

Questions to Ask in Evaluating an Education Abroad Program Provider

Disclaimer: These questions are a resource for institutions of higher education to use in developing a robust partner evaluation process for vetting potential education abroad providers. This list is **not** designed to be a comprehensive checklist nor is it designed to substitute for the following:

- the Forum on Education Abroad's [Standards of Good Practice for Education Abroad](#),
- the Forum on Education Abroad's [Guidelines](#), or
- NAFSA's [Comprehensive Guide for Evaluating Education Abroad Program Partners: Non-Academic Vetting Strategies](#).

Rather, the purpose of this document is to combine some of the values-based questions emerging about relationships between education abroad providers and institutions *and* some of the academic, logistic, and risk management concerns that comprise much of the current vetting process into a single document that institutions can use to build their own evaluation frameworks. *This list cannot and should not* substitute for meeting field standards or developing an institutional approach to provider evaluation.

Questions Regarding the Big Picture

What is the organization's governance structure?

What are the organization's mission, vision, and values?

To what extent does the organization seem to be living its mission, vision, values?

What does the organization's strategic plan look like?

How is the provider organized legally as well as structurally? What type of company is it?

To what extent does the organization's mission, vision, and values align with those of our campus?

What is the near-term likelihood that the organization will undergo restructuring, merger, or acquisition?

To what extent does leadership recruit and retain a diverse team across all levels of the organization?

Questions Regarding Academic Outcomes

What are the qualifications/expertise of faculty?

What are the academic outcomes of past participants?

Who is the school of record? How do they exercise curricular oversight?

What global learning/intercultural education does the organization embed within its programs?

What are the global learning assessment outcomes for past participants?

What is the organization's ongoing plan to enhance the quality of instruction?

What internship, research, and/or service-learning opportunities are available for students?

How do programs support language learning?

Questions Regarding On-Site Experience

What student support frameworks exist on site?

Who are the on-site staff? What are their qualifications? What is their experience with US students?

What is the ratio of full- to part-time staff?

What is the current on-site staff turnover rate?

What are the housing options? How are those options vetted?

What is the average response time for student concerns?



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What local partners collaborate with the organization to support student growth?
What resources exist to support students from underrepresented groups?
How does the organization prepare students for the social and cultural differences they will experience?
What supports exist for students experiencing challenges due to social and cultural differences?

Questions Regarding Finances

What are the program costs for students? What do those costs include/exclude?
What scholarships are available? Does the organization contribute to other scholarships (e.g., FEA)?
What benefits accrue from signing a memorandum of understanding?
What is the organization doing to promote access for underrepresented populations abroad?
What is the organization's profit margin per student or program?
What is the CEO's salary? What is the CEO's additional compensation package?
What is the average employee salary in the US?
To what extent is the organization's compensation of in-country staff in line with local cost of living?
What are the organization's revenue sources beyond student program fees?
How healthy are the organization's financial reserves?

Questions Regarding Health, Safety, and Risk Management

How developed is the organization's emergency response protocol?
What crisis-management training does the organization provide on-site staff?
What is the organization's communication plan with (a) students, (b) home campus staff, and (c) parents?
What training does the organization provide students to address health, safety, and risk concerns?
Who is the organization's insurance provider? What coverage does the organization provide students?
What are the organization's criteria for dismissing or evacuating a student?
What are the organization's criteria for suspending a program or evacuating all students?

Questions Regarding Industry Concerns and Practices

What professional memberships does the organization maintain?
To what extent do organizational personnel contribute to the field?
Does the organization report critical incidents to the Forum on Education Abroad's database?
What efforts is the organization engaging in to meet the UN Sustainable Development Goals?
Is the organization a CANIE member? What are its CANIE goals?
What similar (i.e., peer) institutions are already organizational partners?

