

Dear APL Students,

Attached please find the Prior Learning Assessment (PLA) sample portfolio of Patsy Starr Smith. We hope seeing and reading this portfolio will be helpful to you as you design your own.

Please note:

Patsy's portfolio is NOT a perfect portfolio. It is a well-done portfolio, but there are things missing, a few mistakes, and other areas that could be improved. The reason we want you to have hers as a sample is so you can see which parts and areas are good or *even* great, and which issues prevented Patsy from getting some of the requested credit.

You will evaluate her requests when you are part of a 'mock' Advanced Standing Committee. After your deliberations and decisions, you will find out what the actual committee awarded Patsy!

We hope you will find this useful.

PLA Staff

COMMITTEE WORKSHEETStudent's Name: Patsy Starr SmithPrimary Area of Request: Business/ General Studies

AREA OF STUDY	CREDIT REQUEST	CREDIT AWARD	COMMENTS
Working in a Professional Environment	3		
Introduction to Ethics	3		
Principles of Supervision	3		
Computer Applications	3		
Advertising and Sales	3		
Small Business Practicum	6		
Guitar 1	3		
Fundamentals of Music	3		
Folk Music	3		
Death and Dying	3		
Introduction to Psychology	3		
Early Childhood Care and Education	3		
Child Development	3		
Introduction to Special Education	3		
Introduction to Literature	3		

Vermont State Colleges System Prior Learning Assessment

Assessment of Prior Learning (APL) Portfolio Title Page

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She/Her

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APL Class Location: Online
Date Portfolio Submitted: May 15, 2023

The Community College of Vermont is committed to fostering a community in which academic integrity is recognized and practiced by all as outlined in [CCV's Academic Integrity Policy](#). My signature below confirms that this final portfolio submission represents my individual work expressed in my own words. Any ideas, work, or language that are not mine are clearly and appropriately acknowledged.

Signature



Table of Contents

1) Title Page	
2) Table of Contents	
3) Areas of Study	1-15
4) Degree Plan	16
5) Essay	17-32
6) Resume.....	33-34
7) Index to Documentation	35
8) Primary Documentation.....	36-68
9) Secondary Documentation.....	69-71
10) Annotated Bibliography	72-75

AREA OF STUDY

CREDIT
REQUEST

Working in a Professional Environment

3

Source of Learning	Learning Components	Documentation
Miller & Lehman, Attorneys at Law 2005 – 2010	Demonstrate proficiency in the use and maintenance of a variety of office machines such as copiers, fax machines, computers, laminating machines, postage meter, FAX machines, multi-line telephone systems, etc., to perform general clerical duties.	37
		40
Pandora’s Box 2012 – 2018	Greet incoming guests and staff in a customer-friendly manner as they visit the office reception area in order to answer general questions or route individuals to the appropriate persons for assistance.	42
		44
Patsy’s Legal Research 2021 - present	Answer telephone calls and route them to the appropriate person or the individual requested in order to provide good service. Create and process business documents such as memos and letters in order to present a professional appearance. Entering data into the computer to keep information up to date. Maintain files in order to manage the flow of paperwork. Collect, compile, file and/or distribute all daily correspondence and incoming mail in order to maintain an organized system. Inventory and order office supplies to ensure office is equipped with adequate supply of materials. Attend staff meetings and record meeting minutes to be distributed to office staff members. Manage time effectively so as to complete all necessary work. Maintain confidentiality to ensure protection of sensitive information. Report to supervisor regarding the status of special projects and ongoing responsibilities on a regular basis to keep track of progress and demonstrate accountability.	46
		49
		69

AREA OF STUDY

CREDIT
REQUEST

Introduction to Ethics

3

Source of Learning	Learning Components	Documentation
<p>Miller & Lehman, Attorneys at Law 2005 - 2010</p>	<p>Discuss the various ethical issues that come up in the workplace in order to understand how to handle them.</p>	<p>37</p>
<p>Pandora's Box 2012 - 2018</p>	<p>Define ethical challenges for different levels of staff to guide supervisees.</p>	<p>40</p>
<p>Patsy's Legal Research 2021 - present</p>	<p>Explain and practice ethical decision making in order to act appropriately.</p> <p>Set up workplace policies that enhance and enforce ethical behavior by all staff to maintain an ethical business.</p> <p>Explain confidentiality rules and concerns in order to avoid legal and ethical breaches.</p> <p>Explore moral and ethical principles from a variety of points of view in order to understand how they are related.</p> <p>Practice ethical behavior when dealing with issues such as ethnic diversity, gender equity, and ageism in the workplace in order to provide a safe working environment.</p>	

AREA OF STUDY

CREDIT
REQUEST

Principles of Supervision

3

Source of Learning	Learning Components	Documentation
Miller & Lehman, Attorneys at Law 2005 – 2010 Pandora’s Box 2012-2018	Describe a variety of management and supervision theories in order to be a successful supervisor.	37
	Design and conduct employee orientations to familiarize staff with the philosophy, policies, and procedures of the organization.	40
	Interview, select, hire, and if necessary, dismiss staff in order to fill the position with the best person.	42
	Create and oversee staff schedules for smooth operation of the office.	44
	Delegate tasks to appropriate staff in order to efficiently complete all required work.	46
	Conduct performance appraisals in order to provide recognition to staff for good performance and give constructive criticism or direction when needed.	
	Coach and counsel staff regarding employee relations issues and impose disciplinary action when necessary in order to support good performance.	
	Assess training needs for staff and the organization in order to develop training needs.	
	Develop in-house training opportunities in order for the office to provide excellent service to clients and staff.	
	Train staff in time management strategies, ethical and professional behavior, confidentiality issues, and service strategies to have a successful staff.	
Plan and facilitate weekly staff meetings to keep staff informed and up to date.		
Inform staff about employee relations issues and perform disciplinary action if necessary to help staff function at their best.		

AREA OF STUDY

CREDIT
REQUEST

Computer Applications

3

Source of Learning	Learning Components	Documentation
<p>Miller & Lehmann, Attorneys at Law 2005 – 2010</p>	<p>Identify and use the components of the computer such as the monitor, keyboard, hard drive in order to operate a microcomputer.</p>	<p>37 40</p>
<p>Self Taught</p>	<p>Describe and demonstrate the application of system operations and how they interact with software applications in order to utilize the computer to its fullest.</p>	<p>45</p>
<p>Pandora’s Box 2012 – 2018</p>	<p>Demonstrate strategies for proper file and disk management in order to save documents, spreadsheets, databases, and presentations.</p>	<p>49</p>
<p>Patsy’s Legal Research 2021 - present</p>	<p>Explain the requirements of virus protection in order to preserve computer data.</p> <p>Describe techniques for back-up computer information to establish a system for saving information.</p> <p>Operate systems for database software in order to design a file, add and edit records, generate reports, and select certain records from files.</p> <p>Demonstrate the use of word processing programs such as spell check, compose, retrieve and print in order to produce a variety of documents.</p> <p>Apply procedures for spreadsheets software such as alphabetic, numeric, and alphanumeric cell entries, values, formulas, column-width, column and row headings, deleting, and inserting in order to design a spreadsheet.</p> <p>Prepare and edit a Power Point presentation using features such as image insertion, video, and animation to create an engaging and effective report.</p> <p>Explain legal and ethical information processing standards in a professional setting in order to protect confidentiality and data theft.</p> <p>Utilize credible Internet resources to support research assignments.</p>	

AREA OF STUDY	CREDIT REQUEST
Advertising and Sales	3

Source of Learning	Learning Components	Documentation
Pandora's Box 2012 – 2018	Identify best practices in sales and marketing in order to utilize successful marketing techniques to best meet business needs.	46
Patsy's Legal Research 2021 - present	<p>Identify theories of advertising in order to capitalize on seasonal and special need opportunities.</p> <p>Identify strategies for targeting business needs in order to set advertising goals.</p> <p>Create merchandise displays inside the store and in store windows to showcase merchandise effectively.</p> <p>Set up store windows to entice potential customers to enter the store.</p> <p>Use the internet to research and order new products.</p> <p>Employ the internet in order to keep abreast of trends in the fashion and gift industry.</p> <p>Describe the steps involved in creating advertisements in order to select the appropriate type of advertising media.</p> <p>Describe elements of effective advertising brochures in order to create an informative advertising tool and identify markets for distribution.</p> <p>Describe elements of a successful sales process in order for sales procedures to be most effective.</p> <p>Explain the importance of good interpersonal and effective sales skills in order to make the customer comfortable.</p> <p>Create a web site to advertise small home business.</p> <p>Design stationary, ads, business cards, and a small brochure for businesses in order to attract business.</p>	51

AREA OF STUDY	CREDIT REQUEST
Small Business Practicum	6

Source of Learning	Learning Components	Documentation
Miller & Lehman, Attorneys at Law	Apply customer service skills in order to promote a professional business.	46
	Describe procedures for cash register balancing in order to ring sales accurately.	49
2005 - 2010	Perform basic business accounting functions to assure proper financial management.	
Pandora's Box	Describe strategies for price reductions in order to promote sales.	
	Develop strategies and marketing plans in order to improve business.	
2012 – 2018	Create marketing plans with radio and newspapers reaching targeted markets to enhance established business.	
Patsy's Legal Research	Create and use customer service systems and approaches to exceed current and potential customer expectation to win customer loyalty.	
	Display merchandise in a pleasing and attractive manner to increase sales.	
	Organize promotional special events to increase customer awareness.	
	Analyze retail management problems to improve customer satisfaction.	
	Examine pricing, credit options, and merchandising techniques to help a small business to increase sales.	
	Use the internet in order to obtain information about sales trends such as colors, novelty items, fashion developments, and styles.	
	Investigate state regulations related to the set-up of a small consulting business as a sole proprietorship in order to do it correctly.	
	Review and analyze targeted business market to enhance business.	
	Arrange electronic systems to manage accounts payable and receivable.	
	Employ use of computers to enhance business needs and business communications, especially on-line.	
2021 - present	Follow proper state regulations in order to be in legal compliance.	

AREA OF STUDY

Guitar 1

**CREDIT
REQUEST**

3

Source of Learning	Learning Components	Documentation
Self Taught	<p>Explain the structure and parts of guitars, both acoustic and electric, in order to understand the way in which they work, and to maintain the instrument's performance quality.</p> <p>Demonstrate various techniques using a pick or fingers in order to acquire a variety of sounds from the instrument.</p> <p>Explain the techniques to attain various chords in order to acquire sounds appropriate to the piece being played.</p> <p>Demonstrate good techniques for regular practice in order to strengthen fingers, follow a song, and maintain melody, harmony and rhythm, and improve skills.</p> <p>Identify chord symbols and music notation in order to read and follow written music for guitar.</p> <p>Explain musical terminology and symbols in order to read music and to play various types of music.</p> <p>Describe fundamental music theories, particularly in relation to guitar music, in order to increase an understanding of all music.</p> <p>Compare and contrast music styles and genres in which the guitar plays a part, such as rock, folk, blues, jazz and classical, in order to have a broad understanding of the place of the guitar in music.</p> <p>Discuss the history of the guitar over the centuries, in order to understand the development and variations of this particular instrument.</p> <p>Demonstrate the techniques to play a variety of selections of music using the guitar as the primary instrument, the bass line, and as accompaniment to vocals in order to show the versatility of the instrument.</p> <p>Evaluate various types and styles of guitar music and musicians in order to appreciate the breadth of this instrument.</p>	<p>52</p> <p>58</p>

AREA OF STUDY	CREDIT REQUEST
Fundamentals of Music	3

Source of Learning	Learning Components	Documentation
Self Taught	<p>Demonstrate techniques to play and perform fundamental music selections on a keyboard, such as melody and chords, in order to show an understanding of musical principles.</p> <p>Demonstrate techniques to sing and perform fundamental music selections in order to show an understanding of the principles of voice.</p> <p>Demonstrate techniques for regular and consistent practice in order to demonstrate the importance of exercises in developing skills.</p> <p>Demonstrate the application of various rhythm patterns in music selections in order to show how rhythm is an essential element of any music.</p> <p>Explain and demonstrate the ways melody and harmony are applied in various music selections in order to understand the purpose of different melody and harmony patterns.</p> <p>Compare and contrast major and minor scales in various music selections in order to show how they affect the quality and feeling of a musical piece.</p> <p>Explain the use of various chord patterns and progressions, such as triads and seventh chords, in order to understand how different chords affect a work's overall form.</p> <p>Demonstrate techniques for sight-reading in order to understand and perform musical selections with ease.</p> <p>Create simple musical pieces using the best practices of melody, harmony and chord applications, and rhythm, in order to understand the fundamental requirements of music composition.</p> <p>Explain the standard music terms and symbols in order to read and understand such things as key, time and style.</p> <p>Evaluate the characteristics of various music styles and genres in order to develop an appreciation for different music forms.</p>	<p>52</p> <p>58</p>

AREA OF STUDY	CREDIT REQUEST
Folk Music	3

Source of Learning	Learning Components	Documentation
Self Taught	<p>Explain the history of American and British folk music in order to understand how songs describe the everyday life of average people.</p> <p>Describe various types of folk music such as ballads, sea chanteys, bluegrass, work songs, delta blues, spirituals, cowboy songs, in order to appreciate the different forms of the music.</p> <p>Provide examples of the ballads collected by James Francis Child and other collectors of folk music to understand how these collections have influenced future musicians.</p> <p>Describe examples of songs that have changed their lyrics over time and in different locations, and tunes that have very different lyrics, in order to understand how folk music has evolved to meet various needs.</p> <p>Demonstrate the fundamental chords and chord progressions used in traditional folk music and how they are played on different stringed instruments such as guitar, autoharp and mountain dulcimer in order to accompany a folk song.</p> <p>Explain how melody and harmony vocals are sung in traditional folk music in order to sing solo or as part of a duet, trio or group.</p> <p>Describe the differences between major and minor keys in traditional folk music to understand how this can affect the meaning or emotion of a song.</p> <p>Explain variations in tempo and rhythm in traditional folk music in order to use them appropriately for the particular song.</p> <p>Provide examples of a wide variety of traditional folk songs, with melody, harmony and chords, and all verses and chorus, in order to maintain a song list for a variety of purposes and venues.</p>	<p>52</p> <p>58</p>

AREA OF STUDY	CREDIT REQUEST
Death and Dying	3

Source of Learning	Learning Components	Documentation
Self Taught	<p>Identify the theory behind the five stages of grief in order to recognize that these grieving emotions are normal and fit within stages of no particular order.</p> <p>Describe the theory behind Grief Work to understand the fundamental differences to the five stages of grief often used in treatment.</p> <p>Describe the elements of the acronym TEAR in order to understand its importance to the fundamentals of Grief Work.</p> <p>Identify various possible physical manifestations of grief in order to consider different avenues for treatment.</p> <p>Identify post-traumatic stress disorder in grief to take steps to heal from the trauma and gauge success.</p> <p>Identify the characteristics of unresolved grief in order to assess condition and strategy for healing.</p> <p>Identify obstacles to the grieving process in order to take steps to resolve the obstacle and continue forward through the grieving journey.</p> <p>Identify fundamental theories on the use of medication in order to analyze the opposing positions when making a decision on medication use.</p> <p>Identify the availability of support systems in order to affect how a person copes with grief.</p> <p>Describe cross-cultural responses to grief in order to recognize 'normal' behaviors.</p> <p>Describe how the growth process affects grief in order to understand children's reaction to death and loss.</p>	66

AREA OF STUDY	CREDIT REQUEST
Introduction to Psychology	3

Source of Learning	Learning Components	Documentation
<p>The Children’s Garden 2001 - 2005</p> <p>Self Taught</p>	<p>Identify the origin and development of psychology as a social science in order to understand the study of human behavior.</p> <p>Describe current approaches to the study of psychology including biological, humanistic, cognitive, behavioral, and psychoanalytical theories in order to recognize how they compare and contrast.</p> <p>Identify differences between perception and sensation in order to understand human behavior.</p> <p>Define theories of intelligence in order to understand how it affects behavior.</p> <p>Describe scientific research methods and the use of statistics as means to obtain accurate data.</p> <p>Describe the importance of ethics in order to research and interpret data objectively.</p> <p>Explain the debate between “Nurture vs. Nature” in order to understand how it affects early childhood educational approaches.</p> <p>Define theories of personality in order to understand the relationships among different behaviors.</p> <p>Describe theories of emotions in order to recognize motivation for behaviors.</p> <p>Explain the effects of physical disabilities in order to understand social and emotional difficulties.</p> <p>Describe behaviorist, cognitive, developmental, and social learning theories in order to show how they can apply to language and cognitive development.</p> <p>Explain the role of culture, social values and social systems in order to be aware of their importance in mental health.</p> <p>Describe the different professions in the area of psychology such as counselors, teachers, therapists, psycho-analysts, mental health counselors, and child care staff in order to explain how each role affects clients.</p>	<p>60</p>

AREA OF STUDY	CREDIT REQUEST
Early Childhood Care and Education	3

Source of Learning	Learning Components	Documentation
The Children's Garden 2001 – 2005	Identify early childhood education theories in order to apply them to foster learning, growth and development in infants and pre-school children.	62
		64
Self Taught	<p>Describe theories of play and how to apply them to develop age appropriate activities for toddlers and small children.</p> <p>Describe typical needs of children in the areas of health, safety, curriculum, learning environments, and behavior management in order to assure that the day care center meets those needs.</p> <p>Recognize appropriate speech, behavior and development to understand physical and emotional growth patterns.</p> <p>Arrange the day care rooms to incorporate activities for all senses for explorative learning.</p> <p>Discuss routines, policies and goals with parents and other day care staff to keep communication open.</p> <p>Apply age appropriate strategies for conflict resolution.</p> <p>Record and be aware of medical needs and immunizations for each child so as to meet all regulations regarding health matters.</p> <p>Apply state licensing regulations to provide a safe early childhood care setting.</p> <p>Organize small and large group activities for individual student participation to support each child's learning.</p> <p>Use colors, numbers and letters in daily activities to enhance memory.</p> <p>Practice different communication styles with children to find individual comfort levels.</p>	67
		70
		71

AREA OF STUDY	CREDIT REQUEST
Child Development	3

Source of Learning	Learning Components	Documentation
The Children’s Garden 2001 – 2005	Describe the characteristics of children from conception to pre-adolescence in order to obtain and understand developmental theories.	62
	Explain and compare a variety of developmental theories, including social theories and behavioral theories, including various approaches such as Montessori, Steiner, etc. that have influenced today’s educational practices in day care environments.	64
Self Taught	Identify issues in child development pertaining to gender, race, ethnicity, and class in order to support children appropriately.	67
	Name ways in which children develop motor skills, language skills, and cognitive skills in order to evaluate if the skills are age appropriate.	70
	Describe the principles of what ‘normal’ development is in order to monitor the rate of development in children.	71
	Describe the principles of environmental influences on developing children in order to meet their needs.	
	Discuss the ways in which genetics can influence the social, physical, and psychological development of children in order to understand each child’s unique characteristics.	
	Read articles in psychological and educational journals in order to be aware of changes and recent developments in the field of child development.	

AREA OF STUDY

CREDIT
REQUEST

Introduction to Special Education

3

Source of Learning	Learning Components	Documentation
<p>Self Taught 2018 to present</p>	<p>Recognize developmental delays in order to get early intervention.</p> <p>Use anti-bias language for the purpose of promoting acceptance among all children, such as “using a Wheelchair” rather than “confined to a wheelchair”.</p> <p>Organize indoor and outdoor areas in order to meet the needs of children with disabilities.</p> <p>Analyze different federal and state laws that pertain to special needs children in order to get the best services.</p> <p>Plan a physical and social environment in order for the child to feel competent and confident.</p> <p>Establish realistic goals for a child with special needs so that the child can reach success.</p> <p>Select appropriate activities for children with differing abilities to ensure safety at all times.</p> <p>Value the independence needed in all abilities in order to have the chance to select his or her own materials and actions.</p> <p>Discuss necessary accommodations with teachers, Education Department staff, paraeducators, and other school staff in order to ensure the best environment for a child with special needs.</p> <p>Collaborate with special education staff in the development of Life Skills portfolios to ensure that learning outcomes, IEP goals and student progress are linked to one another and can be measured.</p>	<p>67</p>

AREA OF STUDY	CREDIT REQUEST
Introduction to Literature	3

Source of Learning	Learning Components	Documentation
Self Taught	<p>Name many American and foreign authors and their most popular books in order to recommend books to others.</p> <p>Describe how a writer builds a novel in order to keep the reader's interest.</p> <p>Explain the different types of literature in order to classify them: novels, non-fiction, poetry, fiction, drama, children's books, romance novels, scientific works, histories and biographies.</p> <p>Distinguish between different writing styles in order to know their effect, such as emotions, fact sharing, opinion, and ideas.</p> <p>Be aware of the historical and cultural settings of various works of literature in order to discuss these with other readers.</p>	68

Degree Plan

Associate Degree in Liberal Studies Community College of Vermont

General Education:

First Semester Seminar	may be waived	3	
English Composition	CCV, Fall 2015	3	
Computer Applications	requested from PLA	3	
Mathematical Concepts	to be taken	3	
Natural Science	to be taken	3	
Introduction to Psychology	requested from PLA	3	
Guitar I	requested from PLA	3	
Modern World History	CCV, Summer 2015	3	
Effective Speaking	to be taken	3	
Introduction to Literature	requested from PLA	3	
Seminar in Educational Inquiry	to be taken	3	33

Required Additional General Education:

Death and Dying	requested from PLA	3	
Child Development	requested from PLA	3	6

Liberal Studies Courses:

Assessment of Prior Learning	CCV, Spring 2023	3	
Introduction to Ethics	requested from PLA	3	
Principles of Supervision	requested from PLA	3	
Advertising and Sales	requested from PLA	3	
Small Business Practicum	requested from PLA	6	18

Electives:

Working in a Professional Environ.	requested from PLA	3	
Fundamentals of Music	requested from PLA	3	
Folk Music	requested from PLA	3	
Early Childhood Care and Education	requested from PLA	3	
Introduction to Special Education	requested from PLA	3	15

Total Credits in Degree	72
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ESSAY

Patsy Starr Smith

My life has been harder than that of a lot of other people I know, and I have also had some things happen that have been better than for other people. I have always tried to make the best of anything that came my way, handling the problems the best way I can, and appreciating the good things. I have a basically good attitude and I like people, and I think that has helped me along the way.

I grew up near Erie, Pennsylvania, on the farm that had been a working dairy farm in my grandfather's day. By the time my father and his brothers and sisters came along, the farm was going under. They sold the herd and sold off most of the land. My father took over the farmhouse when my grandmother died and my grandfather went to live with my aunt. We always had a few heifers, and I was expected to help care for the animals while I was growing up.

My growing up years were very hard in some ways, and good in other ways. My mother was an alcoholic and left us when I was only three. My older sister was fifteen at the time, and she took over the care of my brother, who was ten. My brother was born with a lot of problems, which we later learned were caused by Fetal Alcohol Syndrome, because our mother drank while she was pregnant with him. My sister went on to become a nurse, and has taken care of my brother all these years. My dad was a good person, and loved us a lot, but he had to work long hours to take care of us so we never saw as much of him as we wanted to.

When I was nine my dad got married to a woman who had three children of her own. She never seemed to want to pay much attention to me, so I sort of grew up on my own. My sister lived

Patsy Starr Smith

nearby so she helped me out when I had questions, but she was so busy with my brother and nursing school that she couldn't devote as much time to me. I always had a good relationship with my dad, and I knew I was loved. He made enough money to take care of everything we needed, and his wife was a good cook and took care of the home well. I just didn't get very much guidance.

In high school I started to hang around with a tough crowd. It wasn't long before I started drinking, smoking pot, and skipping school. After a while I dropped out, since my grades weren't very good. I got a job as a chambermaid at a ski area hotel that first winter, then worked at a little stand that sold hamburgers, fries and creemees during the summer. I did that for three years, until I found out that I was pregnant.

When my son, Duane, was six months old, I got married to his father. We tried to make a go of it, but we were just too young and not really suited for each other. After we split up, I worked at a day care center for four years. I could bring my son there for free, and I could be with him all day. The only problem was that the pay was so low that I could barely make ends meet.

I am good with people, so the job at the burger stand and the day care job both were good for me. I really liked having contact with people all the time. At the day care center I always tried to see the parents when they would come to pick up their children. I liked to tell them how their child was during the day, and let them know if there were any problems.

One of the day care families was a couple who were both attorneys. I got to know them through the day care, and I liked both of them. One day the mother asked me if I had ever thought about working in an office. I told her I didn't think I could do that because I had not finished high school.

Patsy Starr Smith

She said she thought I could learn quickly, and said they needed to hire a receptionist at their law office.

I thought about it for a few days, and then I went to see them on my day off. This was a huge step for me to take, because I was sure I could never do this kind of work. I thought people who worked in offices were smart and confident, all the things I didn't think I was. We talked for a long time about my life, what I had done when I was in school, what I thought I would like to do with my life, and what I wanted for my son.

These people were the best thing that could have happened to me at that time. They told me they had noticed me right from the beginning at the day care center, and thought I had a lot of potential. They said they would like to give me a chance to make something more out of my life, but that I would have to do a lot of hard work to make it happen.

We figured out a plan for how much they would pay me. It worked out so that I would make a little more than I had been earning at the day care center. I was able to get a subsidy to pay for my son's day care, because my earnings were low enough. The wife was my same size and she offered to give me some dressy clothes to start work, since I only had jeans and t-shirts. They said there was one other condition to their hiring me: I had to get my GED as soon as possible.

I gave my notice at the day care right away. I was sorry to leave, because I loved the children and I worked with some very nice people. I also had learned so much there about educating children, and all the staff at the day care center was encouraged and supported in learning. Duane stayed at the day care, so I went there every day to drop him off and pick him up. That way I was able to stay in touch with everyone. While I was there I gained a lot of knowledge about young

Patsy Starr Smith

children. It helped in raising my son to be in a place where everyone knew about how babies and children were supposed to act. The day care center had a lot of books about child development, children's health, child abuse, children with special needs, and they encouraged us to take the books home to read, or read them while the children were taking their naps. The supervisors made it very clear that we were expected to know about child development. They wanted us to be able to give the best care to the children there, and they believed that we would do that better if we learned through reading along with learning by doing.

I had always been interested in reading, and I think I developed more of an interest in reading when I was a child since I didn't have as much attention from my father and my step-mother. I could read a book and feel like there were people in my life that I could talk to. The job at the day care taught me that reading could be for learning, as well as for pleasure and escape. Since then I have always been a reader, and I am never without two or three books going at once. I usually have an escape novel of some kind, and then something with facts and information. I read books about history, and science, and classic literature in addition to the escape novels. I have had a library card since I was a young child, and I have taught my children that books are very important. All my children love to read, and most evenings we all sit around the living room with our books, instead of watching television.

The next thing I did after giving my notice at the day care center was to go to the Adult Basic Education office and find out about getting my GED. They were very nice there, and made it all so easy. I took some tests, and they said I could easily pass the tests with very little studying. Six months later I had my GED. I was very proud of myself for that. I had not been out of high school for very long before I realized that I had made a big mistake by quitting. I was always embarrassed

Patsy Starr Smith

about that, and thought it made me less of a person. Now I had a high school equivalency diploma and a job in an office.

The job at the law office was exciting and challenging. I had to learn a lot of new things all at once. I had learned how to type in school, so it was not hard to learn to use their word processor and other systems. I discovered that I had a knack for figuring out how to run all the office machines. When something would start working wrong, I could often figure out what was wrong and fix it. Other times I could figure out what was wrong and knew enough to recommend that the repair people come, or that it was time to buy a new one.

I learned a lot about general office procedures. I also learned about the importance of confidentiality. These attorneys had a mixed practice, where they did some divorces and other family court work, some property work, a little probate work, and some criminal defense work. No matter what I learned about other people in the community, I understood right from the first day at that job that I must never let anything I knew get out of the office. If I saw a client on the street, I did not speak to them unless they spoke to me first.

I worked there for five years. During that time the practice grew, they hired a consultant to come in and help with setting up entirely new computer systems. I ended up being the person in charge of the computers because I really liked figuring out new things and which programs were best for our office. I became good at it. The practice also included a new partner, and we needed to hire more paralegals and office staff, and I became the supervisor of three people.

My worst experience as a supervisor was when I had to fire someone for her unethical behavior. The person I hired to replace her turned out to be the best employee in the office, and she took

over when I left. When this was going on, I got very interested in the idea of ethics, and got some books from the library so I could learn more. This was one of the most interesting topics I ever learned about, but at first it was very confusing to me. Ever since then I have used ethics in every part of my life.

I had more responsibilities as every year went by. I started doing research for the attorneys, and handling more complex paperwork. I learned a lot about the different types of law, and the different court systems, and the rules involved in each one. I learned what had to be filed when, and I developed a system for the attorneys so they would be reminded of things like filing deadlines and certain paperwork for each of their active cases. I sat in on some depositions, and I took over a lot of the smaller jobs that the attorneys had been doing before. I really enjoyed this job, and it gave me the self-confidence that I didn't have before I started working there.

Because I worked in the front office, I met a lot of people. One of the people I met was a man who worked part time for the Sheriff's department. He had a job in one of the manufacturing plants on the night shift, and worked part time as a deputy sheriff. We eventually began to date, and decided to get married.

I got pregnant right away, and by the third month of pregnancy I had to give my notice at work because I was sick all the time. The doctor wanted me to take it easy, and thought I would have an easier time if I was not working. My husband was happy to have me at home, and made enough money so that I didn't have to work. Even with not working, it was a hard pregnancy and I was very sick for the entire nine months.

I missed working. It seemed so boring, staying home day after day, after I had been in the work force for so many years. I read and read, day after day, and kept expanding my reading themes. I started to keep a file of the titles and authors of the books I read. At the time I did it because I was bored, but now it has turned out to be useful.

At this time I became friendly with my next-door neighbor. I had never had much time to get to know her very well, because I was working and raising my son. We had talked now and then, but when I was home all the time, we got to be very friendly. She was older than me, wore long flowing dresses and sandals, grew a lot of vegetables and herbs in her big garden behind her house, and smoked cigars. She had lived all over the world, and settled here because she liked Pennsylvania the best. Her parents had been rich, and she had a trust fund and inheritance from them which allowed her to not work if she didn't want to. She volunteered at the domestic abuse shelter and at the humane society, and often went to New York or Washington to be in marches.

From the time I was very young I loved to sing. My father told me that my mother was very musical, and had been a very good singer. I may have heard her sing when I was a baby, but I don't remember it. After she left us, she moved to Florida to be near her sister, and we never saw her again. She died when I was 17, and I really didn't feel very bad because I never knew her. My father said she named me Patsy after Patsy Cline, her favorite singer. I guess Patsy Cline's influence must have rubbed off on me, because I always loved country music. When I was in high school I pretended not to like it, and acted as if I liked the rock music that all my friends listened to, but when I was alone I always listened to country music.

When I was home and bored, I noticed that there were some music books and CD's in the library. I started taking them out, and taught myself to read music. I did it by looking at the music of songs I already knew the melody for, and figured out what all the little notes meant. We had learned a little bit about reading music in school, so I had a little idea of what to do. It was easy for me to learn to read music, and then I had a lot more songs I could sing. I had an old acoustic guitar that my first husband gave me for my birthday one year, and I taught myself to play it. During this time I figured out how to read the music for guitar chords and taught myself a lot of new chords and techniques.

One day when the weather was warm and the windows were open, I was singing and playing my guitar, and my neighbor knocked on the door. She was very excited and started asking me about the music I was singing. At first I didn't understand what she was talking about, until she explained that some songs have been around for hundreds of years, even though we think we are hearing them for the first time when some popular singer records them.

This is how I learned about Francis Child and his collection of ballads. It turns out that I had been singing what was known as "Child 200," a song I have heard all my life. It was recorded in the sixties during the folk music craze as "The Whistling Gypsy." She had a big collection of old folk music, and a lot of books, including a book of all the ballads collected by Child. She also had some instruments which she never played any more. She had an autoharp and a mountain dulcimer. I learned how to play both of them, and added to my reading and learning.

This neighbor, Blanche, really encouraged me with my music. She began to talk about how I should perform out in public. At first I thought this was just impossible, but my husband thought

it was a good idea too, and eventually I went to an event at the Congregational Church where they had several singers. Each of us performed three songs for a small audience. I got so much positive feedback that night, and I became friends with the other musicians.

Ever since then I have performed in public, often at free events at schools and churches. Sometimes groups and clubs in the area have called me to perform at one of their meetings, and they pay a little stipend. I have sung at several weddings, and that is always both happy and sad for me. I get together with other musicians and we play and sing together, and swap ideas. Sometimes I am asked to join in with a bluegrass group and play at one of their gigs.

After my second son, Jason, was born I stayed home to take care of him. Duane loved Jason, and was a great helper. There was never any jealousy on Duane's part. My husband was not home very much because of his two jobs. He would come in and go straight to sleep in the morning, then get up in the early afternoon and go to his other job. He never established much of a relationship with Jason, although he did say he loved him. Duane had a pretty good relationship with his father, and saw him often. This was a very easy time in my life. I had two sons who were both wonderful to be with, and a very low stress life. Jason and I went to all of Duane's school events. When my husband was home, we had a good time together, and he seemed very happy.

When Jason was about a year old, I started to feel like I needed to be out working, at least part time. If I wanted to work full time I could have gone back to the law office, but I thought that would be too much. I put Jason in the day care where Duane had gone, and where I had worked, and I got a job three mornings a week at a shop called "Pandora's Box" that sold a mixture of gift items and fancy women's clothing. The shop opened at 10:00 so I had plenty of time to get the

Patsy Starr Smith

boys off to school and day care, and get to work. I usually worked until 1:00, so I could get to school events, make doctor's appointments, and all the other things I needed to do. I had plenty of time for my family, and I still had a chance to get out and work and be with other people.

After I had been there a little while, I made a few suggestions to the owner about some ways to display the merchandise. She liked my ideas and tried them out. Over time we experimented with some very interesting merchandising techniques and got a lot of interest from the customers and other business owners in town. Of course I read some books about retail merchandising, and got even more ideas. Then we started offering special events to get customers to come into the shop. Sometimes I performed at these events.

She put me in charge of the advertising for the special events, and I developed a lot of new ideas for advertising. I worked with local newspapers, the local radio stations, and made up a few unusual advertising gimmicks. One time I rented bunny costumes for Duane and me, and we spent two days going all around town in our costumes, handing out candy and flyers about the shop's next event. We got some free publicity from that in the newspaper, which added to our regular advertising.

We developed themes, and promoted certain merchandise connected with the themes. We had a great time with all this, and the shop's business improved a lot. It improved so much that when the shop next door went out of business, we doubled the size of our shop. I went to some big wholesale gift shows with my boss, and learned about wholesale buying, anticipating trends, and wheeling and dealing with wholesalers.

Patsy Starr Smith

When I started working there, it was a quiet, low-key shop, that appealed to mostly middle-aged ladies. My boss and I seemed to have a way of sparking new ideas in each other, and we just kept coming up with more things to do. We eventually had a much broader clientele. I convinced her to get a computer system so we could keep track of the business better with spreadsheets. I had become convinced that computer systems were the best things for businesses after learning about them at the law office. We started learning about the technology options and discovered all the things we could find that way. We got more and more new ideas. This was one of the most fun jobs I ever had.

I had been at the shop for six years. Life seemed to be really good. I had a nice husband, a part time job I enjoyed a lot, two great kids who were both in school now, and I had just found out I was pregnant again. I saw my sister and brother often, because they lived nearby. My father and his family still lived on the old family farm and we saw them often too.

One Friday my father picked Jason up after school to take him to check out the things that would bein the auction that weekend. My father had some of the old equipment from when the farm was operating, and he cut hay for the heifers he raised. He wanted to see about upgrading. Jason liked doing things with my father, and was excited to go with him. Jason was going to stay overnight and go to the auction the next morning. As they were driving out of town, they were hit head on by a drunk driver. My father was killed instantly, and Jason received a spinal cord injury which paralyzed him from the waist down.

I don't think I can describe how terrible those next several months were. Everything in my life changed. We missed my father so much. Jason was in the hospital for a long time, and then in a

rehab center for months. Duane felt so awful about his grandfather's death and his brother's injuries that he started skipping school and getting in with a crowd that drank all the time. My husband was so devastated that he came home less and less.

Eventually we were able to bring Jason home. We had all sorts of equipment and all sorts of procedures to learn. My sister was a big help here, because she had been a nurse for so many years and knew how to talk to doctors, other nurses and physical therapists. Somehow during all this time, my daughter, Dawn, was born.

I stayed home with Jason and learned how to take care of him. Between Jason and Dawn, I was busy every single minute. I hardly had time to read any more, but I did find the time to read about Death and Dying, and everything I could get my hands on about taking care of someone with spinal cord injuries. It is a good thing I liked to read, because I had to fight with the school every step of the way to get the education Jason needed. Even though his spinal cord was injured and he would never be able to do the things the other kids could do, there was nothing wrong with his mind and he needed to keep up with his school work. I also needed to get him involved with other children so he would not be isolated at home all the time.

I went from feeling like life was almost perfect to being so depressed and discouraged that I could hardly get from one day to the next. To make matters worse, my husband could not handle all the stress and we separated. He moved in with another woman, someone without any children, and still lives with her. We are divorced now, and he hardly ever calls the children. They see him once or twice during the summer.

Patsy Starr Smith

Duane eventually managed to get out of his self-destructive behavior and graduate from high school. He got a job and continued to live at home. I tried to get him to go to college but he said he was not interested in college. He was a big help with Jason, and took him out often to sports events, to McDonalds and other things that children like to do.

I stayed home and took care of everyone. I got a very good child support and alimony settlement from my husband, so I did not have to worry about money along with everything else. But everything else just kept me down. I hardly ever wanted to get together with my musician friends any more, and the only songs I ever sang were sad ones. I started to see a therapist for this depression that I just couldn't seem to shake. Of course this got me interested in reading books about psychology and depression, which then got me interested in learning about more disorders than just depression. I found that there was a lot online that I could read about depression and other problems.

I thought that if I was doing something productive, I might feel a little less depressed. I reconnected with the attorneys I used to work for and started doing some remote office support for them. They were happy to have some extra help during the times when there was more work to do than their staff could handle. They gave my name to some colleagues, and before long I had a lot of work. This was a good way to keep active and be home with Dawn, and available for Jason when I was needed at school.

I started getting regular calls for doing remote work and I decided to get more organized. I remembered some of the things we had done at the gift shop as far as keeping track of the

business, and I made up a spreadsheet system. It wasn't very hard to figure out, and once I made it up I had a lot easier time keeping track of everything.

I had exchanged Christmas cards with my mother's sister, Suzann, ever since my mother passed away, but we had never met. Suzann had moved to Vermont after my mother had died. Out of the blue she called me one day and said she was coming to Pennsylvania and would visit us. I did not know what to think about this. She was family, but I really didn't know her. My life was so overwhelming, with taking care of the kids and my small business that I didn't want to have a house guest that I would have to entertain.

Suzann came anyway, and this was another time when meeting someone turned out to be the best thing that could have happened to me. She turned out to be a really nice person, who enjoyed every one of us. She could talk to each of the children right at their level and seemed to know just what they would be interested in. She pitched right in to help with Jason's care, she talked sports with Duane, and she fixed Dawn's hair in a different style every morning. She had never been married and didn't have any children, and had made a success of herself in business.

Suzann was very blunt. This probably was one of the reasons she was so successful in business. She had started out working at a dry cleaner's and later had a chance to buy the business. One thing led to another, and she eventually had a chain of dry cleaner shops, and then she branched out into laundromats and car washes. She joked that she would buy any business that cleaned up messes. Her bluntness shocked me at first, because she just said whatever she thought. But she was always kind, and never said hurtful things. One evening, after Duane had gone out with friends and Jason and Dawn were asleep, she just flat out asked me why I was wasting my life.

Patsy Starr Smith

At first I was so mad I wanted to throw her out of my house. I started to explain all the ways I was not wasting my life, but then I just stopped and started to cry. After that we talked and talked about what I could do with my life. Two days later she was back on the airplane to her cleaning businesses. I realized that one of the things I had always wanted to do but never even admitted to myself was to go to college.

I talked to Suzann on the phone over the next few months, and I talked to some friends back home who I thought had good, sensible ideas. Dawn, Jason and I visited Suzann in Vermont for a week and we fell in love with it; it was so lush and green and quiet there and it reminded me of my childhood on the farm. I decided that I would move up to Vermont to be near Suzann. It was a hard decision to leave the area where I had lived all my life, but I thought we all needed to start over. I came up to Vermont a few times to see about medical care for Jason, and to get some ideas about work and college. Duane was very angry at first, because he did not want to move away and thought I was abandoning him. Then he came up to Vermont with me and decided right away that he liked it, too.

I was very happy when he decided to move up here with us. The children are very happy here, and Jason is getting care just as good as he got in Pennsylvania. Their father did not seem to care one way or the other. Once we all got settled in, I found some people who would hire me to do the same kind of part time work I was doing before. I still do some work for the law firm in Pennsylvania. Having online access can help you to do things you never could do before.

Patsy Starr Smith

Now that I am in college, I love it. Duane has started at CCV too. I think I will get my associate's degree before he gets his, because of taking Assessment of Prior Learning and putting this portfolio together. Now I feel like I can accomplish something, and I have hopes for my future.

I still don't know what I want to have a career in. I have been thinking about becoming a psychologist because that field is so interesting, and because my therapist helped me so much when I was depressed. I also think about how much I enjoyed working in the law office, and I have thought about becoming an attorney. I don't want to just settle for being a Paralegal. When I worked at the gift shop I was full of ideas for better ways to sell products, so I am wondering if there is something I could do where I could come up with ideas all the time. I love to be with people, so whatever I choose will be working with people. I know I want to first get an associate degree in Liberal Studies, and then get a bachelor's degree, and I think I will take enough different classes so by then I will be able to decide what to do next.

So many people have helped me in my life to get to where I am now. I want to thank the committee for reading and evaluating my portfolio and helping me get to wherever I am going next.

Resume

Patsy Starr Smith
10 Middle Road
Waterbury Center, VT 05677
(802) 244-1704
SingingStarr@hotmail.com

- 2021 – present Patsy’s Legal Research, Erie, PA
Independent Researcher
Perform legal research and preparation of legal documents for several attorneys as well as private clients, mainly by use of the Internet. Patsy’s Legal Research relocated to Waterbury, VT from Erie, PA in 2022.
- 2012 – 2018 Pandora’s Box, Erie, PA
Assistant Manager
Oversaw all store operations for a gift shop/ boutique, including inventory management, sales, retail management, computerized accounting functions, marketing, advertising, staff supervision, and community relations.
- 2009 – 2010 Miller & Lehman Associates, Erie, PA
Office Manager and Legal Researcher
Performed legal research and prepared legal documents for several attorneys and other legal staff.
- 2006 – 2009 Miller & Lehman Associates, Erie, PA
Office Manager
Supervised office staff, planned for office needs, scheduled staff and attorneys, managed vendor relations, managed office finances, assured compliance with federal and state regulations for safety, maintained computers, trained staff in computer applications, and other duties as necessary to verse a busy law practice.
- 2005 – 2006 Miller & Lehman Associates, Erie, PA
Receptionist
Greeted guests and clients, prepared office documents, handled phone lines, responded to inquiry requests, sorted incoming and outgoing correspondence, took dictation, typed documents, used computer skills, maintained and used all office equipment.

Patsy Starr Smith

2001 – 2005 The Children’s Garden, Erie, PA

Preschool Teacher

Planned and put into practice daily educational programs to educate preschool-age children from ages one to eight. Created play areas and quiet areas. Assured health and well being of children in care.

Hobbies and Other Interests:

American Folk Music

Literature

Guitar

Computer Technology

Gardening

References gladly supplied upon request.

Index to Documentation

Primary Documentation:

Transcript from the Community College of Vermont.....	36
Letter from Lenore Lehman, Attorney at Law.....	37-39
Letter from John Miller, Attorney at Law.....	40-41
Letter from Bradford Terrell, Attorney at Law.....	42-43
Letter from Dianne Helbinger, Paralegal.....	44
Letter from Fred Sellers, Computer Consultant.....	45
Letter from Rhea D’Arc, Business Owner.....	46-48
Letter from Richard D’Arc, Computer Professional.....	49-50
Letter from Maria Medina, Marketing Consultant.....	51
Letter from Jack Leland, Musician.....	52-57
Letter from Blanche Schwartz, Music Researcher.....	58-59
Letter from Bill Harrison, Psychology Instructor.....	60-61
Letter from Elizabeth Delcore, Child Care Center Director.....	62-63
Letter from Amelia Brewster, Child Care Professional.....	64-65
Letter from the Reverend David Miner.....	66
Letter from John Smith, Department of Education Consultant.....	67
Letter from Rebecca Wheeler.....	68

Secondary Documentation:

Certificate from The Paralegal Institute, Erie, PA.....	69
Certificate from Erie School District # 5.....	70
Certificate from Erie Center for Child Studies.....	71

Patsy Starr Smith

TRANSCRIPT OF: LAST: FIRST MIDDLE: ID: SSN: DOB:
Starr Smith Patsy 0000000 XXX-XX-XXXX 07/01/19XX

Patsy Starr Smith
10 Middle Road
Waterbury Center, VT 05677

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PLA Staff
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DATE ISSUED:
Feb 17 2023

COURSE	TITLE	CR	GR	GR PT
SUMMER 2022				
HIS-1120-VO01	MODERN WORLD HISTORY	3.00	A	12.00
	ATT EARNED GPA-CR	POINTS GPA		
Term:	3.00 3.00 3.00	12.00 4.00		
Cum:	3.00 3.00 3.00	12.00 4.00		
FALL 2022				
ENG-1040-VM01	ENGLISH COMP I	3.00	A	12.00
	ATT EARNED GPA-CR	POINTS GPA		
Term:	3.00 3.00 3.00	12.00 4.00		
Cum:	6.00 6.00 3.00	24.00 4.00		

Patsy Starr Smith

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Lenore Lehman, Esq.

James Miller, Esq.

Bradford Terrell Jr., Esq.

April 10th, 2023

Ms. Melissa DeBlois
Program Director
Prior Learning Assessment
Vermont State Colleges
PO Box 489
Montpelier, VT 05601

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PLA Staff
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Dear Ms. DeBlois,

I am happy to write a letter of documentation for Patsy Starr Smith, who worked for us full-time for five years in the early 2000's, as well as doing research for us on an as-needed basis now from her new home in Vermont.

I will document the following "Areas of Study" for Patsy:

1. Working in a Professional Environment
2. Introduction to Ethics
3. Principles of Supervision
4. Computer Applications
5. Small Business Practicum

My name is Lenore Lehman and I am a practicing attorney. I hold an undergraduate degree from the University of New Hampshire and a Juris Doctor degree from Northeastern University. I am a member of the bar in both Massachusetts and Pennsylvania. I have been practicing law since 1992. I occasionally teach Legal Research and Legal Ethics courses on a part-time basis at two colleges in this area.

I have know Patsy Starr Smith since 2001, when Patsy worked at the Children's Garden taking care of our two children. Patsy was simply a wonderful preschool teacher. Early education is not my area of expertise so I will not be an official documenter for Patsy in this area, but I'd like to say that I support her requests to the highest degree from my perspective as a mother and as someone familiar with various daycare centers. I understand that Patsy has letters from the appropriate documenters for this area of learning.

My husband and I met Patsy, as I said, at the day care center. We were both extremely impressed with her maturity, attitude, quick grasp of anything that came her way, and her general demeanor with

Patsy Starr Smith

people. In spite of her good skills, Patsy's confidence was low, and we took her a bit 'under our wing' since we saw so much potential in her. After we knew Patsy for a while, an opening occurred in our legal practice for someone to manage the daily routine in our office. We knew Patsy did not have a high school diploma or office experience per se, but offered her the position anyhow. We just knew she would do well. Patsy was interested in the position and agreed to work for us. We asked her to complete her high school diploma soon, which she did very soon after she started working for us.

Having hired Patsy was a decision we never regretted. She was simply wonderful. She was an extremely quick learner, full of curiosity, and developed a professional attitude about her job simply by absorbing and observing – she learned with open eyes and ears. She became, in essence, our office manager. She taught herself, and us, computer skills that changed the entire workings of our office for the better. She supervised office interns and other staff. She began doing legal research and is still doing this today. I would say she performed duties of a paralegal in addition to managing the office.

Below, let me briefly comment of the specific areas of request Patsy asked me to write about.

Working in a Professional Environment

Patsy demonstrated general professional office skills by appropriately answering the telephone, greeting clients, and by answering questions appropriately without our involvement. Clients liked her and found her to be very helpful. She helped to grow our practice. She kept appropriate filing systems for office coordination. She competently kept track of many files which contained agreements and relevant correspondence. She was organized and kept the workflow moving as a result of her efforts, which was equal to work performed by someone with a secretarial science degree. She knew the office equipment in and out. She prepared business letters and arranged meetings. She had good time management and maintained appropriate confidentiality. I recommend 3 credits.

Ethics

Patsy did not only demonstrate ethics in the workplace, but also liked discussing them. During the time Patsy supervised our office staff we experienced a difficult staffing situation that had to be handled by her. It eventually resulted in the dismissal of the employee, Patsy and I had many necessary conversations regarding how to handle the issue ethically. Patsy always read professional/ class materials regarding professional ethics cases I shared with her, had good questions, and would have passed my workplace ethics class with flying colors. I recommend credit.

Principles of Supervision

After spending about two years in our office, Patsy became the supervisor to our other office staff. We usually had two to four other staff in the office. Patsy, initially along with me, but later on her own, interviewed, selected, hired, supervised, and disciplined staff. She designed job descriptions and staffing schedules, conducted performance review and the orientation for the employees, evaluated day-to-day work performance for both the individual and the group, and designed training (or hired consultants if necessary) for individual staff members or the entire office. She facilitated and planned the staff meetings, preserved confidentiality and ethical conduct in her work with her supervisees, and was respected by all in spite of her young age. She had a special interest in supervision, as she was interested on all aspects of interpersonal communications and their applications to professional situations, and attended several seminars and classes that discussed aspects of management/supervision theory. She used the theoretical knowledge she gained on the job and we never hesitated to pay for Patsy to go to a seminar. The benefit was really for us! I recommend 3 credits.

Patsy Starr Smith

Computer Applications

I'd like to state that I am not qualified to recommend credit in this area for Patsy. However, I can easily say that together with our computer consultant, Patsy revolutionized our office.

Business Practicum

Patsy has run her legal research business for years and is now doing it fairly full-time. We use Patsy's services often and have done so since 2005 informally and formally since 2021 when she opened the business. Patsy has a great deal of practical experience in both running her own business, working in our office, and also working in retail. Altogether, she must have about 20 years of business experience and I would definitely allow or recommend credit for a practicum. Please see my above comments for more specifics on these practicum credits.

In closing, I would state that Patsy probably did not ask for enough credit. She is a capable and impressive person and we miss her here.

Do not hesitate to contact me if you have any questions, or if I can be more specific for any area Patsy is trying to be awarded credit for.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lenore Lehman', with a long horizontal flourish extending to the right.

Lenore Lehman, Esq.
814-277-8945 xt.12

Patsy Starr Smith

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Prior Learning Assessment
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Montpelier, VT. 05601

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PLA Staff
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April 21, 2023

Dear Melissa DeBlois,

This letter is written on behalf of Patsy Starr Smith, who is requesting college level credit for work experience she gained while working in our law firm from 2005 to 2010. I should like to add that Patsy now does legal research for us from her new home in Vermont, by way of explaining that our professional connection with Patsy is still current.

I am impressed with the type of program you offer as we have no such coordinated effort here in Pennsylvania that I know of. Patsy is just the right person to participate. I applaud her efforts to obtain a college degree.

My background is in law. My undergraduate degree is from the University of Virginia and my Juris Doctor degree is from Northeastern University Law School in Boston. I practice law since 1991 and am a member of the Bar Association in both Pennsylvania and Massachusetts as I occasionally am involved in cases in Boston. I occasionally teach Business Law and Business Ethics at a local community college as this is an area of specialization and interest for me.

My wife and I met Patsy in 2005 when she was an employee of the Children's Garden, the daycare center our children went to at the time. We were both so impressed with Patsy that we offered her a job with our firm, Miller & Lehman Associates, which is the law firm my wife and I founded. This was a decision we never regretted. Patsy ran our office for years and performed the function of not only office administrator but increasingly as a legal assistant.

In particular, I will document Patsy's requests in the following areas: Ethics, Supervision, and Computer Applications.

My wife has already written to you, and I am aware that Bradford Terrell from our firm has also written. It is my hope you will accept this letter as further and corroborating documentation.

Patsy Starr Smith

Ethics

Patsy not only demonstrates the application of ethics in her day-to-day work, but also know about ethics. She is very interested in the interactive and legal aspects of ethics. She appears to have done quite a bit of reading in this area which is obvious from the questions and contributions to discussions she has made. She applies this knowledge to her daily work with us which is of course a crucial factor in our decision to consult with her for legal research.

Supervision

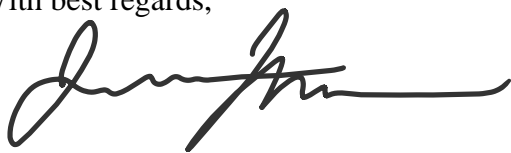
Within a year of joining our firm, Patsy started to become the supervisor of the office staff. She dealt with all facets of supervision including hiring, firing, training, staff development, corrective action, scheduling, and planning. The office functioned smoothly under her guidance. She trained her replacement well, but I have to admit we still miss her.

Computer Applications

Patsy was the one who really dove into making the new technology work for us. We did hire a computer consultant to help us with setting up the various systems, but it was Patsy who, quite frankly, pushed us. She worked with our consultant and learned a great deal so that she was able to become the go-to person for computer questions in the office. I myself am not the most computer savvy person, so I might not be the best reference in this area, but as what I believe is now called an “end-user”, everything appeared to me to go very smoothly in the computer area, which I am sure it wasn't. I expect the various difficulties establishing the systems and applications for the firm were kept away from me since I was the ludite in the office and, to say the least, skeptical. I am still the ludite in the office but not skeptical any longer, after so many years of experiencing the fantastic impact the computer world has made on our workings and procedures in the office. I credit Patsy Smith for this improved attitude on my part.

I hope this document will fulfill your needs for corroboration. Please call on me or my wife any time if you have further questions.

With best regards,

A handwritten signature in black ink, appearing to read 'James Miller', with a long horizontal flourish extending to the right.

James Miller, Esq

Patsy Starr Smith

MILLER & LEHMAN ASSOCIATES ATTORNEYS AT LAW

124 North Main Street, Erie, Pennsylvania 16511
Phone: 814-277-8945 Fax: 814-277-8940

Lenore Lehman, Esq. James Miller, Esq. Bradford Terrell Jr., Esq.

Ms. M. DeBlois
Program Director
Prior Learning Assessment
PO Box 489
Montpelier, Vt. 05601

April 12, 2023

Re: Patsy Starr Smith

PLA Staff
Digitally signed by
PLA Staff
Date:
2023.04.14
14:19:58
-04'00'

Dear Ms. DeBlois,

I am writing on behalf of Patsy Smith to provide evidence of college level learning that she acquired while employed in our office. Specifically, I will provide evidence for Working in a Professional Environment.

I am a partner in the law firm and have been licensed to practice law in Pennsylvania since 1999. Patsy worked in our office as an office manager/legal secretary from 2005 to 2010. Her primary position was to provide secretarial and legal support for all three attorneys in the practice. At times she also did work for other staff in the firm, and we are still using Patsy's legal research services in Vermont on a contractual basis.

Our office provides a wide range of services to our clients, so Patsy was exposed to a variety of legal matters such as real estate, contracts, wills, probate, divorce, and personal injury litigation. Given her request for credit under the area of study in Working in a Professional Environment, I would attest that she should be eligible for such credit because of her experience in the following:

1. She would assemble and file pleadings and other courts documents for litigation, and assist attorneys with creating and responding to discovery requests. This required a familiarity with the nature and purpose of various pleadings, as we depended upon her to be accurate, put them in the proper form and attach the correct documents for each filing.
2. She would prepare real estate files for closings, which included the preparation of deeds, tax form, loan documents and closing statements. This role required her to be capable of producing deeds and tax forms for attorney review, which necessitated a basic knowledge of the various kinds of legal terms for real estate conveyances, the differences between certain types of deeds, how property was conveyed and the processes involved in mortgage loans.
3. She would contact clients, loan officers and other attorneys and realtors to arrange for scheduling of closings and depositions. This facet of her job required her to be proficient in the processes for closings and discovery matters so that she could communicate effectively with other professionals.
4. She would interact with clients to obtain necessary information for court filings and other matters, which required good interpersonal and customer service skills. As clients were often distraught, confused and the secretary or office manager is often the first line of contact with the client and creates the first and usually most important impression of the firm. Patsy has extremely good 'people skills'.
5. Many of the above mentioned duties are often performed by college trained paralegals. Patsy's intelligence and exceptional interpersonal skills enabled her to meet the many day-to-day challenges of a law office which I believe met or exceeded that normally expected of a paralegal. This fact is even more impressive when considering that Patsy came to us without a high school diploma (which she earned immediately after joining our firm).

Patsy Starr Smith

6. Patsy excelled in analyzing the factual patterns of cases to determine what legal research was required. She also performed the research (and still does through her home business) and applied her findings accurately and thoroughly to each fact pattern. She composed many documents in working with the attorneys – both for me and other counsel – that were above average and very valuable to the group.
7. Besides Patsy's skill in Legal Procedures, I must also state that she was very well versed in all office procedures. She had no office experience before she came to us and picked it up very quickly – she was familiar with all the various machinery and equipment, made sure all office supplies were at hand, scheduled support staff, and basically ran the office.

I highly recommend that Patsy receive 3 credits in Working in a Professional Environment.

As to other skills, Patsy supervised other office staff as well as our occasional interns and part time help. She oriented and trained other employees and ran staff meetings. Rarely, when Patsy had to discipline staff, she did it in a tactful, ethical and professional manner.

I also want to mention Patsy's computer knowledge and skills: At the time, I was not as computer savvy as I am today, which makes it a bit difficult for me to speak knowledgeably about Patsy's computer skills – I was the beneficiary of these skills but would at the time not have been able to clearly describe or name what she did! We hired a computer professional to help us with our set-up, equipment maintenance, and staff training, and I hope Patsy will be able to reach him for a letter of documentation. All I can say, and that with great conviction, is that Patsy took over the computer issues at our office and did what was necessary to bring us into the computer age. She did what I now know is word processing, spreadsheets, and other applications on our system, which suddenly provided us with all the necessary paperwork and data easily accessible.

I trust this information will be satisfactory and hope that you will let me know if I can provide any further information.

Very truly yours

A handwritten signature in blue ink that reads "Brad Terrell". The signature is written in a cursive, flowing style.

Brad Terrell, Esq

Patsy Starr Smith

Melissa DeBlois
Prior Learning Assessment
PO Box 489
Montpelier, VT 05601

PLA Staff
Digitally signed by PLA Staff
Date: 2023.04.03 15:56:27 -0400

April 3rd, 2023

Dear Mrs. DeBlois,

My name is Dianne Helbinger and I was asked by Patsy Starr Smith to write a letter about the time she spent with us at Miller & Lehman, Attorneys at Law, from 2005 to 2010.

I was employed there at the time as a Paralegal but have since retired and am now living in Florida.

I remember Patsy because she was such a dear. When she first came to us, she was very shy and unsure of herself but then she learned so much! She pretty much ran the office. She ended up being the supervisor for the front office staff and knew everything about all the office functions such as mail, phones, computers, schedules, and so on. She was fun to be with and always dressed very professionally. I know our attorneys were very happy with her work.

I hope Patsy can gain college credit for her work; she is very smart and deserves the best because she worked so hard at everything.

Sincerely,



Dianne Helbinger
27 Orange Court B # 4
Dunedin, FL.

Patsy Starr Smith

Melissa DeBlois
Program Director
Office of Prior Learning Assessment
PO Box 489
Montpelier, VT 05601

March 12, 2023

Dear Ms. DeBlois,

PLA Staff
Digitally signed by
PLA Staff
Date:
2023.03.14
15:09:26
-04'00'

I am writing this letter to document college level learning acquired from experience in the areas of Computer Applications for Patsy Starr Smith.

I have over 25 years of experience in the computer field. I received a Bachelor of Science in Computer Science from the University of Virginia. I was a computer engineer for the federal Government in Washington D.C. and am now working as a private computer consultant specializing in training for staff in school computing centers.

During the early 2000s, I worked at Miller & Lehman, Attorneys at Law, to set up their computer systems as their practice grew. This is how I met Patsy Smith. I have observed Patsy in her daily activities with regard to using computers and word processors. I know first hand Patsy's capabilities of her work with computers at the time we worked together and have no doubt her skills have kept up with the changes in technology. I am very comfortable writing this letter for Patsy even though we were colleagues so long ago because I remember her clearly and was impressed with her eagerness to learn about computers and her quick grasp.

Computer Applications:

Patsy became proficient in many computer applications. She really took to the PC and was eager to learn all the various new programs offered. Patsy had exceptional word processing skills and used them to create and proof detailed documents on a daily basis. She created letters to clients, lawyers, and courts where very specific formatting was required. Patsy ran mail-merge to pull data from complex databases where client records were stored. She knew macros and interfacing with external data sources. Her skills also included complex editing, formatting, importing external data, mail merging, creating tables, and developing macros. She understood how to use a database I designed for the attorneys initially and then together we created a few more until she really new how to design and manage them. She started working with spreadsheets which at the time were more difficult than they are today. Although she said she had never had a college math course I found her mathematical aptitude sufficient. A few times I practiced some of the underlying mathematical concepts with her both because they helped her understand the work better and also because she was interested. She managed alphabetic, numeric, and alphanumeric cell entries, values, formulas, column-width, column and row headings, deleting, and inserting in order to design a spreadsheet. She could back-up computer information to save information. She could create a file, add and edit records, generate reports, and select records from files.

This knowledge demonstrates her level of competency for college level work. I definitely feel she should receive credit for these courses.

Sincerely,



Fred Sellers
814-896-7978

Patsy Starr Smith



Pandora's Box
A Unique
Boutique

23 Mill Street
Erie, PA 16512
814-354-0987

Melissa DeBlois
Office of Prior Learning Assessment
PO Box 489
Montpelier, VT 05601

PLA Staff
Digitally signed by PLA Staff
Date: 2023.03.16 15:34:53 -04'00'

March 15, 2023

Dear Ms. DeBlois,

Patsy Starr Smith has explained the assessment program to me and asked me to write a documentation letter for her regarding learning that is college level which occurred during the time she worked for me at Pandora's Box during the years 2012 to 2018. I am happy to do so, and I will describe the following learning areas for Patsy:

- Computer Applications
- Advertising and Sales
- Business Practicum/Working in a Professional Environment

My name is Rhea D'Arc and I am the owner of Pandora's Box, a gift shop and boutique I started in 2009. I have a Bachelor's Degree in Business from the University of Pennsylvania with a specialization in finance. Currently, I am enrolled in a M.B.A. program on-line at the University of Phoenix. I have been a member of the Erie, PA Chamber of Commerce for the past 17 years and have been its president for several terms.

Patsy started working at Pandora's Box in 2012. During the six years Patsy worked there, she basically was the assistant manager of the store. The business grew to a great extend since Patsy came to work there, and there is no doubt that part of this success is due to Patsy's good management. Patsy brought computer skills and marketing savvy to the enterprise.

Computer Applications

Pasty immediately started working on our at-the-time inadequate computerized systems. She insisted that we buy an up-to-date system that could perform the needed business functions. She compared the commercially available options and programs that were best suited to the business and decided which one we needed. Once she had installed the new computer she produced extensive spreadsheets that helped us keep track of finances. These were easy to comprehend for someone like myself who was not that familiar with computers, as well as our accountant who understood and used the specific data that was kept. With her spreadsheets, we were able to collect data from a variety of reports she produced. These helped us in making our business decisions. The presentations she did for me were extensive, maybe more extensive than what I either needed or understood, but I think Patsy enjoyed her skills so much that she used them in many different ways to try out what would work best. My husband, who had returned to school to study computer science after he decided on a career change, often used Patsy as a teacher to help him advance beyond his first level spreadsheet skills. He called



her “The Ace”. He has now completed his degree and can better describe Patsy’s skills. He is also writing a letter for her.

I definitely recommend credits for Patsy in the areas of Computer Applications.

Advertising and Sales

Patsy was a natural for selling. She immediately learned and tried out a variety of advertising and marketing skills to figure out which approaches would work best for our specific business niche. As Patsy is an avid reader, she would spend any ‘down’ time at work reading marketing and retail texts and other publications from our Small Business Administration. She created displays, sometimes with me, other times alone, especially focusing on holiday themes or special promotions. She also did a fantastic job decorating the windows; Pandora’s Box won “Best Shop Window” in the small business category of the Chamber’s Annual contest three years in a row. Patsy worked with all the local media, including newspapers, television, radio, weekly publications, and specialized community publications. She designed strategic advertising campaigns after figuring out which approaches in each medium was the most successful approach. She never hesitated to try something new. She and I had the same creative approach to the marketing and sales part of the business and she was invaluable. I believe a business that is well run and proud of itself gives off an atmosphere that customers enjoy, and that brings that most important of commodities, repeat customers. The store is fun, and I would say the ‘fun’ phase of the stores began when Patsy joined us. She was also our liaison to the various community events that involved the business community in town, be it fundraising efforts, volunteering for various service organizations as a business person, offering special sales to special groups, etc. She understood the theories of marketing and sales and applied this knowledge, combined with her intuitive sense of what worked, to make the business successful. Patsy also had very good sales skills, not only on the interpersonal level but also from a broader perspective, such as planning targeted sales events, special sales to special groups, follow-up with customers, and excellent knowledge about our products and lines that did not only help the customer understand the item but also was effective in helping the customer make the decision to buy. Patsy oriented all our part-time and seasonal help in sales techniques, and I always learned something new listening to her doing these on-the-job trainings with others. I recommend that Patsy receive credits for Advertising and Sales – she would have passed either of the courses with flying colors.

Small Business Practicum/Office Procedures

I have read the description Patsy created for these area of credit request, and I can say without hesitation that Patsy meets the practicum/ office procedures requirements. She worked in a small business for six years which means that she had to fulfill all the functions of a small business manager and know all the procedures to run the office behind the shop . She stood in for me when I was away, once for an extended period of time due to illness, and managed the business with aplomb. She had business experience when she came to me, particularly in supervising, computer use, costumer relations and so on, which are all skills also used in a retail shop. I know she now runs her own home business now after having moved to Vermont. There is no doubt that Patsy , in her 20 years of working in a variety of business and office settings, including her own, has many times the equivalent knowledge of what a college student would learn in an on-the-job placement. I can attest, from my perspective alone, that Patsy deserves practicum credit in small business and office procedures.

In closing, I would like to say that Patsy was the best, most versatile, and most intelligent employee I ever had.

Please don't hesitate to contact me for further questions.

Sincerely,

A handwritten signature in cursive script that reads "Rhea D'Arc". The signature is written in black ink and is positioned below the text "Sincerely,".

Patsy Starr Smith

March 23, 2023

Melissa DeBlois
Program Director
Prior Learning Assessment
PO Box 489
Montpelier, Vt 05601

Digitally
signed by
PLA Staff
Date:
2023.03.27
16:47:25
-04'00'

Dear Ms. DeBlois,

My name is Richard D’Arc and Patsy Smith, a former business associate of my wife’s, has asked me to write a letter of documentation for college learning in the areas of spreadsheets and the internet. A few words about my background: I obtained a Bachelor’s Degree in Geology from Loyola University in 1991. After working in the field for 25 years, I decided on a career change and returned to school at Pennsylvania State University, Erie, for a Master’s Degree in Computer Science, which I completed in 2018. I met Patsy in 2012 and saw her frequently until 2018, when she decided to leave my wife’s employment to stay home with her children after a family tragedy. I did speak to Patsy, of course, after this, first out of concern for her well being, and later we continued our conversation and information sharing about computer issues.

Patsy was invaluable to me during the time I started my computer science degree. She was more advanced in all computer applications, including word processing, databases, and spreadsheets than I had been after a semester or two, since she had worked with computers longer and had a great interest and aptitude for them. Specifically, Patsy taught me advanced spreadsheet skills as the spreadsheet course I was taking didn’t move fast enough for me. She also introduced me and my wife to the use of the Internet.

I have received Patsy’s specific requests and below is my opinion on the items. I am basing this opinion on what I know of Patsy skills when compared to similar classes I took in my own degree program.

Computer Applications:

Use spreadsheet operations such as importing data and graphs, formatting columns and rows, copying data, cutting, pasting and inserting rows and columns in order to produce professional spreadsheets.

Yes, excellent.

Produce neat and comprehensive spreadsheets so that they are easy to read.

Yes.

Generate complex spreadsheets including reports that collate data from multiple file sheets so that new data can be automatically updated.

Yes.

Use mathematical functions in order to tabulate data.

I can’t speak to Patsy’s math skills but they must be good enough because she can do this.

Assess and compare a variety of spreadsheets in order to decide which type to use.

Patsy Starr Smith

Yes, Patsy did this for my wife's business. She was extremely well informed about the options.
Discuss new and upcoming spreadsheet capabilities in order to assess how they would impact business efficiency.

Yes, Patsy was always on top of the computer news. As a matter of fact, she and I shared a subscription to a professional computer magazine.

Employ hyperlinks and customized formulas to improve document efficiency.

Access, display and print specific sections of spreadsheets in order to simplify presentations that use spreadsheets.

Yes to both.

Use equations in order to calculate and generate new data files.

Again, I can't speak to Patsy's math skills but I know she easily generated new files.

Use multiple tables in EXCEL in order to organize data.

Demonstrate how to use EXCEL with other applications.

Yes, Patsy was completely proficient in EXCEL.

Create macros in order to prevent errors in repetition and streamline work flow.

Yes.

I hope this letter accomplishes what Patsy had asked for. I recommend that she receives 3 credits for computer applications. Please let me know if you need more information.

Sincerely,

A handwritten signature in black ink that reads "Rich D'Arc". The signature is written in a cursive, slightly slanted style.

Rich D'Arc
112 Mill Street Extension
Erie, Pa. 16512
812-354-6681

MEDINA MEDIA

Maria Medina
Marketing Consultant
102 Main Street, Suite 12
Erie, PA 16511

Phone: 814-277- 1256
Fax: 814-277-5634
E-mail:
MedinaMedia@bus.net


May 5, 2023

Melissa DeBlois
Prior Learning Assessment
PO Box 489
Montpelier, VT 05601

PLA
Staff
Digitally
signed by
PLA Staff
Date:
2023.05.09
13:57:42
-04'00'

Dear Ms. DeBlois,

I am writing a letter of documentation for Patsy Starr Smith in the area of Sales and Advertising.

I have an M.B.A. from Penn State University specializing in marketing and run an independent marketing consulting firm contracting with large and small businesses for both long-term needs and one-time/ ad-hoc marketing solutions.

I know Patsy Smith from the time she was assistant manager of “Pandora’s Box”, a local treasure. However, I must state right away that I did not primarily communicate with Patsy and Rhea D’Arc, the store’s owner, as a business consultant: I was a frequent customer there. This did not preclude my having frequent conversations regarding the business and its marketing and advertising, as Rhea and I have known each other also as members of the Chamber of Commerce. I have always taken an interest in “Pandora’s Box” as it is one of my favorite shops, but also observed it in a professional manner as a small business that has made itself a success. As a matter of fact, I frequently use Pandora’s as an example in the business classes I teach at the local community college.

Patsy was in charge of much of the advertising that was done for Pandora’s; she was the one contacting and contracting with media outlets, deciding which type of campaign she would run for the store, debating a specific campaign’s successes and problems, and enhancing what had worked. She knew exactly what the main points were that needed to be covered in an advertising campaign. Several times, I invited her to come to my classes as a guest speaker ; students always enjoy hearing from a practitioner in the field. Patsy was an engaging and helpful speaker, especially since she had taught herself the various approaches to advertising and was eager to share that knowledge in a hands-on way with students. Were Patsy a student in my class, she would have passed without any problems.

I have reviewed her learning objectives and can say that they fit with a general description of what is taught in such a class, although we would teach advertising and sales as two different areas.

In regard to sales, Patsy is a competent retail professional. She knows her product, and she knows how to sell. She has excellent skills in customer relations. Her pleasant personality is an asset to a retail establishment. She knows how to approach a sale from both the customer and the product end; due to the many repeat customers Pandora’s has, she is able to make the right connections or orders for folks who come in for advice. She is simply a stellar sales person and she would pass an introductory retail and sales course with a high grade.

I hope this letter meets your requirements. I recommend that Patsy get credit for her advertising and sales skills and knowledge.

Best Wishes,

Maria Medina

PLA
Staff
Digitally
signed by
PLA Staff
Date:
2023.04.05
14:21:19
-0400'

Dear Mellira Deblois,
I am a professional musician
and I have heard Patsy
Starr Smith play and sing
many times & he ask me to
write this letter to you to say
what he knows about music.

A little about myself I started
singing when I was just a
little child and I got a guitar
when I was 10 years old. I
taught myself to play and then
I have played for the rest of
my life for 42 years now.

When I was a teenager I only
want to play and sing all the popular
rock music but when I got older
I went back to my roots and I started
to play music that I learned from
my family when I was growing
up. All my family played music
and we always had a jamboree at all
our family picnic or weddings. We
learned about the old songs from our parents
grandparents aunts and uncles and they
learned the same way. I never took any
classes in music or much else except
for grade school music class. I have
just learned by singing and playing.

with other people and listening to music every minute I am awake. I work at different jobs to pay the bills and I have played music on weekends just about every weekend of my life since I was 14 and in my first garage band I play out at a lot of gigs around New England and New York and sometimes farther. I have played backlogs with some big names and three different times my band I was in at the time we had open for big acts at the Champlain Valley Fair. Nowadays I mostly play bluegrass my current band I am in is "The Back Forty's" and we usually have two or sometimes 3 gigs over weekend. Bluegrass is what the club owners and event promoters want to pay for. We write some of our own material and we cover some popular songs and we do some updated versions of the old standards. Patsy has joined in with us at different events and she makes a real nice addition to our sound. She is real good at harmony and has a fine fiddle sound. She can play along with anything and can pick up the tempo like she was practice with us for it. She knows about as many songs as anybody I have met and a lot of songs I never heard of.

Patsy is interested in the old music, not just the popular songs. She has a big music collection and she even reads books about the old music. She can tell you about a certain song and where it came from at first and what the lyrics were at first and then what they changed to. She knows things like who collected the song or when it was published first, it is pretty interesting to hear her stories about the songs. She knows all the stories my Grandparents told and then some. I have played bluegrass and other traditional folk music with Patsy and I have heard her perform songs from a lot of backgrounds. She does a lot of work songs, for railroads, sailors, field hands, and factory workers. She can sing a Spiritual and then go right on to a cowboy song and before she done she have a old Robert Burns poem as a song and something she heard a delta bluesman sing and then she made it into her own style. She knows how to put a program together so the songs just flow from one to the next. She can sing and play solo or with other musicians. She is great to work with and great to listen to. She does just fine when she plays to accompany herself and when she plays in with a group. If she wanted to go

professional she would do fine. I have
played with people who went to college for
music and not one of them was any
better than Patsy is.

I thank you for letting me tell you
about Patsy. She is a talented and smart
musician. If you want call me to know
any more you can get a hold of me at
802-527-7486 in the evenings in the
week. You can find me most weekends
if you check our web site www.thebackfortys.com
for our upcoming gigs.

Sincerely,
Jack Land



Patsy Starr Smith

Facsimile of letter written by Jack Leland, music documentation for Patsy Starr Smith.

Dear Mellisa Deblois,

I am a professional musician and I have heard Patsy Starr Smith play and sing many times. She ask me to write this letter to you to say what she knows about music.

A little about myself. I started singing when I was just a little child and I got a guitar when I was 10 years old. I tought myself to play and then I have played for the rest of my life for 42 years now.

When I was a teenager I only want to play and sing all the popular rock music but when I got older I went back to my roots and I started to play music that I learned from my family when I was growing up. All my family played music and we always had a jamboree at all our family picnic or weddings . We learned about the old songs from our parents grandparents aunts and uncles and they learned the same way. I never took any classes in music or much else except for grade school music class. I have just learned by singing and playing with other people and listening to music ever minute I am awake. I work at differnt jobs to pay the bills and I have played music on weekends just about ever weekend of my life since I was 14 and in my first garage band. I play out at a lot of gigs around New England and New York and sometimes farther. I have played backup with some big names and three differnt times my band I was in at the time had open for big acts at the Champlain Valley Fair. Nowdays I mostly play bluegrass my current band I am in is "The Back Forty's" and we usually have two or sometimes 3 gigs ever weekend. Bluegrass is what the club owners and event promoters want to pay for. We write some of our own material and we cover some popular songs and we do some updated versions of the old standards.

Patsy has joined in with us at differnt events and she makes a real nice addition to our sound. She is real good at harmony and has a fine clear sound she can play along with anything and can pick up the tempo like she was practice with us for it. She knows about as many songs as anybody I have met and alot of songs I never heard of.

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She knows how to put a program together so the songs just flow from one to the next. She can sing and play solo or with other musicians. She is great to work with and great to listen to. She does just fine when she plays to accompany herself and when she plays in with a group. If she

Patsy Starr Smith

wanted to go professional she would do fine. I have play ed with people who went to college for music and not one of them was any better then Patsy is.

Thank you for letting me tell you about Patsy. She is a talented and smart musician. If you want call me to know any more you can get ahold of me at 802-527-7486 in the evenings in the week. You can find me most weekend if you check our web site www.thebackfortys.com for our upcoming gigs.

Sincerely,
Jack Leland

Patsy Starr Smith

2336 Cherry Street
Erie PA 16509

Prior Learning Assessment
Montpelier VT 05601
PO Box 489

PLA
Staff

Digitally
signed by
PLA Staff
Date:
2023.04.24
15:52:47
-04'00'

Dear Ms. DeBlois and Associates,

This letter is written to document the experiential, college level learning of which I am aware on behalf of my friend, Patsy Starr Smith.

I first met Patsy many years ago, when she and I were neighbors. Patsy was a young mother trying hard to make a life for herself. She had a natural musical talent which she developed over time.

I have a Bachelor of Fine Arts in Music from Carnegie Mellon University in Pittsburgh, Pennsylvania. After receiving my degree, I traveled around the world for several years, studying music wherever I went. I frequently studied with indigenous musicians and teachers, thus increasing my knowledge of local folk music and musical instruments. I have written articles for various publications within the music field which address the finer points of some of these musical forms. I performed widely, throughout the world, in small venues and at various festivals. These travels spanned about ten years, after which I resided in New York City for some years. During this time I studied briefly at Julliard, and again explored the local music scene. The popular street music of young people, and the accompanying dances, piqued my curiosity at this time of my life. I performed with locally acclaimed bands MopTops and Inner Princess, and taught private music lessons. I taught courses in Guitar, Piano and American Folk Music at Clinton Community College in upstate New York in 1998 and again in 2001. Eventually I segued from the music field to the field of peace activism, and have spent most of my time and energy in this area in more recent years.

MUSIC FUNDAMENTALS

Patsy's knowledge of music fundamentals began in her childhood, and developed over the years through disciplined self-study and her association with other musicians. She has a thorough understanding of time and key signatures, major and minor scales, all manner of chord structures and progressions, and a wide range of rhythm patterns. She is proficient on several instruments, allowing her to practice regularly, thus improving her knowledge and skill with the above, and in singing. Her ability to teach herself to read music was impressive, although not unusual in someone with her native talent and latent skill. During the years that we were neighbors, I observed Patsy to expand her knowledge and awareness of music styles, to include a very broad range of North American and World music, popular, traditional and classical. In my opinion Patsy most certainly has attained the knowledge of someone who has completed a college level course with this or a similar title.

GUITAR I

Patsy became an accomplished player of guitar, as well as some other stringed instruments, namely autoharp and mountain dulcimer. As in all her musical pursuits, she practiced regularly and improved the necessary skills and techniques in all elements of the instrument. Patsy had a light, bright picking style, in both the use of the plectrum and in finger picking. She could vary the style and technique to attain deeper or softer effects as well. Her ability to read music allowed her to quickly learn different songs using sheet music, which enhanced her by-ear learning. Chords, runs and some fairly complicated effects all flowed smoothly as a result of her talent and dedicated practice. As stated above, her broad knowledge of various musical genres, types and styles expanded over the years, as

Patsy Starr Smith

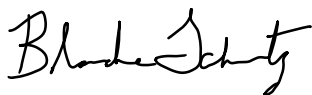
she continually added to her musical library and song lists. She had a charming ability to take a tune from one genre and created revisions in such a way as to be able to perform it successfully in the form of a different genre, such as translating a classic rock tune into an Appalachian folk style. Her interest in music enabled her to understand the distinctions among various performers and composers, and to speak eloquently about her observations and opinions. I would highly recommend that Patsy receive college credit for this area, since her knowledge and skill is well above that of a student at the end of a single semester of study.

FOLK MUSIC

In this area Patsy certainly excels. Her early years included an interest in popular country and western music, and it was a simple broadening of her knowledge that led Patsy into the field of traditional American and British folk music. She became quite the local folk music performer, with the ability to perform solo or with other groups, and to flow from group to group in impromptu sessions with ease. Perhaps without family obligations Patsy might have gone on to some fame and fortune in this area. Our musical relationship began when I overheard Patsy singing a ballad collected by Francis Child. Her talent in music, combined with her tremendous curiosity, enabled Patsy to learn, learn, learn, about this rather esoteric area of study. She had knowledge of the various styles within this general category, such as blues and work songs, and has developed an interest in the progression and evolution of songs over time and across geographical areas. She of course understands melody, harmony, and accompaniment, rhythm variations and assorted instruments as applied to different types of folk music, and she has a wealth of songs at her finger tips. Patsy surely must receive college credit for her experiential learning in this area. I have known many folk musicians in my lifetime, some trained and some untrained. Patsy could stand among them as an equal. Her knowledge in this area is well beyond that of a college student who has completed a single three credit course in this subject.

It has been my honor to write this letter documenting Patsy's college level learning from her music experiences. Please to not hesitate to contact me if you wish further information. I can be reached at 523-401-6382.

Sincerely,

A handwritten signature in cursive script that reads "Blanche Schwartz". The signature is written in black ink and is positioned above the printed name.

Blanche Schwartz

Patsy Starr Smith

Bill Harrison
50 Stagecoach Road
Northfield, Vt.
05663

April 24, 2023

Program Director
Vermont State Colleges
Prior Learning Assessment
PO Box 489
Montpelier, Vt. 05601

PLA
Staff

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PLA Staff
Date:
2023.04.24
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Dear Director:

This letter is written on behalf of Patsy Starr Smith in evidence of college type learning acquired from experience.

For over fifteen years I was the Coordinator of Assessment Services for the Vermont State Colleges. I retired from that position in December of 2004. In addition, I continue to teach courses in Psychology and History for the Community College of Vermont and the Northern Vermont University - Johnson. Prior to my work in Vermont I taught for the University of Maryland and Boston College as an adjunct faculty member before retiring from the United States Army after more than twenty-seven years of service. I earned an undergraduate degree in Social Psychology from Park College and two Masters Degrees from Webster University. One degree is in Counseling Psychology and the other in Human relations. My post graduate work is in Educational Psychology from the University of Kentucky.

Patsy recently arrived in Vermont and was therefore referred to me for a special evaluation in the area of Introduction to Psychology, a course I have taught for over twenty years.

Acting as a Special Evaluator I had Patsy submit her Learning Components to me and we met for several hours in April of 2023 to discuss her learning.

Due to a number of circumstances in Patsy's life I found her practical knowledge of psychology to be extensive. She has augmented that knowledge with a great deal of reading and research to enhance her desire to know more about the field of psychology and help her better understand her personal situation.

Her Learning Components accurately reflect her knowledge of the subject. She is particularly well versed in the various theories of personality as well as behavior. She is equally familiar with theorists including Freud, Skinner, Adler, Jung, Rogers and Ellis and their various approaches to Psychology.

Patsy Starr Smith

Her understanding of "Nature vs. Nurture" is a strong point in her knowledge. She was able to discuss various types of learning and has an excellent grasp of culture and social systems and how they pertain to behavior and can discuss at length social and emotional difficulties. She is equally familiar with the various professions within the field of psychology and has a strong sense of ethics, research methods and statistics within the psychological field. Her understanding of intelligence theories is excellent.

I have absolutely no reservation in recommending three credits in Introduction to Psychology for Patsy.

Should you have any further questions for me I can be reached at (802) 555-5555.

Sincerely,

A handwritten signature in blue ink that reads "Bill Harrison". The signature is written in a cursive style with a long horizontal flourish extending to the right.

Bill Harrison

Patsy Starr Smith

Melissa DeBlois
Program Director
Prior Learning Assessment
PO Box 489
Montpelier, Vt. 05601

PLA Staff
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Date: 2023.04.18 15:39:43 -04'00'

April 16, 2023

Dear Ms. DeBlois,

I am writing this letter on behalf of Patsy Starr Smith in support for her request for college credit through her prior life experience. Even though it is many years ago now that Patsy worked in my day care center, I continued seeing Patsy as her children were attending my day care after she left to work in a legal office. I still remember her fondly and we have kept up with one another's life.

I hold a Bachelor's Degree in Psychology from the University of Pennsylvania, as well as a Master's Degree in Early Childhood Education from the same institution. My day care center, "The Children's Garden", had been certified as a licensed center by the State of Pennsylvania for 21 years until I closed it due to my retirement. Besides directing the center, which had grown quite a bit since Patsy left, I was also an adjunct faculty member at several colleges and still teach, at the Associate Degree level, in the area of Early Childhood Education and Psychology.

Patsy worked in my day care center from 2001 to 2005. She came to me with little experience in formal childhood education, but her warmth and interest and willingness (if not to say: eagerness) to learn impressed me enough that I hired her. I was glad I did - Patsy proved to be a real asset to our organization. One of the things that impressed me most about Patsy was her interest in learning more about her work with the children; she started reading books and journals and frequently discussed what she had learned with me and other staff. At the time, Patsy was a high school drop-out without a G.E.D., so her attitude to learning surprised me. I did require all staff to read theory on child development and other educational issues, and Patsy was very enthusiastic about this approach, which, sadly, couldn't be said of all staff members. Her curiosity and readiness to learn so impressed one of our parents that she offered Patsy a job where she could learn more and other skills. I was sorry to see Patsy leave but felt that she was doing the right thing to expand her horizons.

Specifically, I would like to comment on two of the study areas Patsy is requesting credit for: Child Development and Early Childhood Care and Education.

Child Development:

Patsy had experience working with children aged from birth to five. She was responsible for developing a program for infants through preschoolers. Because Patsy

read so much about child development, she had a very good understanding of children's emotional, social, and physical development and used this information to design her programs for her groups. Patsy was on occasion in charge of the training for other staff members on issues of child development; sometimes this training would be one-on-one, and sometimes she would present workshops to groups of up to four or five. In these sessions she talked about various developmental theories and approaches. She could discuss how motor skills, social skills and language skills develop and how to foster a child's growth in these areas. She could also explain the importance of inherited traits, and knew a lot about the 'nature vs nurture' debate - I still remember that it was one of her favorite topics. Patsy's knowledge combined with her hand-on experience in child care made her an excellent staff member. Actually, a couple of years ago I invited Patsy to speak to my Child Development class about issues of motor skills and physical development - Patsy has kept up with her reading in education since she has a special needs child at home. If Patsy had been a student in one of my classes, she would have passed Child Development with a high grade.

Early Childhood Care and Education:

Patsy had a very good understanding of early childhood care, especially issues of separation, attachment, and coping. Due to her extensive reading, she could identify a number of theories, especially those focusing on play, and apply them to her daily work with the children. Patsy knew how to arrange a daycare room and was able to create an environment that was supportive of the children's development, as well as safe. She could define what 'normal' and age appropriate development was in the areas of speech, behavior, and physical development. She knew what the typical needs of children were and how to address them by designing activities that worked. She communicated well with parents and other staff and was aware of licensing regulations and medical type needs. She as an excellent day care staff person in terms of her interaction with the children and parents, but she was also knowledgeable and thoughtful. I have no doubt that Patsy would have passed a course in early Childhood Care and Education with flying colors.

As Patsy's former supervisor and colleague, I am excited to be able to contribute my observations to her portfolio. She is a born student and this is a wonderful opportunity for her to fulfill her educational hopes. I look forward to helping her on her journey, and recommend that she receives the six credits in education she is applying for.

Please do not hesitate to contact me if you have any further questions.

With best regards,


Elizabeth (Betty) Delcore
51 Tremont Street
Erie, PA 16509

Patsy Starr Smith

Melissa DeBlois
Program Director
Prior Learning Assessment
PO Box 489
Montpelier, Vt. 05601

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March 30, 2023

Dear Ms. DeBlois,

I am writing this letter for Patsy Smith in support for her request for college credit in the areas of Child Development and Early Childhood Care and Education.

My name is Amelia Brewster and I knew Patsy when we worked together in the early 2000s at the Children's Garden Day Care Center.

I have an associate degree in Early Childhood Education from Florida State College and I have over 30 years experience working with children in day care centers, pre-schools, and elementary schools.

I remember Patsy because she was so young when she started working at the Children's Garden but she knew so many things about children. I had only taken one college course when I started working there and thought I might not be able to continue, but when I saw how much Patsy knew and how much she enjoyed learning more it gave me a real boost. I don't think that Patsy ever knew that she had influenced me in this way. I decided to back to school part time and it took me a long time to get my degree but I am glad I did it.

When I was in school I had to take classes in child development, among many others. When Patsy asked me to write a documentation letter for her, I read her learning descriptions very carefully. I know it is a long time ago, but as I said, I remember Patsy clearly. I can state not only that Patsy was able to do all the things she stated in her components asking for child development credits, but also that these things were what I learned also in my child development class. When I took the class, some of the material was even familiar to me because Patsy sometimes held staff session for us where she told us about theories and how we could use them. If Patsy had taken this class with me, she would have been a star students since she knew so much of it already. I support that Patsy gets three credits in Child Development.

For the knowledge Patsy described in Early Childhood Care and Education, I can attest to the fact that she knows these components. What she describes is what we did at work all the time; it is what one does at day care centers, and in order to be

Patsy Starr Smith

good at it, you have to know why children act in a certain way and how to apply what you know about this to make the experience valuable. Patsy was very good at making a safe and creative environment for all children and to pay special attention to the kids who had special needs. She knew a lot about learning theories, how children grow, and if behavior was appropriate or not. She was great at solving conflicts between the older kids. I support that Patsy gets three credits in Early Childhood Care and Education.

Your program sounds very interesting and I think this is a good opportunity for Patsy. I wish her all the best.

A handwritten signature in cursive script that reads "Amelia Brewster". The signature is written in black ink and is positioned above the typed name and address.

Amelia Brewster
12 Garden Ave
Erie, PA 16508
814-029-2827

Slip Sheet

Letter from the Reverend
David Miner
for

“Death and Dying”

Patsy Starr Smith

Ms. M. DeBlois
Program Director
Prior Learning Assessment
PO Box 489
Montpelier, Vt. 05601

PLA Staff
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Date: 2023.03.06 15:27:33 -05'00'

March 5, 2023

Dear Ms. DeBlois,

This letter documents learning in the area of Child Development for Patsy Starr Smith in support for her request for college credit through her life experience.

My background is as follows: I am a graduate of the University of Vermont with a B.A. in Early Childhood Education and an M.Ed. in Educational Administration. In the past, I have taught course in child development at the Community College of Vermont.. Professionally, I serve as a consultant to the Vermont Department of Education. Individual school districts ask me to consult with parents of children with special needs, as identified by the local school district staff. I have met Patsy Starr Smith due to my work with her and her son Jason.

I have had extensive conversations with Patsy about not only the specific needs and challenges Jason experiences at this time, but also about his growth and development when he was younger, both before and after his injury. Also, Patsy and I have discussed the impact of a special needs sibling on Patsy's younger child. During these conversations, I was amazed at the knowledge and experience Patsy demonstrated in the area of Child Development. I knew Patsy is a legal researcher when I first met her and did not expect the level of discussion I would be able to have with her about educational and psychological issues. When Patsy asked me if I would be willing to write a documentation letter for her, I immediately agreed. Without hesitation, I can state that Patsy has demonstrated to me that she can meet all the learning she described for her area of study; our conversations have touched on pretty much every aspect of what she describes. She has kept up with her interest in Child Development due to her son's (and her daughter's) needs but has clearly had a good theoretical and practical base of knowledge to built upon. I recommend Patsy Smith for the award of three college credits in Child Development.

In the area of Special Education, Patsy is somewhat informed about the application of laws that pertain to this area. Her knowledge and experience is based on her son's physical needs, for which she advocates commendably. She is a very good advocate for him and clearly cares deeply about his well-being and inclusion.

Sincerely,



John Smith (no relation)
8 Hill View Road
Barre, Vt. 05641
479-1212

Patsy Starr Smith

May 12, 2023

Melissa DeBlois
Program Director
Prior Learning Assessment
Vermont State Colleges
PO Box 489
Montpelier, Vt. 05601

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Dear Melissa,

My name is Becky Wheeler and I am writing this letter on behalf of a former member of my book group, Patsy Starr Smith, who is asking for credits in literature for reading she has done outside of college.

My background is in the restaurant profession; I have an associate degree in culinary arts from the New England Culinary Institute, yes, in Vermont, which is where Patsy moved to a couple of years ago. After my graduation from N.E.C.I., I worked in a variety of restaurant settings around the country; great fun and a wonderful lifestyle for a twenty-something. Eventually, I married and started to raise my family in Pennsylvania. I have started my own small restaurant where I serve only breakfast and lunch, which allows me to be home for the children.

I have know Patsy since 2001, when Patsy joined our book group. The group had formed only a year before, and we were looking for more members. Patsy heard about us from a librarian and we were happy she could join us, because she has read so much and was always helpful in choosing novels and other literary works for our meetings. We miss her a lot and it was wonderful when she joined us recently while on a visit to Pennsylvania.

Patsy is great reader. Our group met every six weeks and we often had fairly lengthy books to discuss. While some of us had trouble completing the books, Patsy had usually already read one or two more by the time the meeting came around. She is a n avid reader and I am sure she is continuing to read now; it is hard to think of Patsy without a book in her bag. She is very knowledgeable about writers, their particular interests, their styles, the conflicts they describe or focus on in their books, the cultural and historical setting of the books if they are novels or poetry, and other areas that come up in book discussions.

Since she has read so widely, everyone was always very interested in her opinion. She was probably the most well-read member of our group, and when we held the meeting at her house, I was always impressed with the large number of books she had.

My background is obviously not in the teaching of literature, but if I may, I would recommend that Patsy receives credits for her knowledge of literature. As a member of her book group and having discussed many books with her, I feel that she deserves credit.



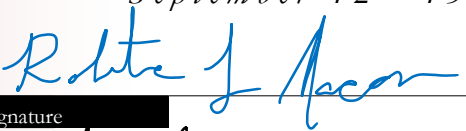
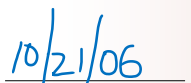

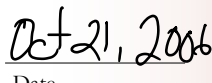
Certificate of Achievement

The Paralegal Institute
of Erie, Pennsylvania

This certificate is presented to

Patsy Smith

*to certify completion of a 24-hour intensive training course in
"Office Procedures for the Legal Office Manager"
September 12—15, 2006*

 Signature	 Date
 Signature	 Date



Certificate of Completion

This certificate is awarded to

Patsy Starr Smith

for the completion of in-service training through the Erie, Pennsylvania School District # 5

Education Program for Parents and Child Care Givers

"Creating Learning in and out of the Classroom"
A 65-Hour course for Parents and Early Education Teachers

Rebecca Roe

Signature

Kelly Weber

Signature

May 24, 2004

May 24, 2004

5/24/04

May 24, 2004

ERIE CENTER FOR CHILD STUDIES

27 Church Street, Erie, Pennsylvania 16513
814-276-3979

“ Child Development for Early Childhood Professionals I ”

A 20-Hour Course for Community Teachers
September 15 to December 12, 2005


was successfully completed by

Patsy Starr Smith


of

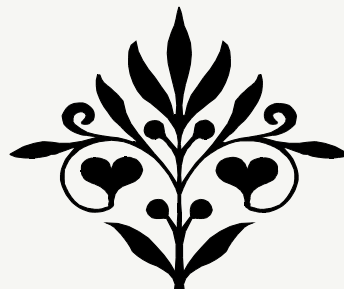
The Children's Garden

Congratulations!


Mary Zither, Director

12/14/05
December 14, 2005


Angie Hederer, Instructor



Patsy Starr Smith
Annotated Bibliography

Early Childhood Education

Glasser, William. Choice Theory in the Classroom. New York, NY. Harper-Collins, 2005. Dr. Glasser translates choice theory into a productive classroom model of team learning. Working in teams, students find that knowledge contributes to power, friendship and fun. Because content and the student collaboration skills have to be taught, people working in child care settings have to develop skills if they want to use this model. The outcomes are happy and excited students and satisfied child care workers and teachers.

Ashton-Warner, Sylvia. Teacher. New York, Toronto, London: Bantam Books, 1983. IN this book, the author explains that children's energy has two ways to go: destructive or creative. She supports the creative by what she terms creative teaching. One of the ways she does this is through organic learning of reading, writing and mathematics. This was the first book on children and education I ever read and I was very inspired by it and I still use it today.

Montessori, Maria. The Absorbent Mind. New York, NY. Owl Head Books, 2005. This book is Maria Montessori's scientific assessment of biological and psychological development from childhood into adulthood, especially from birth to about six. This book was first published in the US about 50 years ago. Montessori was concerned about the lack of understanding of a child's abilities and capabilities. The book is a true celebration of children and is infectious and empowering to anyone with young children or working with young children.

Grief and Bereavement

James, John, and Frank Cherry. A Grief Recovery Handbook. Harper Perennial, 2008. A step-by-step program for moving beyond loss requires a commitment to heal that may not be there.

Kubler-Ross, Elizabeth. On Death and Dying. Macmillan, Scribner. Reprint 2014. Kubler-Ross provides a wonderful and no nonsense approach of how to understand death and dying by interviewing dying people. Through her research dealing with death in different stages known as denial, anger, bargaining, and acceptance, one learns and visits all these feelings.

Faber, Adele and Elaine Mazlish. How to Talk So Kids Will Listen & Listen So Kids Will Talk. New York: Avon Books, 2000. Explains methods for talking with kids and helping them to communicate feelings.

Turecki, Staney, and Sarah Wernick. Normal Children Have Problems, Too. Natam Books, NY 2015. This book helped in the areas of aggressiveness, hyperactivity, fearfulness, sleep problems, sadness, depression, self image, learning problems, sibling issues, and friendships. It addresses issues a parent encounters along the route of raising normal healthy kids as well as kids with learning difficulties and special circumstances.

Psychology

Ferster, Culbertson and Perrott-Boren. Behavior Principles. New Jersey, Prentice-Hall, Inc. 1995. This book begins with explaining the principles of behavior and analyzes of how humans behave. This book provide me with a sophisticated understanding of animal and human behavior.

Atkinson, Rita. Introduction to Psychology. Harcourt, 2007.

This is an introductory book on psychology, explaining the various approaches and theories in the field of psychology. Although it is quite old, I still refer to it some times.

Plotnik, Rod. Introduction to Psychology. Advantage Series. 2021.

This book also explains the fundamentals of the study of psychology but is much newer and has the latest research and some chapters that are entirely missing in the Atkinson book.

Child Development

Erikson, Erik. Childhood and Society. New York, W.W.Norton & Company, Inc. 1983.

This book about the relationship between childhood training and how it influences children as they grow up was very important for me. It talked about the life cycle, identity, and growth. It completely changed the way I looked at children growing up.

White, Burton. The First Three years of Life. New Jersey, Prentice Hall. 1995. This is a book about recommended child-rearing practices, including language development and especially the needs of infants and toddlers. I found this book informative and agreed with a lot of the things he had to say. The author discusses the role of the father, bonding, toilet training and gives a list of recommended books to read.

Thompson, C.E. Raising a Handicapped Child: A Helpful Guide for Parents of the Disabled. New York, William Marrow and Company, Inc. 2003

This book should be mandatory reading for all parents even if they don't have children with disabilities. It is a practical guide to get parents over the hard times. The advice is down to earth and in clearly understood language without the use of too many medical and scientific terms. I learned a lot from it.

Computer Science

Oliver, Holzschlag, and Teach. Teach Yourself HTML in 24 Hours. New York, Sams, 2008. The first four chapters of this book focus on the structure of the web. The middle four chapters focus on formatting for the web. The final four chapters deal with implementing graphics. This is a complete tutorial that covers building websites.

Microsoft Access 2010. Sams Publishing, 2010. This is a guide and resource for Access in the workplace.

Microsoft Excel 2010. Symquest Group. This is a manual full of resources, lessons, tips, and tricks. I used this to update my skills.

To upgrade my computer skills, I read computer magazines, manuals, or information I find on the internet – there would be too many sources to name.

Music

This is an abbreviated list of the books I have read or used about music. These are the ones I found most useful and liked the best. I have also listened to countless tapes and CDs, but I did not list any here.

Dawidoff, Nicholas. In the Country of Country: A Journey to the Roots of American Music. New York, Random House. This book travels the back roads of America and is a descriptive collection of stories about some of America's most influential country music artists.

Tosches, Nick. Country: Living Legends and Dying Metaphors in America's Biggest Music. New York, Charles Scribner and Sons. 1997. An in-depth view of the history of country music in America. A wonderful book with amazing detail.

Blood-Patterson, Peter, Ed. Rise Up Singing. Bethlehem, PA. Sing Out Corp. 2008. Pete Seeger wrote an introduction for this book. It has words and chords for practically every song you would ever want, over 1000. The book is divided by categories of songs like good times, hard times, sea chanteys, spirituals, and so forth. It has lots of rounds, which I have used often.

Child, Francis. The English and Scottish Popular Ballads. New York. Dover Publications, Inc. This is my favorite book of songs, because it really got me started on my musical "career." His original book was published in 1882.

Cole, William. Folk Songs of England, Ireland, Scotland and Wales. New York. Simon & Schuster, Inc. 1969. A lot of old standards are included in this book. It includes the pronunciation for the Welsh songs.

Creighton, Helen. Songs and Ballads from Nova Scotia. New York. Dover Publications, Inc. The songs in this book are very interesting. The author spent years collecting these songs, and they were first published in 1932. She shows eleven versions of some of Francis Child's ballads.

DeCormier, Robert. The Weaver's Song Book. New York. Harper & Row. 1980. The Weavers were an early popular folk-singing group, and they had a major influence on many later singers. This book has songs from all over the world.

Fowke, Edith. Sally Go Round The Sun. Toronto, Montreal. McClelland and Stewart, Limited. 1989. This book was written for use with children. I used many of these simple songs and singing games when I performed for children, and I found that adults enjoyed them too.

Fowke, Edith. Traditional Singers and Songs from Ontario. Hatboro, PA. Folklore Associates, Inc. 1985. Ms. Fowke was another collector of folk music. This book includes lots of information about the history of many songs, some of their regional variations, and profiles of the performers.

Ritchie, Jean. The Dulcimer Book. New York. Oak Publications. 1983. When my friend, Blanche, gave me her dulcimer, she gave me this book. It has a wealth of information about the instrument, how to play it, and its history. There are lots of photos of dulcimer makers and performers, and prints

Patsy Starr Smith

of old instruments that are similar. The book has several songs that show how to use the dulcimer with vocals.

Songs You Like To Sing. New York. G. Shirmer, Inc. 1957. I found this book at a lawn sale. It has a little bit of everything in it. The songs from other countries have English translations as well as the original words.

Working in a Professional Environment and Business

Jones, Ellis, and David Kane. Proofreading Precision. Ohio: South-Western Publishing Co., 2002. This workbook text provided me with a basic foundation needed to become an efficient proofreader and also to improve my skills as a productive and valuable office worker.

Remkus, Julie. Fundamentals of Supervision. 2006. This is a textbook put together by the Employers Association of the Northeast for the purpose of training supervisors covering personalities, coaching, conflict management, work groups, and legal liabilities.

Many materials from the Federal and State Small Business Administrations which are provided free of charge to large and small businesses in both Pennsylvania and Vermont. They are excellent resources.

Quible, Zane. Administrative Office Management. Prentice Hall, 2007. This book is an introduction to office management and focuses on what office managers actually do on the job. It's easy to read and describes the range of office management topics -- office environment, supervision, employees, systems, functions, management theories and how they can be use. It has many useful case studies.

Literature

There are so many books that I have read that it would be a really long list. I will list some of my favorite authors here to show what kind of reading I like.

Lee Harper
Jane Austen
T.C. Boyle
Graham Greene
Anthony Trollop
Milan Kundera
Donna Tartt
Stephen King
David Baldacci
Anna Quindlen
Marion Zimmer Bradley
Ken Follett