

# Welcome

# to the Helms Family!



## Welcome!

We've put together this checklist so you can keep track of what you need to do. Completing the steps listed here will ensure you're on your way to becoming a Helms student.

You'll find more information on each topic in the following pages, but remember we're always just a click or call away if you have a question ([retailops@helms.edu](mailto:retailops@helms.edu) or 706.854.4746).

### STEP 1

Review Helms College Next Steps required documents or scan the QR code.

### STEP 2

Need help with completing the forms? Connect with your HR/Training/Mission team(s) to help you navigate your Goodwill's approval process.

### STEP 3

Upload your signed Student Financial Aid Estimator, Student Information Form, Letter of Agreement with your Goodwill's CEO signature, and Release of Information Form Document [here](#).

### STEP 4

Financial Aid will contact you to set up a one-on-one meeting to review funding options. (Scholarships & Grants Available)

### STEP 5

Final financial overview will be sent to you with the enrollment agreement.

### STEP 6

Start your Helms journey with the Retail Operations Management Degree program!



[www.helms.edu/  
next-steps-retail-ops/](http://www.helms.edu/next-steps-retail-ops/)

## Application Checklist: Retail Operations Management

Please use the checklist as a guide for your application to the AAS Retail Operations Management program. All materials must be submitted online through the application webpage's "Upload Documents" button.

A complete application includes:

- Letter of Agreement Signed by Applicant & CEO** – This document outlines the requirements of the program for both the student and the sponsoring/supporting CEO. If you require any assistance in navigating your internal approval process to obtain your CEO's signature, please reach out to your supervisor or Human Resources Department.
- Student Financial Aid Estimator Document Signed** – This document provides the total fees of the program without financial aid, tuition assistance, grant, or scholarship support. Once your application is submitted, the Helms College Financial Aid Dept. will reach out to you for a one-on-one consultation.
- Student Information Form** – This form provides us with basic information necessary to create a student record for you. You will also note on this form that you will be required to provide a copy of your driver's license and high school diploma, equivalency, or GED.
- Release of Information Form Signed** – This form allows Helms College to communicate with your local Goodwill's Human Resources or other departments to confirm your attendance and participation in this program. If you do not want any of your information discussed with your Goodwill, you do not need to complete this form.

If you have any questions, or require any additional information or assistance, please contact [retailops@helms.edu](mailto:retailops@helms.edu) or 706.854.4746.

# **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:

**Kristine Furtaw**

Senior Vice President of Education

Email: [kfurtaw@helms.edu](mailto:kfurtaw@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

## 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:**

## 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 11 weeks per quarter. 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 6 for estimated total cost.

**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 and would benefit from the education.
2. Providing or assigning managerial oversight of participants performing hands-on work aligned with their studies and Goodwill DGR projects. If a mentor or other support person has been assigned, please include their contract information below.

Mentor Name: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

## RETAIL OPERATIONS MANAGEMENT DEGREE PROGRAM

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 AC CET approval

# RETAIL OPERATIONS MANAGEMENT DEGREE PROGRAM

## Addendum B: Student Cost of Program Delivery

<b>Total Cost for Retail Operations Management Degree Program*</b>	<b>\$24,515</b>
--	-----------------

<b>Quarter 1</b>	<ul style="list-style-type: none"> <li>• Fundamentals of Non-profit Management</li> <li>• Introduction to Donated Good Retail Store Operations</li> </ul>	\$1,400 (paid by local Goodwill)
<b>Quarter 2</b>	<ul style="list-style-type: none"> <li>• Donor Acquisition</li> <li>• Processing and Pricing of Donated Goods Retail</li> </ul>	\$1,400 (paid by local Goodwill)
<b>Quarter 3</b>	<ul style="list-style-type: none"> <li>• Donated Good Retail Inventory Management</li> <li>• Donated Good Retail Store Design and Merchandising</li> </ul>	\$1,400 (paid by local Goodwill)
<b>Quarter 4</b>	• 4 Helms College Courses @ \$1,195 per	\$4,780
<b>Quarter 5</b>	• 4 Helms College Courses @ \$1,195 per	\$4,780
<b>Quarter 6</b>	• 4 Helms College Courses @ \$1,195 per	\$4,780
<b>Quarter 7</b>	• 5 Helms College Courses @ \$1,195 per	\$5,975

<b>Total Estimated Goodwill Investment</b>	<b>\$4,200</b>
<b>Total Estimated Student Investment*</b>	<b>\$20,315</b>

*\*This is an estimated out-of-pocket investment total **without** grants or other financial subsidies. Helms College does have **scholarships available** to assist with the costs for tuition expenses not covered by Pell funding or other Goodwill tuition reimbursement programs.*



## Student Information

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### Highest Level of Education

High School/GED

Some College

2-Year Degree

*\*Note: You will be required to provide a copy of your high school diploma or equivalent.*

## Emergency Contact Information

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## Student Financial Aid Estimator

<b>Total Cost for Retail Operations Management Degree Program*</b>	<b>\$24,515</b>
--	-----------------

<b>Quarter 1</b>	<ul style="list-style-type: none"> <li>• Fundamentals of Non-profit Management</li> <li>• Introduction to Donated Good Retail Store Operations</li> </ul>	\$1,400 (paid by local Goodwill)
<b>Quarter 2</b>	<ul style="list-style-type: none"> <li>• Donor Acquisition</li> <li>• Processing and Pricing of Donated Goods Retail</li> </ul>	\$1,400 (paid by local Goodwill)
<b>Quarter 3</b>	<ul style="list-style-type: none"> <li>• Donated Good Retail Inventory Management</li> <li>• Donated Good Retail Store Design and Merchandising</li> </ul>	\$1,400 (paid by local Goodwill)
<b>Quarter 4</b>	<ul style="list-style-type: none"> <li>• 4 Helms College Courses @ \$1,195 per</li> </ul>	\$4,780
<b>Quarter 5</b>	<ul style="list-style-type: none"> <li>• 4 Helms College Courses @ \$1,195 per</li> </ul>	\$4,780
<b>Quarter 6</b>	<ul style="list-style-type: none"> <li>• 4 Helms College Courses @ \$1,195 per</li> </ul>	\$4,780
<b>Quarter 7</b>	<ul style="list-style-type: none"> <li>• 5 Helms College Courses @ \$1,195 per</li> </ul>	\$5,975

<b>Total Estimated Goodwill Investment</b>	<b>\$4,200</b>
<b>Total Estimated Student Investment*</b>	<b>\$20,315</b>

*\*This is an estimated out-of-pocket investment total **without** grants or other financial subsidies. Helms College leadership has secured scholarship funds to assist with tuition expenses not covered by Pell funding or other Goodwill tuition reimbursement programs.*

## Student Financial Aid Estimator

Not all students receive financial aid. In 2021-22, 73% of our full-time students enrolling for college for the first time received grant/scholarship aid. Students may also be eligible for student loans and work-study. Students must complete the Free Application for Federal Student Aid (FAFSA) in order to determine their eligibility for Federal financial aid that includes Federal grant or loan assistance.

Please visit <https://studentaid.gov/aid-estimator/> to receive an estimate of how much federal student aid you may be eligible to receive. These estimates are based on the Student Aid Index (SAI), an index to determine federal student aid eligibility.

For more information on applying for Federal student aid, go to <http://studentaid.gov>. For additional information on institutional grants, visit our website at <https://www.helms.edu> or contact the Financial Aid Office at (706) 651-9707.

**I have read the requirements of the Retail Operations Management degree program and understand that I may be liable for expenses above and beyond what my Goodwill organization can/will cover. I have reviewed the Federal Student Aid Estimator and understand my potential financial obligation.**

**Name (Applicant):**

**Signature:**

**Date:**



### Authorization for Release of Information

I, \_\_\_\_\_, do hereby authorize Goodwill Industries of Middle Georgia, Inc./Helms College to release the following information.

Please initial next to each item that we can release to your Goodwill regarding your coursework.

- \_\_\_\_\_ Name
- \_\_\_\_\_ Attendance records
- \_\_\_\_\_ Accolades, awards, certificates, credentials
- \_\_\_\_\_ Test scores, grades, assessment ratings
- \_\_\_\_\_ Other

Enter your Goodwill's name and address here.

Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This authorization expires on (check/complete one):

- Date (Month/Day/Year): \_\_\_\_\_
- When the following event occurs: \_\_\_\_\_  
(Please give a specific event i.e.; termination of employment)

I understand that this authorization is voluntary and that I am entitled to a copy of this authorization form. It has also been explained to me that the information may be subject to re-disclosure by the recipient and that if the organization/person authorized to receive the information is not a covered entity, the released information may no longer be protected by the Federal privacy regulations.

It has been explained to me that I may revoke this authorization at any time by notifying Goodwill Industries of Middle Georgia, Inc./Helms College verbally or in writing. It has further been explained to me the impact, if any, that my revocation of this authorization may have on my program at Goodwill Industries of Middle Georgia, Inc./Helms College.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Copy of this form requested?  Yes  No



**Helms College Interactive Distance Learning Program Technology Requirements  
Acknowledgment**

As a student in the Helms College Associate of Applied Science in Retail Operations Management program, which is offered through Interactive Distance Learning (IDL), I understand that I must have a working knowledge of the Internet, email, and basic word processing skills. I must also have continuous access to a computer with a reliable connection to the Internet. Canvas is the learning management system used to deliver IDL courses at Helms College. Computers being used to access Helms College IDL course must meet the following minimum technical requirements:

For best performance, use the current or first previous major release of Chrome, Firefox, Edge, or Safari. Canvas runs on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser.

Canvas requires an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up to date with the latest recommended security updates and upgrades. For additional information on technical requirements, visit the [Canvas community page on browsers and minimum requirements](#). This site is updated continuously with the most current technical requirements for Canvas users.

I also understand that in addition to the aforementioned technical requirements, I am required to have a webcam, microphone, and internal and/or external computer speakers in order to participate in Live Learning Sessions, group discussions, create and upload video submissions, listen to live or pre-recorded lectures and videos, etc.

Student Name: \_\_\_\_\_

Expected Start Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date \_\_\_\_\_