and 6 times, taking over 2 years to graduate the core program alone! Shouldn't this be considered unacceptable? It seems that as long as mommy and daddy have \$1,500 for a rephase, these idiots can "try" again as many times as they want. If UTI is so serious about keeping a respectable reputation in the community, why not expel these failures who are just passing time for the next year or two? These students are from all over the country making our school look like a joke. There are already companies in the Orlando area that will refuse to hire any UTI student or graduate just because of students like this. Forgive me for being concerned, but I actually care what my diploma is worth. It seems to me like this school is more of a business instead of a body worried about education. These students really are lowering the bar for everyone else. I cannot stress to you enough how much this would improve the school.

This problem leads to another problem I had to deal with. I know that the EM's get tired of dealing with constant stupidity, but when a student like myself comes into their office with a real problem I need their help with, I demand the respect I deserve. Not every time, but on several occasions, I went to the EM's office for issues I had in school and left wondering why I even went to them at all. One time when I came in, 3 EM's were in the office. 2 of them were telling jokes to each other and the third one was looking at some papers. I stood in the doorway for about 30 seconds unacknowledged by any of them, so I knocked on the doorframe. The third EM looked up like I was being rude and asked me what I wanted. When I told him my problem, he told me the only one who could help me was the only EM that wasn't there. So I asked when I could see him and he said "I don't know, he's working nights right now." So I asked when I could see him. He said "I don't know." So I asked if we could arrange a phone call and my response was "No". So I asked him if there was anyone else I could talk to, "No". So I asked him what I could do to get my problem solved and all I got was "I don't know, that's your problem." Isn't an EM there to help students? It got really old really fast when they acted like they were too good to do their own job. At \$30,000, I should be getting all the help I need, not someone who feels that I don't matter. Almost constantly, 2 of the 4 EM's at my campus acted like they owned it, too good to help anyone or anything around it. I don't need an EM like this. They are supposed to be helping us students and enforcing the rules. They should also abide by the same rules they set as well. For example, we are told that if we turn left in or out of the exit facing SAM's CLUB, we will be written up. This is because there is a double yellow line, there have been several accidents, and it is illegal to do so. Yet on the first Friday of my last phase, one of our EM's rode his motorcycle and turned left out of that exit. Who is there to write him up? Who is he held accountable to? It's very annoying that they feel and act like they are above the law sometimes.

Another problem I had was with Student services, Financial aid, Accounting, and Employment services. All of these departments are very unorganized and unprofessional. Nearly every time I went into one of these departments, I only went away unhelped, mad and frustrated. Multiple months, my family and I never received a bill for my tuition for our cash payment plan. The only way I would find out was showing up to school one day to find out I was put on hold. This happened twice. So then I would have to take time out of my class to go down there and help them figure out what was wrong only to find that they had made another mistake. Another time, I was given a notice for a \$4,300 balance due to the school over a month after my tuition was paid off! So once again, I had to make another trip down to their office and take time out of class to figure out what was going on. After 45 minutes I wasn't able to be helped. So I went back again after class was over only to find that someone can't do simple math. Yet no one had any clue how or who made the mistake. I understand that people make mistakes, but when I have more problems than help, there's an issue in that area. With employment services, I had issues with my call list getting done. I turned mine in on my first week of Ford FACT. Yet with only 3 weeks left in my school, it still had not been started yet. I stopped in and was asked to come back in one week and that it would be done. So when I came back it still wasn't done. After 3 days of stopping in to babysit and asking them to do their job, it finally got done. This isn't acceptable! I paid an awful lot of money to get not only a good education, but all these services as well. This is supposed to be what sets UTI apart from the rest. But in my experience here, I didn't see that.

I see a lot of good things about this school. I just think that a few things could be worked on. Holding the staff accountable, getting rid of students who don't need to be there in the first place, and having the student service departments do a better job. I want you to understand that this is not my way of lashing out or getting in the last word. I honestly think that someone hearing this will be able to make UTI a better place for future students. I felt that doing it this way was the best approach for positive results. Please

take this letter seriously. I did put a lot of thought and effort into it. Please feel free to contact me with any questions you have. I will help in any way I can.

Thankyou,

Home Phone:
Cell Phone:



Redacted by HELP Committee

From: Duane Kramer
Sent: Monday, November 16, 2009 7:34 PM
To: Redacted by HELP Committee
Subject: FW: Thank you for your e-mail . . .

fyi

From: Duane Kramer
Sent: Monday, November 16, 2009 7:34 PM
To: Campus President
Subject: RE: Thank you for your e-mail . . .

Can you do the full review and send your response back to Kim and copy Tom, Pat and me? Thanks
Duane

From: Campus President
Sent: Wednesday, November 04, 2009 2:07 PM
To: Duane Kramer
Subject: RE: Thank you for your e-mail . . .

Interesting in speaking with functional departments and reviewing SMART notes there have been no negative dealings with this student. Whenever a student does a program change and doubles they always forget about the charges associated with that. Holli stated: "There were 2 mix ups that were found, one the payment schedule went directly to the student (given to him in class) and not sent to the Parent. And the other was his mom wasn't receiving our emails about the payments which was because she switched her email and didn't tell us. I don't see any notes that he was ever angry or upset with us." Comment from Tori much the same, "Yes, the comments in smart are all positive. It does not appear he had any concerns or frustrations with other departments' either. -per SMART. This is very odd usually there is something we were aware of but not in this case."

I also just read a comment the student put on the ESI, here is a copy:

ADTF-137-3-VOLKMAN-AM

1. Multiple times now I have had problems with SS, FA, and Acct. I am trying to double up my last two classes and spent a week of coming in every day to check in on their progress. Every time I came in I always got "the runaround". SS tells me my paperwork is in Acct, Acct says she gave it back to SS. So when I go back to SS they say that now it's in FA and I will be called when it's ready. A week later when I called them I'm told my paperwork has been ready to sign for a few days now and I should come in. So I leave class again to sign only to find out when I get there that it has been lost. So the next day I finally am ready to sign and my requested schedule has been made wrong. I have a few important events I need to be home for, for my family in late Oct early Nov. I also work full time. I was very detailed in my requested schedule change yet it was still not right. I cannot tell you how extremely frustrating this has been along with past problems in these departments. It seems they are very disorganized. Also, I had another issue with a test in Ford Fact. I talked to Mr. [REDACTED] and he suggested I talk with an EM. I was told the only EM I could talk to was Mr. [REDACTED]. The problem was that he is currently working nights and I work all afternoon everyday. When I ask if I could meet someone else the only answer I got was "NO". I ask if I could meet or call him or just work something out to where my problem could be helped, again "NO". Not "lets work something out" or "I'll see what I can do" just "NO". So basically it's my problem and no one can help when that's their job. Again very frustrating and stressful since I'm trying to make it home for important events. I'm just looking for help, nothing out of the ordinary. Thank you.

R. I spoke with [REDACTED] about his concern regarding the Ford test and his frustrations. [REDACTED] claimed that the "only answer I got (from the EM) was "NO". Mr. [REDACTED] were the ones who s/w [REDACTED], and they both said that they did not refuse to help him. They related that they referred him to Mr. [REDACTED] since it was a very specific FACT issue that not even the TTL could answer. [REDACTED] expressed no concern to them (at that time) over having to meet with me. As for [REDACTED]'s struggle in FACT, [REDACTED] had failed a Ford test by Ford's standards but passed by UTI's standards and wanted to talk to me about the impact that it would have on his transcript. I told [REDACTED] that [REDACTED] were correct that I was the one he needed to talk to about this. The EM's work schedule can make it more difficult to reach me sometimes, but the other EM know it is OK to give him my business card to FACT students which has my cell phone # on it. He said he was very triggered when he wrote the ESI. [REDACTED] stated that all his issues (including SS and FA) have all been resolved at this point and he is no longer upset. I feel that [REDACTED] realizes that we do care and are here to help him. - EM [REDACTED]

If you have note met with Tom, hopefully this will give you some information. When students inquire about program change we tell them it will take a couple of weeks to get the paperwork processed and when you add doubling to that it can extend the time.

[REDACTED]

From: Duane Kramer
Sent: Wednesday, November 04, 2009 12:18 PM
To: Campus President
Subject: FW: Thank you for your e-mail . . .

I would like for you to look into this behind the scenes for now... Tom asked for some time to discuss, but we have not yet.... Please let me know if you would like to discuss. Thanks
Duane

From: Tom Riggs
Sent: Wednesday, October 28, 2009 11:50 AM
To: Duane Kramer
Subject: Fwd: Thank you for your e-mail . . .

Let's discuss.

Tom Riggs
Senior Vice President,
Campus Operations

Universal Technical Institute, Inc.
[REDACTED]

Begin forwarded message:

From: "Kim McWaters" <kmcwaters@uti.edu>
Date: October 28, 2009 10:58:20 AM PDT
To: [REDACTED]
Cc: "Tom Riggs" <triggs@uti.edu>
Subject: Thank you for your e-mail . . .

Hello, [REDACTED]. I am very appreciative of the time you took and detail you provided in this e-mail. Your feedback is valued and very important to me, to our organization. I will ensure that your comments are received by the leaders who can applaud the instructors and staff you mention, as well as address the concerns you list.

It is obvious from your track record during school, and the professionalism displayed in your e-mail below, that you are going to be very successful in your future career, in life. I am proud to have you as an alumni and thrilled for the industry customer who gains you as an employee.

I appreciate your concern and commitment to helping us create the best possible outcome for all of our students, current and future. A member of our education/operations team will be in touch with any questions and/or response to your concerns. We will take your feedback seriously.

Thank you, [REDACTED]. You are what it means to be the "Best of the Best"!

With gratitude,

Kim McWaters
President & CEO

From: [REDACTED]
Sent: Wednesday, October 28, 2009 9:55 AM
To: Kim McWaters
Subject:

To Whom it may concern,

My name is [REDACTED]. I have just completed my last phase at UTI Orlando. I took the core and Ford FACT programs. For the most part, I have had a great experience here at your school. It is a great facility with plenty of tools and training aids at the student's disposal. The majority of the instructors have been excellent at their job as well, and a few have gone above and beyond. I would like to personally thank [REDACTED] **Redacted by HELP Committee**. These teachers are the ones who weren't afraid to go the extra mile. Not only would they stay after class every day to make sure that everyone understands the classwork, they expand upon the subject they are teaching so that everyone left class with much more information than the slides and books have to offer. They also conduct their class in a way that is very relaxed and fun while maintaining control at the same time. In their classes, you can feel free to talk, joke around, and have a great time learning. Yet it's in these classes that no one disrupts class because the teacher makes you want to learn as much as possible. They make the subject very interesting. I know that I can learn much more in an environment like this than in a class where you have a boring teacher cramming slide after slide at you not "teaching between the lines". It was in these classes that I felt that I was part of a team, especially in Ford FACT. I honestly believe that if I went through the same program without these teachers, I would not be near as prepared for the field as I am now. When the teacher can combine fun, stories, personal experiences and the curriculum in a balanced manner, the students are going to take home much more from the class than the typical teacher can provide. After all, what good is any knowledge if you don't know how to apply it? I say all this to make sure these teachers are recognized for the great job they are doing and that it isn't goin' unnoticed by many of the students they have taught.

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I see a lot of good things about this school. I just think that a few things could be worked on. Holding the staff accountable, getting rid of students who don't need to be there in the first place, and having the student service departments do a better job. I want you to understand that this is not my way of lashing out or getting in the last word. I honestly think that someone hearing this will be able to make UTI a better place for future students. I felt that doing it this way was the best approach for positive results. Please take this letter seriously. I did put a lot of thought and effort into it. Please feel free to contact me with any questions you have. I will help in any way I can.

Thankyou,

H
C
[Redacted]

[Redacted]

Redacted by HELP Committee

From: Tom Riggs
Sent: Wednesday, October 28, 2009 11:50 AM
To: Duane Kramer
Subject: Fwd: Thank you for your e-mail . . .

Let's discuss.

Tom Riggs
Senior Vice President,
Campus Operations

Universal Technical Institute, Inc.

Redacted by HELP Committee

Begin forwarded message:

From: "Kim McWaters" Redacted by HELP Committee
Date: October 28, 2009 10:58:20 AM PDT
To: <Redacted by HELP Committee>
Cc: "Tom Riggs" Redacted by HELP Committee
Subject: Thank you for your e-mail . . .

Hello, [Redacted]. I am very appreciative of the time you took and detail you provided in this e-mail. Your feedback is valued and very important to me, to our organization. I will ensure that your comments are received by the leaders who can applaud the instructors and staff you mention, as well as address the concerns you list.

It is obvious from your track record during school, and the professionalism displayed in your e-mail below, that you are going to be very successful in your future career, in life. I am proud to have you as an alumni and thrilled for the industry customer who gains you as an employee.

I appreciate your concern and commitment to helping us create the best possible outcome for all of our students, current and future. A member of our education/operations team will be in touch with any questions and/or response to your concerns. We will take your feedback seriously.

Thank you, [Redacted] . . . you are what it means to be the "Best of the Best"!

With gratitude,

Kim McWaters
President & CEO

From: [Redacted]
Sent: Wednesday, October 28, 2009 9:55 AM
To: Kim McWaters
Subject:

To Whom it may concern,

My name is [REDACTED]. I have just completed my last phase at UTI Orlando. I took the core and Ford FACT programs. For the most part, I have had a great experience here at your school. It is a great facility with plenty of tools and training aids at the student's disposal. The majority of the instructors have been excellent at their job as well, and a few have gone above and beyond. I would like to personally thank Mr. [REDACTED], Mr. [REDACTED], Mr. [REDACTED], Mr. [REDACTED], Mr. [REDACTED], Mr. [REDACTED] and Mr. [REDACTED]. These teachers are the ones who weren't afraid to go the extra mile. Not only would they stay after class every day to make sure that everyone understands the classwork, they expand upon the subject they are teaching so that everyone left class with much more information than the slides and books have to offer. They also conduct their class in a way that is very relaxed and fun while maintaining control at the same time. In their classes, you can feel free to talk, joke around, and have a great time learning. Yet it's in these classes that no one disrupts class because the teacher makes you want to learn as much as possible. They make the subject very interesting. I know that I can learn much more in an environment like this than in a class where you have a boring teacher cramming slide after slide at you not "teaching between the lines". It was in these classes that I felt that I was part of a team, especially in Ford FACT. I honestly believe that if I went through the same program without these teachers, I would not be near as prepared for the field as I am now. When the teacher can combine fun, stories, personal experiences and the curriculum in a balanced manner, the students are going to take home much more from the class than the typical teacher can provide. After all, what good is any knowledge if you don't know how to apply it? I say all this to make sure these teachers are recognized for the great job they are doing and that it isn't going unnoticed by many of the students they have taught.

My most positive experience at UTI was definitely the Ford FACT program. Everything in it is top-notch; Instructors, Tools, Material, Training aids and facility. I also liked the smaller classes that allow more one on one time with the instructor. Keep up the good work! However, there were several issues at UTI that were lacking and made things harder for a student who is serious about their education.

Throughout my time at UTI, I maintained a 4.0 GPA, excellent attendance, multiple SOC's and director's list awards. I don't say this to brag, but to let you know that I am writing this letter as feedback that will hopefully help future students at UTI. I took this program very seriously and I know others do also. I was not a bored high school drop out that somehow got accepted to UTI so mommy and daddy would let me stay at home for another year. Students like this were one of the many problems I had at UTI. Too many people are in this school that shouldn't be. These are the students who are just here too goof off with their friends. In 90% of my classes, I would have to deal with many students disrupting class, disrespecting teachers and other students. They were the ones holding up the entire class. In my mind, these students need to either not be accepted in the first place, or immediately be cracked down on. The majority of the time, these are the students who think they are a "gangsta". All the baggy pants around the knees, cussing, piercings all over, stealing from our neighbors in the community is making UTI look like a bunch of morons. The EM's are constantly emphasizing professionalism and threatening to crack down on the slackers. But all I have seen from them is all talk and no walk. I got very sick of seeing the same clowns every other phase. People purposely breaking school equipment, screwing around in the lab and classroom and bringing others down with them. Yet the most punishment that was given in most cases was a rephase. This just allowed for them to have a new audience to "entertain" for another three weeks. I saw and heard of students getting rephased 5 and 6 times, taking over 2 years to graduate the core program alone! Shouldn't this be considered unacceptable? It seems that as long as mommy and daddy have \$1,500 for a rephase, these idiots can "try" again as many times as they want. If UTI is so serious about keeping a respectable reputation in the community, why not expel these failures who are just passing time for the next year or two? These students are from all over the country making our school look like a joke. There are already companies in the Orlando area that will refuse to hire any UTI student or graduate just because of students like this. Forgive me for being concerned, but I actually care what my diploma is worth. It seems to me like this school is more of a business instead of a body worried about education. These students really are lowering the bar for everyone else. I cannot stress to you enough how much this would improve the school.

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