

# RETAIL OPERATIONS MANAGEMENT DEGREE PROGRAM

## LETTER OF AGREEMENT

### HELMS COLLEGE

The goal of the Retail Operations Management degree program is to provide Goodwill employees with several advantages that can significantly contribute to their career advancement and the bottom line of your Goodwill's retail operation. These include a deeper understanding of the skills necessary to excel as a retail manager; the ability to put new skills to use immediately; networking with others who are seeking to advance their careers; and a pathway guided by Goodwill-specific courses delivered online supplemented by in-store activities. This program will help decrease employee attrition and build a pipeline of future retail management candidates for your organization.

To successfully complete the requirements of the program, participants are required to make a personal commitment to their own learning and development. Additionally, participant success is influenced greatly by the amount and type of support provided by the sponsoring CEO and senior organizational leadership.

This letter serves as an explicit agreement between the program participant and the sponsoring Goodwill CEO and Helms College/Helms Career Education (HC/HCE) and demonstrates the required commitment of all parties. The letter outlines specific responsibilities to which the program participant, the sponsoring CEO, and HC/HCE will commit.

Please read the entire letter, complete and sign in the appropriate area. Your signature represents your commitment to fulfilling your role as defined. If you have further questions about the Retail Operations Management degree program, please contact:

**Ally Vaaler**

Vice President of Education Operations

Email: [AVaaler@helms.edu](mailto:AVaaler@helms.edu)

Phone: 706.854.4716

**Leah Pontani, MBA**

Senior Vice President of Career Development

Email: [LPontani@helms.edu](mailto:LPontani@helms.edu)

Phone: 706.854.4746

# RETAIL OPERATIONS MANAGEMENT DEGREE PROGRAM

## Role of Program Participant

Your participation in the Retail Operations Management degree program as offered by HCE/HC will lead to a more robust understanding of the Goodwill retail social enterprise. Successful completion of the six courses will enable you to transition into enrollment at HC to complete an Associate of Applied Science (AAS) degree in Retail Operations Management. The college will articulate, or transfer-in the six courses from HCE, into credit bearing courses. It is critical that you commit time to participate in your courses and conduct hands-on activities in your retail operation in alignment with the coursework. This aspect of training will help you put theory to task and bring the studies to life.

### As a participant, you must commit to:

1. Attending all course meetings as they are scheduled.
2. Reading, studying, and completing assignments in preparation for your classes.
3. Engaging other members of the course, who will serve as resources as they bring their perspectives to conversation.
4. Successfully completing assessments of your submitted work as well as of hands-on work.
5. Enrolling in two HCE classes each successive quarter.
6. Pursuing enrollment in the HC AAS program following your third quarter of study in HCE.
7. Enroll in four college credit-bearing courses for each of the four remaining quarters to complete your degree.
8. Remain employed in the Goodwill retail operation during the entire AAS degree.
9. Commit to one year of employment at the sponsoring Goodwill following completion of the degree.

**I have read the requirements listed above and understand I commit to fulfilling them in my role as a Helms Career Education and Helms College student.**

**Name (Applicant):**

**Signature:**

**Date:**

# RETAIL OPERATIONS MANAGEMENT DEGREE PROGRAM

## Role of Sponsoring Goodwill Organization

The role as a sponsor of a HCE and HC participant enrolled in the Retail Operations Management degree program is to provide support to the employee. It is incumbent upon the management of the retail operation to identify high potential employees who would benefit from enrolling in the program and be considered for management roles when they complete the program. This is the first academic program of its sort focused upon developing Goodwill retail employees into managers. Your support of employees entering this program and completing it will develop a legacy of the Goodwill dedication to professional development and help to build a pipeline of qualified retail operations managers for your organization.

Participants will enter in cohorts and will take classes together. The courses and schedule of classes have been predefined and it is important that participants complete the program once they have entered. The accreditation of the AAS program requires that nearly 70 percent of enrollees graduate and either receive a promotion or an increase in their salary. It does not dictate to what position they are promoted nor how much of an increase in salary they are to receive.

The program is designed to offer six classes, specific to Goodwill trade practice, through HCE. Delivery of those courses is a combination of synchronous, asynchronous online as well as practical work within your Goodwill's retail operations. Retail management will be required to oversee the practical assignments performed by the participants. This hands-on work enables the participant to put theory into practice and is a critical component of the program. The six courses are offered over the course of three quarters, consisting roughly of 13 weeks. Two courses are offered each quarter and the participants are required to attend both courses.

These courses, not available to the general public, cost \$700 each, per participant. It is expected that the sponsoring Goodwill will cover the cost of these courses. (Many Goodwills designate "round-up" dollars to cover this career advancement investment.) Participants in the AAS program will be eligible to apply for Title IV federal financial aid. Such aid supplemented by the continued support of the sponsoring Goodwill may allow participants to complete an associate's degree with no loans to be repaid. See page 5 for a tuition table.

**As the CEO of a Goodwill organization, which is sponsoring a Retail Operations Management participant, you commit to:**

1. Management identifying high potential employees who they believe should participate in the program.
2. Providing managerial oversight of participants performing hands-on work aligned with their studies.
3. Providing financial support by covering the cost of the six HCE courses and assisting with the gap between HC tuition and fees and Title IV (Pell grant) funding allocated on behalf of the student.
4. Consider providing a promotion or increase in salary to those who complete the AAS. The accrediting body, ACCET, stipulates that nearly 70% of graduates of a degree program be placed into employment positions directly related to their course of study.

**I have read the requirements listed above and commit to fulfilling all of these as part of my role as the sponsoring CEO or CEO-designee of a Goodwill employee enrolled in the Retail Operations Management degree program through Helms Career Education and Helms College.**

**Name (Sponsoring CEO):**

**Signature:**

**Name of student applicant:**

**Date:**

# RETAIL OPERATIONS MANAGEMENT DEGREE PROGRAM

## **Addendum A: Listing of HCE and HC Courses for Retail Operations Management degree program**

### HCE Courses

Fundamentals of Nonprofit Management  
Introduction to Donated Goods Retail  
Donor Acquisition  
Processing and Pricing of Donated Retail Goods  
Donated Goods Retail Inventory Management  
Donated Goods Retail Store Design and Merchandising

### HC Courses\*

Introduction to Business  
Principles of Marketing  
Business Communication  
Principles of Accounting  
Electronic Commerce  
Business Law and Ethics  
Entrepreneurship  
Introduction to Computers  
Career Development  
Fundamentals of Customer Service  
Safety and Loss Prevention  
English Composition  
Mathematics for Business  
General Psychology  
Sociology  
Science  
Interpersonal Communications

\*Pending ACCET approval

# RETAIL OPERATIONS MANAGEMENT DEGREE PROGRAM

## Addendum B: Student Cost of Program Delivery

### Quarter 1: HCE Courses

Fundamentals of Non-profit Management	\$700 (paid by local Goodwill)
Introduction to Donated Goods Retail Store Operations	\$700 (paid by local Goodwill)

### Quarter 2: HCE Courses

Donor Acquisition	\$700 (paid by local Goodwill)
Processing and Pricing of Donated Goods Retail	\$700 (paid by local Goodwill)

### Quarter 3: HCE Courses

Donated Goods Retail Inventory Management	\$700 (paid by local Goodwill)
Donated Goods Retail Store Design and Merchandising	\$700 (paid by local Goodwill)

### Quarter 4 - 7

	<b>Tuition</b>	<b>Total Tuition</b>	<b>Pell Grant</b>	<b>Loan or GW Tuition assistance*</b>
17 HC courses	\$1,195 per course	\$20,315	\$9,860	\$10,440

*\*Helms College leadership is actively pursuing pilot grant funding to provide scholarships for tuition expenses not covered by Pell funding or other Goodwill tuition reimbursement programs.*