

Submission date: February 3, 2020

Program/s in this review: Logistics & Supply Chain Operations Occupational Endorsement Certificate (OEC)

Specialized accrediting agency (if applicable): _____

Campuses where the program is delivered: Anchorage

Members of the program review committee:

- Thomas Flanagan, Term Assistant Professor of Management, UAA

1. Centrality of Program Mission and Supporting Role (700 words or less)

The LGOP Occupational Endorsement Certificate (OEC) originated from a community/corporate specific request in the early 2000's. Original courses were taught at FedEx facility for FedEx employees. Employer requested education opportunities to help current employees qualify for internal openings/advancement. After a few years CBPP broadened the program to include a wider community base. LGOP courses were introduced and taught in high schools. Monies were also received for Alaska Housing/ Cook Inlet Tribal Council specific cohorts. Currently all five LGOP classes are offered via distance. The OEC is the first step of integrated Logistics course of study that offers students ability to balance academic accomplishment with occupational needs. OEC courses flow seamlessly into the LGOP Undergraduate Certificate (UC), and LGOP AAS degree program. Some demonstrated potential to motivate continued study to Logistics undergraduate degree and Masters' Degree has been observed. LGOP 110, Logistics Information Systems and Customer Service is wisely included as required part of the General Business AAS degree.

2. Program Demand (including service to other programs), Efficiency, and Productivity (7 year trend; 1400 words or less)

Demand is external and non-structural in nature. Until recent inclusion of LGOP 110 as a Business AAS requirement most students were attracted to programs via employer offerings and grant opportunities. Word of mouth was a strong factor as students in courses often discovered the study opportunity at the workplace. Traditional delivery, face-to-face, provided excellent student interaction where non-traditional students (experienced workers) and traditional college students shared the learning experience. In recent years, course delivery has transitioned to a distance method. Focus is still on student engagement and interaction. With marketing, the ability to reach the global market is active.

3. Program Quality, Improvement and Student Success (1500 words or less)

As an "openly available" continuing education platform students may determine their own level of success at their own pace. Aside from student reported workplace success stories, of which we have heard quite a few, success metrics could be improved, but is in a continuing improvement process. Student course success was significantly increased by two specific steps: 1. Course textbooks were specifically re-written for students with a junior high school reading ability. Publisher has reported increasing demand for Dr. Philip Price' LGOP texts product globally. Product demand highlights global demand for educated/trained Logistics employees. 2. Consistency of delivery lowers student anxiety and improves student ability to perform. Many students in the LGOP course of study may exhibit anxiety relating to the academic process-- possibly due to previous difficulties in school. Instructors spend time developing student ownership and confidence. A predictable course format/method is provided to improve student confidence and success. (If the student can take responsibility and succeed in their first class, and they know what to expect in the next class, and students tend to continue. Students that take classes beyond the LGOP course of study report institutional hurdles or problems with instructors in other subject areas. Community and student knowledge of OEC could be improved and promoted internationally.

4. Program Duplication / Distinctiveness (300 words or less)

The OEC and its 100% distance availability is unique in the State of Alaska. Continuing education in the field is available on-line from other universities globally. Historically, LGOP courses have been included/taught in high school-to-college type programs (Matanuska-Susitna and Kenai Boroughs.) Since General Business Degree requirement, LGOP classes are taught at other campuses in the UAA system (Mat-Su, Kenai, Eagle River.)

5. Summary Analysis (500 words or less)

The LGOP OEC is a success story for the students able to participate in the course of study. Originating from corporate demand and workforce grant availability, students have improved their position and community involvement by involvement in the LGOP OEC course of study. And although only self-promoted, student numbers have increased to a self-sustaining level. This success is due to the herculean efforts of previous program champions (Dr. Darren Prokop and Dr. Philip Price) to find scholarship grant money and to transform to a distance format. One must wonder how much future impact could be achieved with improved institutional support. The starting blocks for global delivery are at hand. The place in the market is primed and awaiting marketing investment.