

Redacted by HELP Committee

From: [Redacted]
Sent: Tuesday, June 22, 2010 3:36 PM
To: [Redacted]
Cc: [Redacted]
Subject: [Redacted] - Student Complaint

RE: Universal Technical Institute/Motorcycle Mechanics Institute
School #1984

[Redacted]

We have received correspondence from the Department of Education regarding the complaint filed by [Redacted]. Universal Technical Institute/Marine Mechanics Institute appreciates the opportunity to address the student's complaint. In response to [Redacted]'s complaint the school has upheld the enrollment agreement that [Redacted] signed regarding the education that he would receive for his 60 week program for Marine Technician Specialist. UTI/MMI followed the guidelines in accordance with Title IV funding when completing the withdrawal calculations. It was explained to [Redacted] that if a refund was due the monies would be first returned to the Federal Title IV Funding Programs in their required order and then to other funding sources prior to the student. [Redacted] alluded on multiple occasions that he was thinking of harming himself. On 5/21/10 [Redacted] came in and made it apparent that he could potentially have the means to harm himself by stating that he would "hang himself", at that time the Sherriff's office was called as we wanted to ensure [Redacted]'s safety. Once the police arrived to campus [Redacted] escalated by cursing and becoming belligerent to a point where the sheriff's office recommended that he be trespassed from the campus. If [Redacted] returns to campus without being authorized by a school official, UTI/MMI may contact the Sherriff's Office to have [Redacted] removed from the premises, which may result in a misdemeanor offense. I have tried to contact [Redacted] on June 17, 2010 but there was no answer and I was unable to leave a message as he has a voice mailbox that has not been set up. [Redacted] later called back on June 17, 2010 due to the schools number displaying on his caller ID. [Redacted] advised that he was unable to speak at that time and was unable to give a better time to talk about the situation. Below is a timeline of events in [Redacted]'s case.

- Start date 11/2/09
- 1/29/10 Student Service received notification from an instructor that [Redacted] may need assistance as he is low on money. [Redacted] was called to see how we could assist. [Redacted] was not looking for any specific assistance. [Redacted] stated that he just wants Iowa to pay. It was explained that we are unable to make Iowa pay unemployment benefits and it was explained that we can look at community resources that may help him. [Redacted] advised that he needed a job but not willing to use the resources in Employment Services other than their computers and phone. He was advised that if he changes his mind or is looking for assistance to come to Student Services.
- 2/2/10 Student emailed representative stating "I cannot be a census taker. The only computers I have access to now are the ones in Employment Services. I have made them aware of my needs long ago already, but I am no child who needs to report in daily. If I must approach anyone here like a common beggar I would rather hang myself. I don't beg! I gave up a lot to be here and have lost too much being here. No one wants to hire me and I'm tired. I'm just not supposed to succeed."
- 2/4/10 Student Services tried to reach out to [Redacted] but no response.
- 2/11/10 [Redacted] received a stipend check from Financial Aid (unsubsidized student loan) in the amount of \$1918.25

- 2/24/10 [REDACTED] met with a Student Services Advisor and he was very defensive and resistant to any suggestions that were offered to help support him in his time of need. The advisor tried to direct [REDACTED] to resources such as Employment Services, the Student Services food pantry as well as local community food pantries, and other local community resources but he was not interested. [REDACTED] was very negative and resistant on any options present to him, it was reiterated that if he needs food we have the student food pantry and to check on the resources given to him and to let us know how it goes. It was also made clear to [REDACTED] that if he did not find any assistance with those resources to come back to Student Service and we can research other options.
- 2/25/10 [REDACTED] met with an Advisor stating he needed some help for depression. Student was offered to see one of the counselors but declined and was resistant to any help offered.
- 2/25/10 The counselor contacted [REDACTED] and was upset that he was called. She explained that we were worried about him and wanted to check up on him. [REDACTED] was made aware that he can come in to Student Services at any time.
- 3/10/10 [REDACTED] received a stipend check from Financial Aid (unsubsidized student loan) in the amount of \$1919.25
- 4/22/10 [REDACTED] came in to Student Services about being interested in withdrawing. The withdrawal policy and \$100 fee was explained, [REDACTED] was also advised that it takes Financial Aid about 30 days to do the withdrawal calculation. [REDACTED] also explained at that time he has been without for a while, living in his car, that his unemployment has been cut off, and he has no job, however he is not willing to use any of the resources available to him.
- 4/23/10 [REDACTED] was given a bus pass to help him get to potential employers. [REDACTED] expressed his concern that he may not be able to pay for his storage unit.
- 4/26/10 [REDACTED] received \$50 from the school's student emergency fund to pay for his storage unit. This is not a standard practice, however UTI/MMI understands that at times students may have an unexpected emergency that could leave them short of money and to help with the unexpected cost, money could be potentially available from the emergency fund.
- 4/28/10 [REDACTED] came to Student Services advising he was concerned that he will not have any more clean clothes. The advisor sympathized with the [REDACTED] concern and explained that she would look in to potential options we could provide for him and would follow up with him once a determination was made.
- 4/29/10 The counselor met with [REDACTED] at which time he reported that he has been living in his truck, has no money, and really hates school here; he also alluded to the possibility of harming himself.
- 5/3/10 [REDACTED] was given \$20 from the school's student emergency fund so that he could do his laundry. This is not a standard practice, however UTI/MMI understands that at times students may have an unexpected emergency that could leave them short of money and to help with the unexpected cost, money could be potentially available from the emergency fund.
- 5/5/10 [REDACTED] was given a \$10 gas card that was provide on behalf of the school's student emergency fund to help him get to and from school. This is not a standard practice, however UTI/MMI understands that at times students may have an unexpected emergency that could leave them short of money and to help with the unexpected cost, money could be potentially available from the emergency fund.
- 5/6/10 [REDACTED] came in to Student Service to inquire about withdrawing.
- 5/7/10 [REDACTED] came in to Student Services to withdrawal.
- 5/21/10 [REDACTED] came in to Financial Aid asking for money from his tuition. [REDACTED] was advised of what the Financial Aid withdrawal calculations were. He proceeded to tell the advisor that if he did not get any money then he was going to hang himself. At that time the sheriff's office was called to evaluate his needs. [REDACTED] became irate, based on the recommendation of the officer [REDACTED] was trespassed from campus.

Universal Technical Institute/Marine Mechanics Institute has complied with all the rules and statutes in regards to this student. UTI/MMI respectfully requests that CIE close this complaint.

Sincerely,

Redacted by HELP Committee

Student Affairs Advisor /
Scheduling Coordinator
Marine Mechanics Institute

Redacted by HELP Committee

Redacted by HELP Committee

CP Executive Assistant/People Services Coordinator
Universal Technical Institute
2212 Taft Vineland Road
Orlando, FL 32837

Redacted by HELP Committee

LEADERSHIP - "Tell me and I forget; show me and I remember; involve me and I understand" Anonymous



Casework Tracking Sheet

Tracking # 54008-OR

Constituent

[Redacted] Phone: [Redacted]
[Redacted] Email: [Redacted]
Promoted From Correspondence

Details

Case Type: Casework Assigned To: [Redacted] Redacted by HELP Committee
Category: Casework
Date Rec'd: 05/21/2010 Status: Closed
Date Due: Received Via: Web
Date Closed: 05/25/2010 Result:

Web Mail Message

Dear Senator
This is in regards to the school for which I have been attending and had to with draw from . It is UTI-MMI in Orlando , Fl.
I withdrew because I was not receiving the education for which I were promised . I demanded a full return so I could return to Iowa and get an real degree at Kirkwood college . I was subsequently escorted off the property and told I would be arrested for tresspass if I were to return . (there is more to this I am shortening it for this mail as I am now limited to using the employment office computer for only 1 hr.)
Why are schools like this even allowed to receive money for education when they are clearly not educating anyone . These schools are cash machines and as long as they are getting your money , they are nice . When you stop giving them money , you are treated like like trash .
Please tell me who is protecting me here ? They should not be allowed to keep any of that money . It is theft by deceit . They are stealing education money and grants from the U.S. tax payers and laughing . Now I have an huge debt and nothing to show for it . I am homeless , jobless and unable to receive any help . My unemployment cut off . I am hungry Senator and my sneakers are falling from my feet . I was humiliated by this school by them calling the sheriffs saying I was suicidal after I told them I would seek an attorney and contact my congressmen concerning there illicit practices of deceit . These deputies then escorted me from the property and said I would be arrested if seen on the property no matter the reason . Where are my rights and my protection from these types of professional thieves . Why are they allowed to steal my federal grants and loans and give me nothing in return for this money .
Deeply Distressed
[Redacted]

History

Casework Information
05/25/2010 05:12:56 PM - [Redacted] Queued letter to Florida DOE.
Route History:
06/03/2010 - 11:54 AM - Intern01 OR - Printed Tracksheet
05/25/2010 05:12:56 PM - [Redacted] Status Change: Closed
05/24/2010 11:33:27 AM - [Redacted] Assigned to [Redacted]
05/24/2010 11:33:11 AM [Redacted] Promoted
Office Origin
OR
Print History
05/25/2010 - Correspondence - Casework-Casework Referrals-Referral (Agency-Non Federal)
Assigned To: [Redacted]

FLORIDA DEPARTMENT OF EDUCATION



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Commissioner of Education



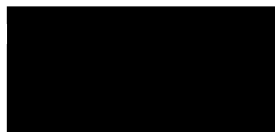
June 8, 2010

Certified Mail #: 7008 3230 0000 9256 6003

Redacted by HELP Committee

Universal Technical Institute ID# 1984
9751 Delegates Drive
Orlando, FL 32837

Re:



Dear Ms.

Redacted

This office has received the enclosed complaint from the above individual(s) alleging violation(s) of Chapter 6E-1.003 – 4.007, Florida Administrative Code (Commission Rules) and/or Chapter 1005.01 – 1005.39, Florida Statutes.

When we receive a complaint, we make inquiries as to whether or not violations of these Rules and/or Statutes have occurred. The initial inquiry does not indicate prejudgment by this office as to the validity of the enclosed complaint.

We would appreciate you looking into this complaint and communicating directly with the complainant on each allegation in an effort to resolve this matter.

Whether you resolve the complaint or take a contrary position, we request that you provide us with a written or emailed response, including a copy of your communication with the complainant, to Ms. Redacted by HELP Committee

Redacted by HELP Committee We ask that this response be received not later than June 28, 2010.

Sincerely,

Samuel Ferguson
Executive Director

cc:

Redacted by HELP Committee

Enclosure

SAMUEL L. FERGUSON
Executive Director
Commission for Independent Education

325 W. GAINES STREET • SUITE 1414 • TALLAHASSEE, FL 32399-0400 • (850) 245-3200 • www.fldoe.org/cie

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UTI-C-000851

Universal Technical Institute, Inc.
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GEORGE S. LEMIEUX
FLORIDA


COMMITTEES:

ARMED SERVICES
COMMERCE, SCIENCE
AND TRANSPORTATION
SPECIAL COMMITTEE ON AGING

United States Senate

WASHINGTON, DC 20510-0907

May 25, 2010

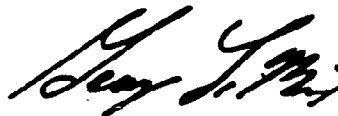
Dear Mr. 

Thank you for contacting my office for assistance regarding Universal Technical Institute, Inc. While I welcome the opportunity to be of assistance, it is a long-standing tradition and courtesy to direct any matter that is not under the jurisdiction of the federal government to the appropriate agency for investigation.

Consequently, I have forwarded your letter to the Florida Department of Education requesting that your matter be given due consideration. You may wish to contact the agency directly at: 325 West Gaines Street, Room 1544, Tallahassee, Florida 32399. The phone number is (850) 245-0407. Thank you for bringing this matter to my attention. I hope that it may be quickly resolved to your satisfaction.

It is an honor and privilege to serve the people of the great State of Florida in the United States Senate. I take great pride in being a native Floridian, and I look forward to the tremendous opportunity to better the lives of all Floridians. I assure you I will work hard to represent our state to the best of my ability in the U.S. Senate.

Very truly yours,



George S. LeMieux
United States Senator

GL/mp

cc: Florida Department of Education

2010 JUN -7 AM 9:24
12-11-10

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UTI-C-000852

Universal Technical Institute, Inc.
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