



Complaint/Incident Resolution Form

Date: 3/31/2005

Student Name: [REDACTED]

I.D. Number: [REDACTED]

Program: Motorcycle

Complaint/Incident: See Form Attached

Resolution:

- Student was granted a temporary session change so that he would have a different instructor
- Compliant given to EM/[REDACTED] to research instructors actions
- instructor is no longer w/ the company

Resolved By: [REDACTED]

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UTI-C-000860

Given to Ken
on 4/1/05

Date: 03/31/04

To: [Redacted by HELP Committee]

From: [Redacted]

Reference: [Redacted by HELP Committee]

On 3/29/05 the entire class with the exception of [Redacted] and myself walked out and went to the education managers office because of [Redacted]'s attitude, and the way he treats students. For instance the first day of class there were a couple of students walking in the class when the bell began to ring and he marked them late for class even though they were already in the classroom. Another incident that occurred was [Redacted] went to the restroom before break and as he was returning to walk back in the class we were all walking out so he went to break with us. After returning from lunch Justin gave [Redacted] a very hard time about it and deducted points from him and even sent him home early from class.

On 03/29/05 we began working on big twin transmissions and the particular transmission I got was a 2002 model year touring transmission, and this was also confirmed by [Redacted] According to [Redacted] and what he wrote on the board this transmission requires no internal adjustments after reassembly. But someone had added a shift claw adjuster to the transmission at a later date. I disassembled the transmission according to procedure that he gave us, and got my signoffs all the way through. After getting my final signoff on disassembly, I began reassembling the transmission getting my signoffs all the way back together. Upon completing the reassembly of the transmission and receiving my last signoff from [Redacted] I asked him about the claw adjuster and he told me that it was added afterwards and not to worry about it. The only thing he ever showed us about adjusting it was he drew a picture on the board and talked about it for a minute.

On 03/30/05 we as a class began our assessments on the XL and Big Twin transmissions and he divided the class in half and my side began with the big twin, and the other side began with the XL. I then disassembled the big twin transmission getting all the necessary sign offs from [Redacted] and then started reassembly getting my signoffs. I then got to the point where I had my drum and shift forks installed and called [Redacted] over for a signoff. He then came over to me and asked me if I had adjusted the claw adjustment and I stated to him that he told me during practice when I asked him about it not to worry about it. He then informed me that it had to be adjusted and I told him that I did not know how to adjust it. He then told me it was in the book and he had explained it. The only thing I remember him doing was drawing a picture on the board and talking about it a minute. He then grabbed my work order and began to mark points off of me for not adjusting the claw, and I then asked him how he knew it was not in adjustment when he did not check it and he told me that it did not matter I did not adjust it. During the time we were talking he kept telling me not to raise my voice to him and advising me that it might be in my best interest to take a break talking to you as if you are inferior to him.. As to the best of my knowledge I did not raise my voice to him. This situation in the least made me very upset and unable to perform my work the rest of the night. It is almost like

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UTI-C-000861

it makes him happy to take points from a student are treat a student in a disrespectful manner. I then started the XL transmission and was so frustrated and upset that I could not even perform the job and probably failed the station. I lost numerous points on this station and after our disagreement it was like he thoroughly enjoyed taking points from me because every time I would look at him he would have this big smile on his face. After the job was complete I put my tools back in my box and asked [REDACTED] to go and put it up for me while I went back and talked with [REDACTED] and he said that he would. While speaking with [REDACTED] came over and told me that I needed to go and lock my box which I did. When I entered the room [REDACTED] was looking at me and laughing. I told him that it was not funny and he continued to laugh and told me that he suggested that I come in early and talk with the EM as if it was a joke to him to be reported to his superiors. He had already made this statement to me prior to this as if he was making a joke out of me going to make a complaint on him. I felt very uncomfortable because it was almost like he was trying to taunt me in to doing something which I would not do because I would lose my carrier of 13 years as a police officer, and further I would not stoop to his level. I also do not want to lose the opportunity to finish my education at MMI.

I would further like to know what part of accelerated learning this is because for me it is a very poor learning environment. Further a student paying 20 thousand dollars to learn should not have to be subjected to this type of environment. I understand that everyone is going to lose points at sometime in their life but an instructor should not act like it makes them happy to pull points from you, and they should not be allowed to taunt you in the way [REDACTED] did last night. I am just here to learn to be a professional motorcycle technician, and I believe my grades and attendance speak for themselves. If you have any questions about my professionalism just speak with any instructor I have had. I have lost professionalism points twice and both of them were for the two times I have been absence. I have never lost professionalism points for attitude, performance, or appearance. Attached is a copy of my transcript. I am just asking for help with this for me and other students that will have to deal with this in the future.

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