The Case of Carmen

Six years ago, Carmen graduated from high school and found a job as a receptionist at an accounting office. She has become a valuable asset to the small company, helping with accounting issues in addition to greeting customers, but her salary has remained too low to meet today’s living costs.

Most of her coworkers either have a college degree or are working on one, so she has decided that in order to advance, she should also go back to school. However, Carmen is concerned about whether her writing is at the correct level for college work. In high school she did most of her writing at the last minute, and since then has only written short memos and sent email. She knows there will be writing in her classes, and is concerned.