



Complaint/Incident Resolution Form

Date: 10/19/07

Student Name:



I.D. Number:



Program: Auto/Marine/Motorcycle

Complaint/Incident: See Form Attached

Resolution:

- Instructor was coached on alternative communication method and Professionalism in the class. He was placed as a second Instructor again to give him a different approach on training to the students.

Resolved By:

Redacted by HELP Committee

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UTI-C-001040

Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Friday, October 19, 2007 3:43 PM
To: Redacted by HELP Committee
Subject: FW: Course 2 ESI full report

Just to keep you in the loop.

From: Redacted by HELP Committee
Sent: Wednesday, October 17, 2007 3:07 PM
To: Redacted by HELP Committee
Cc: Redacted by HELP Committee
Subject: FW: Course 2 ESI full report

I just received this.

Thanks,

Redacted by HELP Committee

**Education Manager
MTP Dept.
Orlando, FL.**

Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Wednesday, October 17, 2007 3:05 PM
To: Redacted by HELP Committee
Subject: Course 2 ESI full report

It is my extreme displeasure to feel required to write this report, but there simply isn't enough time or space provided with the ESI's to thoroughly document my concerns. That being said I apologize for the length of this email, as it will no doubt take some time to review.

First of all let me say that I am trying to be as patient and understanding as possible concerning all of this, realizing that I am still near the beginning of my education at MMI, but as an educator myself who was raised by two teachers, I am extremely dissatisfied with quality of education presented me in the night session of course two ending 10-12-07. Secondly I want to preface this exists with no ill-will in a personal context.

Surely I will find this to be different, (I really hope so) but what I've gathered in my first course after theory is that it appears I've indebted myself \$15k dollars to show up in uniform and decipher procedures from a service manual, basically teaching myself instead of receiving accurate and consistent direction from an instructor regarding practical, procedural instruction. There were very few demonstrations performed by Mr. Redacted by HELP Committee and those that were, were not performed with confidence. Other vital procedures were presented in a misleading manner which then required further clarification, resulting in some incorrect misunderstandings. One example is his openly stating that he had never operated the Coats 100 pneumatic tire changing machine before when performing a brief demo for us.

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It's fine if he is properly trained on the machines and procedures and how to perform demos, but the fact that he was left to instruct us without having a demonstrable mastery of all the concepts and procedures covered is something I can't comprehend or ignore without critique.

I know that many instructors at the school are former technicians or were otherwise involved in shop operations at dealerships or their own private enterprises, but this type of experience alone doesn't make a good teacher. Mr. [REDACTED] *is the worst teacher I have ever studied under*, including my associates degree and all the various workshops, paid courses, schools and seminars I've attended throughout my life. He inspires absolutely no confidence with his delivery and constantly having to correct himself after initially providing incorrect or backwards information and blatantly showing his frustration and stress. Information in the powerpoint wasn't presented with consistency. Had I not had a previous understanding of tire sizing for example, I could have been very confused by his incorrect instruction on the subject, to which he then had to take pause, go back and correct himself. I was biting my tongue, not wanting to cause a scene in the room by publicly questioning his information in this case, but at the same time, I knew what he was saying was incorrect, and for the sake of all the other students in the class, really felt conflicted about whether or not to challenge what he was stating. I did mutter it under my breath which a few students around me might have heard, but made no class-wide declaration that he was giving us incorrect information. As I stated, this is the kind of thing that inspires no confidence in what I'm learning from this man, and as a result I am thoroughly questioning my understanding of the processes I performed in course two.

I also want to highlight his incredible, embarrassing lapse of professionalism by berating the class and threatening to dock the entire class's professionalism points because he got so stressed out when over half of the class members had performed their assigned cleanup duties at the end of the day and were waiting and chatting by the door, and the room was not satisfactorily cleaned. (The rest of us, myself included, were still performing our assigned cleanup duties) I think he had reached his limit after what I theorized he experienced a stressful evening running around signing off our practice procedures. And I realize that there is the element of these "kids" behaving poorly, but this was very surprising and caught everyone off guard. Yes the room was still messy, but it was still in the process of being cleaned with ample time left to complete the cleaning. This was by the way the only time during the course that he spoke loud enough to be heard over the machinery of the room, but he shouted and cursed at the class and actually got so angry he referred to himself in the third person! I have NEVER witnessed this level of meltdown in a teacher before, even in my days as a substitute, and it should be absolutely intolerable by the school, corporation, partners, and most importantly, the students who are paying for it. He would even refer to class breaks as "his time" while rushing to remove us from the room for lunch, etc, and was a real clock-watcher. This is insulting, especially to those students like myself who have made the commitment to a major career change or otherwise are sacrificing a great deal to get the best education possible.

Is this the caliber of instructor the manufacturers want training future technicians? I also question his qualifications, after he himself stated his near entire lack of street-bike experience. I am demanding this man's dismissal, I'm sure his off-road experience can be of use perhaps in one of the elective courses, but I don't believe I got the quality education that was intended by the curriculum of course 2 because of poor instructor performance. Even if this was his first time teaching this course, it was obvious that he wasn't ready for it. After discussing this with another student in the class who took a different session one day, he said it was a night and day difference and that Mr. [REDACTED] was providing the caliber of instruction expected.

Additionally, I suffered the worst grades I have yet to receive because my understanding of information and procedures was incorrect. This was a combination of the instructor and of the presentation in the course materials. My grades were still high, but I don't feel I have the solid grasp understanding of the

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concepts in course 2, nor did I perform up to my standards as I would have with a more confident understanding of solidly-presented procedures. I made mistakes based on our practice sessions in lab that were deemed as correct and passing, then when performed in the lab finals the same way, was docked points for incorrectly performing a chain adjustment for example. Now I know, after researching the procedure on my own, (because the course text is unclear and inconsistent compared to the slideshow presentation) what I did wrong and how to do it correctly, but I should have learned that during the practice session, not the finals, and worse, this also took points away from my work partner. Other students in the class also witnessed and suffered this instruction and grading inconsistency. And while I appreciate reviewing for quizzes and tests, when the instructor gives misleading information and the tests contain questions regarding processes, tools or other topics not even mentioned in the course materials, what good are those reviews? For example our final test had a question about cartridge-style telescopic forks, but we had no real discussion of them nor any practical lab time with them, nor did we ever discuss needle-bearing removal via a slide-hammer, another test question. Some students had the benefit of not possibly making the same mistake I made with the chain adjustment due to their swingarm lab being on a drive-shaft bike. While I love that this bike is in there and we have the opportunity to work with it, we should either be required to perform it in addition to the chain adjustment, (and belts for that matter) or only do chains if the time allotted for the course doesn't allow it. However, I would have honestly LOVED to get much further into the concepts of this course, and was disappointed when I found out we wouldn't cover the cartridge forks, or learning how to set the sag for a given rider, and was disappointed greatly that we weren't really going to learn any of these types of concepts and get further in-depth with suspension concepts!

Most of the training aids were adequate, but our tires were ridiculously low quality, and I was actually told by ^{Redacted} when I brought this up to him during week two, and he stated we'd have new tires for our finals week, but never saw them save for one new dual-sport tire. Why do we learn this process by mounting worn out bald tires? I actually tried the dual-sport tire and experienced it to be much more difficult (especially by hand) to remove and mount, but obviously, the bead would seat much easier. Many students were working on their tire changes for 2 days simply because they couldn't get these absolutely destroyed tires to seat in a reasonable amount of time.

In summary, this course was very stressful and frustrating. Because of the poor instruction I received and the confusing nature of it, I don't feel confident of the skills I was to learn here and move on. This will hopefully be the only time I experience this type of circumstance at MMI.



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