University of Arkansas RICH MOUNTAIN

Join the Tradition

UA Rich Mountain
Assessing Student Learning
Course Outcomes Report

~~Type Faculty Name:~~ Myshi Cates
~~Type semester and year:~~ Spring 2024

1. **Purpose**
The Course Outcomes Report supplies information each semester regarding student learning on the course level. This report must be submitted to your division chair by the last day of the semester. Data from this report will be integrated into the annual Program Review. The Strategic Goals aligned with this report are Strategic Goal Three: Provide High Quality Education and Strategic Goal Four: Continuous Quality Improvement.

2. **Course Details**
Course Name: Technical Writing Course #: ENG133

3. **Assessed Outcome**
Course Outcome: Generate technical documents in a variety of formats, including letters, memos, proposals, and reports.

Related Program Outcome: The general education curriculum provides the means by which students will increase their reading, writing, technological and research skills (two outcomes combined).

Related GELO category (choose one):
- ☐ Thinking critically
- ☒ Communicating effectively
- ☐ Using technology
- ☐ Conducting relevant research

4. **Evidence of Student Learning**
Describe the classroom activity/tools related to the **course** objective (project, discussion, essay, quiz, etc.): Students were to create a Final Writing Portfolio for this course that included most of the various documents created throughout the semester. These documents incorporate the use of various technology platforms, require research methods and documentation, and reflect a variety of workplace writing formats.

5. **Course Data**
Number of students in your course(s) who met the course objective: 2

Total number of students in your course section(s): 2

Percent (%) of students achieving this course objective: 100%

6. **Response to Data**
Will you change how you teach as a result of this assessment?

☒Change(s) needed. *Type explanation here.*
☐No change(s) needed. *Type explanation here.*

***Attach <u>anonymous</u> student samples of each activity along with the grading rubric/scale.**
****Attach any meeting minutes associated with this assessment.**

[redacted]

Final Writing Portfolio

Technical Writing

25 April 2024

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[redacted]

Single space to match remainder of document

30 January 2024

Donald Harris

Tax Accountant

H&R Block

703 H Highway 7

Mena, AR 71953

Re: Tax Appointment

Dear Mr. Donald Harris:

I am writing this letter to you to inform you of the poor services I received on January 29, 2024. On this date, I was scheduled for an appointment at 4:00 P.M. with Ms. Lori Wright.

On Wednesday, January 24th, 2024, I dropped off my tax forms to H&R Block at 3:00 P.M. When I dropped off my paperwork, I was asked if I would like a call back when mt taxes were ready to be electronically signed or if I would rather choose an appointment time. I was told that my paperwork and taxes would be entered into the system and I would need to come in and electronically sign if I chose the appointment option. I decided with my busy schedule, it would be more beneficial for me if I chose an appointment time, so I set up my appointment for the following Monday at 4:00 P.M.,

On January 29th, I arrived for a 4:00 P.M. appointment 10 minutes early at 3:50 P.M.. When I walked into your organization, the ladies at the front desk told me sit in the waiting area and told me Ms. Wright was finishing up with the previous customer and ensured me it would only be a few minutes before she was finished. I understood and I went to the waiting area.

During my waiting time, I heard Ms. Wright discussing multiple topics other than taxes with the previous client. I understand on occasion one may discuss personal topics during working hours, but at this point it was already 4:30 P.M..

I am a busy student/worker and I make my appointment times expecting to be able to get helped either at the said time or just a few minutes after. At 4:30 P.M. I looked over to the ladies at the front desk and asked if there was a need for me to reschedule. The ladies ensured me it would only be a few more minutes.

I waited 15 minutes longer and then I asked if anyone else in the building would be able to assist me because I had a meeting I was not able to miss at 5 P.M.. During this time, I saw three individuals walk into the building and get assistance.

I asked the ladies at the front desk for my file back because I decided I was going to do my business elsewhere. At this time, Ms. Wright walked up to me and told me she was available. After waiting for close to an hour, I proceeded to tell Ms. Wright I only wanted my files back and I did not want help because I had a meeting in 10 minutes.

After this, the ladies told me they lost my file, but it was on the computer if I would like them to print it off. I agreed to printing and asked if my file was found if I could have the original documents. I was handed the print off of my documents and began walking to my vehicle. As soon as I got into my vehicle, the lady from the front handed me my original documents.

I understand that appointments can run behind, but there is no excuse for an hour long wait. I feel that Ms. Wright did not have ethical business priorities at the time of my appointment.

I would still like to do my taxes with H&R Block if I could get an appointed tax accountant. I also feel it is only fair if I get a discounted price for my long wait and time wasted.

If you have any further questions or concerns, I will add my number and email address below. Thank you for your time and consideration.

Sincerely,

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]
Mena, AR 71953
February 1, 2024

Bethany Hughes
Executive Director
Polk County Developmental Center
100 9th Street
Mena, AR 71953

Dear Ms. Hughes:

My name is [redacted] and I am currently employed at Polk County Developmental Center as the custodian. I am writing to request your permission to earn a raise at Polk County Developmental Center. With my recent performances and training I am achieving at work and outside of work, I feel it is fair to achieve more pay.

As the days go by at Polk County Developmental Center, Charlene Short is training me on multiple factors of the job and sharing with me her knowledge on certain paperwork and items. As Charlene is training me, she also allowed me to add an extra desk and computer in her office, so I can watch the DeTaso training videos. Not only is Charlene training me, but Crystal Higgins is training me as well. Crystal allows me the opportunity to file away all of her paperwork for the clients. Filing paperwork is helping me achieve a better understanding of the client's master files.

Accounting for all of the training and knowledge I have, I have also enrolled myself into a two-year degree college plan to achieve my Associates in Office Technology, which I am paying for. I am getting my degree for a better knowledge of the Human Resource position I will acquire in May 2026.

I also feel a raise is fair because in the short six months I have worked for Polk County Developmental Center, I have proved I am a reliable employee, I am willing to take chances in order to better our organization, I have a wide range of skills, no job is too big for me to complete, I work well under stressful situations, I am willing to step in and help others as needed, and I am willing to work flexible hours whether the hours is during the working week or weekends.

Thank you for your time. Enclosed you will find a copy of my U of A Rich Mountain Billing Statement to show the payments for my Associates in Office Technology Degree.

Sincerely,

[redacted]

[redacted]
Custodian
PCDC
[redacted]

Enclosure: U of A Rich Mountain Billing Statement

increase font size slightly
white space suggests you can

[redacted]
Mena, AR 71953
(479) 234-7141
mckenzisummit@icloud.com

Mr. Kevin Smallwood
Broker Agent
Re/Max Realty
816 S. Mena Street
Mena, AR 71953

Dear Mr. Smallwood:

I am writing to express interest in a full-time real estate agent in your company. I am highly interested in this position and would love the opportunity to discuss more of my skills and experience with you. I have also obtained my realtor license through the CE Shop online schooling.

For the last year, I have been employed full-time through Polk County Developmental Center training for the Human Resource position while also being in college full-time to acquire my Associates in Office Technology. I have taken on great responsibility within this company during my time of employment.

In addition to my current job, I have also been employed at our local Wal-Mart and a construction company. While being at Wal-Mart, I learned excellent customer service skills. During my time of employment with the construction company, I learned how to identify material facts within a home, newer model construction trends, and pricing to build a home.

I would also like to discuss my great number of hours I have given back and volunteered for our community. I have recently won the 2023-24 Distinguished Citizenship Award at our local Elks Lodge. I have volunteered countless hours for our children and needy in Polk County.

I would love to be able to discuss more of my background and achievements with you to see if I could earn a position within your company. To schedule an interview, please contact me at (479) 234-7141. The best time to reach me is between 2:30 p.m. and 6:00 p.m. I am in office during the rest of the day, but you are welcome to leave a voicemail and I will call you as soon as I can. Thank you for your time and I look forward to speaking with you.

Sincerely,

[redacted]

[redacted]
Enclosures: Résumé, application, and current real-estate license

Please forward

POLK COUNTY DEVELOPMENTAL CENTER
Helping Others Help Themselves

PO Box 926
100 9th Street
Mena, AR 71953
Phone: (479) 394-2671
Fax (479) 394-3772

☐ 90-Day Review
☑ Annual Review

Staff Evaluation Report
Direct Support Professional/Adult Development (Wellness)

Employee: [redacted] Supervisor: John Doe

	DEFINITIONS OF COMPETENCIES OR QUALITIES EMPLOYEE SCALE
5	Excellent achievement and Performance.
4	Demonstrates strength or skill.
3	Adequate performance.
2	Marginal performance; needs improvement.
1	Unsatisfactory; does not meet minimum expectations.

Rating	RESPONSIBILITIES
5	Performs client-training duties as directed by instructor.
4	Follows instructions / task assignments when given.
4	Performs food service duties.
4	Performs housekeeping duties as directed around center. Classroom is clean.
5	Performs duties related to the health and safety of clients.
5	Teach small classes or one on one class in seeking employment, interviews, job applications, daily life skills, positive behavior interactions, etc.
5	Attendance / Being on time.
3	Follows Medication procedures.
5	Enter Case Notes in deTASO daily.
4	Enter Weekly Sentences in deTASO for each objective by Friday.
4	Follow and carryout the Lesson Plans.
5	Fire/Tornado Drills

Rating	COMPETENCIES
4	**Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; and supports everyone's efforts to succeed.
5	**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; and uses equipment and materials properly.
5	**Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals; and completes tasks on time or notifies appropriate person with an alternate plan.
3	**Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control: and remains open to others' ideas and tries new things.
3	**Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; and supports and respects diversity.
4	**Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; and follows through on commitments.

Supervisor Strengths: Mckenzi is always willing to learn new parts of the job. She manages her time and stress levels well and is always available to help upon request. She is fast-paced at her work and has a wide range of experience in many parts of the job. She takes leadership skills and is able to adapt easily.

Staff

General Comments:

PCDC is an amazing place to work, and I highly appreciate the new office position I have received. I appreciate the amount of experience I have been allowed to gain from my position, and I appreciate the staff of PCDC understanding my college schedule and working with me on time management.

My Goal for the coming year is:

My goal for the coming year is to succeed in my new position.

Area of Self-Improvement I'm going to work on:

I am going to work on my conflict management skills for my area of improvement.

The above evaluation has been reviewed with the employee on the date signed below.

[redacted]	04/11/2024
Employee's Signature: Mckenzi Summit	Date
John Doe	04/11/2024
Supervisor's Signature: John Doe	Date

The **Job Description** for this position was reviewed on 04/11/2024.
(Date)

Printed Name: [redacted]

Employee's Signature: [redacted]

you could've physically signed these :)

[redacted]

[redacted]

Technical Writing

Mrs. Gates

08 Feb. 2024

Annotated Bibliography

"HR Salary in Arkansas." *Human Resources EDU,* Wiley University Services, 2024, https://www.humanresourcesedu.org/arkansas/arkansas-salary/. Accessed 06 Feb. 2024.

In the article "HR Salary in Arkansas," *Human Resources EDU* discusses the difference in Human Resource salaries in Arkansas. This article uses statistics from Fort Smith, Arkansas, and Little Rock, Arkansas, two heavily populated locations. The statistics are in four different tables, depending on if the numbers used were from Fort Smith or Little Rock and if the numbers were from Human Resource Management or Human Resource Specialist. This article discusses hourly wages, salaries, and expected percent changes throughout 2019-2026.

This article was published in 2024. The article includes a bibliography at the bottom of the page, and the links within the bibliography are accurate and work. While the advertisement in the article is noticeable, the advertising is degrees related to HR that other schools offer. While the domain is a .org, the source is credible, unbiased, professional, and accurate. The source does not list the author, but there is an email to contact *Human Resources Edu.*

The article addresses salaries for HR in two heavily populated areas in Arkansas. According to the article, "These HR professionals earn $81,540 in Little Rock, while Fort Smith, the median salary is just $76,050" ("HR Salary in Arkansas"). Salaries for any career will always depend on location. These cities are three hours away from each other, and the salary decreased

by $5,000. The article goes on to say, "Most HR specialists and assistants in Arkansas earn median salaries in the upper $30,000s to lower $40,000s" ("HR Salary in Arkansas"). HR professionals earn more than HR specialists or assistants. These quotes not only use accurate salary statistics but also show a difference in salary depending on which option an individual is employed.

"Human Resources Manager Salary in Oklahoma." *CareerExplorer*, Sokanu Interactive Inc., 2024, Human resources manager salary in Oklahoma - CareerExplorer. Accessed 06 Feb. 2024.

In the article "Human Resources Manager Salary in Oklahoma," *CarreerExplorer* discusses the average salary a Human Resource manager can expect to be paid in Oklahoma depending on percentile. This article also uses a map of the United States and a table to show the average salary for all fifty states. This article uses statistics from other careers to show the reader the difference in salaries.

Though the domain is .com, the "For Organizations" tab discusses that universities use the webpage and that it assists student engagement. The last time the article was updated was in 2021. The direct author is not listed within the article, but there are emails to reach offices at *CareerExplorer* and an address to reach head office. The article is unbiased and accurate. The article includes one advertisement that is educational-based. The salary portion of the article does not include links, but under the tab "Further Resources," an individual can quickly locate links. The article does not include a bibliography.

The article discusses salaries in Oklahoma. According to the article, "The average salary for a human resources manager in Oklahoma is around $98,980 per year" ("Human Resource Manager Salary in Oklahoma"). This salary is the average in the entire state of Oklahoma rather

than by city. The article goes on to say, "Wages typically start from $60,700 and go up to $170,440" ("Human Resources Manager Salary in Oklahoma"). Wages all depend on experience and education level. Not only do these quotes accurately reflect salaries, but they also show that an individual could reach a higher salary in career employment.

Lattea, Charlene. "How Much Do HR Managers Make In 2023?" *West Virginia University WVU Online*, West Virgina University, 30 Aug. 2023, https://online.wvu.edu/blog/business/how-much-do-hr-managers-make-in-2023. Accessed 06 Feb. 2024.

In her article, "How Much do HR Managers Make in 2023," Charlene Lattea discusses a better understanding of Human Resource Managers, how the industry can affect salary, and statistics of HR salaries by location. This article discusses how knowledge of technology and specific certifications can increase Human Resource salaries. This article was published in 2023 and discusses expected changes for Human Resource salaries through 2031.

The article was written recently and includes information about the author. The article does not include the author's credentials or a way to contact the author. The website's homepage has an "About" tab that includes the author's credentials and two ways to contact the University. The article is unbiased, accurate, and professional. While there is advertising in the article, it is kept to a minimum and education-related. The domain of the article is .edu, and this helps with credibility because it shows the article is for educational purposes. The article includes credible resources within the text, and the links work to the sources.

The article addresses the national salary for Human Resources. The author states, "According to the Bureau of Labor Statistics, the median annual pay for HR managers is currently approximately $130,000 per year, with five or more years of experience" (Lattea). $130,000 a year is accurate for HR managers with education and experience levels. According to

the author, "If you work in a big city, particularly in the United States, you will make a larger salary than you would in a state or country with a smaller population" (Lattea). In heavier populated areas, salaries are typically larger. These quotes express an individual's salary in HR and give accurate information on how location, education, and experience play a role in salaries.

EMPLOYEE ACCIDENT / INJURY REPORT

For Internal Use ONLY

REPORT OF JOB ACCIDENT: Employee's preliminary report of work -related injury to employer.

WORKER'S REPORT OF ACCIDENT (updated 2/27/23)

Date of Report: 04/09/2024

Report filled out by: [redacted]

Title: Custodian

HR Use ONLY:

Case #: _____

Date Reported: _____ Initials: _____

The following worker reported an injury sustained in the work-related accident. Please describe below in detail using FACTS.

Worker's Name	[redacted]
Worker's Address	Address: [redacted]
	City: Mena State: Arkansas Zip Code: 71953
Date of Birth (DOB)	04/29/2004
Social Number (SSN)	678-07-4317
Phone Number	([redacted]
Date of Injury	04/08/2024
Time of Injury	1:00 p.m.
Place where Injury Happened (check one)	☐ Jumpstart (1314 Amsterdam) ☒ Wellness / Admin (100 9th Street) ☐ Main Store ☐ Sorting ☐ Offices (Trans / Store) (201 S Morrow) ☐ Kids Store (811 Eagle Gap) ☐ Work Center (205 S Morrow) ☐ Avants (210 Bullion St) ☐ Bus (Bus number ____) Location: _____ ☐ Other: _____
Description of Injury and part of body affected (be very specific)	[redacted] slipped and fell while mopping the cafeteria after lunch. [redacted] injured her thigh on her right leg and her right wrist. She has a bruise on her right leg. Bethany Hughes witnessed the fall as well as the main camera in the cafeteria.
Immediate Medical Attention needed?	○ YES, I need im[illegible]edical treatment. ● NO, I d[illegible]mediate medical treatment.

Signature of worker: _____ Date: _____

**** Supervisors – If a worker marks YES, they need immediate medical treatment, you MUST contact Charlene [illegible]IATELY. ****

File: Employee Accident – Injury Report [redacted] Report received by HR Dept. 04/09/2024

no heading
title
header

[redacted]
Professor Gates
Technical Writing
April 17, 2024

TOC = what it is

Newspaper Article

newspapers have a byline, which can have a heading/header is unnecessary

Sexual Trafficking Awareness for Truck Driver

By: [redacted]

Truckers against trafficking is asking for all truck drivers to review the training on the truckersagainsttrafficking.org website to become TAT certified. With the growing number of over-the-road truck drivers, it is important to know what sexual trafficking is and how to prevent and report it. It is important for truck drivers to be able to recognize the signs of sexual trafficking because many of the slaved individuals are left at rest stops, gas stations, or weigh areas—locations frequently used by truck drivers.

There are many signs to be aware of to detect a victim of sexual trafficking. You need to watch out for lack of knowledge of whereabouts, restricted or controlled communication, vehicle that seems out of place, minors engaging in sexual acts, signs of physical injuries, and branding of trafficker's name on the neck of the victim.

Once you recognize the signs of a sexual trafficking victim, you need to immediately call 911 and note down any important facts that could help catch the trafficker. Note down any license plate information, vehicle details, location, and names. It is always important to remember to never assist a victim by yourself without calling law enforcement. Assisting a victim without involving law enforcement can hinder efforts to prosecute their trafficker and may lead to further harm.

According to Office for Victims and Crime, in the years 2021-2022, "task forces were able to secure 3,788 arrests for sex trafficking." Sex trafficking is a nationwide issue, and it's our collective responsibility to help eradicate it.

Truckers Against Trafficking (TAT) exists to educate, equp, empower, and mobilize members of the trucking, bus, and energy industries to combat human trafficking.

For further information, please contact that National Human Trafficking Hotline at 1-888-373-7888 or visit https://truckersagainsttrafficking.org.

[redacted]

Professor Gates

Technical Writing

27 February 2024

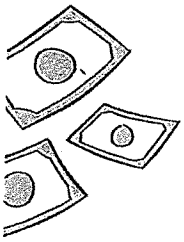
Where wilderness meets luded cabin North of Acorn that was built ir rough the property and a spacious front and backyard. It is centrally located on the property, ensuring full privacy from any surrounding neighbors. The driveway crosses over a picturesque pond before reaching the cabin. In the back of the property, there are five raised garden beds, providing adequate space for cultivating a variety of fruits, vegetables, and flowers.

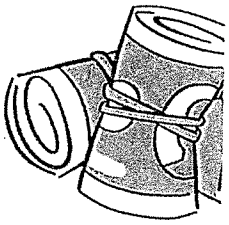
The interior offers an open-floor plan with thirteen-foot vaulted ceilings in the living and kitchen area, creating a voluminous and airy feel. The kitchen features natural wood cabinets and stainless-steel appliances, including a dishwasher, double sinks, and a built-in microwave oven. The adjacent dining room is adorned with a beautiful chandelier, adding a touch of elegance to the space.

The master bedroom is spacious, with a flexible floor plan that can accommodate various furniture arrangements. The master bathroom offers a two-person vanity, a large garden tub, and a dual-headed tiled stand-up shower, providing a magnificent and relaxing experience.

The property includes a detached two-car garage connected to the cabin by a covered and concrete walkway, providing ample parking and storage space. The back deck offers an outdoor TV and a relaxing sitting area, perfect for enjoying the beautiful views and tranquil atmosphere. The front deck offers an unforgettable view overlooking the pond and creek. Call today to view this impeccable and serene retreat.

FACTORS DEFINING THE NATIONAL $130K HR MANAGER SALARY



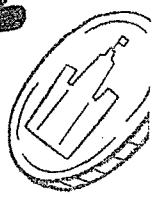


1 EDUCATION LEVEL

Many companies pay higher salaries based on whether an individual has a degree for a particular job. A bachelor's degree is most common in this field, but with the increasing number of jobs in HR, it is beneficial to further your education with a master's degree.

2 COMPANY SIZE

Your salary can also depend on the size of your company. Smaller companies may need just one HR manager, whereas larger companies might have multiple HR positions to ensure comprehensive coverage for each area.

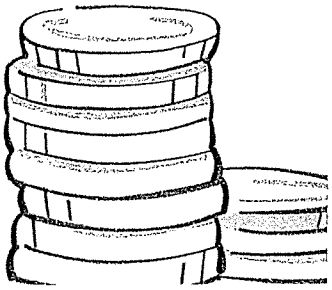


3 LOCATION

Living in a larger city typically results in a higher salary compared to living in a smaller city. This is primarily due to the higher cost of living in larger cities. Generally, the United States offers higher salaries for this position.

4 YEARS OF EXPERIENCE

Research indicates that individuals who have worked in an HR position for 5 years or more typically earn higher salaries compared to those who have recently started working in HR.



Source: West Virginia University Online

[redacted]
Professor Gates
Technical Writing
April 17, 2024

Reflection on "Benefit of Taking a Technical Writing Course"

Technical Writing is an extremely beneficial class i
their communication skills in the workplace and profession
University of Arkansas Rich Mountain, taught by Professo
documents they may create or receive in the workplace.

Remove bracketing
Remove underline in title
Remove indent in 1st ¶ (Consistency)

Homework Assignments

Personally, I believe the homework assignments assigned i
the most. The homework assignments helped me expand m
how to create many new documents. Professor Gates is an
homework assignments well in class.

Time Schedule

This course is offered on Tuesday and Thursday from 2:00
was beneficial to me as a student because it worked well a
course is offered toward the end of the day, I was able to
without having to leave during the morning or middle of t

Writing Portfolio

The revised writing portfolio created throughout the course is also a beneficial factor of the course to me as a student. The writing portfolio is a portfolio made up of all the student's revised homework assignments throughout the semester. Not only is this portfolio a helpful object to look back on and review the correct setup for a document, but the portfolio also is helpful in applying for a job. The writing portfolio will prove to an employer that the individual knows how to and is able to write all of the documents included.

Conclusion

To conclude, Technical Writing is a beneficial course in many aspects. This course offers increases a student's understanding and knowledge of workplace documents and how to create such documents, this course is toward the end of the day and allows students to have a job during the morning hours of the day, and this course allows students to take a writing portfolio with them throughout the rest of their life.

[redacted]
Professor Gates
Technical Writing
April 5, 2024

Classified Ad:

Polk County Developmental Center is accepting applications for custodial positions. Applications may be picked up at the administrative offices located at 100 9th Street in Mena from 9:00 a.m. to 5:00 p.m., Monday through Friday. High school diploma requi[illegible] Screening test and background checks will be required upon employment.

Comma here

Remove Reading - unless appear in newspaper

Arkansas Department of Human Services
Division of Aging, Adult and Behavioral Health Services
Request for Adult Maltreatment Central Registry Check

Name	Date of Birth
[redacted]	Apr 29, 2004
Maiden Name and/or Any Names Formerly Used N/A	Social Security N 123-45-6789 good!
Email Address mckenzisummit@icloud.com	
Current Address (Street, City, State, Zip) 243 Polk Road 676 Mena, Arkansas, AR 71953 US	

List all previous addresses for the past five years. (Attach additional pages, if needed.)	Dates (From/To)

I authorize Department of Human Services/Adult Protective Services to release information from the Adult Maltreatment Central Registry in accordance with Ark. Code Ann. § 12-12-1717 to the following:

Agency Name/Contact Person

Polk County Developmental Center, Inc.

Agency type:
Non-Profit

Mailing Address (Street or PO Box, City, State, Zip)

201 S. Morrow Street
Mena, AR 71953
US

Agency Email

mckenzisummit@icloud.com

I further certify that the information provided on this form is true and correct.

Applicant Signature Mckenzi Summit Date 04/18/2024 02:17 UTC

Form **W-4**

Department of the Treasury
Internal Revenue Service

Employee's Withholding Certificate

Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay.
Give Form W-4 to your employer.
Your withholding is subject to review by the IRS.

OMB No. 1545-0074

202 good!

Step 1: Enter Personal Information

(a) First name and middle initial	Last name	(b) Social security number
[redacted]	[redacted]	123-45-6789
Address: [redacted]		Does your name match the name on your social security card? If not, to ensure you get credit for your earnings, contact SSA at 800-772-1213 or go to *www.ssa.gov*.
City or town, state, and ZIP code: Mena, AR 71953		

(c) ☑ Single or Married filing separately
☐ Married filing jointly or Qualifying surviving spouse
☐ Head of household (Check only if you're unmarried and pay more than half the costs of keeping up a home for yourself and a qualifying individual.)

Complete Steps 2–4 ONLY if they apply to you; otherwise, skip to Step 5. See page 2 for more information on each step, who can claim exemption from withholding, and when to use the estimator at *www.irs.gov/W4App*.

Step 2: Multiple Jobs or Spouse Works

Complete this step if you (1) hold more than one job at a time, or (2) are married filing jointly and your spouse also works. The correct amount of withholding depends on income earned from all of these jobs.

Do **only one** of the following.

(a) Use the estimator at *www.irs.gov/W4App* for most accurate withholding for this step (and Steps 3–4). If you or your spouse have self-employment income, use this option; **or**

(b) Use the Multiple Jobs Worksheet on page 3 and enter the result in Step 4(c) below; **or**

(c) If there are only two jobs total, you may check this box. Do the same on Form W-4 for the other job. This option is generally more accurate than (b) if pay at the lower paying job is more than half of the pay at the higher paying job. Otherwise, (b) is more accurate . . . . . .

Complete Steps 3–4(b) on Form W-4 for only ONE of these jobs. Leave those steps blank for the other jobs. (Your withholdings will be most accurate if you complete Steps 3–4(b) on the Form W-4 for the highest paying job.)

Step 3: Claim Dependent and Other Credits

If your total income will be $200,000 or less ($400,000 or less if married filing jointly):

Multiply the number of qualifying children under age 17 by $2,000 $ _____

Multiply the number of other dependents by $500 . . . . . $ _____

Add the amounts above for qualifying children and other dependents. You may add to this the amount of any other credits. Enter the total here . . . . . **3** $

Step 4 (optional): Other Adjustments

(a) Other income (not from jobs). If you want tax withheld for other income you expect this year that won't have withholding, enter the amount of other income here. This may include interest, dividends, and retirement income . . . . . **4(a)** $

(b) Deductions. If you expect to claim deductions other than the standard deduction and want to reduce your withholding, use the Deductions Worksheet on page 3 and enter the result here . . . . . **4(b)** $

(c) Extra withholding. Enter any additional tax you want withheld each **pay period** . . **4(c)** $

Step 5: Sign Here

Under penalties of perjury, I declare that this certificate, to the best of my knowledge and belief, is true, correct, and complete.

[redacted] 4-17-24

Employee's signature (This form is not valid unless you sign it.) **Date**

Employers Only

Employer's name and address	First date of employment	Employer identification number (EIN)
Polk County Developmental Center, Inc. 201 S. Morrow Street Mena, AR 71953	6-12-2023	835749

adjust text memo

PCDC Adult Wellness 100 9th Street Mena, Arkansas 71953 (479) 394-2671	: Bethany Hughes : (479) 394-3772 : [redacted] : (479) 394-3772 : February 13, 2024 : Construction at Bus Drop Off : New Safety Precautions : (479) 394-2671

Please see attached memo regarding new safety precautions during construction at initial bus drop off.

Total Pages: 2

What happened to your TO, FROM, Date, etc. labels? And the word "FAX"?

POLK COUNTY DEVELOPMENTAL CENTER

MEMORANDUM

TO: Whitney Fairless, Avant Supervisor

FROM: [redacted] Assistant Human Resource Manager

DATE: February 14, 2024

SUBJECT: New Safety Precautions Regarding Bus Stop Construction

PCDC's Adult Wellness Center has planned new construction at our bus drop off/pick-up area for the month of June 2024. With the high rise of concerns for buses, there will be new safety precautions put into place that will need to be practiced ahead of time to ensure working conditions. Employees will also need to enter/exit through this hall as well.

Loading and Unloading

Buses will need to begin loading and unloading clients on the North Hall of the building. PCDC has already placed a ramp on this side of the building to ensure client safety rules. The new safety precautions will impact the following:

- Time it takes to load/unload clients
- Number of teachers that will need to be in the hall to keep clients in ratio
- Number of walkers/wheelchairs that will need to be carried to the end of the hall

Time Estimates

Please give Adult Wellness a minimum of three months to complete the new construction.

Please pass this memo to all of your full-time and part-time employees.

Cc: Bethany Hughes, Executive Director

Sexual Trafficking Awareness for Truck Drivers

With the growing number of over-the-road truck drivers, it is important to know what sexual trafficking is and how to prevent and report it. Sexual trafficking is a crime purposing in sexual exploitation. It is important for truck drivers to be able to recognize the signs of sexual trafficking because many of the slaved individuals are left at rest stops, gas stations, or weigh areas—locations frequently used by truck drivers.

Sexual Trafficking Signs:

- Lack of knowledge of whereabouts
- Communication that is restricted or controlled
- Trucks or vans that seems out of place
- Minors engaging in sexual acts
- Signs of physical injuries
- Brands of trafficker's name on the neck of the victim

How to Assist a Victim:

- Call 911 immediately.
- Note down license plate number and any information to help identify the victim and trafficker.
- **REMEMBER**-NEVER assist a victim before calling law enforcement. Doing so not only puts you at risk, but also endangers the victim. Assisting a victim without involving law [illegible]cement can hinder efforts to prosecute their trafficker and may [illegible]

Remove Indent HRS 2-4s

[illegible] *Office for Victims and Crime*, in the years 2021-2022, "task forces were able to secure 3,788 arrests for sex trafficking." Sex trafficking is a nationwide issue, and it' [illegible]ctive responsibility to help eradicate it.

F[illegible]ion, please contact the National Human Trafficking Hotline at 1[illegible]7888 or visit https://truckersagsinsttrafficking.org.

[redacted]
Professor Gates
Technical Writing
April 17, 2024

Double space
Remove underline

Summary on "What is Technical Writing?"

Technical Writing is a semester long class, offered in the Spring, at University of Arkansas Rich Mountain, and it is instructed by Professor Gates. This class is meant to teach students enhanced communication skills in the business and professional world. There are quizzes every week in Technical Writing and approximately 1-2 homework assignments due each week. This course involves many homework assignments that an individual would use in the workplace and applying for a job. At the end of this course, the student is expected to have a revised writing portfolio, which one can use during their lifetime. The writing portfolio is the final exam for this course, and is made by revising all the student's previous homework and new assignments that include: classified ad, meeting minutes, newspaper article, summary of the course, reflection regarding benefits of the course, and a minimum of 2 job-specific documents. Technical Writing is an excellent class to take to teach an individual correct communication skill in the workplace.

Press Release

FOR IMMEDIATE RELEASE
MARCH 07, 2024

CONTACT
Truckers Against Trafficking
[redacted]
[redacted]@icloud.com

SEXUAL TRAFFICKING AWARENESS FOR TRUCK DRIVERS

[Mena, AR, March, 2024] With the growing number of over-the-road truck drivers, it is important to know what sexual trafficking is and how to prevent and report it. Sexual trafficking is a crime purposing in sexual exploitation. It is important for truck drivers to be able to recognize the signs of sexual trafficking because many of the slaved individuals are left at rest stops, gas stations, or weigh areas—locations frequently used by truck drivers.

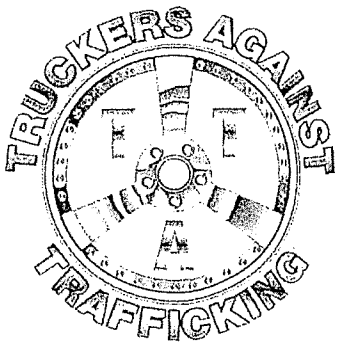
There are many signs to be aware of to detect a victim of sexual trafficking. You need to watch out for lack of knowledge of whereabouts, communication that is restricted or controlled, trucks or vans that seem out of place, minors engaging in sexual acts, signs of physical injuries, brands of trafficker's name on the neck of the victim.

Once you recognize the signs of a sexual trafficking victim, you need to immediately call 911 and note down any important facts that could help catch the trafficker. Note down any license plate information, vehicle details, location, and names. It is always important to remember to never assist a victim by yourself without calling law enforcement. Assisting a victim without involving law enforcement can hinder efforts to prosecute their trafficker and may lead to further harm.

According to the Office for Victims and Crime, in the years 2021-2022, "task forces were able to secure 3,788 arrests for sex trafficking." Sex trafficking is a nationwide issue, and it's our collective responsibility to help eradicate it.

Truckers Against Trafficking (TAT) is a 501(c)3 that exists to educate, equip, empower and mobilize members of the trucking, bus and energy industries to combat human trafficking.

For further information, please contact the National Human Trafficking Hotline at 1-888-373-7888 or visit https://truckersagainsttrafficking.org.



###

PCDC-All DSP Meeting
Meeting Minutes
February 28, 2024

I. **Call to Order**

Employees of PCDC met on Wednesday, February 28, 2024, in the cafeteria, for the regular February meeting. The meeting was called to order at 7:30 a.m.

II. **Roll Call**

Steve Schafer conducted a roll call. The following members were present: Amanda Whitaker, Amy Milne, Crystal Higgins, Rebecca Alexander, Mikayla Barber, Lisa Wells, Steve Schafer, Rhonda Ramsey, Ben Branham, Janice Turcott, Ronda Wilcox, and Mckenzi Summit.

III. **New Business-Training**

A. Steve discussed the behavior management procedures in pages 52-53 of the employee handbook.
B. Steve shared information regarding the behavior management hand out from intellectualdisability.info.

IV. **New Business-Electronic Forms**

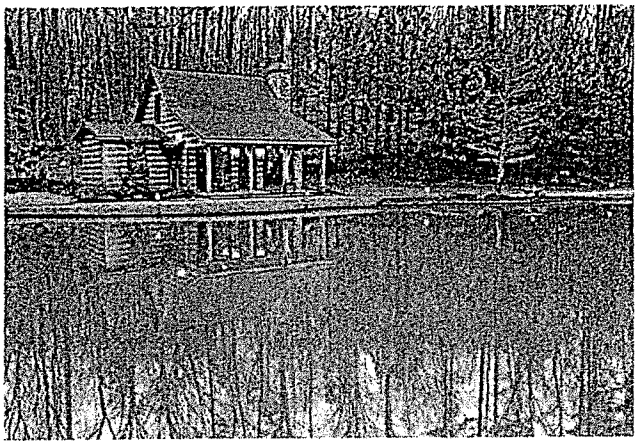
A. Steve discussed the new electronic time change sheet form.
B. Steve discussed the new electronic work order form.

V. **Adjournment**

Steve adjourned the meeting at approximately 8:30 a.m.
Meeting notes submitted by: Steve Schafer
Minutes submitted by: [redacted]

LUXURIOUS CABIN FOR SALE

243 Polk Road 676
Mena, Arkansas 71953
(479) 234-7141



PROPERTY FEATURES

- 3 bed/2 bath
- Tiled Walk-in Shower
- Vaulted Ceilings
- Relaxing Sitting Area
- 2-car garage
- Hardwood floors
- Spacious Front/Back Yard

Call today to view this serene retreat or view at Realtor.com.

Strawberry & Almond Salad

4 servings 10 minutes

INGREDIENTS

- 1 head of lettuce
- 15 strawberries
- Medium bag of almonds

Kitchen Materials

- Cutting board
- Large-sized bowl with lid
- Kitchen knife
- Kitchen sink
- Kitchen towel

DIRECTIONS

1. Begin by washing the head of lettuce and the strawberries.
2. Using a cutting board and knife, slice the head of lettuce into bite-size pieces.
3. Transfer all the cut lettuce into a large bowl.
4. Rinse and dry the cutting board and knife before proceeding to the next step.
5. Place the strawberries on the cutting board and slice off the tops of the strawberries and discard them.
6. Slice the 15 strawberries into thin, bite-size slices and arrange them on top of the lettuce in the bowl.
7. Open bag of almonds [illegible] evenly distribute them on top of the [illegible]rries.
8. Cover bowl wi[illegible] and place in the fridge overnight i[illegible] serve cold.
9. Top salad [illegible]lsamic reduction or dressing

Out of stock

Job Title:

Polk County Dev[illegible] Center (PCDC) is hiring a Full-Time Human Resource Manager. PCDC offers gr[illegible]portunities, flexible work hours, and personal office space.

Company Intro:

PCDC is a non-profit organization located in Mena, Arkansas founded in 1972 by concerned parents and citizens to offer services to adults with intellectual and developmental disabilities. Our company serves Polk, Scott, and Montgomery counties. Our company values honesty, patience, trust, and loyalty to our staff, clients, and community.

Job Description:

The Human Resource Manager at PCDC is responsible for assisting new hires through the training process, assisting the Executive Director, and performing regulatory checks and drug screening on all staff employed through PCDC. Based on our clients, we would like to hire an individual who is compassionate and patient. Starting salary begins at $40,000 per year, but can increase through bonuses and experience.

Qualifications:

- Associates in Office Technology or Human Resource Management
- No Criminal Record

Key Benefits:

PCDC offers a wide range of key benefits, which may include:

- Medical and Vision Insurance
- Paid Holidays
- 80 hours of Paid Time Off
- Flexible Work Hours
- Personal Office Space

Location Details:

PCDC is located in Mena, Arkansas. Mena is an excellent place to live and work because not only does our town provide a positive work environment, but our community as a whole is also positive. The community offers many volunteer events and comes together to assist people in need. Mena also has many outdoor activities including hiking, camping, and bicycling. The area has great schooling with many opportunities for students to learn.

Contact and Application Information:

If you are interested in becoming employed through PCDC, please apply in person at 109 9th Street, Mena, AR 71953 or on our website, www.pcdcmena.com.

Works Cited

"HR Salary in Arkansas." *Human Resources EDU,* Wiley University Services, 2024, https://www.humanresourcesedu.org/arkansas/arkansas-salary/. Accessed 06 Feb. 2024.

"HR Salary in Texas." *Human Resources EDU,* Wiley University Services, 2024, https://www.humanresourcesedu.org/texas/texas-salary/. Accessed 06 Feb. 2024.

Lattea, Charlene. "How Much Do HR Managers Make In 2023?" *West Virginia University WVU Online*, West Virgina University, 30 Aug. 2023, https://online.wvu.edu/blog/business/how-much-do-hr-managers-make-in-2023. Accessed 06 Feb. 2024.

"Occupational Employment and Wage Statistics." *U.S. Bureau of Labor Statistics*, Division of Occupational Employment and Wage Statistics, 25 Apr. 2023, [illegible]://www.bls.gov/oes/current/oes113121.htm#top. Accessed 06 Feb. 2024.

"Human Resources Manager Salary in Oklahoma." *Caree[illegible]*, [illegible]eractive Inc., 2024, Human resources manager salary in Oklahoma - CareerExplorer. Accessed 06 Feb. 2024.

Impressive!

Good

omission of Company Name

Human Resource Manager

OBJECTIVE

To obtain a position at Re/Max Mena Real Estate where I can utilize my office skills, contractor skills, and customer service skills.

EDUCATION

- **University of Rich Mountain**
  January 2024 Present
- **CE Shop Online School**
  June 2023
- **Mena High School**
  May 2022

CONTACT

Mena, Arkansas
[redacted]
[redacted]@icloud.com

The CE Shop™

EXPERIENCE

HR Manager, Polk County Developmental Center
June 2023-Present

- Interview job candidates
- File paperwork
- Monitor employee training

Contractor, Scott Liles Construction
June 2022-June 2023

- Negotiated better prices
- Discovered signs of material facts

Sales Associate, Wal-Mart
April 2021-June 2022

- Developed an ability to work in a fast-paced environment
- Utilized customer service skills

SKILLS

- Proficient in Microsoft Word, Excel, PowerPoint, and Access
- Outstanding oral and written communication skills
- Hardworking and self-motivated
- Excellent adaptability

Polk County Developmental Center

Memo

To: Bethany Hughes, Executive Director
From: [redacted], Administrative Assistant
Date: April 16, 2024
Subject: Proposal to Employee Retention

Introduction

Polk County Developmental Center has increased the average turnover rate within the past year. Employees are not allowed to bring their children to work with them, and this is the main reason causing the high turnover rate. Many employees are stressed about finding childcare for these children during after-school and summer hours. It would benefit the organization to offer free childcare to these employees, and a free meal per day to all other employees to compensate for free childcare for the other employees. Polk County Developmental Center spends on average $630 for each employee's training. The training amount comes from the hours paid during training, the required training videos and tests, the background checks performed, and the required ServSafe training for employees working with food. Keeping the employees happy and less stressed will help decrease the high turnover rate and make loyal employees.

Problem Occurring

Employees often leave Polk County Developmental Center because they cannot find affordable childcare for their children during after school and upcoming summer hours. Since employees are not allowed to bring their children to work, it would help the turnover rate and benefit employees that have children if these employees could enroll their children into Polk County Developmental Center's Jumpstart after-care program. The program at Jumpstart after-care currently has five vacancies, which our employees' young children could fill. For the employees that do not have young children, Polk County Developmental Center could offer one free lunch per day to substitute the free childcare. This would ensure every employee is treated equally.

Cost of New Employee Training

Even though it seems Polk County Developmental Center would lose money with this proposal, the organization would have minor gains. The company pays roughly $630 in training for each new employee that is hired. Occasionally, new employees are also enrolled in ServSafe training if the job description involves the employee working in the kitchen or around any food items. The ServSafe training costs the company $177 every time a new employee enrolls. Not only is the organization paying for training items, but the organization is also paying the new employee to train. New employees spend a full week in the training room. If this employee makes

minimum wage, the employee is still paid $440 for the week. Besides the training room, Polk County Developmental Center also spends roughly $10 on each background check that is performed for each employee. This organization also must pay another employee to train the new employee hands-on for the first week, which can cause time loss or a turnover. If Polk County Developmental Center could allow employees free childcare or one free meal per day, the organization would gain.

Benefits to the Company

Not only would Polk County Developmental Center gain financially from this proposal, but the organization would also gain by having more loyal employees. An employee knowing that they have free childcare, or one free meal, takes a generous amount of stress off the employee. This employee would notice the organization is helping them, so they would become more loyal. Assisting the employee financially can also increase the employee's mental health and cause the employee to be in a happier mood during working hours. It is beneficial for the company to remember that the quality of an employee is better than the quantity of employees.

Conclusion

To conclude, it would be beneficial to Polk County Developmental Center as an organization to offer free childcare or one free meal per day to all employees. In doing so, it would decrease the turnover rate, create a financially positive impact, and help make loyal and happy employees.

Thank you for your time. For any further questions, feel free to contact my e-mail at mckenzi-summit@pcdcmena.com or by phone at (479) 394-2671.

Sincerely,

[redacted]

[redacted]
Administrative Assistant

[redacted]

Final Writing Portfolio Grading Rubric
Technical Writing, Spring 2024

Contents:

5 Title Page (5) ✓ Should be double spaced
10 Table of Contents (10) ✓
30 Business Complaint Letter (30) ✓ I would single-space the address blocks to match the rest of the document
30 Letter of Request (30) ✓ text size
50 Annotated Bibliography (50) ✓
~~Abstract (15)~~
30 Resumé (30) ✓ Better!
30 Cover Letter (30) ✓ text size
15 Infographic (15) ✓
15 Social Media Post (15) ✓
11 **Works Cited Page** (15) ✓
15 Memo (15) ✓
9 Fax Cover Sheet (15) ✓ See document for notes/feedback
20 Press Release (20) ✓
15 **Job Posting (15)** ✓
15 **Real Estate Listing (15)** ✓ remove heading
15 PSA (15) ✓
20 Instructions for the Public (20) ✓ (Recipe)
14 Classified Ad (15) ✓ remove heading
20 Meeting Minutes (20) ✓ good job!
17 Newspaper Article (20) ✓ heading, header; document title
14 Summary (15) ✓
15 Reflection (15) ✓
20 Business Proposal (20) ✓ Looks good!
29 *2 Reports*
(15) Evaluation Report (15) ✓
(14) AIT Report (15) ✓ missing signature/date of employee (it was orig
29 *2 Job-specific Documents*
(15) Background check (15) ✓
(14) W-4 (15) ✓

Professionalism:

24 Grammar, mechanics, spelling, etc. (25)
15 Formatting and aesthetics (20)
20 Presentation/Portfolio notebook (20)

Contents total: 493/510

Professionalism total: 59 /65

Final Writing Portfolio
Total Points 552/575

Late: Y/N

Comments: 96%
Great job!