

**Customer Call Sheet
OPERATIONS**

Student: [Redacted] _____ (Last Name) (First Name)	Date: <u>3/16/09</u>
ID #: _____	

Locations: <input type="checkbox"/> CORP <input type="checkbox"/> UTI-Phoenix <input type="checkbox"/> UTI-Houston <input type="checkbox"/> UTI-Glendale Heights <input type="checkbox"/> UTI-Ranch <input type="checkbox"/> UTI-Exton <input type="checkbox"/> UTI-Sacramento <input type="checkbox"/> NTI-NC <input type="checkbox"/> UTI-Boston <input type="checkbox"/> MMI-Phoenix <input checked="" type="checkbox"/> MMI-Orlando
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<input checked="" type="checkbox"/> Initial Complaint Forwarded to Campus	Date: <u>3/16/09</u>
<input checked="" type="checkbox"/> Response Received from Campus	Date: <u>3/18/09</u>
<input checked="" type="checkbox"/> File Closed	Date: <u>3/18/09</u>

Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Wednesday, March 18, 2009 8:23 AM
To: Redacted by HELP Committee; Redacted by HELP Committee
Cc: Sherrell Smith; Redacted by HELP Committee; Duane Kramer; John Gay; Bob Adler; Redacted by HELP Committee
Subject: RE: Redacted by HELP Committee

Redacted by HELP Committee

Per Redacted by HELP Committee

He has not come to us for food or community resources. I can have Redacted by HELP Committee reach out to him today.

Redacted by HELP Committee

There is a disconnect between Mom's expectations and what the student communicates to us. As you see from Tori's response we will reach out to him today. Thanks.

Redacted by HELP Committee

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From: Redacted by HELP Committee
Sent: Wednesday, March 18, 2009 10:34 AM
To: Redacted by HELP Committee
Cc: Sherrell Smith; Redacted by HELP Committee; Duane Kramer; John Gay; Bob Adler; Redacted by HELP Committee
Subject: RE: Redacted by HELP Committee

Thanks, Dianne. I did discuss the challenges with the job market at this time.

Can you let us know if he has been to Student Services for food assistance?

Thanks,

Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Wednesday, March 18, 2009 7:22 AM
To: Redacted by HELP Committee
Cc: Sherrell Smith; Redacted by HELP Committee; Duane Kramer; John Gay; Bob Adler; Redacted by HELP Committee
Subject: RE: Redacted by HELP Committee

Redacted by HELP Committee

Please see the emails that have been communicated between Redacted by HELP Committee and Employment Services. We are working closely with her and her son Redacted by HELP Committee and providing the best customer service level possible. Redacted by HELP Committee does not seem to understand the local job market, so we will continue to keep actual "data" to document what has been done for her son. If you have any further questions, please let me know. Thanks.

From: Redacted by HELP Committee
Sent: Tuesday, March 17, 2009 9:43 PM
To: Redacted by HELP Committee
Subject: Redacted by HELP Committee

8/29/2009

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UTI-C-000678

Hi [Redacted by HELP Committee]

Thank you for responding. The resume that I have previously faxed and emailed to your office has the list of his references. We checked all of his references before he left PA and they were good. He had a clear motor vehicle record here in PA. [Redacted] said when he had previously inquired about employment agencies, he was given a couple of names which he did contact. I also forwarded his resume to the employment agencies in the area. One of the employment agencies is located near your facility and has a sign out front advertising welding jobs but again, they have not responded to calls, emails or receipt of a resume. All follow up has been done either that day or the next either by myself or [Redacted]. As you are aware, [Redacted] has been into your offices there to request help on several occasions. Many of the job leads he was given were filled weeks earlier. Current job leads would be a great help. In addition, he did not have a problem traveling to a job. Since his vehicle is not working, he will have to use another mode of transportation until his vehicle is repaired. Most of these issues have previously discussed in our many conversations. If any of his employers can not be verified, I would appreciate being made aware so I can contact the employers and request return calls. The only thing I can think of is perhaps they don't want to deal with long distance phone charges.

As for all the contacts you made today, thank you. It is appreciated more than you know. I will follow up on as many as I can and do my part to get whatever information is needed for these employers.

I hope you understand why we are so frustrated (you seemed to when we spoke). I have a mom in CT who is panicking at the thought she may have to find another roommate for her son, not ! to mention have to pay the rent for the house rental in the meantime. I also get extremely concerned when [Redacted] is not eating, not to mention, the engine in his vehicle needs to be replaced. We are also looking into having his motorcycle shipped to him. I am helping as much as I can but I am worried. I am happy that you have made some progress today. Hopefully he will have a decent job by the end of this month. Thank you again for all of your help. If I can be of further assistance, PLEASE do not hesitate to contact me.

[Redacted by HELP Committee]

-----[Received Mail Content]-----

Subject : [Redacted]
Date : Tue, 17 Mar 2009 19:49:27 -0400
From : [Redacted by HELP Committee]
To : [Redacted]
Cc : [Redacted by HELP Committee]

Dear [Redacted]

Thank you for your follow-up regarding Jake. I have met and discussed with [Redacted by HELP Committee] per your phone conversation your continued concerns regarding local employment job opportunities. Please see below an update of what services have been provided to [Redacted] since his return in January. We would like to recommend that going forward Jake partner directly with Employment Services so we can close the "gap" on the job leads (computer applications and resume updates should be done in our office and are provided for students to access their e-mail.) We encourage timely follow-up for all students regarding any job leads because of the current economic conditions jobs do not stay on the lists for long periods of time.

In regards to [Redacted] past employment experience, we certainly agree he has areas that he can focus on for his job search (auto body, collision and welding) but these jobs are limited in the Central Florida area. These specialized jobs are few in number and are based on their needs which are during the typical daytime hours of 8-5pm. We are checking into these options specifically on [Redacted]s behalf which you will see below. Please note in Central Florida [Redacted] best chances of getting local employment will come if he is willing to go to where the job is. In order to further assist [Redacted] we would like to understand all areas of [Redacted] experience and any previous challenges that may be hindering him

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UTI-C-000679

based on the applications he has already completed. For example, does [REDACTED] have a clear motor vehicle report and clear background report? Also-we need a complete list of his references so we can have those for him for cover letters. [REDACTED] has indicated you have all that information so if you could please forward; it would be beneficial for his job search. This is information we use when we work directly with our students in the job search process.

We certainly empathize with the situation and truly want to partner with [REDACTED] so he can achieve his goal to complete MMI and apologize that you have felt we have not been understanding or supportive during his job search. Please see the leads given below and the job fair flyer we will give to [REDACTED] attached.

Previous job leads given:

Riker's Automotive: We asked [REDACTED] to follow-up because we had sent resume on his behalf and we called again today to follow-up. (We just heard that [REDACTED] is on his way to Urgent Care due to a cut on his leg). He needs to go to this job ASAP since it has NOT been filled and they are expecting him tomorrow. [REDACTED] said he did go previously but they said the employer had not met with him.

MMI On-campus Student Services position-interviewed but position was placed on hold and [REDACTED] was updated by Student Services

ASAP Towing-sent resume but past work experience could not be verified per employer so not sure if he actually had the specific 6 months experience required.

Maaco-referred [REDACTED] to employer but they could not hire anyone right now

Looked for welding places but could not verify any leads for welding at the last meeting

Here are the other places we have contacted as of today:

The faxed copies have been called and verified receipt on 3-17-09.

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Airport Towing--Spoke to [Redacted by HELP Committee] --verified wants student to call him in regards to additional information. 12:34pm

Redacted --Spoke to [Redacted by HELP Committee] Will discuss [Redacted]s resume with Manager and call student to set up interview. 12:37pm

Courtesy Collision Repair--Spoke to [Redacted by HELP Committee] -Resume has been received and will contact student.12:39pm

Johnson Wrecker Service--Spoke to [Redacted by HELP Committee] ---Will call student for follow up. 12:41pm

*Note-We found another job lead via an instructor but it is on Goldenrod and 50 and I have no idea how he would get to the location to apply and the lead for Maaco we gave him was in the same area and he was concerned about that distance but it is a lead we heard of today for auto body and we gave the instructor [Redacted] background.

We look forward to working together with [Redacted] and are confident together we will be successful in securing employment for him.

Best regards,

[Redacted by HELP Committee]

[Redacted by HELP Committee]

Asst. Employment Services Director

MMI/UTI Orlando, FL

[Redacted by HELP Committee]

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UTI-C-000681

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Redacted by HELP Com

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From: Redacted by HELP Committee
Sent: Monday, March 16, 2009 2:02 PM
To: Redacted by HELP Committee
Cc: Sherrell Smith; Redacted by HELP Committee; Duane Kramer; John Gay; Bob Adler; Redacted by HELP Committee
Subject: Redacted by HELP Committee

Hi Redacted by HELP

I just spoke with a Redacted by HELP - her son, Redacted by HELP attends MMI in Orlando.

Redacted by HELP was very upset about her son's experience at MMI and said that he was promised all kinds of things – financing, finding a job, etc. when he enrolled but he has had trouble with financial aid, living expense money (“he was told he needed \$2400 which he had but when he got down there, there were other costs he had to pay for so the information that is being given out is not correct for these kids”), and getting a job. She wants us to know what is happening so it “doesn't happen to other kids”. She also stated that their rep was fired and he has had 4 different “people since then”.

Redacted by HELP states that they were told that he had all his funding but then when he got to school, “they told my son that his funding wasn't fully covered and needed to get another loan”. She is very frustrated because no one from the school contact them previous to him going down to the school (she lives in PA). She has since taken care of the additional loan but doesn't appreciate the “way it was handled”.

Redacted by HELP also states that when her son went to Emp Services, he was given a list of names and told to “contact them” on his own. And, when they did give him a contact to see and he went to the place they said the job was filled three weeks ago.

Redacted by HELP also stated that Employment had her son's resume in January and they “are not helping these kids to find jobs”. She states that she has called and emailed and most recently spoke with Tonya who “promised she would handle it personally and I haven't heard from her and she hasn't responded to my email”.

Redacted by HELP states that her son's car broke (needs a new engine – she is trying to ship him a motorcycle) and his roommate, Redacted by HELP had to leave school because of not finding a job and she just thought the school should know what is happening. She also said that she had to contact a church for her son as he had no money for food and isn't eating and is losing weight. She also said he was going to welfare.

Redacted by HELP is very frustrated and said that if her son doesn't get a job he will have to leave school at the end of the month. “It is a shame – he loves the school and tells everyone about it.”

I thanked Redacted by HELP for her call and assured her that I would type up a report and send it to the appropriate people for follow-up and someone would contact her no later than tomorrow.

As with all customer calls we realize that we are hearing only the customers point of view and that there may be additional details regarding this matter.

Redacted by HELP

would you please research this matter and have someone contact Joann and let us know the outcome.

8/29/2009

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UTI-C-000682

Thanks,

"Our greatest glory is not in never failing, but in rising up every time we fail". - Ralph Waldo Emerson

Redacted by HELP Committee

Manager, Operations/Support Services
Universal Technical Institute, Inc.
20410 N. 19th Avenue
Phoenix, AZ 85027

Redacted by HELP Committee

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UTI-C-000683

Universal Technical Institute, Inc.
Document 10, Page 7

Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Monday, March 16, 2009 11:16 AM
To: Redacted by HELP Committee
Cc: Sherrell Smith; Redacted by HELP Committee; Duane Kramer; John Gay; Bob Adler; Redacted by HELP Comm
Subject:
Attachments:

Redacted by HELP Committ
You may find the comments from SMART on this student helpful, as it documents the efforts to date in local employment, but I am sure Latonya can give you more information than what is stated in SMART.

Please let me know if there is anything I can do to assist with this.

Redacted by HELP Committee

Regional Employment Services Director
Universal Technical Institutes, Inc., Phoenix, AZ

Redacted by HELP Committee

Redacted by HELP Committee
From: Redacted by HELP Committee
Sent: Monday, March 16, 2009 11:02 AM
To: Redacted by HELP Committee
Cc: Sherrell Smith; Redacted by HELP Committee; Duane Kramer; John Gay; Bob Adler; Redacted by HELP Comm
Subject:

Hi Dianne:

I just spoke with a Redacted by HELP Committee her son, Redacted by HELP Committee attends MMI in Orlando.

Redacted by HELP Committee was very upset about her son's experience at MMI and said that he was promised all kinds of things – financing, finding a job, etc. when he enrolled but he has had trouble with financial aid, living expense money (“he was told he needed \$2400 which he had but when he got down there, there were other costs he had to pay for so the information that is being given out is not correct for these kids”), and getting a job. She wants us to know what is happening so it “doesn't happen to other kids”. She also stated that their rep was fired and he has had 4 different “people since then”.

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Redacted by HELP Committee also states that when her son went to Emp Services, he was given a list of names and told to “contact them” on his own. And, when they did give him a contact to see and he went to the place they said the job was filled three weeks ago.

Redacted by HELP Committee also stated that Employment had her son's resume in January and they “are not helping these kids to find jobs”. She states that she has called and emailed and most recently spoke with Tonya who “promised she would handle it personally and I haven't heard from her and she hasn't responded to my email”.

Redacted by HELP Committee states that her son's car broke (needs a new engine – she is trying to ship him a motorcycle) and his roommate, Redacted by HELP Committee had to leave school because of not finding a job and she just thought the school should know what is happening. She also said that she had to contact a church for her son as he had no money for food and isn't eating and is losing weight. She also said he was going to welfare.

Redacted by HELP Committee is very frustrated and said that if her son doesn't get a job he will have to leave school at the end of the month. “It is a shame – he loves the school and tells everyone about it.”

I thanked [REDACTED] for her call and assured her that I would type up a report and send it to the appropriate people for follow-up and someone would contact her no later than tomorrow.

As with all customer calls we realize that we are hearing only the customers point of view and that there may be additional details regarding this matter.

[REDACTED] would you please research this matter and have someone contact [REDACTED] and let us know the outcome.

Thanks,

"Our greatest glory is not in never failing, but in rising up every time we fail". - Ralph Waldo Emerson

Redacted by HELP Committee

Manager, Operations/Support Services
Universal Technical Institute, Inc.
20410 N. 19th Avenue
Phoenix, AZ 85027

Redacted by HELP Committee

Student Comments

Name: [REDACTED]

Department(s): ES

Person ID: [REDACTED]

Enrollment Sequence: 1 Start Date: 1/12/2009 Campus: 11 Program: M03339 Session: 1 Rep Code: 1506

- | | | | | | |
|---|----------|---------------------|------------------|------------|-----------|
| 3/12/2009 | Ipson | Employment Services | Local Employment | Follow Up: | Resolved: |
| <p>Called student to find out how job search going and if he had followed up on his leads that he was given. he said no that he had no vehicle and couldn't just drive his roommate's truck all over. I gave him ASAP towing phone number to call and follow up.</p> | | | | | |
| 3/10/2009 | Iboyce | Employment Services | Local Employment | Follow Up: | Resolved: |
| <p>Student came in and requested assistance for local employment. Said his car has taken a dive and his engine is not working at all. Needs a new engine. Is currently driving his roommate's car and if he does not get a job by the end of the month he will have to leave school. Gave him a job lead for asap towing from Craigs listing. Emailed his resume to [REDACTED by HELP Committee]. Also called ASAP towing and spoke with hiring manager to let them know I emailed resume and to see if job was still available. Manager said yes job is still open and she will review once she returns to the office. Also discussed Dr. [REDACTED]'s cycles with student as [REDACTED by HELP] called today to look for students to hire. Also spoke with Harold about any possibilities on campus and he is not hiring at the time.</p> | | | | | |
| 2/28/2009 | mabisada | Employment Services | Local Employment | Follow Up: | Resolved: |
| <p>Spoke to student, will follow up on Monday w/Rikers Automotive. Will pass by on Monday to set up appt with Sue from Second Harvest.</p> | | | | | |
| 2/11/2009 | Ipson | Employment Services | Local Employment | Follow Up: | Resolved: |
| <p>Called student with a job lead for Rikers automotive. I explained that I sent his resume over today and told him that he could probably go over there today and he said that he couldn't that he had something else to do today and that he would pass by there tomorrow.</p> | | | | | |
| 2/10/2009 | Ipson | Employment Services | Local Employment | Follow Up: | Resolved: |
| <p>STudent signed up for Second Harvest Application process and did not show.</p> | | | | | |
| 1/29/2009 | Iboyce | Employment Services | Local Employment | Follow Up: | Resolved: |
| <p>Spoke with mom on 1/27/09 and she is desperate to assist son with employment. Stated she has been sending son to places she is finding on Craigslist. She was insulted that we sent her son job referral for Victoria Secret as he has experience on automotive painting and bodywork. Told her to have son come in so we could sit down and go over options.</p> | | | | | |
| 1/7/2009 | Ipson | Employment Services | Local Employment | Follow Up: | Resolved: |
| <p>Student came to registration and is needing additional assistance. Student given packet of information and hours of operation for Employment Services. Also given the hours for [REDACTED] and [REDACTED].</p> | | | | | |

NOTE: Secured comments will not print on this report.

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UTI-C-000686