



## Starbucks College Achievement Plan Program FAQs

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## The Basics

### Program overview

#### Who is eligible for the Starbucks College Achievement Plan?

All U.S. benefits eligible partners who do not yet have a bachelor's degree and are employed by Starbucks-owned businesses—including Teavana®, Evolution Fresh®, and La Boulange, may apply, regardless of role. To receive the benefits of the Starbucks College Achievement Plan, each partner will be required to establish eligibility. A partner who is admitted will also be required to complete the program application process, including the [Free Application for Federal Student Aid \(FAFSA.\)](#)

#### What types of degrees are offered?

Starbucks College Achievement Plan covers all bachelor's degrees delivered fully online by Arizona State University (ASU). Partners have access to nearly 50 degree programs, and ASU regularly expands its online degree offerings. These include but are not limited to majors that are relevant to a Starbucks career. For example, you could earn a degree in Business with a concentration in Retail Management. To explore the online bachelor degree programs offered by ASU, visit the [College Plan Welcome Tool](#) and use your partner number to log in.

#### Is an online degree as valuable as a traditional degree?

At ASU, the diploma and transcript you earn online are identical to those you earn on campus—they simply say "Arizona State University." Courses are taught by the same award-winning faculty, but are re-designed especially for effective and rigorous online learning, with the traditional semester broken into two 7.5-week sessions so that students' progress is assessed continuously. For more information about online bachelor's degree programs offered by ASU, visit the [College Plan Welcome Tool](#) and use your partner number to log in.

#### What kind of support will I get to succeed at an online degree?

This program is designed, above all, to get you to graduation. You'll have an ASU enrollment counselor to help you navigate the entire process of applying, choosing the right major and making sure you are completing all of the necessary steps before starting classes. ASU financial aid counselors are available to help you figure out financial aid and funding your education. You'll also have an academic advisor to help you figure out which classes you will need to complete your major and to help you register for classes. Last, but not least, from the time you begin classes through graduation, you will have a personal success coach to consult whenever you need. And you'll have the encouragement of Starbucks and your fellow partners all the way to graduation.

#### Why is Starbucks partnering with ASU?

Starbucks spent considerable time looking for the right collaboration for our partners. ASU'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 a shot at a quality higher education, and the freedom to pursue their passions in any direction.

## As a program participant, what should I expect to pay up front (out-of-pocket) for my tuition and fees?

What you pay out-of-pocket will vary depending on your specific situation. Your ASU financial aid counselor can help you estimate costs based on your major, course load and financial aid profile, and can help you decide how best to fund your share of the cost of your education.

To determine your estimated scholarship, tuition and fees, visit the Starbucks College Achievement Plan Tuition Estimator. Or for more information call the Financial Aid team at (844) ASU-6693.

## How much financial assistance could I receive through the Starbucks College Achievement Plan?

If you are eligible, you will receive a CAP Scholarship awarded at the beginning of the semester in the amount of 42% of your tuition billed for that semester. Additionally, at the end of each semester you'll receive a CAP Reimbursement Grant for any portion of your tuition, financial aid trust fee and technology fee that remained for you to pay after your CAP Scholarship and any need-based grants or military education benefits you qualified for were applied.

## What does the CAP Scholarship cover?

The CAP Scholarship is awarded at the beginning of the semester in the amount of 42% of your tuition billed for that semester.

## What does the CAP Reimbursement cover?

The CAP Reimbursement covers the expense of Tuition, 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.

Other expenses, like textbooks, class fees, laptops, and living expenses, are NOT covered. Note, you may be offered more financial aid than the reimbursement will cover. Borrow responsibly. Visit [www.starbuckspartnerdiscounts.com](http://www.starbuckspartnerdiscounts.com) to see the partner discounts that are available to you on books, computers and other items.

## Are there a maximum number of credit hours I can receive CAP Scholarship and CAP Reimbursement for?

Your academic level at the beginning of your participation in the Program determines your maximum number of credits available for the CAP Scholarship and CAP Reimbursement Grant. Your academic level is determined by the number of credits earned and accepted as transferred before the time of admission to ASU.

Remember, any additional credits transferred to ASU that were earned prior to being admitted to the Program, regardless of when they are transferred, will be counted towards your academic level, and, if a new academic level is achieved, your credit maximum will be adjusted. Credits earned and transferred after being admitted to the Program will not be counted towards the credit maximum.

Please review the table to see your credit hour maximums:

Academic Level	Based on Credit Range	Credit Maximum
Freshman	24 or fewer semester hours earned	135
Sophomore	25 to 55 semester hours earned	105
Junior	56 to 86 semester hours earned	75
Senior	87 or more semester hours earned	75

## What should I expect to pay up front for my tuition and fees after my CAP Scholarship is applied, and prior to my CAP Reimbursement (if applicable)?

A CAP Scholarship is applied directly to your tuition bill, and your remaining responsibility will depend on your major, how many classes you register for and how much financial aid you qualify for. Your ASU financial aid counselor can help you estimate costs based on your major, course load and financial aid profile, and can help you decide how to fund your share of the cost of your education. To determine your estimated CAP Scholarship and tuition and fees:

1. Visit the [College Plan Welcome Tool](#) and use your partner number to log in.
2. Go to the Starbucks College Achievement Plan [Tuition Estimator](#)

If you choose to participate in the Starbucks College Achievement Plan, you will need to submit a completed FAFSA, and then your eligibility for federal and institutional financial aid will be evaluated.

## What do I have to do to get my tuition reimbursement?

The process is automatic, and there's no additional application or paperwork. You should expect to receive your Reimbursement Grant in your paycheck within six weeks after the end of the semester, provided you are employed at the time payment is made.

## What happens if I switch majors, fail a class or withdraw from a class?

We know that occasionally students will need to switch majors, or will fail or withdraw from a class. You will receive reimbursement for eligible expenses including the cost of classes you fail and/or withdraw from after the drop/add period or change. Our priority is to keep you on track to graduation, and to give you the flexibility you need to finish your degree.

Remember, the CAP Scholarship and CAP Reimbursement Grant is available up to your credit maximum. The credit maximum is based on your academic level at the time of admission to ASU, regardless of whether you switched your major or failed or withdrew from the classes for which you were reimbursed. If you need to switch majors, or if you fail or withdraw from a class, it's important to work with your academic advisor and financial aid counselor to make a plan that funds you to degree completion.

## Applying

### I want to sign up. What do I have to do?

1. Log onto the [College Plan Welcome Tool](#) to request that an enrollment counselor call you or call ASU at (844) ASU-SBUX (278-7289).
2. Complete and submit an ASU application for admission on the College Plan Welcome Tool, including your test scores and transcripts
3. Complete and submit a [Free Application for Federal Student Aid \(FAFSA\)](#).
4. Once you are admitted and register for classes, you'll need to complete a one-week orientation course before the semester starts.

Your personal enrollment counselor will walk you through the entire process.

### How soon may I start classes?

There are six start dates every year—two sessions in the Fall semester, two in the Spring semester and two in Summer. It is recommended you complete the application process at least one month before your preferred start date. It is also recommended you complete a one-week online orientation before your session starts. Your ASU enrollment counselor can help you plan your application process and start dates.

If you are not yet benefits eligible but want to begin the process of enrollment, we encourage you to work with an enrollment counselor to determine your options for session start dates based on an approximate date you may satisfy benefits eligibility.

### How long must I continue working for Starbucks after I achieve my degree?

Unlike traditional employer education programs, with the Starbucks College Achievement Plan there is no commitment to remain employed with Starbucks. Once you have graduated and have received your final CAP Reimbursement Grant, you are encouraged to look for [opportunities within Starbucks](#). We want to offer you the freedom and support to build your future, wherever you go.

### Who can help me with my application or getting started? What support will I receive throughout the process?

You are encouraged to work with an Enrollment Counselor to help in exploring degrees, applying to ASU and preparing to start classes.

You are also encouraged to work with a Financial Aid Counselor who can guide you through the FAFSA and responsible borrowing, as well as explain how the SCAP benefits work.

Once you have been admitted and your credits have been transferred, you will work with an Academic Advisor to assist you in identifying the classes you will take for degree completion..

Lastly, when you begin classes, you will be assigned a Success Coach who will provide support and answer questions all the way to graduation.

## Program Eligibility

### How do I become eligible for the Starbucks College Achievement Plan?

If at the start of a class session you are benefits eligible, or Starbucks has determined that you will become eligible during that session, then you're considered to be eligible for that session. And if you take classes in the first session of a term and lose eligibility for the second session, you don't need to worry about changing your enrollment while the term is in progress—Starbucks and ASU will extend the benefit for the second session.

Here are some examples of when you may begin classes, based on when you gain benefits eligibility. You can work with an ASU enrollment counselor to plan your start date. To speak with an enrollment counselor, please visit the [College Plan Welcome Tool](#) or call (844) ASU-SBUX (278-7289).

#### Gaining initial eligibility:

Benefits eligibility starts	Classes start	Session
October 1 or November 1, 2014	October 15	Fall B
December 1, 2014, January 1, 2015 or February 1, 2015	January 12	Spring A
March 1, 2015 or April 1, 2015	Mar 16	Spring B

#### Examples of regaining eligibility:

Benefits eligibility starts	Classes start	Session
April 1, 2015	March 16	Spring B
October 1, 2015	August 20	Fall A

### Are my family members eligible for Starbucks College Achievement Plan?

No. You must be employed by a Starbucks business in the U.S. to qualify for the program.

### I'm not benefits-eligible yet, but I really want to take part in this program. How can I get started?

We want to give you every opportunity to start classes as soon as you can. Regardless of tenure, you can apply to ASU as a Starbucks partner, and your application fee will be waived. Once ASU offers you admission, you can be ready to register for classes as soon as you become eligible for Starbucks benefits.

## Establishing Benefits Eligibility

### How do I determine if I am eligible for Starbucks benefits?

You may view your current hours by viewing your pay statements through [My Partner Info](#). Once you have met the initial eligibility requirement, your paid hours for the measurement period will be indicated by "BEN" on your pay statement. Otherwise, you may call the Starbucks Partner Contact Center at (866) 504-7368 to get an hours count. To understand how eligibility works, you may visit [mysbuxben.com](http://mysbuxben.com), or view the eligibility section of the U.S. Benefits Plan Description (Eligibility and Enrollment chapter).

To gain initial eligibility, a partner needs to be paid 240 hours over three complete consecutive months. The eligibility date is the first of the month following the month in which the audit was run. Once a partner becomes benefits-eligible, enrollment materials are sent to the partner's mailing address on file.

Example: A barista partner is paid 240 hours in the months of May, June and July, and an hours audit is completed on August 1 for a benefits eligible date of September 1.

After becoming initially benefits eligible, partners will need to maintain eligibility through each semi-annual audit conducted on January 6 and July 6. Partners need an average of 20 hours per week for a minimum of 520 paid hours in a six-month period, July 6 through January 5 and January 6 through July 5. Partners can monitor these hours through [My Partner Info](#) or by calling the Starbucks Partner Contact Center at (866) 504-7368.

Please note: Partners in Hawaii have different eligibility requirements. Partners can learn more by logging onto [mysbuxben.com](#) and viewing the U.S. Benefits Plan Description.

## How do I become benefits eligible if I'm currently not?

Benefits eligibility is based on paid hours. If you desire more hours, please speak with your manager. For an overview of benefits eligibility, visit [mysbuxben.com](#).

## Re-establishing Benefits Eligibility

### How do I re-establish benefits eligibility?

If you lose benefits eligibility because your paid hours fell below the 520 minimum required, you may re-establish eligibility in a subsequent six-month period as long as you have remained an active Starbucks partner during this time and your paid hours meet or exceed the 520 minimum required for ongoing benefits eligibility. In this case, you will re-establish benefits eligibility and your coverage will begin again the first of the third month following the audit.

If you are paid 520 hours on the paychecks between:

- July 6 through January 5 for the hours audit run on January 6, your eligibility will begin again on April 1
- January 6 through July 5 for the hours audit run on July 6, your benefits eligibility will begin again on October 1

### How can I calculate my current paid hours to determine whether or not I will become benefits eligible during the next audit?

For ongoing eligibility, review the last date in which you can be paid from the Eligibility calendar that should be posted in your store. An initial audit is run the first of the month looking back at the six previous months. You can view your total hours by viewing your most recent paycheck through [My Partner Info](#) or by calling the Starbucks Partner Contact Center at (866) 504-7368.

### How often do eligibility audits occur?

Beginning in January 1, 2015, audits will take place twice yearly, on January 6 and July 6. To maintain or regain eligibility, you must be paid at least 520 hours for each six-month period.

## How do I become benefits eligible if I'm a new partner?

You must be paid at least 240 hours over **three full** consecutive months. You then become eligible the first of the month following the month of the audit. For example, a partner who is paid at least 240 hours in the full months of May, June and July will become eligible for benefits on September 1. Once eligible, the partner will be sent a Benefits Enrollment packet to the home address on file with a corresponding deadline for enrollment.

## What happens if I lose benefits eligibility while I'm studying at ASU? Will I have to pay anything back? Can I stay enrolled?

- If you lose benefits eligibility while you are taking classes at ASU, you will continue to receive the CAP Scholarship for that semester. You will also receive the CAP Reimbursement Grant for that semester, provided you are employed with Starbucks at the time the payment is made.
- You may continue to take classes at ASU, but you will not receive any CAP Scholarship or CAP Reimbursement until you reestablish eligibility.
- You will not have to pay back any previously paid CAP Scholarship or CAP Reimbursement Grants.

## Where can I learn how to gain and maintain benefits eligibility?

You can learn about benefits eligibility in many different places:

- U.S. Benefits Plan Description (October 1, 2014 edition), Eligibility and Enrollment chapter
- [mysbuxben.com](http://mysbuxben.com)
- [My Partner Info](#): Once you gain initial eligibility, you can monitor your paid ("BEN") hours on your pay statement
- Starbucks Benefits Center: Call (877) SBUXBEN with questions on benefits eligibility

## Non-U.S. Citizen Eligibility

### I'm not a U. S. citizen. Am I eligible to participate in the Starbucks College Achievement Plan?

To participate in the Starbucks College Achievement Plan, you must complete a valid [Free Application for Federal Student Aid \(FAFSA\)](#). That process is open to U. S. citizens and eligible non-citizens (including lawful permanent residents, refugees, asylees, and certain other groups). If you have questions about your citizenship or immigration status and how it relates to Federal Student Aid and the Starbucks College Achievement Plan, please contact ASU Financial Aid and Scholarship Services through the Service tab on MyASU at <https://my.asu.edu/service> by sending an email to [CAP@asu.edu](mailto:CAP@asu.edu) or by calling 1-844-278-6693.

### I received secondary or postsecondary education in another country. Do I need to submit those transcripts as part of the application process?

Yes, your transcripts from foreign institutions are an important part of assessing your college readiness and establishing your eligibility for Federal Student Aid. Obtaining transcripts from foreign institutions can present unique challenges; duplicated original transcripts are very hard to get in some countries, and records not in English will have to be submitted with translations. To help, ASU provides the following flexible options for submitting transcripts from institutions outside the U. S.:

1. ASU will accept certified copies rather than original transcripts; and
2. You can send those certified copies yourself (they don't have to come directly from the school).



Remember, these policies are only applicable to foreign transcripts. The process can be time-consuming, but your enrollment counselor can help.

## Taking a Leave of Absence

### What if I take a leave of absence from work?

If you are on an approved leave of absence, you may continue to participate in the program as long as you maintain Starbucks benefits eligibility.

## Separation from Starbucks

### If I leave Starbucks midway through an ASU semester, can I still use the benefit?

You will not have to repay the CAP Scholarship for any courses you are registered for in the current semester, but you will no longer receive it for future classes. You will not receive any further CAP Reimbursement Grants after you leave Starbucks.

### If I leave Starbucks before I graduate, will I have to pay anything back?

Once you leave employment with Starbucks, you will no longer receive a CAP Scholarship and will no longer be eligible for receipt of a CAP Reimbursement Grant for future semesters. You will not be required to reimburse ASU or Starbucks for any CAP Scholarship or Reimbursement Grant you received prior to separation from employment. If you are rehired at Starbucks and become eligible for the program again, you will begin receiving CAP Scholarship again, and become eligible to receive CAP Reimbursement Grant again. Any credits taken while not employed at Starbucks will not count toward a Reimbursement Grant, and will not qualify for the CAP Scholarship.

### What if I leave Starbucks after I've enrolled in a semester of classes at ASU, but before I've received my CAP Reimbursement Grant? Will I still be reimbursed?

To receive a CAP Reimbursement Grant, you must be employed at the time payment is made. Payments are processed within six weeks of the end of each semester.

## Program Coverage

### Degree Types

### Will study for an associate's degree qualify for this program?

No. At this time, the program covers online bachelor's degrees at ASU only. However, if you choose to start or complete an associate's degree at another college, you may be able to transfer to ASU later to complete an online bachelor's degree through the Starbucks College Achievement Plan. You're welcome to reach out to an enrollment counselor to talk through your questions and the process for admission and possible credit transfer. To talk to an enrollment counselor, please visit the [College Plan Welcome Tool](#) or call (844) ASU-SBUX (278-7289).

### I already have a bachelor's degree. Will study for a graduate degree or second bachelor's degree qualify for this program?

Partners who already have a bachelor's degree cannot use this program for further study at this time. The Starbucks College Achievement Plan is designed to help partners complete their first bachelor's degree.

## What if I want to take part in the Starbucks College Achievement Plan, but ASU doesn't offer the degree program I want?

ASU currently has a choice of nearly 50 bachelor's degree programs delivered online, and regularly expands its online degree program offerings. If your preferred major isn't offered today, make an appointment with an enrollment counselor. Your enrollment counselor can help you find a degree suitable to your interests and aspirations, and may also be able to advise you on majors that ASU Online is planning to offer soon.

ASU Online would appreciate your feedback as they plan which degrees to make available online in the future; send an email to [asuonline@asu.edu](mailto:asuonline@asu.edu) to share your thoughts.

## Other Colleges

### Does on-campus enrollment at ASU qualify?

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. If you are an on-campus student at ASU and are interested in transferring to ASU online to take advantage of the Starbucks College Achievement Plan, using your partner number, log onto the [College Plan Welcome Tool](#) to request to speak with an enrollment counselor or call ASU at (844) ASU-SBUX (278-7289).

### I am a current student at ASU and would like to participate in the Starbucks College Achievement plan while still taking classes on campus and online; is this possible?

Unfortunately, no, you cannot take both on campus and online classes. You must be enrolled in an ASU Online program (delivered fully online) in order to participate in the Starbucks College Achievement Plan. If you are interested in participating in the Starbucks College Achievement Plan, contact Financial Aid and Scholarship services at [CAP@asu.edu](mailto:CAP@asu.edu) or 1-844-278-6693 to learn about the steps you need to take.

### I'm currently enrolled at another school. Would I have to transfer immediately in order to get this benefit?

You can transfer to ASU at any time, provided you meet their admissions criteria. Make an appointment to speak with an enrollment counselor to get questions answered, start the application/admission process, credit transfer and financial assistance process. To talk to an enrollment counselor, please visit the [College Plan Welcome Tool](#) or call 1-844-ASU-SBUX (278-7289).

### I want to stay at my current college. Can I use the Starbucks College Achievement Plan for my college of choice?

The Starbucks College Achievement Plan applies only to online bachelor's degree programs at ASU.

### How will I know my existing credits will transfer to ASU?

ASU will accept transfer credit for traditional course work you have successfully completed at regionally accredited institutions of higher education as documented on an official transcript. The transferability of your credit will be determined at the time of admissions once ASU has received your official transcripts. Please keep in mind that the applicability of a specific transfer course toward an ASU degree program depends on the requirements of the department, division, college or school in which you are enrolled at ASU. You will work with an academic advisor to determine the applicability of your transferable credit once you are admitted to ASU. For detailed information about how credit transfers to ASU, please visit [transfer.asu.edu/credits](https://transfer.asu.edu/credits).

## Other Educational Assistance

### **If I have decided the Starbucks College Achievement Plan is not for me and I want to stay at my current college may I still use the Starbucks U program?**

If you are a current participant of the former Starbucks U program, including tuition reimbursement, please visit [StarbucksU](#) to see what you are currently eligible for through calendar year 2015. In order to participate in the Starbucks U tuition reimbursement program in 2015, you must have had an approved application or reimbursement in 2014. Unless you participated in 2014, no new applications will be accepted after December 31, 2014. With the introduction of the Starbucks College Achievement Plan, the tuition reimbursement program will end December 31, 2015.

### **Can I combine Starbucks U tuition reimbursement with this new program?**

Starbucks U tuition reimbursement cannot be combined with the Starbucks College Achievement Plan.

## Financial Benefits, Payments and Expenses

### **Who can I talk to about my specific financial situation?**

Your personal enrollment counselor can answer many questions and can also connect you with ASU's team of financial aid counselors. To schedule your initial appointment, visit the College Plan Welcome Tool call (844)-ASU-6693). You can also use the Starbucks College Achievement Plan [Tuition Estimator](#) to get an idea of what your tuition, fees and CAP Scholarship will be.

After you've had your initial meeting with your counselor, you'll be able to call or email them for any questions or support needed.

### **Will I have to pay tax on this benefit?**

The Starbucks College Achievement Plan is a Qualified Education Reimbursement plan under Internal Revenue Code section 127. CAP Reimbursement Grants up to \$5,250 per calendar year are tax free for federal income tax and most state income tax purposes. If the annual benefit exceeds \$5,250, the excess amount will be reported as a taxable payment to the partner and applicable federal and state taxes will be withheld from the payment.

Certain states have not adopted the federal treatment (currently Alabama, Indiana, New Jersey and Pennsylvania). If you work in one of these states, the full CAP Reimbursement payment is taxable for state income purposes and may be subject to applicable state tax withholding.

Future changes in tax law could impact the federal or state taxation and/or the annual limitation of the benefit.

### **I've filled out a FAFSA in the past, and didn't qualify for any financial aid. Does that mean Starbucks won't reimburse me for tuition and fees?**

You are required to submit a [Free Application for Federal Student Aid \(FAFSA\)](#) each year in order to participate in the Starbucks College Achievement Plan. The CAP Reimbursement Grant will reimburse you for tuition, ASU's financial aid trust fee and ASU's technology fee after the CAP Scholarship is applied, even if you don't qualify for financial aid.

## Being a Starbucks College Achievement Plan Student

### What kind of time commitment would I have to make to take part in this program?

While not required, it is recommended you maintain at least a half-time course load (that's 15 credit hours and approximately 5 courses) every year you take part in this program in order to stay on track towards graduation. Your enrollment counselor can advise you on the time commitment you should expect to make for your course load.

### I want to find out more. Where do I go next?

To explore the bachelor's degree programs offered online by ASU, use your partner number and log onto the [College Plan Welcome Tool](#) or to speak with an enrollment counselor call (844)-ASU-SBUX (278-7289).

Within the College Plan Welcome Tool, you can also use the [Tuition Estimator](#) to estimate your CAP Scholarship and tuition and fees.

### What kinds of support services I will I receive as a part of the program.

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

**Enrollment Counselor:** This individual is responsible for helping you through the steps of the enrollment process, including: selecting the right program, informing you about admission requirements, explaining the costs/available financial options, completing the application, requesting transcripts and setting realistic expectations to ensure you are well-prepared. You will work with your assigned Enrollment Counselor from the time you inquire about the program until the second day of class.

**Financial Aid Counselor:** This individual can walk through all the financial details from FAFSA to responsible borrowing, and explain how the SCAP benefits work.

**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 you on track to graduate. Academic Advisors work with you from the time you are admitted to the program through graduation. You can quickly identify your Academic Advisor(s) from your myASU homepage by clicking on the advising link under the "My Programs and eAdvisor" box located on the right-hand side of the page.

**Success Coach:** This person works with you from your third day of class(es) through graduation. They will periodically reach out proactively to ensure you are progressing through your degree program in a smooth and efficient manner. As life obstacles arise, your Success Coach will be there to provide resources and collaborate on a plan of action that best fits your specific situation (stress, time management, support system, etc.). Your Success Coach will help you follow through on set goals to keep you moving forward towards graduation. You can quickly identify your Success Coach from your myASU homepage by clicking on the advising link under the "My Programs and eAdvisor" box located on the right-hand side of the page (click on the "Please Visit your ASU Online Success Coach's Profile" link at the bottom of the box that pops up).

## Next Steps

### How does the program work?

Students in the Starbucks College Achievement Plan should expect to take these steps:

<b>Visit the College Plan Welcome Tool</b>	You can visit the <a href="#">College Plan Welcome Tool</a> to learn more, reach out to an enrollment counselor, and get started on your application. Or call (844) ASU-SBUX (278-7289)
<b>Apply to ASU</b>	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.
<b>Secure financing</b>	<ul style="list-style-type: none"> <li>You will receive an automatic, up-front 42% CAP scholarship applied toward the cost of your tuition once you enroll.</li> <li>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 <a href="https://fafsa.ed.gov">fafsa.ed.gov</a> to get started, and be sure to request that a copy be sent to ASU (school code 001081).</li> </ul>
<b>Register for classes</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Get ready</b>	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.
<b>Start classes</b>	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.
<b>Be reimbursed</b>	<ul style="list-style-type: none"> <li>At the end of each semester, 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 CAP Reimbursement Grant. Your Reimbursement Grant will be paid to you approximately <b>six weeks after the end of the semester, if you are employed on the date payment is made</b>. You don't have to fill out additional forms or take extra steps to make it happen.</li> </ul> <p><b>A few words of friendly advice:</b></p> <ul style="list-style-type: none"> <li>Be smart with your money. Remember that your Reimbursement Grant covers the portion of your tuition and mandatory fees after receiving financial aid. 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.</li> <li>We encourage you to apply each Reimbursement Grant toward the next semester's tuition or anything you owe in student loans.</li> </ul>