



Starbucks College Achievement Plan

Questions and Answers

Q: Why is Starbucks offering this program?

A: Starbucks believes in the promise and pursuit of the American Dream. While more than 70% of our U.S. partners (employees) are students or aspiring students, we know that only half of Americans who begin college today will actually finish, largely due to financial and work/life barriers. We're in a position to help. Investing in our partners and education is one of the very best investments Starbucks can make.

Q: Why did Starbucks choose Arizona State University?

A: We spent considerable time looking for the right collaboration for our partners. Arizona State University's mission, values and brand are a good match to our own. Arizona State is the only University that could stand side-by-side with Starbucks to offer a high-quality education, at scale, to all of our U.S. partners. Plus, ASU is ranked the second most innovative school in the country by U.S. News & World Report, and ranks 5th in the U.S. in producing the best-qualified graduates. Starbucks is proud to join with an academic institution that recognizes the need for innovation to offer more people an opportunity at a quality higher education, and the freedom to pursue their passions in any field.

Q: I want to find out more. Where do I go next and what are my resources?

A: If you're a Starbucks partner and want to further explore the program, access ASU's [College Plan Welcome Tool](#), and use your partner number to log in. If you're not a Starbucks partner but are interested in joining Starbucks or Teavana, visit [Starbucks Jobs](#) or [Teavana Jobs](#).

Q: I'm interested in working at Starbucks and wondering how soon I can participate in the Starbucks College Achievement Plan?

A: We encourage new partners to get started by talking to an enrollment counselor during their onboarding process at Starbucks. New partners can begin the application and financial aid process while they are gaining initial benefits eligibility. Enrollment Counselors can help partners plan for a future session start date that aligns with when they will become benefits eligible.

Q: I'm a partner. How do I know if I'm eligible for the Starbucks College Achievement Plan?

A: All U.S.-based, benefits-eligible partners employed by Starbucks-owned businesses — including Teavana®, Evolution Fresh®, La Boulange®, — regardless of role, who do not yet have a bachelor's degree are eligible to apply. To check on your paid hours for your benefits eligibility, visit [My Partner Info](#) or call the Starbucks Partner Contact Center at (866) 504-7368.

Q: I'm a partner. How does the program work and how do I get started?

Visit the College Plan Welcome Tool	You can visit the College Plan Welcome Tool or starbucks.asu.edu to learn more, reach out to an enrollment counselor, and get started on your application.
Apply to ASU	You must complete an application, supply needed documentation such as prior transcripts and meet ASU's acceptance criteria. Your enrollment counselor can walk you through each step along the way.
Secure financing	<ul style="list-style-type: none"> You will receive an automatic, up-front 42% CAP scholarship applied toward the cost of your tuition once you enroll. You will also submit a Free Application for Federal Student Aid (FAFSA), and may qualify for need-based financial aid through ASU, federal Pell Grants or other student aid. Your financial aid counselor can help you apply. Visit fafsa.ed.gov to get started, and be sure to request that a copy be sent to ASU (school code 001081).
Register for classes	Once you're admitted to your major, an academic advisor will help you choose classes and make an academic plan to carry you all the way to graduation.
Get ready	Before classes start, complete ASU 10: Connect – ASU Orientation. A brief orientation to ASU and online learning that gives you the tools to succeed in achieving your academic goals.
Start classes	Now you're set up for success—it's time to focus on the rigorous and rewarding classes you are taking with ASU's award-winning faculty.
Be reimbursed	<ul style="list-style-type: none"> At the end of each semester that you have completed credits, you will be reimbursed for tuition expenses, ASU's Financial Aid Trust Fee and ASU's Technology Fee, net of the CAP Scholarship received at time of enrollment, any federal or military student aid, and any need based aid from ASU. Merit-based academic scholarships and private scholarships applied to tuition and fees do not reduce the reimbursement CAP Reimbursement. Provided you are still employed at Starbucks at the time the reimbursement is processed by Starbucks payroll). Your reimbursements automatically appear in your paycheck six weeks after the end of the semester — you don't have to fill out additional forms or take extra steps to make it happen. <p>A few words of friendly advice:</p> <ul style="list-style-type: none"> Be smart with your money. Remember that your reimbursements just cover the portion of your tuition and mandatory fees that was left for you to pay above aid from ASU and the federal government — you can take student loans to cover other expenses, like textbooks, class fees, laptops, and living expenses, but you won't be reimbursed for those and the loan will be your responsibility. We encourage you to apply each reimbursement toward the next semester's tuition or anything you owe in student loans.

Q: I'm a Starbucks partner enrolled at another college and want to transfer, what should I do?

A: You can transfer to ASU at any time – we recommend sooner to get the most benefit from the program – provided you meet their admissions criteria. We encourage you to discuss your options with an ASU counselor, with no obligation to apply or transfer.

Q: As a program participant, what should I expect to pay upfront (out-of-pocket) for my tuition and fees?

A: What you may pay out-of-pocket will vary and depends on your specific situation. Your ASU enrollment counselor can help you estimate costs based on your major, course load and financial aid profile, and can help you decide how best to finance your portion until you are reimbursed. To determine your estimated scholarship, tuition and fees, you can access ASU's **College Plan Welcome Tool** (use your partner number to log in) and go to the Tuition and Fees Estimator or log on [here](#)

Q: Why is this program only being offered in the U.S.?

A: In the U.S. we are on the verge of seeing an entire generation of young people left behind due in part to skyrocketing tuition costs in the thousands of dollars that prevents more and more people from starting or finishing their undergraduate degree. To address this growing inequality in America, Starbucks believes now is the right time to partner with a like-minded university who recognizes the need to do something to address one of the single most important challenges facing young adults—and our U.S. partners—today, earning a bachelor's degree.