

List of questions for vetting external study abroad program providers

1. Provide 3 references of current higher education institutions for which you have provided this service in the past three years. Provide the following details for each reference: Company name; dates of service; number of participants served in one calendar year; name of contact person; title of contact person; phone number and email address of contact person
2. Describe any significant changes in your organization within the past two years including: changes in ownership (greater than 5%), mergers/acquisitions, personnel reorganizations, changes in business emphasis, etc.
3. Please provide a list of your accreditations, certifications and memberships.
4. Provide a short overview of your experience working with US based students studying abroad.
5. Please identify the locations in which your organization specializes in operating programs.
6. Please provide up to a maximum of 3 examples of custom faculty led programs for academic groups that your organization implemented. The examples should include the following, as appropriate to the group: curriculum or programming designed to meet academic goals, logistics, co-curricular activities, costs and fees per participant and minimum number of participants. In those examples, please identify your level of responsibility, as compared to participants' home university or organization's responsibility, for group participants in relation to: orientation, supervision of individual students, managing student behavior, responding to individual participants' medical or mental health needs, and addressing issues and concerns outside of formal programming hours.
7. Provide a proposed plan for communicating with our office regarding changes, enhancements and all other aspects of the planning and on-the-ground assistance with the Study Abroad Program trips.
8. Provide information on your customer service and who, in your team/organization, will be available, when. Please also include information if you will provide a dedicated account manager to our office.
9. Please provide information on what type of automated processes you provide such as online enrollment, how additional participant data is collected or if you use a system to log students' outside of program location travel.
10. Do you require an online registration form? If so, provide an overview of what it entails and examples of the types of information, and copies of documents required from students.
11. General faculty/staff to student ratios for programs are between 1:12 and 1:20 but differs for each program. Does your organization utilize minimum participation requirements? Please describe the requirement.
12. What percentage of your work is sub-contracted out to other independent contractors you work with on-the-ground? Please provide details of these arrangements.
13. Do you help with marketing and recruitment? i.e. do you help provide marketing materials, or help with email communication to students? Please provide examples.
14. Please provide a short overview of your experience dealing with both experienced and non-experienced teaching faculty/program directors
15. Provide a scenario in the past, dealing with a difficult faculty leader who demanded certain activities were necessary, but which you disagreed, how did you, or would deal with this?

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16. Do you offer faculty training before the trip departs?
17. Do you have an after-hours service? If so, please provide a short overview of your offer.
18. Does your organization offer student scholarships?
19. Do you provide assistance with visa acquisition – for students and faculty?
20. Do you have your own policies and expectations for student conduct?
21. Do you assist with accompanying family members in finding separate lodging to the main group?
22. Please identify the risk management and other health and safety measures incorporated into your programs.
23. Please provide an overview of your accident reporting protocols for serious illness and injuries, vehicular accidents and death and disappearance
24. How does your organization assess and validate the safety of locations, lodging and transportation used by program attendees?
25. Please provide a crisis plan or emergency protocol or safety plan to ensure the safety of the participants.
26. Please explain your process used to select, train and remove host families, if applicable.
27. Does your organization have any restrictions around DOS Travel Advisories? Level 3 or 4? If changes occur? What do you require/advise?
28. Explain your liability coverage.
29. Do you provide assistance in adherence to FERPA, Title IX, Clery Act and any other institutionally-relevant, federally-regulated participant protection regulations?
30. Do you have prior experience working with study abroad insurance companies such as XXXXX [insert name of your institution's study abroad insurance company]? Please explain.
31. Provide a short overview of your 'student deposit' process and amount and if this is normally standardized. Is it a percentage of the total? A fixed amount? When is the deposit due? How much does this vary?
32. Do you have a standardized payment schedule for universities? E.g. 90 days prior, 60 days prior, 30 days prior?
33. What is your cancellation/refund policy?
34. Do you have a per student cost amount pricing structure? Does this vary based on a minimum threshold? Is it tiered in the case that the program recruits more than X number of students?
35. How are faculty travel costs dealt with?
36. How are individual student and entire program cancellations dealt with?
37. If your service and/or the agreed upon contract includes airfare, are there any specific restrictions?
38. Have you ever had a contract terminated early? Please provide details.
39. Please provide information on geographical areas that you have expertise over other organizations or the area in which you exclusively operate and have intimate knowledge with.
40. If applicable, please additionally highlight work you have done with a consortium of separate universities or colleges.
41. Please identify any academic fields in which your organization specializes, include information on your curriculum offerings, and note any specialty academic programming your organization offers.
42. Please note any specialty programming (academic, internship, service-learning, and other student-appropriate) your organization offers.