**NARRATIVE TEMPLATE for a (credit) Certificate of Achievement**

**Item 1. Program Goals and Objectives**

The Purchasing/Customer Service Assistant certificate program is designed to prepare students for entry level jobs in procurement or customer service. Successful students will receive a vocational education that will give them the foundation for jobs in procurement or customer service operations.

**Item 2. Catalog Description**

The Purchasing/Customer Service Assistant certificate program offers students a fundamental foundation for entry level jobs in procurement or customer service operations.

**PROGRAM LEARNING OUTCOMES:** Upon satisfactory completion of the program’s required discipline courses, the student will be able to:

1. Describe the role of procurement and customer service in the supply chain.
2. Understand essential procurement and customer service concepts, procedures and technologies.
3. Demonstrate fundamental skills in procurement and customer service, and work successfully as a Purchasing/Customer Service Assistant.

**Item 3. Program Requirements**

To earn a Purchasing/Customer Service Assistant Certificate of Achievement, the student must complete the three required courses. Each course must be completed with a “C” or better.

Certificate of Achievement:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirements** | **Dept. Name/#** | **Name** | **Units** | **Sequence** |
|  | LOGST 202 | Introduction to Supply Chain Management | 3 | Semester 1 |
|  | LOGST 206 | Introduction to Purchasing and Contracting | 3 | Semester 1 |
|  | LOGST 207 | Customer Service Operations | 3 | Semester 1 |

Required Core Total: 9 units

TOTAL UNITS: 9 units

**Item 4. Master Planning**

The MJC Logistics & Supply Chain Department currently consists of one full-time instructor and two part-time instructors. The program is located on the MJC West Campus. The development of this program at the community college is made possible via a CCPT Grant for the Northern San Joaquin Valley region.

The MJC Logistics and Supply Chain Management program was initiated as part of the California Career Pathways Trust (CCPT) grant to address the needs for qualified Logistics workforce in the Central Valley. Logistics jobs are the fastest growing occupations (at an estimated 22% projected growth over 10 years) in this region which is home to an increasing number of distribution centers and plant warehouses operated by large companies such as ConAgra, E. & J. Gallo Winery, Foster Farms, Frito-Lay, Save Mart, Amazon, Costco, Grainger, CVS, Americold, G-3 Enterprises, Del Monte Foods Inc., and Sierra Pacific Warehouse Group. These employers need to fill many positions in Logistics, and one of their main challenges is the significant skills gaps of the local potential workforce. The MJC Logistics and Supply Chain program is designed to help address these needs by establishing a pipeline of skilled workers for the local logistics industry.

MJC Logistics-Supply Chain Faculty are actively involved in advisories meeting participation at the local, regional, state and national level with organizations inclusive of MHI and APICS. In addition, MJC Logistics-Supply Chain Faculty are working with a regional network of community college, university and high school educators and the local food manufacturing, distribution and warehouse industry. The department brings together local employers from local facilities with distribution, warehousing, cold storage, fulfillment center needs. At present, this advisory group has education representatives from Patterson High School, Merced County Office of Education, Stanislaus County Office of Education and Modesto Junior College. This group evaluates the responsiveness of secondary and postsecondary programs against the needs of the industry. The **Logistics & Supply Chain Management Program** offers certificate and degree options to students at MJC; and therefore, appropriate to the objectives and conditions of higher education and community college education in California pursuant to Title 5 sections 55130(b)(6) and 55130(b)(7).

**Item 5. Enrollment and Completer Projections**

|  |  |  |
| --- | --- | --- |
|  | Year 1 | Year 2 |
| CB01: Course Department Number | CB02: Course Title | Annual # Sections | Annual Enrollment Total | Annual # Sections | AnnualEnrollment Total |
| LOGST 202 | Introduction to Supply Chain Management | 2 | 40 |  |  |
| LOGST 206 | Introduction to Purchasing and Contracting | 2 | 40 |  |  |
| LOGST 207 | Customer Service Operations | 2 | 40 |  |  |

\*Use as many rows as required to provide requested data.

**Item 6. Place of Program in Curriculum/Similar Programs**

The program provides an opportunity to offer a curriculum targeting Supply Chain professions. There are a total of 7 courses that are actively being offered. Six of the courses are focused on certificates and a degree in Supply Chain Management, and 1 course is focused on lift truck operations and safety training. There is no program at Modesto Junior College that effectively focuses on the needs of Supply Chain professions for our local industries in agriculture, food manufacturing, warehouses, distribution centers and transport operations.

**Item 7. Similar Programs at Other Colleges in Service Area**

In the immediate region, San Joaquin Delta College is the only other community college with a Logistics program, but their program is particularly focused on transportation and international logistics. Fresno City College has some isolated logistics courses, but not a structured program. In Northern California, Skyline College and College of Alameda also have a logistics program.