

# OPINION

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## Daily Nebraskan

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University of Nebraska-Lincoln

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## Customer disservice

### UNL forgets number one rule

At most large stores and businesses, customer service is always the number one rule.

If you are displeased with the service or the product that you get at a Wal-Mart or Dillard's, they will do their best to accommodate you.

There is no question who the Wal-Mart was built for. Without the customers, there would be no business.

Unfortunately, at a business like the University of Nebraska-Lincoln, customer service is way down the list, coming in behind bureaucracy and "the rules."

Customers at UNL, often called students, are usually treated with disdain by the employees of this business.

Although much of the funding for this institution comes from the taxpayers as well as the students' tuition, the university needs to realize the purpose of this business.

The university sells itself to prospective students as a caring institution that puts the needs of its customers as highest priority.

Then, after students are neck deep in bills and classes and have no other place to go, UNL often turns a cold shoulder to their concerns.

Perhaps there should be a little less emphasis on the outer aesthetics of the campus (Green Space, for example), and a little more interest shown on the inner-workings of the institution.

The goal of UNL should be the betterment of the higher education that its customers receives, not to follow rules without exception.

Too many students have complained that various professors and administrative offices have been putting the students' education last and their own set of rules first.

An institution of higher learning needs to concentrate on being just that — giving students a greater level of competence and education to help them make their own contributions to our society.

If that means making an exception to an unfair rule to help a student continue their education, so be it.



## Feelings on guns aren't concealed

If you could legally carry a concealed handgun, would you?

That a question I've been asking people lately because it's an idea that seems to be gaining popularity.

In Florida, it's now easy to get a gun permit. Virginia's legislature recently passed a similar bill, although it hasn't taken effect yet.

And there is a bill pending in Illinois that would allow non-criminal adults to pack a weapon.

So, would you?

My random interviews of Chicagoans produced some surprising results.

An unmarried woman who lives on the North Side, said: "I've always been afraid of guns and I've never even held one. And I've always been in favor of strict gun controls."

"But would I carry one if it were legal? Absolutely. I'm sure that with proper instruction, I could learn to use it."

"I ride the CTA and from my job downtown and in the winter months when it's dark early, I have to walk a couple of blocks on a dark side street to my apartment."

"One night this winter a man followed me from the bus. I'm sure of it. Nothing happened because some neighbors happened to come out of their place and I ran to my building."

"But I've been nervous ever since. If I had a gun in my purse, I'd feel much safer."

A married woman, who lives in a suburb but works at a hospital in the city, said: "Probably. No, make that certainly. I wouldn't carry it all the time, but if I had to be out at night, I would."

"I feel safe in my own community. But when I walk to my car after after work, I've seen some strange characters, and there are times when I feel vulnerable."



Mike Royko

"A friend I work with has carried one for a couple of years, ever since she was attacked. The police have no way of knowing, and if she ever had to use it to defend herself, I doubt if anyone would blame her."

"I'm really sure if I could shoot someone but I imagine that if I fired it somewhere in the right direction, that would do the trick."

A woman who lives in a far North Shore suburb said: "No, why would I? There's no street crime where I live and shop."

"The only serious crimes we have up here are some rich middle-ager has a midlife crisis murders his wife because he doesn't want to make a big divorce settlement. It seems to be getting common."

"Since my husband and I get along fine, I don't anticipate his trying to murder me, so I have no reason to shoot him."

"Besides, I wouldn't use a gun on him anyway. I'd just let him start smoking again and load up his meals with fat and cholesterol. That's the clever way to do it, you know."

A Hyde Park man, who works downtown, said: "Absolutely not. The whole idea is ridiculous. What are we going to do - have fast-draw contests outside of the bookstore?"

"I don't care if everyone in the city

is armed, I'm not going to have anything to do with it. I am unconditionally against private ownership of handguns, and I'm not going to change. That they would ever consider such a law shows that what madmen we have holding office."

But a business owner in Jefferson Park, on the Northwest Side, said: "I like the idea. You know why? Because I think it would make people nicer."

"There are a lot of inconsiderate, rude people. And it gets worse all the time. They don't care about anybody else's feelings. They cut you off in traffic or spit on your shoes and if you look at them, they just give you the bird or tell you to — off."

"But if they thought you might pull out a gun and blow a hole in them, I'm sure they have better manners."

A Northwest Side tavern owner said: "Oh boy, that's all I need. I already have some regulars who have a few drinks and they think they're Jack Dempsey. Now I'd be worrying that they all think they're John Wayne or Clint Eastwood. Me and my dog can handle the wrestling matches. But if everybody is packing heat, I'm going into another line of work."

A Lincoln Park man, single and in his 30's, was hitting golf balls at the Diversey Driving Range. "Sure if everybody else had a gun, I'd have one. I think most of my friends would, too. It would become the thing to do, like golf."

But it's nothing for anti-gun people to worry about. Gov. Edgar would have to sign any new gun law. And he doesn't strike me as the bold sort who would want to be answering questions the day after the big gunfight at the OK Driving Range.

## Daily Nebraskan

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