



STARBUCKS  
DEGREE  
ACHIEVEMENT  
PLAN



# Starbucks Degree Achievement Plan

## Frequently Asked Questions



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# The Basics

## 1. Why is Starbucks partnering with ASU?

Starbucks has been partnering with ASU in the US since 2014. Starbucks spent considerable time looking for the right collaboration and ASU's mission, values and brand are a good match to our own. Arizona State University is the only university that could stand side-by-side with Starbucks to offer a high-quality education, at scale, to all our U.S. partners. ASU is ranked the most innovative university in the country by U.S. News & World Report and ranks in the top 1% of the world's most prestigious universities. Starbucks is proud to extend this collaboration to the UK and to join with an academic institution that recognizes the need to offer partners the opportunity to gain quality higher education.

## 2. Who is eligible for the Starbucks Degree Achievement Plan?

Partners will need to meet the following eligibility criteria to apply for the Starbucks Degree Achievement plan:

- Do not yet have a bachelor's degree
- Have been employed in a Starbucks-owned store or Support Centre in the UK for at least 3 months at the point of application
- Not be known to be leaving the business
- Not currently be engaged in any other full-time education or training programs including apprenticeships
- Meet the university entry criteria as defined by ASU

If more than 100 eligible partners apply, Starbucks will allocate places via a syndicated draw.

## 3. What types of degrees are offered?

The Starbucks Degree Achievement Plan offers 43 bachelor's degrees delivered online by Arizona State University (ASU). To explore the bachelor's degree programs offered online by ASU, visit the Starbucks Degree Achievement Plan website (<https://staras.asu.edu/>).

## 4. 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 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 bachelor's degree programs offered online by ASU, visit the [Starbucks Degree Achievement Plan website](#).

## 5. Are there a maximum number of credit hours I can receive SDAP tuition funding for?

Eligible partners may receive the SDAP tuition funding through the ASU SDAP Scholarship and Starbucks SDAP Tuition Award for up to 135 credits. The 135-credit maximum will not include credits transferred to ASU earned prior to being admitted to the program, regardless of when they are transferred.

## 6. 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. Our priority is to keep you on track to graduation, and to give you the flexibility you need to finish your degree. As such, Starbucks will fund your tuition up to a maximum of 135 credits which is enough to account for you completing your degree as well as retaking or switching a handful of classes. If you do need to switch majors, or if you fail/ 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.

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

You can expect to invest 18-24 hours per class per week on coursework in a seven-week session. It is recommended you maintain at least a part-time course load (15 credit hours and approximately 5 courses) every year you take part in this program to stay on track towards graduation. Every partner's education journey is unique, and your enrollment coach can advise you on the time commitment you should expect to make for your course load.

## 8. What kinds of support services 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 from starting an application to graduating are listed here:

- **Enrollment Coach:** 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 and available financial options, completing the application, requesting transcripts and setting realistic expectations to ensure you are well-prepared.
- **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 to graduation. You can quickly identify your Academic Advisor(s) from your My ASU homepage by clicking on the advising link under the "My Program and eAdvisor" box located on the right-hand side of the page.
- **Success Coach:** This person works with you from the time you enroll through to graduation. They will proactively reach out from time to time 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 My ASU homepage by clicking on the coaching link under the "Academic Support Team." Your success coach and their contact information will be displayed. They can be reached by email, phone and direct chat when available. To view their profile information, click on your coach's image.

## Tuition Fees

### 9. Will Starbucks fund my tuition fees under the Starbucks Degree Achievement Plan?

Yes, Starbucks and ASU are covering 100% of mandatory university tuition fees for the courses and classes required to complete your degree.

### 10. Will Starbucks pay for my other study expenses such as equipment or reading materials?

Starbucks will only fund tuition fees under the Starbucks Degree Achievement Plan. Partners will be responsible for funding any other equipment, materials, or books required to support their degree.

### 11. Will I have to pay tax on this benefit?

Partners will not need to pay tax on the Starbucks Degree Achievement Plan.

# Applying and Admission

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

Your enrollment coach will walk you through the entire process, outlined here:

<p>1. Meet eligibility criteria</p>	<p>Partners must meet the following eligibility criteria:</p> <ul style="list-style-type: none"> <li>• You will not yet have a bachelor’s degree.</li> <li>• You have been employed in a Starbucks-owned store or Support Centre in the UK for at least 3 months at the point of application.</li> <li>• You will not be known to be leaving the business at the point of application.</li> <li>• You will not currently be engaged in any other full-time education or training programs including apprenticeships.</li> <li>• Satisfies ASU academic readiness and degree eligibility.</li> </ul>
<p>2. Request information</p>	<p>Go to the <a href="#">Starbucks Degree Achievement Plan website</a> and fill out the request information form at the top of the page to learn more about the program.</p>
<p>3. Apply to ASU</p>	<p>You must complete an application, supply required documentation such as prior transcripts, and meet ASU’s acceptance criteria. Your personal enrollment coach can walk you through each step along the way. If more than 100 eligible partners apply, Starbucks will allocate places via a syndicated draw.</p>
<p>4. Confirm your spot</p>	<p>You will receive a confirmation email from Starbucks confirming your place in the SDAP program.</p>
<p>5. Register for classes</p>	<p>Once Starbucks has confirmed your spot in the SDAP program, an academic advisor will help you choose classes and make an academic plan to carry you all the way to graduation.</p>
<p>6. Scholarship is applied</p>	<p>After you sign up for classes, Starbucks and ASU will cover 100% of your mandatory university tuition fees.</p>
<p>7. Get ready</p>	<p>Before classes start, complete ASU 10: Connect – ASU Orientation. This brief orientation to ASU and online learning that gives you the tools to succeed in achieving your academic goals</p>
<p>8. Start classes</p>	<p>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.</p>

### **13. How soon may I start classes?**

ASU has six start dates every year—two sessions in the fall semester, two in the spring semester and two in the summer semester. Partners who are in the SDAP program can initially enroll in classes starting fall of 2019. You should complete a brief online orientation before your first class starts. Your ASU enrollment coach can help you plan your application process and start dates.

### **14. How will I know if any prior study I have completed will earn credits towards my degree at ASU?**

ASU will accept transfer credit for traditional course work you have successfully completed at regionally accredited institutions of further and 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 previous study 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.

Some A-levels and O-levels can transfer to ASU and replace other coursework, but it depends on when you completed the exam, what score you received, and what degree program you are applying to. For detailed information about how credit transfers to ASU, please visit [transfer.asu.edu/credits](https://transfer.asu.edu/credits).

### **15. 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 other academic institutions are an important part of assessing your admissibility for studying at university. Obtaining transcripts from foreign institutions can present unique challenges; duplicated original transcripts are very hard to get in some countries, and records that are not in English will have to be submitted with certified translations. To help, ASU provides some flexible options for submitting transcripts from institutions outside the U. S. and your enrollment coach can help and support you along the way.

### **16. What information does ASU need to make an admission decision?**

ASU needs the following information in order to make an admission decision: a complete ASU undergraduate application, transcripts from any previous educational institution (college and university), and in some instances, proof of your ability to speak English proficiently.

### **17. Is there anything on the application I should pay special notice to?**

There are some sections of the SDAP application for ASU where you may have questions. Make sure you pay attention to the following information:

- **Visa:** All Starbucks Partners applying for SDAP should select **“International attending ASU Online programs only (JN)”** regardless of your nationality or residency status in the UK. The social security number is only applicable if you are a US citizen.
- **Choose Major:** This is where you will select the degree program that you want to study. There are 43 degree programs available under SDAP – you can find the full list at <https://sdap.asu.edu> If you are unsure, ask your Enrollment Coach for help.
- **Start Date:** Partners in the pilot will start their studies in October 2019 therefore select **“2019 Fall – (October)”** when completing the application form.
- **Colleges and Universities:** In this section, you will be asked to provide details of any colleges or universities that you have previously attended even if you did not complete your degree. You will be asked for the total number credits you have completed. It is fine if you are unsure or do not know –please ask your enrollment coach for support.

## 18. Will I need to take an English test as part of the application process?

Some partners may need to demonstrate their English proficiency. You will be notified that you need to demonstrate English proficiency by a Priority Task on your My ASU page. ASU admissions accepts passing scores from three different assessments (click the links to find out more about fees, test centers, and dates):

- [Test of English as a Foreign Language \(TOEFL\)](#)
- [International English Language Testing System \(IELTS\)](#)
- [Pearson Test of English \(PTE\)](#) - 1 test will be funded by Starbucks – contact your enrolment coach for details

Though partners are free to select any of the three tests above, Starbucks will fund 1 Pearson Test of English (PTE) for each partner who is required to prove their English proficiency. Your enrollment coach can provide more information. Partners wishing to take a TOEFL or IELTS test will be responsible for those costs.

It is the responsibility of the partner to register for and complete their chosen test as soon as possible. All tests have a paper-based element but tests are run frequently across different testing centers in the UK. Partners are responsible for arranging and paying for any travel to or from the test center. For more information about English Proficiency requirements and exemptions for undergraduate degree programs, go to <https://admission.asu.edu/international/undergrad/english-proficiency>.

## Program Eligibility

### 19. Who is eligible to apply for the Starbucks Degree Achievement Plan?

Partners will need to meet the following eligibility criteria to apply for the Starbucks Degree Achievement plan:

- Do not yet have a bachelor's degree
- Have been employed in a Starbucks-owned store or Support Centre in the UK for at least 3 months at the point of application
- Not be known to be leaving the business
- Not currently be engaged in any other full-time education or training programs including apprenticeships
- Meet the university admission entry criteria as defined by ASU

If more than 100 eligible partners apply, Starbucks will allocate places via a syndicated draw.

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

Unlike traditional employer education programs, with the Starbucks Degree Achievement Plan there is no commitment to remain employed with Starbucks after you complete your education. Once you have graduated 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.

### 21. What happens if I am not suitable for the program due to my educational attainment level?

In the instance where a partner has applied to an eligible SDAP program but is not accepted into ASU due to prior attainment levels, then there are other educational options that the partner can pursue, including apprenticeships where partners can work towards a qualification.

### 22. How do I know if I have secured a place?

Eligible partners will be notified by Starbucks, in writing, to confirm whether or not they have secured a place within the SDAP program.

## Leave of Absence & Separation from Starbucks

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

If you are on an approved leave of absence, you can continue to participate in the program.

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

If you leave Starbucks midway through a semester, you will be able to continue until the end of the semester to complete your studies for that semester. You will not be asked to repay any SDAP tuition fees you have benefitted from during your time at Starbucks but you will no longer receive SDAP tuition funding for any courses or classes in future semesters. If you do plan to separate from Starbucks mid-semester, you should provide your Success Coach with this information. They will make appropriate referrals to business and aid representatives.

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

You will not be required to reimburse Starbucks for any SDAP tuition fees prior to separation from employment.

## Program Coverage: Degree Types

### **26. 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 Degree Achievement Plan is designed to help partners complete their first bachelor's degree.

### **27. What if I want to take part in the Starbucks Degree Achievement Plan, but the degree program I want is not an option?**

The SDAP is explicitly restricted to those 43 bachelor's degree programs as advertised, no additional degree programs are offered outside of this, including any other degree programs which ASU may provide. New degree programs may be added to SDAP in the future and will be listed on the [Starbucks Degree Achievement Plan website](#).

## Studying online

### **28. What is the online "classroom" experience like?**

ASU instructors and faculty use a variety of methods to share materials, have students interact, and monitor student's progress throughout the course. One of the benefits of completing your degree online is flexibility. A few courses may require specific log-on times for certain activities or assignments, but most courses have assignments and due dates. Some assignments and tests may only be available for a limited time (such as a 48-hour period), so they must be completed at some point within the designated time.

### **29. Will I have the opportunity to mix with other Starbucks partners and ASU students?**

SDAP eligible partners will be enrolling in regular ASU courses through ASU online. In such courses you will have the opportunity to interact with students from around the world and with other partners from the US based SCAP program.

### **30. What tools do I need to successfully participate in online classes?**

ASU Online courses are taught using the Canvas learning management system and include a variety of multimedia tools and resources. To ensure you can successfully access the multimedia tools in your courses, ASU Online recommends you use a standard PC or Mac desktop or laptop computer with a webcam, headset and microphone. Mobile devices such as a cell phone, Google Chromebook or tablet computer (Apple iPad, Samsung Galaxy, Microsoft Surface) will not provide the access and functionality necessary for ASU Online courses and are not recommended. Courses are best viewed using a high-speed Internet connection and the browsers [Firefox](#) or [Chrome](#), which can be downloaded for free online. Linux is not supported.

### **31. What computer skills will I need to be successful with online classes?**

You will need to be able to access the internet regularly, send and receive information, research, and communicate with others via email and word processing documents. Other course content may come in the form of online videos or virtual laboratories which will be explained in your courseware.

At a minimum, you need a computer that can access the Internet, preferably with a high-speed connection. You should have access to email, productivity software like Microsoft Office, and other applications needed to perform a variety of educational functions. ASU offers Microsoft 365 to currently enrolled students free of charge. If you get stuck, ASU has a 24/7 help desk that can answer questions and help resolve problems.

### **32. Will I be given time off the job to study?**

All time allocated to studying for your degree must be in your own time, partners will not receive any paid or contracted time off the job to study.

## **Other Universities**

### **33. Can I attend another academic institution while participating in SDAP at Arizona State University?**

To be eligible for the SDAP program, partners cannot currently be engaged in any other full-time education or training programs including apprenticeships.

### **34. I'm currently enrolled at another further or higher education institution. Would I have to transfer immediately 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 coach to get questions answered about the application, admission, and credit transfer process. To talk to an enrollment coach, call 0203.481.5024.

### **35. I want to stay at my current university. Can I use the Starbucks Degree Achievement Plan for a university of my choice?**

The Starbucks Degree Achievement Plan applies only to bachelor's degree programs offered online at Arizona State University. If you are currently enrolled and wish to transfer to ASU, talk to an enrollment coach, call 0203.481.5024.

## About my degree

### 36. What is the difference between a US and UK bachelor's degree?

Both US and UK bachelor's degrees are highly respected globally and both countries have multiple top-ranked universities that attract award-winning faculty. Each degree is unique and beneficial in its own way.

As expected, however, there are several differences between a US and UK bachelor's degrees. One example is that in the UK most bachelor's degrees take 3 years to complete, while in the US most bachelor's degrees require 4 years. Another difference can be found in how the degree programs are designed. UK bachelor's degrees tend to be focused on a specific area of study, while US degrees incorporate course requirements across a wide range of subject areas. Although US institutions offer a variety of options for specialized study, US degrees also emphasize a foundation in general education, which focuses on critical thinking, quantitative reasoning, humanities, social science, and natural science. General education courses also promote awareness of cultural diversity, global issues, and historical context.

ASU is dedicated to academic excellence in order to help students develop as learners and scholars and to support students as they explore and identify career opportunities that suit their interests. Known as the New American University with a focus on expanding educational opportunity and solving global challenges through cutting-edge research, ASU is a comprehensive public research university that measures its performance in terms of knowledge generation, inclusivity and student success. To learn more about ASU, [click here](#).

### 37. Is a US degree valued and recognized in the UK?

In the modern global world of business, a US degree will resonate and hold value to UK employers. A US Bachelor's degree is comparable to that of the UK. Credits towards or a full bachelor's degree achieved in the US will equate to UCAS points providing entry points into further higher education routes in the UK. For example, a US bachelor's degree would normally provide entry to undertake a master's degree from a top UK higher educational establishment.

### 38. What happens when I complete my degree?

At the successful completion of your degree program requirements, ASU will grant your bachelor's degree. ASU recognizes this achievement by hosting graduation ceremonies. You do not have to attend in person to receive your diploma, but all ASU Online students are invited to participate in graduation in person. Diplomas are mailed approximately six to eight weeks after the degree has been granted. Your diploma will be issued from Arizona State University and will be indicated as such on your diploma.

## Miscellaneous

### 39. Am I able to receive any financial aid such as a student loan?

As your tuition fees are being covered by Starbucks, and as you are learning overseas at a US establishment, then you will not be eligible to apply for a UK student loan. Students can, however, apply for scholarships through the college they've been admitted to, or through the University, by visiting [scholarships.asu.edu](http://scholarships.asu.edu) after they have an ASUrite and password.

### 40. Will I receive a NUS card?

Unlike in the United Kingdom, there is not national union for students in the US, and thus no NUS card. In place, students are encouraged to apply for an ASU ID card, which would grant the holder discounts in some circumstances. International ASU students can also get an International Student Identity Card. The process for getting one and the associated discounts can be found at [www.isic.org/cards](http://www.isic.org/cards).

#### 41. Where can I go to with any further questions?

Your enrollment coach is happy to support you and answer any and all of your questions. You can contact them at 0203.481.5024. Or if you prefer to learn more information about the SDAP program on your own, you can also submit a Request for Information on the [Starbucks Degree Achievement Plan website](#).

## Glossary

### Credit Hour

Basic unit of measurement for courses in US higher education. A student can expect to put in about 6 hrs. of work per credit hour in a 7.5 week class.

### Semester

A semester generally spans a 15 week period of time during which classes are offered. There are 3 semesters: Fall (August-December), Spring (January- May), and Summer (May- August).

### Session

A session is a smaller unit of time within a semester. There are three different types of sessions: A, B, and C. Classes start and end with the starting and ending of sessions.

Fall/Spring A and B sessions are 7.5 weeks long; Summer A and B sessions are 6 weeks long. Fall/Spring C sessions run the full semester (15 weeks plus final exams); Summer C session is 8 weeks long.

FALL		SPRING		SUMMER	
Session A 7.5 weeks	Session B 7.5 weeks	Session A 7.5 weeks	Session B 7.5 weeks	Session A 6 weeks	Session B 6 weeks
Session C 15 weeks		Session C 15 weeks		Session C 8 weeks	

*Revised 3/25/2018*