



## Frequently Asked Questions (FAQ)

Free College Courses at Strayer University and City University of Seattle

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# Starbucks U

**1 Who can take the free online college courses?**

These free courses are offered to all partners in the U.S. and Canada. These are actual college level courses and should only be taken by those who want to complete a college level course on your college transcripts.

**2 Is it true that only partners in Seattle can enroll in these free courses?**

No. All partners in the U.S. and Canada can take advantage of these free online courses. Availability is based on a first come, first served basis.

**3 What free college courses are offered and when are they available?**

These are the courses that are currently offered or that will be available in upcoming quarters. [Course descriptions](#) are included at the end of this document.

**Strayer University**

Class	Spring 2013	Summer 2013	Fall 2014	Winter 2014
<a href="#">Intro to Business 100</a>	x	X		
<a href="#">Professional Communications 315</a>	x	X		
<a href="#">Marketing 100</a>	X	X	X	X
<a href="#">Marketing 310- Retail Management</a>	X	X	X	X

**City University of Seattle**

Class	Spring 2013	Summer 2013	Fall 2014	Winter 2014
<a href="#">Communication 315-Social Media</a>	X	X	X	X
<a href="#">Human Nutrition 201</a>	X	X	X	X
<a href="#">Intro to International Studies 107</a>	X	X	X	X
<a href="#">Strategic Management of Human Resources 405</a>	X	X	X	X
<a href="#">Intro to Project Management 401</a>	x	X		
<a href="#">Critical Thinking 301</a>	x	X		
<a href="#">Intro to Psychology 201</a>	x	X		
<a href="#">MBA 500- Essentials to Business</a>	x	X		

**4 What is included in the free college course?**

Starbucks partners do not have to pay tuition for the courses listed above at Strayer or at City University of Seattle. However, students will be responsible for any text books or resources required for the course.



# Starbucks U

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## 5 How much are the textbooks?

The cost of textbooks range from \$20 to \$450 depending on the course that you take. Eligible Starbucks partners can use their [tuition reimbursement](#) to cover all or part of the textbook costs depending upon how much your yearly cap limit is.

## 6 How do I enroll for a free college course?

Partners may enroll by speaking with an admissions advisor from City University of Seattle or Strayer University:

**Strayer University:** call (855) 874-8679

**City University:** call (888) 389-0011

## 7 What are the courses like?

On-demand courses use a delivery platform that allows independent online study where students can access course content and interact with the professor at different times. Students are presented with case studies, discussion questions and problems; and they interact with the instructor and other class members. Students also discuss the status of their term papers, articles, projects, and exams in the platform. The classes are conducted by and developed in coordination with the university faculty. During the course, faculty assesses students, respond to inquiries, and hold dialogues with the students to support their learning efforts. Student assessment typically includes exercises, written exams, quizzes, projects, research papers, and case analysis. Live chat sessions serve as open discussion sessions, during which students are coached, topic questions are elaborated upon, and feedback is given on assessment events. Students can contact their instructor outside the scheduled internet sessions by email, telephone or by scheduling personal meetings. A constant academic dialogue continues as students submit their assignments throughout the quarter and receive feedback from the instructor.

## 8 How long are the courses?

Both City U and Strayer operate on quarter systems which include Fall, Winter, Spring and Summer. Each quarter is 10 weeks long.

## 9 When do courses begin?

Courses begin on a quarterly basis. Quarter start dates vary slightly:

Quarter	Strayer Start Dates	City U Start Dates
Spring 2013	4/8/2013	4/15/2013
Summer 2013	7/1/2013	7/15/2013
Fall 2013	10/7/2013	10/7/2013
Winter 2014	1/6/2014	1/4/2014



## Starbucks U

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### **10 Are only Starbucks partners in the class?**

Yes, only Starbucks partners will be enrolled in your free college course. However if minimal class sizes are not met, Starbucks partners may be inserted into classes with non-partners.

### **11 Can I take all of the free courses?**

All free classes are available to eligible Starbucks partners. However, partners may enroll only in one class per quarter. Your Admissions office will help you choose the Free Courseware and academic program that best meets your goals, and will work with you to complete all of the necessary paperwork to register you for your Free Courseware class. Remember, it is important to take classes that will help you achieve your academic goals. These classes will be recorded on your academic transcript.

### **12 Is there limited space in each of the courses being offered?**

Yes, class size varies based on the objectives of the course being taught and the teaching demands of the subject matter on faculty. In general, the Universities aim to keep the student- to-instructor ratio low, with no more than 25 students per instructor in its online courses. These courses will be available to Starbucks Partners on a first come, first serve basis.

### **13 Can I transfer this class to another university?**

Classes are transferable with the provision that the other university accepts the course. Transfer of credit is regulated by the criteria established by the receiving institution. It is the student's responsibility to confirm whether or not credits will be accepted by another institution of the student's choice.



## Starbucks U

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### 14 Are prerequisites required for any of these courses?

Most undergraduate classes can be taken without any prerequisite classes.

- The 300 and 400 level academic courses require English Composition and documented English proficiency (such as a U.S. high school diploma, 45 credits from a U.S. college, or a standardized English Proficiency test).
- BUS 100 Introduction to Business: Prior to registration in the first term, students will be evaluated for proficiency in fundamental English and Mathematics.
- ENG 315 Professional Communications: Prerequisites include:
  - ENG 215
  - ENG 115
  - Placement or ENG 090
  - Prior to registration in the first term, students will be evaluated for proficiency in fundamental English and Mathematics.
  - Or Complete a CLEP/DSST Exam. For additional information, visit:  
<http://www.strayer.edu/admissions/getting-credit/transfer-credit/national-testing-exams>

The masters course MBA 500, requires students to have achieved a bachelors degree from an accredited institution. Students will be required to provide an official transcript as a term for enrollment in the master's course.

### 15 How do I find my paystub to provide proof of working at Starbucks?

- 1) Go to [My Partner Info](#)
- 2) Enter your Partner Number and Password
- 3) Click on pay statement
- 4) Print



## Course Descriptions

These are descriptions for the courses that are available now, or that will be available in upcoming quarters.

Strayer University Course Descriptions	
<b>Business 100-Intro to Business</b> (4.5 quarter hours)	Provides a foundation in business operations through a survey of major business functions (management, production, marketing, finance and accounting, human resource management, and various support functions). Offers an overview of business organizations and the business environment, strategic planning, international business, and quality assurance.
<b>ENG 315- Professional Communications</b> (4.5 quarter hours)	This course concentrates on communicating effectively in business and in the professions. A range of business and professional documents are prepared based on the concepts of purpose and audience, and a formal written report is researched and developed. The course focuses on techniques for clearly, concisely, and persuasively communicating information in speaking and in writing. The course emphasizes developing skills in verbal communication and in planning, organizing, and delivering oral presentations.
<b>Marketing 100</b> (4.5 quarter hours)	Introduces basic marketing principles and concepts. Emphasis is placed on the development of marketing strategy and the major components of the marketing mix, (product, price, promotion, and distribution). Reviews the critical environmental factors of markets, domestic and international, and customer behavior characteristics that affect marketing operations. Highlights the integration of marketing with other functions in a business organization.
<b>Marketing 310- Retail Management</b> (4.5 quarter hours)	Examines the strategic management of retail operations using various forms of store-based, online, and nonstore-based retailing. Reviews critical principles such as strategic planning considerations, the structure of retail firms, consumer behavior, market research, and location considerations. Examines the key functional areas of managing retail operations including merchandising, finance, human resource management, operations management, logistics, retail image and atmosphere, and the marketing functions of pricing and promotion.



City University of Seattle Course Descriptions	
<b>Critical Thinking BC 301</b> (5 credits)	The critical thinking process is used to analyze today's issues and aid the student in identifying rational solutions. Topics examined include: argument analyzing and building; forms and standards of critical thinking; and evaluating sources of information.
<b>Psychology 201-Intro Psychology</b> (5 credits)	This course examines the field of psychology from a variety of theoretical perspectives. Topics include: the physiological basis of mental functioning; the physical, cognitive and social aspects of lifespan development; learning, memory, and cognition; psychological disorders; emotions and health; thinking and language; intelligence and motivation; perception and sensation; and the various theories of personality.
<b>Project Management 401- Intro to Project Management</b> (5 credits)	Utilizes a real team project to manage a project's life cycle. Emphasis is placed on activity networks, managing resources, and creating control mechanisms that minimize risk. Project leadership is explored in the context of building effective project teams and maintaining stakeholder relationships. Students will learn and apply basic project management concepts including time and resource constraints, planning, scheduling, work breakdown structure, Gantt Charts, network diagrams, and project control.
<b>MBA 500-Essentials to Business</b> (3 credits)	This is a graduate level class designed as the first course in an MBA program. This course will help managers be more successful in understanding the fundamentals of business practices within a global context. This course will introduce you to the overall MBA program and the strategies required in preparing a comprehensive and viable business plan. You will also practice business decision-making through the use of simulations, and practical, analytical, and conceptual foundations in team-based learning. Learning how to find relevant data through the use of credible sources will be a main focus of this course, as well as how to effectively communicate in writing.
<b>Communications 315 Social Media</b> (5 credits)	Media is a source of information, entertainment, and persuasion. Being able to analyze, interpret, and understand the messages, tools, and impacts of the mass media is essential for both producers and consumers of media. This course helps students develop a critical understanding of media messages and forms of media that create and disseminate those messages. The emphasis will be on the impact of media on ourselves and society, and exercises will focus on the student's own experiences and media exposure. This course will help the student answer the following questions: How does media represent reality? How can individuals or groups be empowered or disempowered by media exposure and/or agendas? How can I be aware of how media affects me and how I can use the media?



City University of Seattle Course Descriptions	
<b>Social Science 201- Human Nutrition</b> <b>(5 credits)</b>	Introduces students to nutrition guidelines and assessment. Nutrition is discussed in context of life cycle and health, body composition and weight management, metabolism, alternative diets, food safety, and eating disorders. Nutrition related issues, like malnutrition and hunger, are illustrated in order to develop an international perspective on nutrition and health challenges facing the world.
<b>Social Science 107- Intro to International Studies</b> <b>(5 credits)</b>	An introductory look at the world's political, economic, and social structures in order to gain a better understanding of how nations interact and why world leaders take particular actions to further the interests of their nations. Emphasis is placed on the impact of world events have on individuals and the lives that they live.
<b>Human Resources 405 - Strategic Management of Human Resources</b> <b>(5 credits)</b>	This course is designed to identify the role of human resources; the processes and activities used to strategically formulate and implement human resources objectives, practices, and policies to meet the short- and long-range organizational needs and opportunities; human resources contributions to organizational effectiveness.