



; 400-) &<=!!

C\$D4(0! E(#(%%?\$&' =!!

!>6('!)?(<\$!@*?\$%! '*!?)&AB!

! -")61%&*01("936*, "6#0-3")"
5
&-"&:"5&/, *"1&#, ;6)"(" \$&, *\$, ."0-1040+)1, ."&*", ;1*)\$1"
:)<&*#":*&4"#&4, &-,"&/, *"0-" #1)16#8"



F* &' # (G*H\$#! E (# (%%?\$&' ! | F" EJ!

=%, -)"5, *#&-"/01%"4 &*, "0-#101610&-)"5&/, *"
>'07, ")5*&:, ##&*"&*1,)\$%, *?"0#"%)*)##, +"2 ("
#&4, &-," " , ##"5&/, *:6">'07, "&-,"&:"
%0#"&*"% , *"#16+, -1#?">@, -#&-."ABCD?8"

- E, \$, -1"*, #,)*\$%"#633, #1#"1%0#"0#"%)55, -0-3":*, F6, -1'(.
) - +"01"0#"#1)*10-3"&-3"2, :&*, "\$&" , 3, 8"



K' ! 3\$<) &%! \$ (#0-L!

! 4, *0\$) -"G# (\$%&'&30\$) ""
! ##&\$0) 10&- "#6* <, (, +"
D.HI J"1,)\$%, *#")\$* &##"
1%, "K8L">M%) 42, *'0-."NOAO?P"

! "#\$%&' &() &* \$+, \$- . /' &, &\$
-%\$ /&01+2%& 3+%4\$5\$- 3\$+\$
/61* &, 6\$

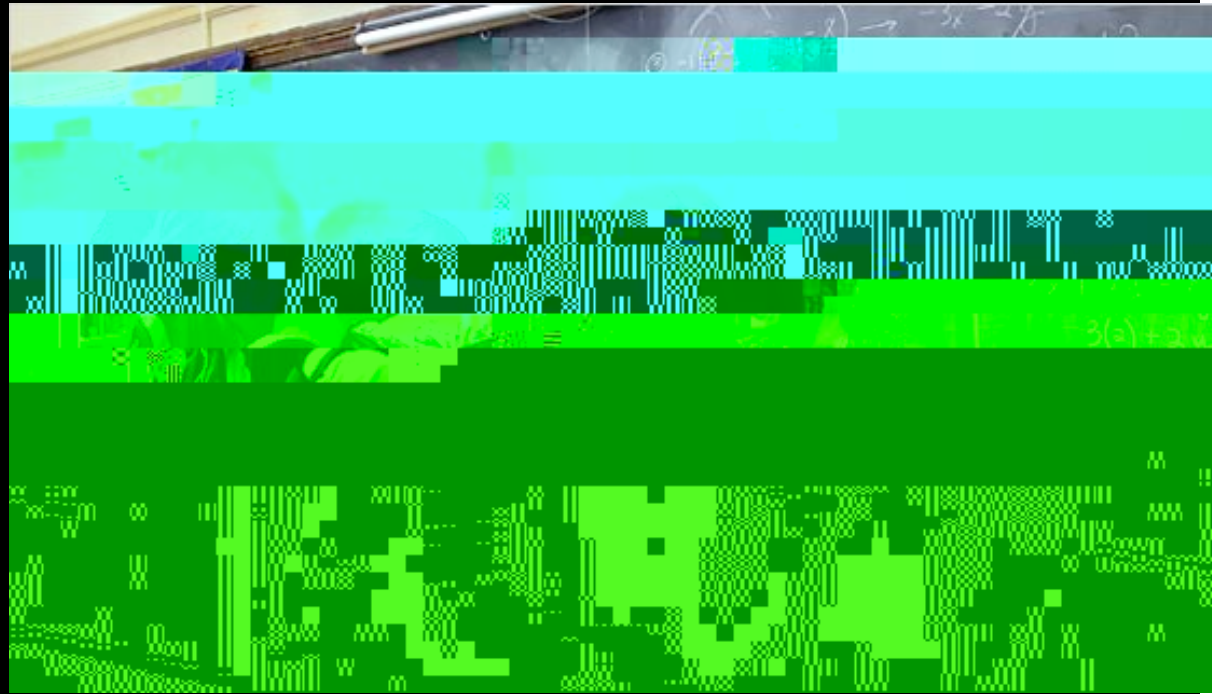
7" # \$8+ *\$. &&, \$) &%. +229\$
68%&+6&, &*\$. 9\$+\$/61* &, 6\$

7: # \$8+ *\$; %- ; &%69\$

+3+<&\$. 9\$+\$/61* &, 6\$

=># \$8+ *\$. &&, \$, 6(3(*+6&* \$
. 9\$+\$/61* &, 6\$

=: # \$8+ *\$. &&, \$; 89/(' +229\$
+66+' 4&*\$. 9\$+\$/61* &, 6\$(, \$
68&\$; +/6\$9&+%\$\$



E) <6! C@6**0! F40' 4#\$! *. ! ; 400-) &<!

MD (?GO\$%! * . ! F" E! IN(?G?(&7! F#\$H7! N*H\$#-7! O! P40A\$#7! 89: 8J !

UM)'' , +"4 ,)"201\$%V"&- , "1%* , /"%0#"2)3"&- "1% , "3*&6-+")-+"#1)*1 , +"#\$* ,)40-3W""

UX% , "#16+ , -1"* , : , ** , +"1&"4 , ")#)" /%&* , "0-"\$')##8W"

UY)\$ \$6# , +"4 , "&:":)<&*010#4.) -+"+)4)3 , +"4 (")\$*" /%0' , ")1" /&*78W"

UY1%* ,)1#"&:"%)*4"1&"4 , ."4 (":)40' (. "Z"1&"#')#%"4 ("10* , #8W"

UY#16+ , -1"4)+ , "1% , "\$&44 , -1"1%)1"0:"% , "/"#"-&1")+4011 , +"1&"1% , "-6*#0-3"5*&3*)4"1%)1% , "/"&6'+ "T6#1"1)7 , ") "36-")-+"[2'&/[, < , *(&- , ") /) (8W"

>6-!?)<6' ! F" E! 3\$!)&@#\$ (%)&<B!

“...Students are Overwhelmed and Underprepared”

' + 3; 1/6&' 8, -2-<9F' - 3G

HI 61 * &, 6/\$6- * + 9\$5+' &\$, &?' \$' 8+22&, <&/\$, +, *\$+%&\$
(, ' %&+/(, <29\$/; %&+ * \$68(, B\$? 8&68&%\$(6J/\$K. &' + 1 / &\$68&9\$+%&L\$
?-%4(, <\$5122\$6(3 &B\$. +2+, '(, <\$M, +, ' &/B\$-%\$' +% (, <\$5-%\$
5+ 3(2(&/F\$N, /6%1' 6-%/\$5&&2\$68&\$; %&//1%&B\$6--B\$+/\$68&9\$6%9\$6-\$
* -\$3-%&\$?(68\$5&?&%\$%&/-1%' &/\$, +, *\$6&+' 8\$/61 * &, 6/\$?8-\$
+%&\$&(68&%\$(220; %&; +%& * \$5-%\$68&(%\$* + 9J/\$2&//- , \$-%\$*(/6%+' 6& * \$
. 9\$-68&%\$(//1&/FP\$

>6-!?)<6' !F"E! 3\$!)&@#\$ (%)&<B!

>6-!?)<6' !F"E! 3\$!)&@#\$ (%)&<B!



A rise in 'academic self-entitlement':

"...expectations of high rewards for modest effort, expectations of special consideration and accommodation by teachers when it comes to grades, and impatience and anger when their expectations and perceived needs are not met" (Greenberger, Lessard, Chen, & Farrugia, 2008, p. 1194).\$

/@(A\$?)@! M&')' 0\$?\$&' !

| | |
|---|--|
| <p>*, , -2, *3, *."], ##)*+."M%, -."Z"^)**6330)">N00C?" L6* <, ("&:"D__"6-+, *3*)+6)1, #")1")")*3, ."562'0\$"6-0<, *#01 ("</p> | <p>~ " S-+&*#0-3"</p> |
| <p>N5\$N\$8+) &\$&0; 2+(, &* \$6-\$39\$; %-5&//-%\$68+6\$N\$+ 3\$6%9(, <\$8+%* B\$N\$68(, 4\$8&Y/8&\$ /8-12*\$<())&\$3&\$/-3&\$' -, /(*&%+6(-, \$?(68\$%&/; &' 6\$6-\$39\$<%+ * &\$</p> | <p>ZZF7#\$\$</p> |
| <p>N5\$N\$8+) &\$' - 3; 2&6&* \$3 -/6\$-5\$68&\$%&+*(, <\$5-%+\$' 2+//B\$N\$* &/&%)&\$+\$[\$</p> | <p>A@F" #\$\$</p> |
| <p>N5\$N\$8+) &\$+66&, * &* \$3 -/6\$' 2+//&/ \$5-%+\$' -1%/&B\$N\$* &/&%)&\$+6\$2&+/6\$+\$<%+ * &\$-5\$[\$</p> | <p>!AF=#\$\$</p> |
| <p>\%-5&//-%/\$?8-\$?- , \$6\$2&6\$3&\$6+4&\$+, \$&0+ 3\$+6\$\$+\$() &%&, 6\$6(3&\$. &' +1/&\$-5\$ 39\$; &%/-, +2\$; 2+, /\$C)+ ' +6(-, \$-%-68&%\$(3; -%6+, 6\$6%(; G\$+%&\$6--\$/6%' 6\$</p> | <p>7>F>#\$\$</p> |
| <p>Q&+' 8&%/\$-56&, \$<())&\$3&\$2-?&%\$<%+ * &/68+, \$N\$* &/&%)&\$-, \$&0+ 3/\$</p> | <p>7:FA#\$\$</p> |
| <p>D\$; %-5&//-%\$/8-12*\$. &\$?(2(, <\$6-\$2&, *\$3&\$8(/Y8&%, -6&/\$(5\$N\$+/4\$5-%\$68&3\$</p> | <p>7AF^#\$\$</p> |
| <p>N\$?-12*\$68(, 4\$; --%29\$-5\$+\$; %-5&//-%\$?8-\$*(* , \$6\$%&/; -, *\$68&\$/+3&\$*+9\$6-\$+, \$ &3+(2\$N\$/&, 6\$</p> | <p>7!F: #\$\$</p> |

Where does this academic entitlement come from?

Q# (A\$! K&. 0(') * &=! ; !)%! ' 6\$! &\$H! F!

Q-"5)#1"10"(,)*#P"

CI` "0-\$*,)#, "0-"a"#16+, -1#" /b"! "
)<, *)3, "

II` "-&/")*, "U#1*)03%1"! "#16+, -1#W"

A` "045*&<, 4, -1"0-")\$)+, 40\$"
5, *:&*4)-\$, ">_D` \\$(6&*\$(\$, "

K%&R' ! *G')?)%?! (! <* *A! ' 6)&<B!

X/, -3, "Z"M) 452, "">NOOB?P"

: @#\$-5\$bI \$/&, (-%/\$&0; &' 6\$6-\$&+%, \$+\$
<%+ *1+6&\$* &<%&&\$

- 7: #&0; &' 6&* \$6-\$ (, \$=>"Z\$
- >#\$+' 61+229\$?(22\$\$

": #-\$-5\$bI \$/&, (-%/\$+, 6(' (; +6&\$+\$
R; %-5&//(-, +2\$&c-. \$. 9\$+<&\$! @\$

- 7@#\$\$; %- . +. 29\$?(22\$<&6\$68&%&\$

Q8+6S/\$ \$-; 6(3(/3\$\$

I &6/\$/61 * &, 6/\$1; \$5-%\$5+(21%&\$

X&+*/\$/- 3&\$6-\$2+/8\$-16\$+6\$68- /&\$?8-\$. 2-' 4\$

68&(\$<-+2/\$d\$, +3&29\$6&+' 8&%/ \$-%; %-5&//- %/\$



/#\$! (00! . (@40' -! \$S4(00-! (' ! #)%1B!!

^)\$6'1("L1)16#"

! \$\$&*+0-3"1&! 4, *0\$) -"! ##&\$0) 10&- "&:"K-0<, *#01("G*&:, ##&*#"
>=, #1"Z"M6*10#. "N00_?" /&4, -")*, "6-+, **, 5*, #, -1, +")1"%03%, *"
*)-7#P"

- e, 29\$=\$(, \$A\$5122\$; %-5&//-%/\$+6\$F1 \$' -22&<&/\$/+/\$?- 3+, \$
- g-3&, \$+%&\$2&//\$2(4&29\$6-\$8-2*\$512206(3&\$+' +* &3(' \$; -/(6(-, /\$C* &/; (6&\$ %&' &)(, <\$h\$-5\$+22\$<%+ *1+6&\$* &<%&&/G\$
- g-3&, \$3-%&\$2(4&29\$6-\$. &\$, \$6&3; -%+%9\$C, -6\$6&, 1%&06%+' 4G\$; -/(6(-, /\$
- X&//\$68+, \$=\$(, !\$ \$6&, 1%&* \$5+' 1269\$+%&\$?- 3&, \$

X(4&29\$68+6\$?- 3&, B\$\$3(, -%(6(&/B\$+, *\$5+' 1269\$?Y\$2&//\$
&0; &%(&, ' &B\$, -\$ \8TB\$2-?&%\$%+, 4B\$, -\$6&, 1%&\$&2(<(. (2(69B\$-%\$
+*c1, ' 6\$/6+61/\$+%&\$) (&?&* \$+/'&/, *"0-"#1)16#"CX+3; 3+, B\$
7@=7GF\$



"#\$%#@#)G'), \$! <\$&A\$#! &*#?%L! |%\$\$! T4A?(&! 0! Q0)@17! 899UJ !

=&4, -, ; 5, \$1, +"1&"2, P" g, -, ; 5, \$1, +"1&"2, P"

\$C&F<FB\$

C&F<FB\$+//&%6() &B\$

1, *&%/6+, *(, <B\$

+'' -33 - *+6(, <B\$

5%(&, *29B\$/&, /(6() &B\$

' -3; +//(-, +6&B\$

, 1%61%(, <B\$+, *\$

5-%<() (, <G\$

\$\$

T(&A*?! C(?GO\$! *. ! +C! "#* . \$%%* #%!

IN(?G?(&7! 89: 8J!

! 6' ' G=VV*G\$W\$AW<*, V(@@#\$A)' (')*&!

A.BAD"\$&" , 3, #b6-0<, *#010, #"&d, *0-3"Dh
(,)*"+, 3*, , ">_C` "5*0<)1, bIN` "562'0\$?"

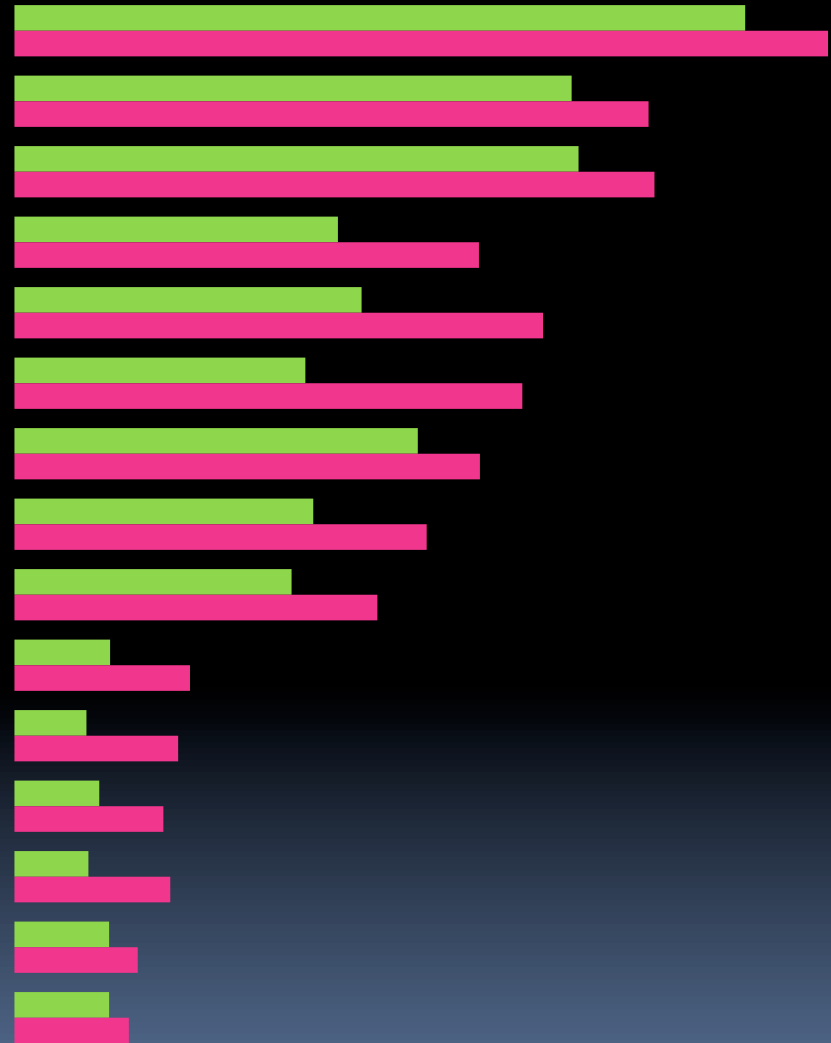
L1*)109, +"*)-+&4"#)45', "&:"
A00">_C5*0<)1, ") -+"IN"562'0\$?"

E)-+&4'("#, ', \$1"C":*&4"
,)\$%#\$%&&'V"#, -+"&- '0-, "
#6*<, ("1&C00"

— ` "* , #5&-#, "
*)1, ""

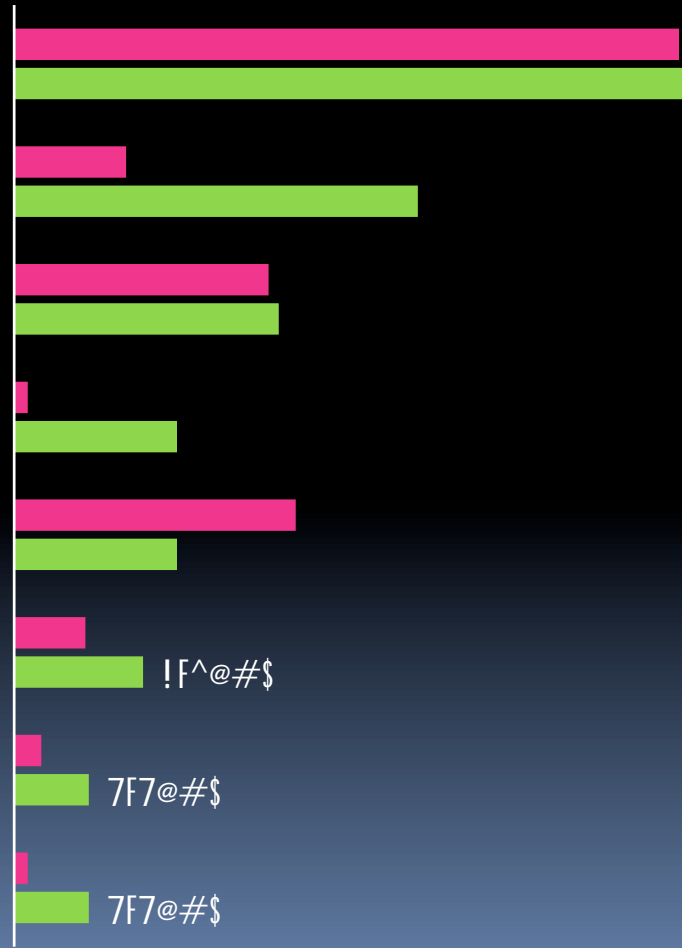
-i JND"

T\$G*#' \$A! C' 4A\$&' ! K&@),)0)' -X; 400-) &<! 3-! Q\$&A\$#!
IN(?G?(&7! 89: 8J!

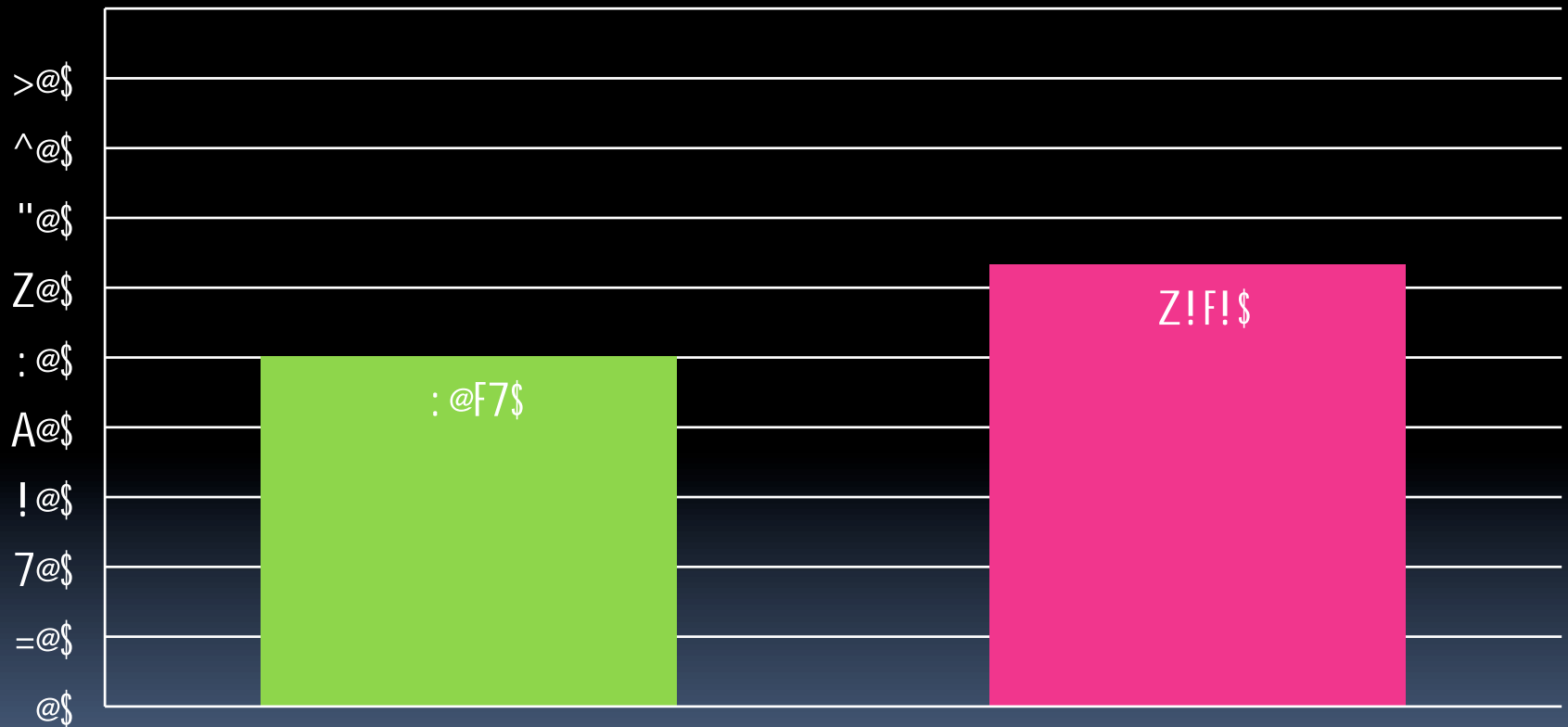




C\$D4(O! C' 4A\$&' ! ; \$6(,) *#! /)?\$A! (' !2(@40' -!
IN(?G?(&7! 89: 8J!!



E(, \$! - * 4! \$DG\$#)\$&@\$A! (!%)<&).)@(&' !)&@)A\$&' ! * . !
%' 4A\$&' !)&@),)0)' -7! 3400-) &<7! (<<#\$%%) * &! * #!
%\$D4(0! 6(#(%%?\$&' B! I MY8Z[\$J! IN(?G?(&7! F#\$H7! N*H\$#-7! 0!
P40A\$#7!)&! G#* <#\$%%J!



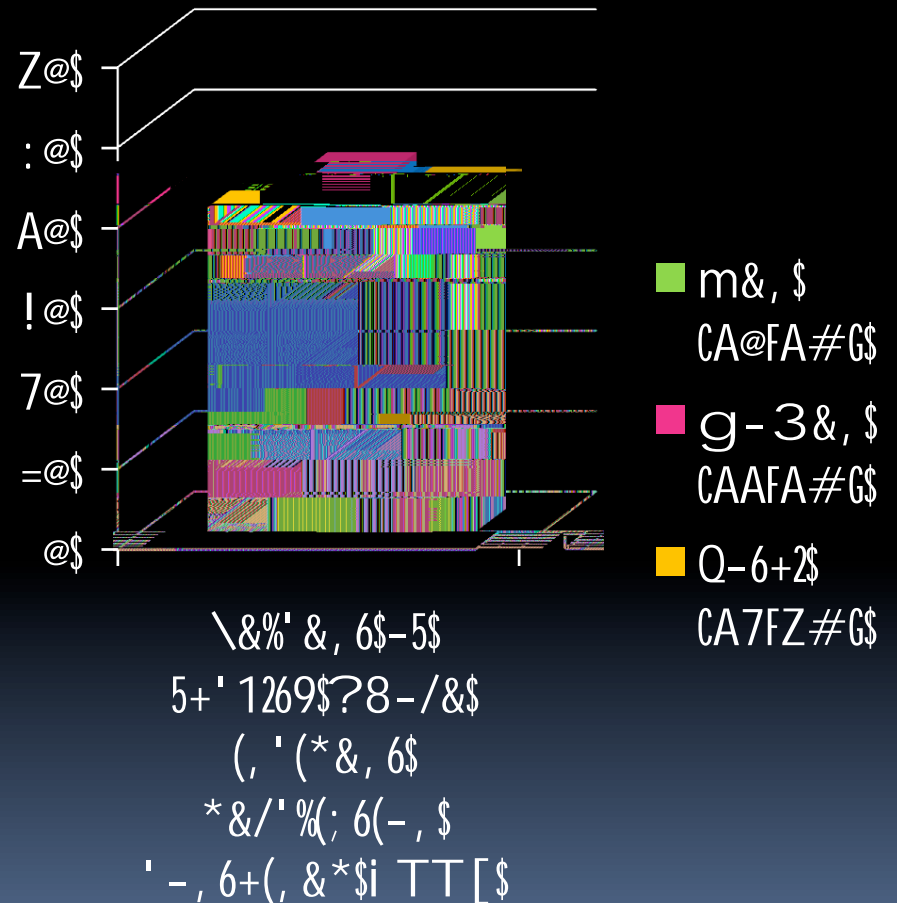
\\$-H*#A! /&(0-%)%! *.!] \$D' !

IN(?G?(&7!)&! G#\$%%^!N(?G?(&! \$' ! (OW7! 89: 8J!

i &/; -, * &, 6/\$* &/' %(. &* \$

T4A\$7! _)%#\$%G\$@' . 407! _)%#4G'), \$!
; \$6(,) *#%! IT__ ; J! IN(?G?(&! \$' ! (OW7! 89: 8J!

P` 9&\$%-22(, <B\$/ , (* &\$%& 3+%4/\$2- 1*\$
&, -1<8\$5-%\$8&%; &&%/+\$6\$8&%\$6+. 2&\$
6-\$8&+%. 16\$2-?\$&, -1<8\$68+6\$1\$
' -12*, J6\$8&+%\$H*(/<1/6H\$+/\$+\$5+' (+2\$
&0; %&/(-, B\$/+(*\$H51' 4H\$2- 1*29p q\$
Pr&%9\$/+%' +/6(' \$+, *\$
' -, *&/' &, *(, <\$, '\$ 2+//Fq\$
PQ?-\$/61 * &, 6/\$%-16(, &29\$
' -,)&/%&* \$6-<&68&%\$* 1%(, <\$' 2+//\$(, \$
2-1*\$) -(' &/B\$*(/61%. (, <\$68&%&/6\$-5\$
68&\$' 2+//Fq\$



E*%')0)' -7! /&<\$#7! /<<#\$%%) * &! | E//J!

IN(?G?(&! \$' ! (OW7! 89: 8J!

P\1. 2(' \$)&%. +2\$+//+126\$C9&22(, <B\$/; (66(, <B\$
/' %&+3(, <B\$&6' G\$00\$-, 2--4&%/ '\$ +22& *\$
; -2(' &Fq\$\$

P[&' +3 &\$) &%9\$) &%. +229\$+, <%9F\$\$I &&3 & *\$6-\$
2+' 4\$' -, 6%-2\$-5\$+, <&%F\$\$\89/(' +229\$%& *B\$
8&+ *\$+, *\$, &' 4\$) &(, /\$*(/6&, * & *B\$8+, * /\$
' 2&, ' 8& *Fq\$\$

PT(/; 2+9& *\$+, <&%\$+, *\$/&&3 & *\$, &+%29\$

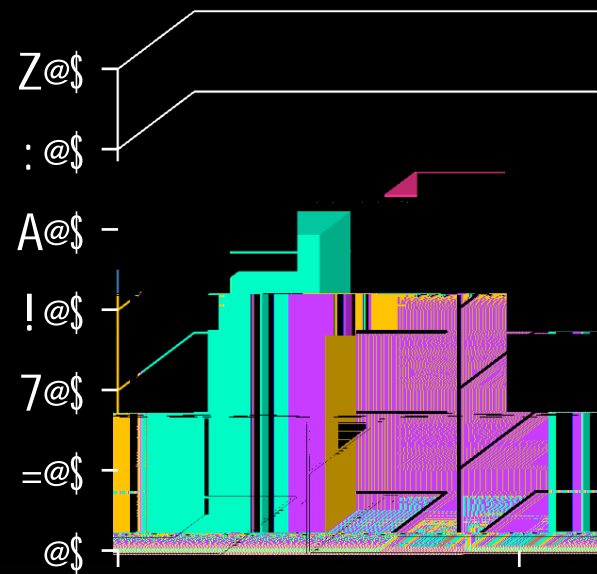
F6(00\$&<) &<! ; \$6(,) *#%! |N(?G?(&! \$' ! (OW7! 89: 8J!

PI 61 * &, 6\$+%<1&*\$(68\$3&\$%&<+%*(, <\$+\$

j 1(E\$j 1&/6(-, F\$\$&0; 2+(, &*\$(89\$68&\$

K&')?)A(') * &7!]6#\$(' %7! ; 400-) &<7! 0!
/@@4%(') * &%! | K]; /J! | N(?G?(&! \$' ! (OW7! 89: 8J!

PQ8%&+6&, (, <2&<+2\$+' 6(-, \$5-%\$, -6\$
+22- ?(, <\$; %-8((6&*\$3+4&\$1; \$
' 2+//&/B\$&0+3/B\$2+6&\$; +; &%/\$&6' Fq\$
PN\$%&' &() & *\$+\$* &+68\$68%&+6Fq\$
PQ8%&+6&, &*\$; 89/(' +2\$8+%3FP\$
PI 61 * &, 6\$+' ' 1/&*\$3&\$-5\$%+' (/3\$
+56&%\$N\$' +1<86\$8(3\$(, \$; 2+<(+%/3\$5-%\$
68&\$/&' -, *\$6(3 &B\$68%&+6&, &*\$6-\$
' +22\$(, \$+168-%(6&/\$. 16\$*(*\$, -6\$
5-22- ?\$68%-1<8Fq\$\$
PD66&3; 6(, <\$6-\$\$. 1229\$3 &\$(, 6-\$
' 8+, <(, <\$<%+ * &Fq\$



\&%' &, 6\$-5\$
5+' 1269\$?8- /&\$
(, ' (* &, 6\$
* &/' %; 6(-, \$
' -, 6+(, &*\$N[s\$

+&H (&' \$A! C\$D4 (0! /' ' \$&') *&! I +C/J!
 I N(?G?(&! \$' ! (OW7! 89: 8J!

PN\$8+) &\$. &&, \$+/4& *\$- 16\$-, \$+\$
 * +6&B\$-%\$6-2* \$N\$2- -4& *\$

R8-6Spq\$

PI 61 * &, 6\$t(%& *\$&0' &/() &29\$

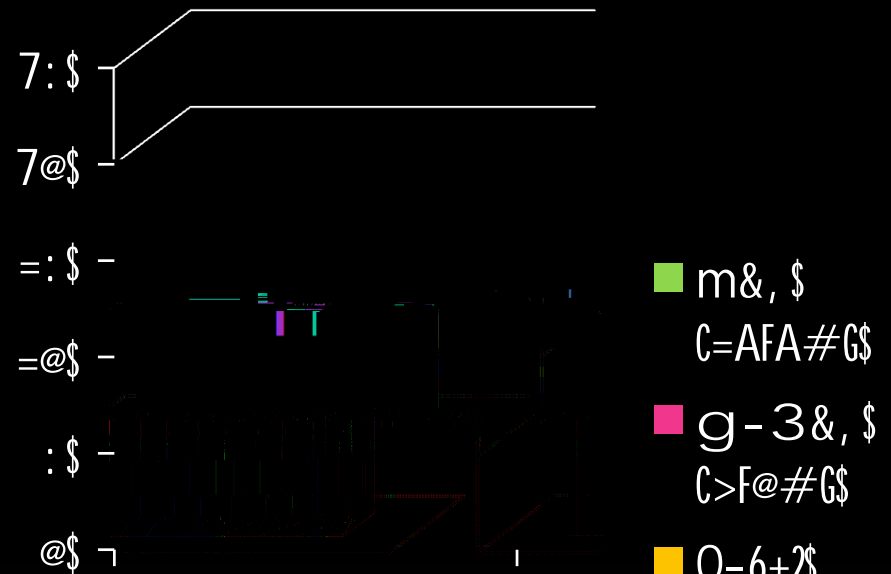
?(68\$3&Fq\$

PD\$/61 * &, 6\$H' %1/8H\$68+6\$

(, ' 21 * & *\$+\$2&66&%\$-5\$

; %- ; -/(6(-, \$+, *\$t(%&+6(-1/\$

. &8+)(- %Fq\$\$



\&%' &, 6\$-5\$
 5+' 1269\$?8- /&\$
 (, ' (*&, 6\$
 *&/' %(: 6(-, \$
 ' -, 6+(, &* \$F I D\$

C\$D4 (0! E (# (%%?\$&' ! | N(?G?(&! '\$' ! (OW7! 89: 8J!

PI 8&\$/1<<&/6& *\$68+6\$/8&\$

?-12*\$* -\$D_I QbN_u\$5-%\$+\$

<%+ * &FFFq\$

PT(//&3(, +6& *\$/- 3&\$3+6&%(+2\$

?(68\$8&%\$5%(&, */\$(, *(' +6(, <\$

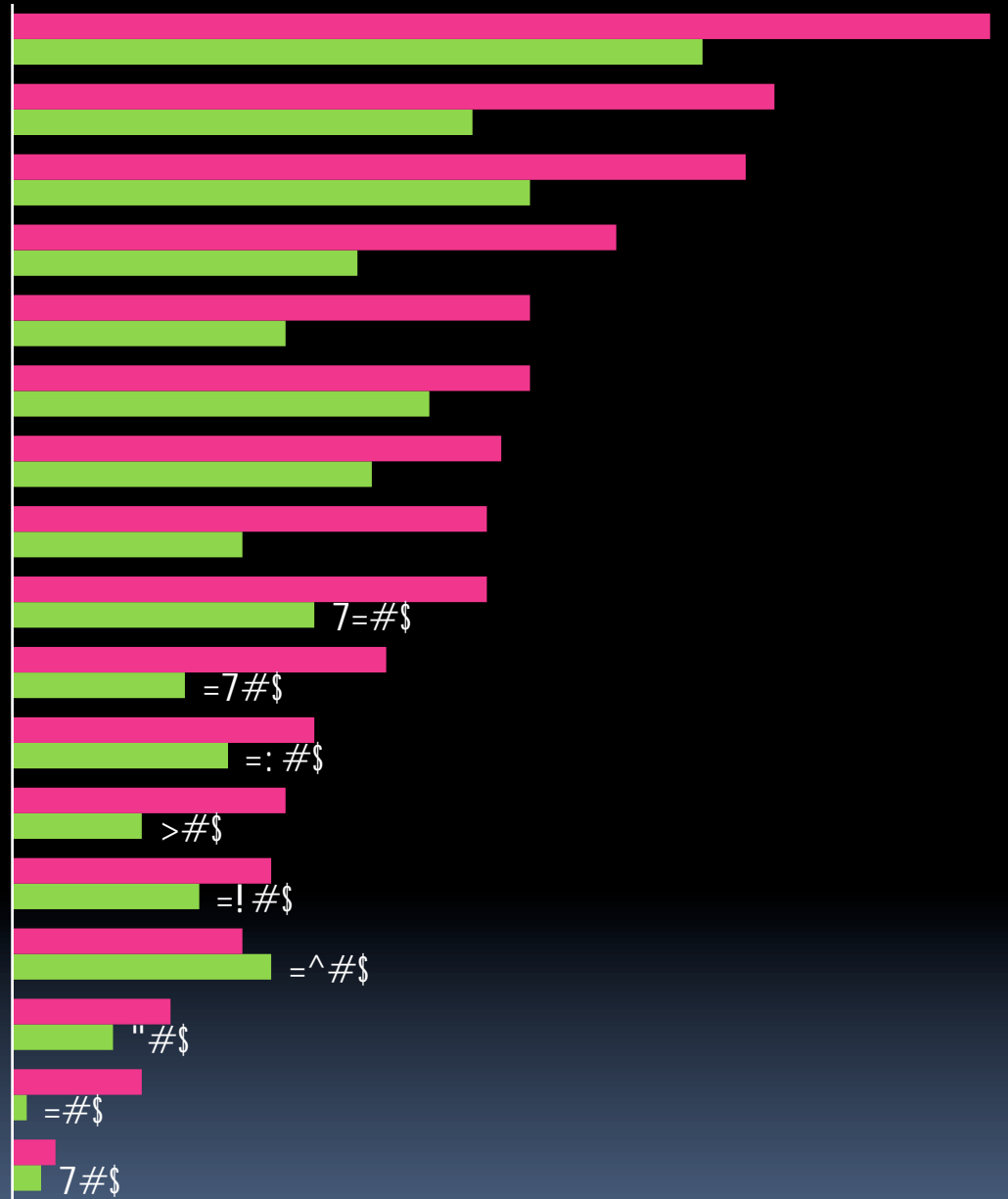
68+6\$/8&\$5-1, *\$3&\$/&01+229\$

+66%+ ' 6() &B\$5+, 6+/(E(, <\$+. -16\$

/&01+2\$+ ' 6() (69\$?(68\$3 &B\$+, *\$

(, *(' +6(, <\$68+6\$?+/\$

D5B"&*?5(E37+5F\$57#5+(34(E1G(HI"J6J"7(5&("%/@(KLMKN(



E*H! A*! 2(@40' -! T\$%G*&A! ' *! P*%' ! C\$#) *4%!





T\$@*??\$&A(')*&%!. *#! 2(@40' 4!



T\$@*??\$&A(') * &%! . *#! 2(@40' -!

X, \$%-&'&3 (") - + "L&\$0) "'

n, 1/ &*70-3"

L, 1"0401#") - + " , ; 5, \$1) 10&-#: &*") \$\$, ##""

- 161 * &, 6/\$' +, '\$ - , 6+' 6\$5+' 1269\$7AY''\$\$
- 16+6&\$8-?2-, <\$68&9\$' +, \$&0; &' 6\$6-\$?+(6\$



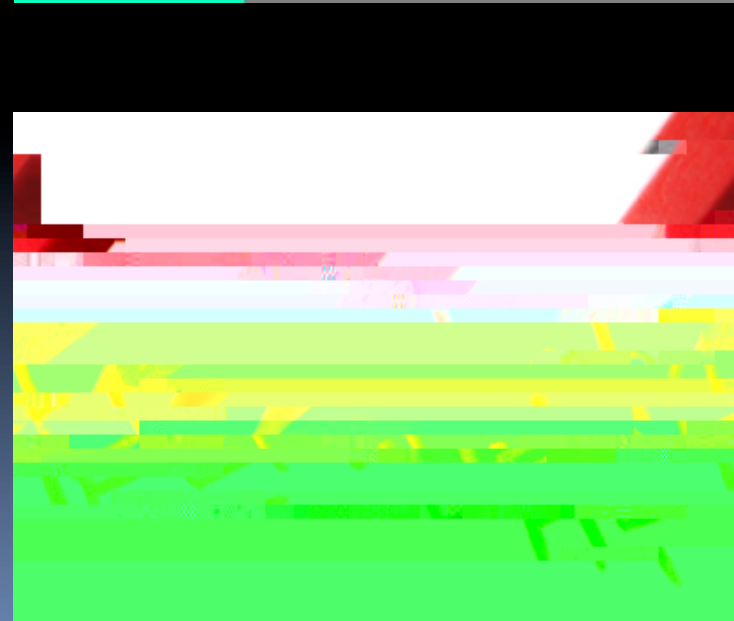
>6(' ! 6\$0G%B!

! 1"K! ! .""M! ^q"%)#"/&*7#%&5#"
#,<,*)"104,#)"#, 4,#1,*"1&"%, '5"
:) \$6'1(" ,)* -"1&"+,)"/01%"MGe"

G#(\$%&'&3("K-+, *3*)+:" :) \$6'1("%)< , "
04, -1&*0-3"4&4, -1#p"0-"&6*" / , , 7' ("
4, , 10-3#"1&"3)1%, *)+<0\$, ") -+ "
#655&*1":* &4"\$&" ,)36, #")2&61"
+0r \$6'1"#16+, -1#"

m6*"l ,) -"&:"L16+, -1#"mr \$, "0#"
0-\$*, +02' ("#655&*10< , ") -+ , d, \$10< , "
0-"4) -)30-3"MGe"

@61"1%, (" \$) -p1"%, '5" (&6"0:" (&6"+&-p1")#7"
:&*01F\$



T\$. \$#\$\$&@\$%!

D%- , - ?(6EB\$I F\$C7@==GF\$I 1%) &9\$/8 - ?/' -22&<&\$ /61 * & , 6/\$+%&\$-) &%?8&23&* \$+ , *\$
1, * &%; %&; +%&*F\$i &6%(&) &* \$5%- 3\$866; 0Y' +3; 1/6&' 8, -2-<9F' -3Y+%(' 2&/Y7@==Y@7Y=ZY
/1%) &90/8 - ?/0' -22&<&0/61 * & , 6/0-) &%?8&23&* 01, * &%; %&; +%&*F+ /; 0\$
[(' ' 8(&%(\$aF\$U\$a8+) &EB\$DF\$C7@@>GF\$[&8+)(, <\$+/\$&0; &' 6&*0\$\ 1. 2(' \$(, 5-%3+6(-, \$+, *\$5+(%, &//\$
, -%3/B\$=2' 0*. #21\$>), . 9+20. #?) -+%+2*\$@. A+*6F\$

T\$. \$#\$\$&@\$%!

m-%(/B\$Vf\$C7@@^GF\$a- * &/-\$-5\$' -, *1' 6F\$N, \$Vf\$X+, *(/\$C` *FG\$I 6+%6\$G. #A+*6L\$'' \$M. *(522A\$120\$N*6. 6+*6\$?+O-' #&\$?+. #26') %\$+*\$M+6,)0\$N(' -. &+2*,\$\1. 2(/8&*\$. 9\$68&\$F, () &%/ (69\$-5\$D2+/4+\$D, '8-%+<&\$+, *\$D2+/4+\$\+' (M' \$F, () &%/ (69F\$

i 1* 3+, B\$Xf\$Df\$U\$u2(' 4B\$Vf\$C7@@^GF\$G,)%2-+. #4%7-, 2#267\$21\$6) * ()0L\$M2/\$42/)0\$. * (\$+*&+3. -7\$%, . 4)\$6) * ()0\$0)#. &+2*%f\$_&?\$\ -%40\$Q8&\$u1(25-%*\$\%&/f\$

I ' 812EB\$[f\$C7@@^GF\$i &' -<, (E(, <\$+, *\$%&/; -, *(, <\$6-\$*(/1; 6())&\$/61* &, 6/F\$N, \$Vf\$X+, *(/\$C` *FG\$I 6+%6\$G. #A+*6L\$'' \$M. *(522A\$120\$N*6. 6+*6\$?+O-' #&\$?+. #26') %\$+*\$M+6,)0\$ *1'+6(-, \$\1. 2(/8&*\$. 9\$68&\$F, () &%/ (69\$-5\$D2+/4+\$D, '8-%+<&\$+, *\$D2+/4+\$\+' (M' \$F, () &%/ (69F\$

Q?&, <&B\$Xf\$mF\$U\$a+3; . &22B\$Vf\$gF\$C7@@>GF\$G,)\$P. 0-+%%+3\$N4+() 3+L\$V+9+*6\$+*\$&,)\$'' 6)\$21\$N* &+&#) 3) * &,\$h%&&\$\%&/f\$C+\$*() (/(-, \$-5\$I (3-, \$U\$I ' 81/6&%GF\$

g&/6B\$mFf\$U\$a1%(/B\$Xf\$gF\$C7@@ZGF\$'' '' WD\$X. -' #&7\$Y) * ()0\$Nz' +&7\$[* (+. &20%\$\| | U;\$Q8&\$D3&%(' +, \$D//-' (+6(-, \$-5\$f, () &%/ (69\$\%-5&//-%B\$g +/8(, <6-, \$TFaF\$