

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 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/

APPLICATION CHECKLIST

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.
- ☐ **Program Technology Requirements Acknowledgment** – This form confirms that you are aware of the technology requirements necessary to participate in an interactive distance learning program.

If you have any questions, or require any additional information or assistance, please contact retailops@helms.edu or 706.854.4746.

RETAIL OPERATIONS MANAGEMENT DEGREE PROGRAM LETTER OF AGREEMENT

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

Phone: 706.854.4716

Leah Pontani, MBA

Senior Vice President of Career Development

Email: 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. 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 scheduled classes each successive quarter.
6. Remain employed in Goodwill retail operation during the entire AAS degree.
7. 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.

The program includes six courses specific to Goodwill trade practice through HCE. These courses, not available to the general public, cost \$700 each, per participant will articulate into the HC AAS in Retail Operations Management program. 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 the estimated total cost.

Participants will enter into the program 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. 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 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.

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: _____

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: _____

LISTING OF COURSES

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
Global Environmental Challenges
Interpersonal Communications

*The HCE courses are specifically structured to align with Helms College's AAS in Retail Operations Management, effectively replacing the standard general-education courses available to the public. Courses marked with ** include applied-learning projects as a core element of their curriculum.*



PROGRAM SCHEDULE AND ESTIMATED COST

Quarter	Dates	Course	Tuition
Summer 2025	Session A/B	Intro to DGR Store Operations	\$700
	Session A/B	Fundamentals of Nonprofit Management	\$700
Fall 2025	Session A/B	Store Design & Merchandising	\$700
	Session A/B	Inventory Management	\$700
Winter 2026	Session A	BUS 101 – Intro to Business	\$700
	Session A	CIS 102 – Intro to Computers and POS Systems	\$700
	Session B	ENG 101 – English Composition	\$700
	Session B	Donor Acquisition	\$700
Spring 2026	Session A	Donor Acquisition Continued	
	Session A	BUS 105 – Principles of Marketing	\$700
	Session B	MAT 101 – Mathematics for Business	\$700
	Session B	BUS 110 – Business Communications	\$700
Summer 2026	Session A	BUS 115 – Principles of Accounting	\$700
	Session A	RTM 105 – Fundamentals of Customer Service	\$700
	Session B	PSY 101 – Intro to Psychology	\$700
	Session B	Processing & Pricing	\$700
Fall 2026	Session A	Processing & Pricing Continued	
	Session A	BUS 205 – Business Law and Ethics	\$700
	Session B	BUS 201 – Electronic Commerce	\$700
	Session B	SOC 101 – Sociology	\$700
Winter 2027	Session A	BUS 215 – Entrepreneurship	\$700
	Session A	RTM 201 – Safety and Loss Prevention	\$700
	Session B	SCI TBD - Global Environmental Challenges	\$700
	Session B		
Spring 2027	Session A	COM 101 – Interpersonal Communications	\$700
	Session A	CRF 202 – Career Development	\$700
	Session B		
Total Estimated Investment			\$16,100*

**This price does not include an estimated \$2,900 in technology and textbook fees and is an estimated out-of-pocket total before grants or other financial subsidies.*



STUDENT INFORMATION FORM

First Name: _____ Last Name: _____

Goodwill Headquarters (City, State) _____

Job Title: _____ Date of Birth: _____

Home 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: _____

FINANCIAL AID ESTIMATE EXAMPLE

Quarter	Courses	Total	Max Pell*
Q1	Intro to DGR Operations Intro to Nonprofit Management	\$1,400	\$0
Q2	Store Design & Merchandising Inventory Management	\$1,400	\$0
Q3	BUS 101 – Intro to Business CIS 102 – Intro to Computers and POS Systems ENG 101 – English Composition Donor Acquisition	\$2,800	\$2,100
Q4	Donor Acquisition Continued BUS 105 – Principles of Marketing MAT 101 – Mathematics for Business BUS 110 – Business Communications	\$2,100	\$2,100
Q5	BUS 115 – Principles of Accounting RTM 105 – Fundamentals of Customer Service PSY 101 – Intro to Psychology* Processing & Pricing	\$2,800	\$2,100
Q6	Processing & Pricing Continued BUS 205 – Business Law and Ethics BUS 201 – Electronic Commerce SOC 101 – Sociology	\$2,100	\$2,100
Q7	BUS 215 – Entrepreneurship RTM 201 – Safety and Loss Prevention SCI TBD– Global Environmental Challenges	\$2,100	\$2,100
Q8	COM 101 – Interpersonal Communications CRF 202 – Career Development	\$1,400	\$1,400

*Pell total is based on maximum award for year-round Pell of \$7,395 at 150% of award.

Total Estimated Goodwill Sponsored Investment	\$4,200
Total Estimated Student Tuition	\$11,900
Total Estimated Technology & Textbook Fees	\$2,900
Total Estimated Student Investment	\$14,800**

This is an estimated out-of-pocket investment total **without grants or other financial subsidies. Helms College's Financial Aid Team will evaluate each student for Pell Grants and other applicable grants and subsidies.



INDIVIDUAL FINANCIAL AID ESTIMATE

Not all students receive financial aid. Approximately 73% of our full-time students enrolling in 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

Name & Address of Recipient:



This authorization expires on **(check/complete one)**:

- ☐ Date **(Month/Day/Year)**: _____
- ☐ When the following event occurs: _____
(Please give a specific event i.e. termination or graduation)

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



UPLOAD YOUR COMPLETED APPLICATION AND DOCUMENTS HERE

[CLICK HERE TO UPLOAD](#)

OR

SCAN QR CODE BELOW

