



## Starbucks College Achievement Plan for Veteran and Military Families

### Questions and Answers

#### What is the Starbucks College Achievement Plan for Military and Veteran Families?

The Starbucks College Achievement Plan for Military and Veteran Families provides the opportunity for a family member of a Starbucks partner, who is a current or former member of the United States Armed Forces, to receive the opportunity for a high quality undergraduate education. This Program was developed in conjunction with Arizona State University to provide an eligible family member the ability to choose from any of the online-only bachelor's degree programs.

#### Who is eligible for the Starbucks College Achievement Plan for Military and Veteran Families?

All U.S. benefits eligible partners employed by Starbucks-owned businesses— including Teavana® and Evolution Fresh®, who are currently serving in the military in good standing, or have served in the U.S. military and received a discharge (other than dishonorable or for bad conduct). Partners who meet these requirements may designate one family member (“participant”), to receive the benefits of the Starbucks College Achievement Plan. The family member cannot already have a bachelor's degree and will also be required to complete the Program application process, including the [Free Application for Federal Student Aid \(FAFSA\)](#).

#### Who is an eligible family member?

A child of any age, spouse or domestic partner, as outlined below, are eligible to participate:

- “Child” is the Eligible Partner’s biological child, stepchild, adopted child (including a child placed for adoption), or foster child; grandchild; or any child for whom the eligible partner is legal guardian.
- “Spouse” is the eligible partner’s lawful spouse, or common-law spouse if the eligible partner lives in a state that recognizes common-law marriage. A spouse who is legally separated or divorced from the eligible partner is not eligible for this Program.
- “Domestic Partner” is the eligible partner’s same- or opposite-sex partner who is registered as a domestic partner in a state which recognizes such relationships. In any other state, the eligible partner and domestic partner must satisfy each of the following requirements:
  - Are age 18 or older
  - Are not in another domestic partnership, civil union or marriage
  - Are not blood-related
  - Are committed to one another
  - Live together permanently, and
  - Are jointly responsible for fiscal and legal matters.

#### How does a partner become eligible for the Starbucks College Achievement Plan benefit?

If at the start of a class session the partner (currently serving in the military in good standing, or have served in the U.S. military and received a discharge (other than dishonorable or for bad conduct) is benefits eligible, or Starbucks has determined that they will become eligible during that session, then the partner is considered to be eligible and the participant can start in that session. The participant can work with an ASU enrollment counselor to plan their start date. To speak with an enrollment counselor family members should visit the [College Plan Welcome Tool](#).

### How many family members can participate?

Eligible partners can share this opportunity and invite as many eligible family members as they would like to explore the benefit. However, the eligible partner can designate only one family member for the benefit. This designation is made one time only and cannot be changed unless the designated participant withdraws from enrollment prior to the add/drop date of the initial educational session.

### If the partner leaves Starbucks before the participant graduates, will they have to pay anything back?

Once the partner leaves employment with Starbucks, the participant will no longer receive a CAP Scholarship and the partner will no longer be eligible for receipt of a CAP Reimbursement Grant for future semesters. Neither the partner nor the family member will be required to reimburse ASU or Starbucks for any CAP Scholarship or Reimbursement Grant received prior to separation from employment.

### Does on-campus enrollment at ASU qualify? Can the participant use the Starbucks College Achievement Plan for their college of choice?

These benefits are only for the online bachelor's degree programs at ASU, and cannot be used for degree programs offered on-campus at ASU.

### What kinds of support services will participants receive as a part of the program?

There will be many people to help along the way. A few of the key resources from starting an application to graduating are listed here:

- **Enrollment Counselor:** This individual is responsible for helping participants through the steps of the enrollment process, including: selecting the right program, informing about admission requirements, completing the application, requesting transcripts and setting realistic expectations to ensure participants are well-prepared.
- **Financial Aid Counselor:** This individual can walk through all the financial details from FAFSA to responsible borrowing, and explain how the SCAP benefits work. They can explain costs and available financial aid options.
- **Academic Advisor:** This individual is responsible for discussing transferred/remaining credits, providing course recommendations, explaining policies and procedures, recommending applicable resources, answering program specific questions and keeping participants on track to graduate. Academic Advisors work with participants from the time they are admitted to the program through graduation.
- **Success Coach:** This person works with the participant from the initial start of classes through graduation. They will periodically reach out proactively to ensure the participant is progressing through their degree program in a smooth and efficient manner. As life obstacles arise, a Success Coach will be there to provide resources and collaborate on a plan of action that best fits the participant's specific situation (stress, time management, support system, etc.). The Success Coach will help the participant follow through on setting goals to keep moving forward towards graduation.

### Process to Enroll

Participants in the Starbucks College Achievement Plan should expect to take these steps to learn more and enroll:

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| <p>1. Partner sends invite to potential participant (family member)</p> | <ul style="list-style-type: none"><li>• Eligible Starbucks partners can visit the <a href="#">College Plan Welcome Tool</a> and send an invite to a family member by clicking on the link at the bottom right of the "Welcome" page</li><li>• Family members will receive an invite via email with a special link into the College Plan Welcome Tool to explore.</li></ul> |
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| <p>2. Speaking with an Enrollment Counselor &amp; starting an application</p>            | <ul style="list-style-type: none"> <li>• Visit the College Plan Welcome Tool using the link sent via the partner invitation to learn more about the program or start an application now</li> <li>• Speak with an enrollment counselor for help with the application process</li> <li>• The participant should request official transcripts from their high school and all colleges and universities they have attended and send to ASU.</li> </ul>  |
| <p>3. Activate your MyASU Account</p>  | <ul style="list-style-type: none"> <li>• The participant will receive an email from ASU with their username and instructions after they apply.</li> <li>• Participants should activate their account so they can track their application progress and get access to other ASU services.</li> </ul>  |
| <p>4. Understand your financial options and apply for financial aid and scholarships</p> | <p>Participants should speak with a financial aid counselor to:</p> <ul style="list-style-type: none"> <li>• Explore the SCAP benefit and help in understanding how the financing works. They can also help explore other need-based financial aid the student participant may qualify for, such as University grants or Federal Pell Grants.</li> <li>• Submit their a Free Application for Federal Student Aid (FAFSA), - required to participate in the program</li> <li>• Visit <a href="http://www.PIN.ed.gov">www.PIN.ed.gov</a> to request a pin and <a href="http://fafsa.ed.gov">fafsa.ed.gov</a> to submit their FAFSA</li> <li>• Request a copy be sent to ASU (School Code: 001081)</li> <li>• Call your Financial Aid counselor</li> </ul> |
| <p>5. Partner designates family member</p>   | <ul style="list-style-type: none"> <li>• After the partner is admitted and has submitted their FAFSA information the partner will be sent a “designation of benefits” email from ASU</li> <li>• Partners will complete and include one of the following to verify their service: <ul style="list-style-type: none"> <li>○ Valid DD-214/DD-215 (Member-2 or Member- 4 Copy) displaying proof of veteran status excluding bad conduct or dishonorable discharge, or</li> </ul> </li> </ul> <p>Letter from his/her commanding officer confirming active/reserve/guard status in good standing.</p>   |
| <p>6. Speak with an Academic Advisor</p>   | <ul style="list-style-type: none"> <li>• The enrollment counselor will contact the participant to schedule their academic advising appointment to help you identify your major and the courses you should take for the year.</li> </ul>   |
| <p>7. Register for classes</p>   | <ul style="list-style-type: none"> <li>• With the assistance of an academic advisor participants can select their classes.</li> <li>• Before classes start, complete <i>ASU 10: Connect – ASU Orientation</i>. This brief orientation to ASU and online learning gives participants the tools to succeed in achieving their academic goals.</li> </ul>  |
| <p>8. Start classes and connect with your peers</p>                                      | <ul style="list-style-type: none"> <li>• Once set up successfully—it’s time to focus on the rigorous and rewarding classes the participant is taking with ASU’s award-winning faculty.</li> </ul>   |

9. Get reimbursed

- At the end of each semester, the Starbucks partner will be reimbursed for the amount the participant paid out of pocket for tuition and mandatory fees.
- The reimbursement grant will be paid to the Starbucks partner approximately six weeks after the end of the semester and prior to the start of the next semester; provided they are employed with Starbucks on the date payment is made. Starbucks partners do not need to fill out any additional forms or take extra steps to make it happen.

A few words of friendly advice:

- We encourage the participant to apply each Reimbursement Grant toward the next semester's tuition.
- Be smart with your money. Remember that the reimbursement grant covers the portion of tuition and mandatory fees after receiving financial aid. Participants can take out student loans to cover other expenses, like textbooks, class fees, laptops, and living expenses, but the Starbucks partner won't be reimbursed for those and the loan will be their responsibility.