

To the University:

I am the employer to whom you are sending your "on-time" graduates. They come to me with wonderful stories of the education that they received, the hard work they did, the incredible standards to which their university held them.

They come with basic words spelled incorrectly - their own name (yes, I know it was "ONLY" a typo, but I release thousand of pages of letters, marketing literature and user guides every year - my mind automatically multiplies typos), your school's name (yes, the one that they so excitedly graduated from - on time.), the company's name, my name, the words "Attn: Human Resources." I could go on, but why? Maybe they're not dumb - just careless. Even worse. If that's the first impression they want to leave - I don't want them. Regardless of your university's "quality program".

They come with a resume that does not have one grammatically correct sentence anywhere within the three pages they send me. They proudly list their GPA at the bottoms: 3.5, 3.4 etc. Let me see if I understand this - they can't spell, they can't use basic grammar - but they earned a B? They somehow believe that they 'earned' that B. That they are "above" average. Perhaps they are - for elementary school students. I wonder what has happened to higher education.

They show up for interviews to tell me how 'above-average' they

are. They cannot speak a grammatically correct sentence either! Respect is a thing of the past. They are happy to tell me that they did not do well in such and such a class because "the professor was a jerk." Well, I think, if I correct their work, or make them stay later to finish their work to meet the quality standards demanded here, I will become "the jerk."

They ask questions like "What happens if I can't work with someone in the group?" I interpret this: "Who do I complain to?" Well, in this organization, we have a grievance procedure, but it is for far more serious matters than you don't like someone, or worse, don't like that they corrected you, the above average graduate.

They say things in interviews with my staff (who are made up of male and female, mostly college graduates, some from prestigious universities, some from community colleges.) like "You went there? I hear that's an easy school. I went to xx - we worked harder." At what? Maligning people? Complaining?

So I say to universities - you may think that we have our heads in the sand and cannot see that you have lowered your standards. But you are wrong. Your "quality" program is on display with every graduate of your university that comes through my door. It is not a pretty sight.

- Dawn-Marie Nelson
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BTW - I, gasp, received some Cs from professors at the seven sister school I attended. They did no permanent damage to my psyche, and in most cases indicated to me that more time needed to be spent on that class. In most cases, I worked harder to bring the grade up. I don't recall (and this was only early to mid '80s) there being a procedure for whining about my grades. The attitude was - work harder. And despite what university personnel may think, those Cs have never haunted me - if anything, they made me a better worker. (And no, they didn't inhibit my getting into and completing graduate school either!)