

Institute Newsletter

2024 Year in Summary



❖ Institute's Users (with Course Completions) – 53,673

- Total Users – 506,422

❖ Course Enrollments – 1,553,000

❖ Institute's Course Completions – 456,445

- Total Course Completions – 628,750

Completions rate

Percentage of learners who completed a course out of all learners enrolled in the course

40.5%

First Access to Completion

Median time from first access to completion

15 minutes

Enrollment to Completion

Median time from enrollment to completion

88 hours

Enrollments Status

Total number of enrollments by status for the selected periods.



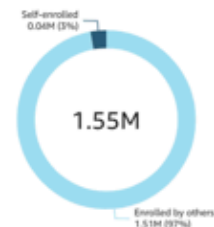
First Access to Completion Breakdown

Time from first access to completion, broken down by average time



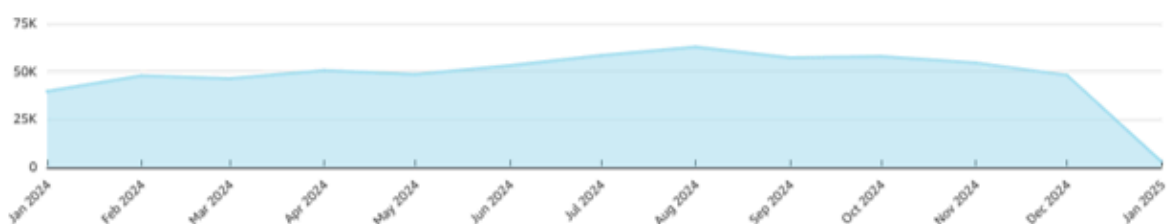
Self-Enrollments

Breakdown between self-enrollments and enrollments created by others



Completions Trend

Distribution of course completion date over time



The President's Desk

We all know that training is not just an expense but a strategic investment that drives long-term organizational success. It builds a skilled workforce, enhances productivity, and creates a positive work culture, ultimately leading to a competitive advantage in the market.

We would like to honor companies who make training investments and to draw attention to their dedication to staff advancement, creativity, and general development.

1. Harps Food Stores
2. Rouses Enterprises LLC
3. Niemann Foods, Inc
4. Heritage Grocers
5. Houchens Food Group

6. Grand Market International
7. Jackson Mitchel Holdings
8. B&R Stores, Inc
9. Massy Stores – Trinidad
10. Busch's Fresh Food Market

The **most popular courses** (see list on page 4) indicate that our retailers have chosen to focus on compliance and customer excellence training. With a library with more than 300 courses, the usage of our online training was driven by compliance concerns, where the focus is typically on ensuring that employees understand and adhere to regulations, policies, and industry standards. The goal is to mitigate risks, avoid legal issues, and maintain a strong reputation.

While customer excellence training emphasizes skills and behaviors that enhance customer satisfaction, loyalty, and overall experience. This includes communication, problem-solving, and empathy-building. Unfortunately, firearm shootings at retail stores are a significant concern for the industry and consequently our most popular course was Active Shooter Awareness - Supermarkets.

Last year the Institute's 506,422 students had 1.5 million course enrollments. Our completion rate was 40.5% due to structured environments and employer support. Studies and surveys generally indicate low completion rates for Massive Open Online Courses (MOOCs), typically in the range of 5% to 15%.

Congratulations

**to the 2024 Top Users, Top Stores,
and Top Groups!**



Paulo Goelzer, Ph.D. *President and CEO
IGA Coca-Cola Institute /
Retail Learning Institute*

2024 Top Users

Store	Student	Completions
1. Massy - Trinidad > Siparia	Sheerie Ann Williams	309
2. Norcross	Dalila Fazzeni	231
3. Massy - Trinidad > Corporate Office	Hema Ramgoolam	230
4. Fresh Take Grocery	Joshua Yeung	218
5. Fresh Take Grocery	Keisha White	218
6. Fresh Take Grocery	Thomas White	218
7. Fresh Take Grocery	Shekina Willis	209
8. Fresh Take Grocery	Camille Matthews	207
9. Massy - Trinidad > Diego Martin	Deborah Martyr	205
10. Fresh Take Grocery	Charlie Barcus	205
11. Fresh Take Grocery	Nadia Braswell	200
12. Fresh Take Grocery	Jayla White	199
13. Fresh Take Grocery	Latisha Grovenor	192
14. Fresh Take Grocery	Shanaya Germain	189
15. Fresh Take Grocery	April Woodard	188
16. Fresh Take Grocery	D'Nazia Bullock	188
17. Fresh Take Grocery	Crystal Larrabee	186
18. Fresh Take Grocery	Zach Davis	186
19. Fresh Take Grocery	Tasha Gomillion	185
20. Rouses Market #16	Cory Tullier	183
21. Fresh Take Grocery	Arlynn Denham	182
22. Fresh Take Grocery	John Dylan Claxton	182
23. Fresh Take Grocery	Shawn Claxton	182
24. Fresh Take Grocery	Skye Dawson	182
25. Fresh Take Grocery	Andrew Gehman	179

2024 Top Courses

Course	Completions
1. Active Shooter Awareness - Supermarket	17676
2. Sexual Harassment - Employees	10122
3. Customer Service	5667
4. Store Safety - Floor Monitoring	5187
5. Store Safety - Cleanliness and Sanitation	4462
6. Bagging	4192
7. Cashier 1 - Job Overview	3574
8. Professionalism	3102
9. Stocking - Proper Lifting	2901
10. FSS6 - Personal Hygiene and Employee Health	2789
11. Cashier 6 - Checkout Process: Begin the Transaction	2540
12. Handwashing	2484
13. Cashier - Produce Identification	2455
14. Cashier 3 - Process Payment: Cash & Check	2373
15. Cashier 4 - Process Payment: Payment Cards	2278
16. OSHA - Hazard Communication Standards	2249
17. Cashier 5 - Process Payment: Mobile Wallet	2240
18. 2024 - OSHA Bloodborne Pathogens	2231
19. Cashier 7 - Checkout Process: Add Items to the Transaction	2107
20. Acoso Sexual - Empleados	2054
21. Business Ethics	2019
22. Lavado de Manos, Uso de Antisépticos y Guantes	1991
23. Deli - Food Slicer	1887
24. Seguridad en la Tienda - Monitoreo del Piso	1846
25. OSHA – Lock Out/Tag Out	1827

2024 Top Stores

Store		Completions
1.	Jackson Mitchel Holdings University > Fresh Take Grocery	8596
2.	California Fresh Market - Pismo	3338
3.	Rouses Market #87	2093
4.	Harvest Market > 572 Champaign	2076
5.	Grand Market International > NC 3100 Ocean Ave	2015
6.	99 - HOUCHENS FOOD GROUP	1962
7.	Grand Market International > NC Oakwood Plaza LLC	1904
8.	California Fresh Market - San Luis Obispo	1787
9.	Cargills IGA - Albert A. Page Institute of Food Business	1749
10.	Grand Market International > 3155 Amboy Inc	1659
11.	Harvest Market > 584 Carmel	1638
12.	Strack & Van Til > Munster SVT - #8789	1591
13.	Rouses Market #16	1518
14.	Grand Market International > NC 700 Tennent Road	1480
15.	Strack & Van Til > Schererville SVT - #8768	1463
16.	Rouses Market #48	1442
17.	Harvest Market > 581 Springfield	1434
18.	Harps - Corporate	1403
19.	Rouses Market #15	1351
20.	Nam Dae Mun Farmers Market - HQ/CU (Norcross)	1347
21.	Rouses Market #29	1323
22.	Rouses Market #59	1315
23.	Chester's Markets - John Day	1284
24.	California Fresh Market > El Rancho Marketplace	1225
25.	Livoti's - Freehold	1223

2024 Top Groups

Group	Completions
1. Harps Food Stores - HQ	94,687
2. Rouses Enterprises LLC	80,826
3. Niemann Foods, Inc - HQ	60,371
4. IGA	53,605
5. Heritage Grocers	28,116
6. Houchens Food Group University	18,456
7. Hays Supermarket - HQ	18,136
8. Grand Market International	17,093
9. Jackson Mitchel Holdings University	8,644
10. B&R Stores, Inc	8,401
11. C & S	7,303
12. Massy - Trinidad HQ	7,066
13. Bozzuto's, Inc.	6,535
14. Busch's Fresh Food Market - HQ	6,445
15. California Fresh Market - HQ	6,351
16. Strack & Van Til HQ	5,245
17. Manito Super 1 Foods - HQ	4,997
18. Livoti's Old World Market - HQ	4,782
19. AGNE Group HQ	4,587
20. Broulim's - HQ	4,369
21. MIDA	3,810
22. Queen's Price Chopper HQ	3,721
23. C&S Partnership	3,717
24. Kennie's Marketplace - HQ	3,493
25. Mar-Val HQ	3,204

Retail Learning Institute

8745 W. Higgins Rd. Ste. 210

Chicago, IL 60631

773-695-2611

info@retaillearning.org

[Contact Us form](#)

