

THE
FORUM
ON EDUCATION
ABROAD

RESULTS OF THE SURVEY ON
PROGRAM MANAGEMENT
IN
EDUCATION ABROAD

OCTOBER 2007

The Forum on Education Abroad would like to thank Kim Kreutzer of the University of Colorado, Boulder, for her leadership in developing the Survey on Program Management in Education Abroad, together with her colleagues on the Forum Council, and the Council's Data Committee and Standards Committee.

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Trish Tindall, U. of Wollongong
Anders Uhrskov, Denmark's Institute for Study Abroad
Michael Woolf, Foundation for International Education, London

THE FORUM ON EDUCATION ABROAD
Dickinson College P.O. Box 1773
Carlisle, PA 17013
(ph) 717-245-1031 (f) 717-245-1677
www.forumea.org

Results of the Survey on Program Management in Education Abroad October 2007

Purpose of the Survey

In an effort to gather information on the latest management practices in the field, the Forum on Education Abroad's Data Committee, under the leadership of its chair, Kim Kreutzer, designed a survey to assess study abroad program management practices. The Data Committee was assisted in this effort by the Forum's Standards Committee and the Forum Council.

The goal of the survey is to provide information to the Forum membership, the field of education abroad, the media, and the public about how education abroad programs are managed. Another purpose was to provide information useful to the work of drafting a code of ethics for education abroad, a project begun at an Ethics Meeting convened at the Forum offices in Carlisle, PA on September 23 – 25, 2007.

A further goal of the survey is to help inform the Forum's work in the area of Standards of Good Practice. Recognized by the U.S. Department of Justice and the Federal Trade Commission as a Standards Development Organization for education abroad, the Forum develops and disseminates best practices and, through its Quality Improvement Program (QUIP) assists Forum member institutions to improve the quality of their education abroad programs.

Respondents to the Survey

The recent Forum Survey on Program Management in Education Abroad included responses from 75 U.S. colleges and universities and 20 study abroad provider organizations, host institutions and programs located outside of the United States. An additional response was received from a consortium of four U.S. universities, bringing the total number of respondents to 96.

A total of 269 Forum member organizations were notified about the survey, making the response rate for the survey 36%. The survey was administered between September 10 and September 17, 2007 through a third-party web-based service. All responses were anonymous. The 75 U.S. institutions that responded to the survey individually reported a total of 46,420 students that studied abroad in 2006-07. The provider organizations reported a student enrollment of 25,647 on their programs in the same time period. While there is overlap in enrollments between colleges/universities and provider programs (both may be counting and reporting some of the same students), the survey did not identify individual students, so we cannot know how many students may have been counted by both their institution and by a provider. The survey data collected indicates that institutions and providers played a significant role in 72,067 education abroad experiences and even with likely overlaps of students, this, represents a significant proportion of U.S. study abroad students.

U.S. Colleges and Universities

Seventy-six of the respondents identified themselves as U.S. higher education institutions. 47 respondents identified themselves as private institutions while 29 identified themselves as public institutions (including one consortium of public institutions). Eighteen institutions reported offering only bachelor's degrees; 16 reported offering master's degrees but not doctoral degrees; and 41 reported offering doctoral degrees.

The Forum counts 200 U.S. colleges and universities as members, and therefore the survey responses account for 38% of Forum members that are a U.S. college or university. These respondents on average operate sizable education abroad programs, indicated by their responses to questions about student enrollments. The reported average program enrollments for these respondents were as follows:

<u>Program Type</u>	<u>Annual Average Study Abroad Enrollment, 2006-07</u>
Reciprocal exchange programs	54.13
Non-exchange integrated university study	135.22
Programs with at least one special course added	186.68
U.S. home institution, faculty-led, short-term programs (less than a quarter or a semester)	266.09
U.S. home institution, faculty-led, long-term programs (one quarter/semester or longer)	65.21
Other programs	15.73

Study Abroad Providers and Host Institutions

20 study abroad providers and host institutions responded to the survey. Of these, 9 identified themselves as non-profit program providers; 5 as for-profit program providers; 2 as non-profit independent programs; 2 as for-profit independent programs; 1 as a host institution located outside the United States; and 1 as a consortium of colleges.

The Forum has approximately 56 provider organizations overall as members, and therefore the survey responses account for 36% of Forum members that are this type of organization.

These respondents on average manage sizable programs as indicated by their responses to questions about student enrollments. The reported average program enrollments for these respondents were as follows:

<u>Program Type</u>	<u>Annual Average Study Abroad Enrollment, 2006-07</u>
Exchange programs	115
Non-exchange integrated university study	531
Programs with at least one special course added	888
U.S. home institution, faculty-led, short-term programs (less than a quarter or a semester)	301
U.S. home institution, faculty-led, long-term programs (one quarter/semester or longer)	182
Other programs	64

Responses from Colleges and Universities

Responses to the Public Scrutiny of Education Abroad Practices

Forum member colleges and universities report that they have taken a number of actions in response to the recent public scrutiny of study abroad.

<u>Action</u>	<u>#</u>	<u>%</u>
Conferred with senior administration/management at your institution/organization	82	93%
Conferred with media relations	43	49%
Conferred with legal counsel	41	47%
Conferred with risk management professionals	14	16%
Posted information on your web site	12	14%
Written a letter to constituents	9	11%
Written a letter to the editor	6	7%
Issued a press release	2	2%
Other, please specify:	14	16%
Other actions mentioned included:		
Internal discussion with office staff (3 responses)		
Developed talking points/responses (3 responses)		
Conferred with faculty oversight committee		
Issued press statements to media that asked		
Responded to individual emails and telephone calls from affiliates		
Withdrawn from professional board memberships		
Answered subpoenas		
Talked to reporters		
Conferred with colleagues at other US universities		
Changed our policies		

Ethical Guidelines

Virtually every institution and provider organization responding to the survey, 98%, supports the Forum's development of a code of ethics with specific guidelines pertaining to relationships between third-party providers and colleges and universities.

Types of Study Abroad Programs Offered by Colleges and Universities

The survey demonstrates that there are a wide variety of study abroad program types offered by US colleges and universities. These program types are noted below along with the number of institutional respondents offering each type, beginning with the most to the least prevalent.

Program Type	#	%
Programs that have at least one special course developed for the U.S. or other international students on the program (and which have no on-site participation by your faculty)	71	93%
Non-exchange programs where students take only regular university courses designed for host university students (i.e. integrated university study)?	70	93%
Reciprocal exchange programs	68	89%
Faculty-led, short term programs (less than a quarter or semester, depending on your institution's academic calendar)	65	86%
Faculty-led, long term programs (one quarter/semester or longer abroad)	41	55%
Faculty take students abroad for course work on sojourns that are not formally approved study abroad programs	40	53%
Other types of programs not mentioned	21	29%

Participation According to Program Type

Program Type	Mean # of Students
Faculty-led, short term programs (less than a quarter or semester, depending on your institution's academic calendar)	266.09
Programs that have at least one special course developed for the U.S. or other international students on the program (and which have no on-site participation by your faculty)	186.68
Non-exchange programs where students take only regular university courses designed for host university students (i.e. integrated university study)?	135.22
Faculty-led, long term programs (one quarter/semester or longer abroad)	65.21
Reciprocal exchange programs	54.13
Other types of programs not mentioned	15.73

Program Approval Process

The survey reveals that the practice of approving study abroad programs for student participation involves a number of different considerations and approaches. For most institutions, the education abroad staff is directly involved in this approval process. The variety of approaches is outlined in the chart below.

Practice	#	%
They are approved by the education abroad staff	53	70%
They must be approved by an academic oversight committee	44	58%
Individual students may have their study plans approved for programs not otherwise on an approved list.	35	46%
They are reviewed by an advisory committee (which advises on, but doesn't approve programs)	22	29%
They must be approved by risk management professionals	13	17%
They must be approved by legal counsel	11	14%
Students may study abroad and earn credit on any program; there is no approval process.	6	8%
They are approved by the Board of Directors/Trustees	1	1%
Other, please specify:	21	28%
The provost (3 responses)		
Students may petition non-approved programs (2 responses)		
Varies according to program; Different procedures for different types of programs (3 responses)		
Academic Dean, the President and Budget Committee		
Academic senate for College-administered programs		
Also approved by registrar and academic dean		
Approved by study abroad advisor of each college		
Final approval granted by Dean of International Programs		
However, courses are approved by faculty.		
Inter-institutional Advisory Committee		
Legal Counsel reviews agreements		
Must be approved by entire faculty.		
Registrar and Education Abroad Staff decide together		
Reviewed by the University Undergraduate Curriculum		
Study Abroad Faculty Committee		
Systemwide: senate, risk and legal vetting		
The VC, Director and faculty approve		

Programs Offered in Cooperation with or through a Third Party (either a Program Provider or a Consortium)

Institutions report that a significant number of their programs are run with or through a third party. The following are the mean percentages of an institutions programs in each category that are run in cooperation with or through a third-party, beginning with the most popular to the least.

Program Type	Through a Third-Party Provider
Programs with at least one special course (and no on site participation by your faculty)	50.12%
Non-exchange programs with integrated university study	35.74%
Faculty-led, short term programs (less than a quarter or semester)	13.40%
Faculty-led, long term programs (one quarter/semester or longer)	12.81%
Reciprocal exchange programs	5.74%*

*15.76% of reciprocal exchange programs are offered through a consortium

What Factors do Colleges and Universities Consider When Deciding to Affiliate with or Approve Programs?

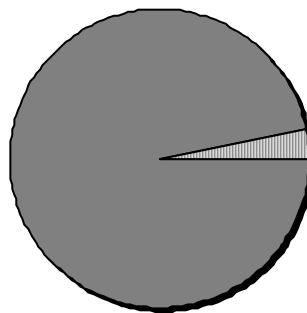
The most important factor that colleges and universities consider when they decide to affiliate with or approve programs is academic quality.

Most Important Factors when Deciding to Affiliate with or Approve Programs (1 = most important; 12 = least important)

1. Academic Quality
2. Health and Safety
3. Quality of program administration and ease of working with program provider
4. In-country support (e.g. resident directors, co-curricular activities)
5. Program structure (e.g. direct enrollment, hybrid, field study)
6. Cost
7. Experience of former students
8. Transparency in relationships
9. Possibility of involvement by the home campus in program oversight, policymaking, site visits, etc.
10. Personal faculty contacts
11. Whether a program provider offers many of programs of interest (as opposed to just one or a few)
12. Possibility for exchanges

Exclusive Agreements between Institutions and Program Providers

Only 2 out of 75, or 3%, of the institutions reported that they have any exclusive agreements with program providers.



■ No exclusive agreements (97%) ▨ Exclusive agreements (3%)

Site Visits, Familiarization Tours, Discounts, Rebates, and Other Strategies used by Colleges and Universities in Deciding whether or not to Affiliate with or Approve Programs

Other survey data sheds light on the commonly accepted practice of using site visits to help to judge the quality of study abroad programs. When institutions were asked about how they decide whether or not to affiliate with particular programs offered by a program provider, or to approve such a program for their students, 76% responded that they “always” or “sometimes” conduct site visits for which their institution pays. 37% responded that the site visits are sometimes paid for by providers, while 67% reported that site visits are “always” or “sometimes” paid for *in part* by providers.

Similar results were found in regard to familiarization tours, which are also used extensively as a strategy for deciding about programs. The most commonly reported practice is to share the costs of such tours between the college/university and the study abroad provider organization. 54% of colleges and universities always or sometimes participate in familiarization tours that are paid for by their institution when they are deciding whether to affiliate with a program. 39% sometimes participate in such tours that are paid for by the provider organization. 71% sometimes/always participate in familiarization tours where the cost of such tours is shared by the program provider and the institution.

The survey reports important data regarding the business practices of study abroad and the ways in which study abroad program fees are set. 44% of institutions report that, in deciding whether to affiliate with a program, they negotiated fee reductions “always” or “sometimes” for each student sent on the provider’s program. 8% report that they always or sometimes negotiate rebates for each student sent for support of their office.

Only 8% of institutions report that they always or sometimes negotiate a “volume discount,” or a fee reduction for a certain number of students sent to a provider’s program at the time they are considering whether to affiliate with the program.

A more common approach employed by institutions is to negotiate a scholarship allowance for students, with 38% of institutions reporting that they always or sometimes take part in this practice. 17% of institutions report that they always or sometimes negotiate scholarships based on student volume.

The responses in the table on the next page show the full range and distribution of practices.

28. In deciding whether to affiliate with particular programs offered by a program provider, or to approve such a program for your students, which of the following strategies, do you employ?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option. (Responses chosen by over 50 of the respondents are highlighted in green).	Always	Sometimes	Never	N/A or Don't know
conduct individual site visits paid for by your institution	11 15%	46 61%	10 13%	8 11%
conduct individual site visits paid for by program providers	0 0%	28 37%	38 51%	9 12%
conduct individual site visits paid for by your institution and program providers	2 3%	48 64%	17 23%	8 11%
conduct individual site visits paid for with personal funds	1 1%	7 9%	60 81%	6 8%
participate in group familiarization tours paid for by your institution	1 1%	40 53%	28 37%	6 8%
participate in group familiarization tours paid for by program providers	0 0%	29 39%	38 51%	7 9%
participate in group familiarization tours in which costs are shared by your institution and program providers	1 1%	52 69%	15 20%	7 9%
participate in group familiarization tours paid for with personal funds	1 1%	4 6%	62 85%	6 8%
get feedback from program alumni from other institutions	9 12%	46 61%	14 19%	6 8%
send a few students on a "pilot" program	3 4%	48 64%	16 21%	8 11%
analyze materials submitted by the programs	57 76%	12 16%	2 3%	4 5%
host visits to your institution by program representatives	12 16%	56 75%	3 3%	4 5%
negotiate program fee reductions for each student sent	3 4%	30 40%	34 45%	8 11%
negotiate rebates (for office support) for each student sent	1 1%	5 7%	60 81%	8 11%
negotiate program fee reductions for a certain number of students sent (i.e. volume discounts)	1 1%	18 24%	46 61%	10 13%
negotiate rebates (for office support) for a certain number of students sent (i.e. volume discounts)	1 1%	5 7%	57 78%	10 14%
negotiate a dedicated scholarship allowance for your students	2 3%	26 35%	39 53%	7 9%
negotiate scholarships based on student volume	1 1%	12 16%	52 70%	9 12%
negotiate with program providers for funds to support your office overhead	1 1%	3 4%	60 83%	8 11%
look for programs where the program fee is less than your home school tuition/fees	10 14%	24 33%	28 38%	11 15%
evaluate the receptiveness of the program provider to listen to and act on evaluative comments about their programs	46 62%	20 27%	2 3%	6 8%
look for the possibility of representation of your college/university staff or faculty on advisory committees/boards for programs	7 10%	31 43%	26 36%	8 11%
look for opportunities for faculty members from my institutions to serve as program directors or instructors periodically	1 1%	29 39%	34 46%	10 14%
gather feedback from colleagues at other institutions who send students on the programs	32 43%	39 53%	0 0%	3 4%
gather information via an inquiry sent to SECUSS-L to get feedback about the program	8 11%	40 54%	20 27%	6 8%
determine whether the program contributes to the site's local community through service learning, community-based learning, or other means	11 15%	44 59%	13 18%	6 8%
consider whether the program recognizes standards and best practices of The Forum, NAFSA, or other relevant professional bodies	35 48%	25 34%	6 8%	7 10%
choose from a pre-approved list of 'vendors' determined at a higher level	2 3%	3 4%	56 76%	13 18%
other, please specify:	2 14%	0 0%	2 14%	10 71%

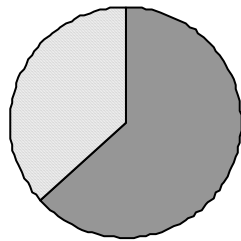
How do Students Pay for Affiliated or Approved Study Abroad Programs?

The survey reveals that institutions set the fees for affiliated or approved study abroad programs in a variety of ways. The responses demonstrate the complexity of study abroad finances and budgeting. The most common practice, reported by 35% of institutions, is to have students pay the program directly.

Method	#	%
Students pay the program directly	26	35%
Students pay the institution for the program fee and then the institution pays the program	22	31%
Students pay full home school tuition, but pay for their own room and board	21	29%
Students pay full home school tuition and fees and institution pays all of the program expenses, including room and board	13	18%
Students pay full home school tuition and fees and a study abroad program fee, and institution pays all of the program expenses, including room and board	6	8%
Students pay full home school tuition and a study abroad program fee, but pay for their own room and board	6	8%
In addition to any of these methods, students pay an administrative fee that goes to the education abroad office.	22	30%
In addition to any of these methods, students pay an administrative fee that goes to an office on campus other than the education abroad office	15	21%
Other, please specify:	11	15%

Where do Study Abroad Fees Go?

Institutions were asked if any funds paid by their education abroad students go to accounts at the institution not controlled by the education abroad office. A total of 75 institutions answered this question, with 64% (48) of the institutions answering “yes” and 37% (27) answering “no.”



- Study Abroad fees go to accounts not controlled by education abroad office (64%)
- Study Abroad fees go to education abroad office (37%)

(Where do Study Abroad Fees Go? Continued)

The comments for this question again reflect the complexity of study abroad financing and the wide variety of practices that exist:

- \$50 administrative fee used by the accounting office
- \$25 course fee for external programs that feeds into the general fund.
- Students going on internal programs pay into individual department accounts.
- A percentage of income is paid back to the general fund, to offset the cost of financial aid.
- Administrative fee goes to general revenues
- All funds paid by education abroad students go directly into general university funds.
- Exchanges currently run through a separate office. Pay home tuition directly to cashier's office.
- Fees paid to the education abroad office cover financial aid for study abroad students, which is allocated by the financial aid office.
- For financial aid
- I believe some of the administrative fee is supposed to come back to support our office (through salary funding, etc.), but that's not really clear as it goes into the general fund- our office doesn't control it.
- Indirect charge for university overhead
- Some funds go the financial aid for grants to cover lost work-study wages.
- Some funds go to departments
- Some tuition dollars revert to the general fund.
- Students pay home-school tuition; the funds go into the general university coffers, just as they would if the students were on the home campus. The education abroad office is given a budget by the university that is not tied directly to the number of students going abroad.
- Study away fee goes to the general fund
- The "study-elsewhere fee" of \$200 goes to central administration.
- The tuition, room and board collected are controlled by our finance department, who from these fees pays the host institutions or 3rd party providers.
- They go into their own accounts which are then debited to pay the cost of the program in conjunction with their scholarships
- To general fund
- Tuition and fees for reciprocal exchange students who are enrolled at our institution while studying abroad
- Tuition and fees go directly into student accounts controlled by the university cashier's office
- Tuition room and board and insurance goes to the appropriate on campus budget line item
- University charges directly to the education abroad office an administration fee equal to 3% of tuition and program fee collected from study abroad students
- University fees (matriculation fee, etc) are retained by the central administration.
- Tuition is returned to our office.
- Everything handled by business office/treasurer

How do Colleges and Universities Evaluate Study Abroad Programs?

Institutions report that they employ both formal and informal processes for evaluating study abroad programs. 79% report that advisers and faculty informally evaluate programs when they conduct site visits.

Method	#	%
Staff informally evaluate programs on a continuous basis	64	85%
Advisers and faculty informally evaluate programs when they conduct site visits	59	79%
The institution has a formal internal evaluation process	50	67%
The institution uses their regular campus-based course evaluation process	18	24%
The institution uses a formal evaluation process that includes external reviewers	14	19%
The institution does not have an evaluation process	2	3%
Other:	10	13%
Program evaluations completed by study abroad participants (5 responses)		
Periodic review by faculty study abroad committee (2 responses)		
Feedback from re-entry sessions		
Rely on other evaluators		
We're working on a formal, ongoing evaluation process		

Who Participates in Site Visits?

The survey asked how often the director of the education abroad office participates in overseas site visits for any study abroad program, whether managed by the institution, approved by the institution, or programs that are being considered for approval. 73 institutions responded to this question with 69% (52) reporting between 1 and 3 site visits per year.

Site Visits by Directors of Education Abroad

# of site visits per year	#	%
more than 6	6	8%
6 trips	4	5%
5 trips	2	3%
4 trips	7	10%
3 trips	10	13%
2 trips	25	33%
1 trip	17	23%
no trips	1	1%
Other	3	4%

Slightly fewer site visits are conducted by education abroad advisers. 71 institutions reported that 63% of their education abroad advising staff conduct 1 or 2 site visits each year. Similar data was reported for education abroad program administrators.

Site Visits by Education Abroad Advisers on Staff

# of site visits per year	#	%
more than 6	0	0%
6 trips	0	0%
5 trips	1	1%
4 trips	3	4%
3 trips	3	4%
2 trips	16	23%
1 trip	29	40%
no trips	10	14%
Other	11	15%

...Continues

(How do Colleges and Universities Evaluate Study Abroad Programs? continued)

Site Visits by Education Abroad Program Administrators on Staff

# of site visits per year	#	%
more than 6 trips	1	1%
6 trips	1	1%
5 trips	0	0%
4 trips	2	3%
3 trips	4	6%
2 trips	5	21%
1 trip	22	31%
no trips	18	26%
Other	8	12%

Institutions report that faculty members who do not work in the education abroad office conduct a significant number of site visits. Over 50% of institutions reported that faculty participate in 2 or more site visits a year.

Site Visits by Faculty who do not Work in Education Abroad Office

# of site visits per year	#	%
more than 6 trips	9	12%
6 trips	4	6%
5 trips	3	4%
4 trips	7	10%
3 trips	7	10%
2 trips	9	12%
1 trip	12	17%
no trips	10	14%
Other	12	17%

Reporting Requirements for Site Visits

When you or your staff or faculty participate in site visits, what reporting requirements are there?	Always	Sometimes	Never	N/A or don't know
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.				
We must write a report of the visit.	44 59%	27 36%	2 3%	2 3%
We must share a copy of the report with the program provider and/or the host institution.	3 4%	42 56%	23 31%	7 9%
We must do a presentation to the education abroad office staff upon return.	25 35%	32 44%	12 17%	3 4%
Other, please specify:	7 44%	0 0%	1 6%	8 50%

Financial Aid and Study Abroad

Survey questions were taken, in part, from the financial aid questions on the Institute of International Education's *Open Doors* survey. They were developed by NAFSA's Education Abroad sub-committee on Financial Aid and Resources for Study Abroad. Responses to these questions indicate that the highest percentage of institutions most provide financial aid support for students who enroll in the institution's own programs and programs that are approved.

For which programs may your students receive federal financial aid (check as many as apply)?	#	%
your own programs	56	75%
programs on an approved list	46	61%
any program that negotiates a written/consortial agreement with your financial aid office	35	47%
Other, please specify	14	19%

For which programs may your students receive state financial aid (check as many as apply)?	#	%
your own programs	53	73%
programs on an approved list	41	56%
any program that negotiates a written/consortial agreement with your financial aid office	32	44%
Other, please specify	16	22%

For which programs may your students receive need-based institutional financial aid (check as many as apply)?	#	%
your own programs	55	74%
programs on an approved list	45	61%
any program that negotiates a written/consortial agreement with your financial aid office	22	30%
Other, please specify	17	23%

For which programs may your students receive merit-based institutional financial aid (check as many as apply)?	#	%
your own programs	51	71%
programs on an approved list	41	57%
any program that negotiates a written/consortial agreement with your financial aid office	19	26%
Other, please specify	17	24%

Funding of Study Abroad Offices

60 out of 76 (76.5%) institutions surveyed report that their study abroad offices are funded in part by the institutional general fund, with the average funding level being almost 75%. 36 out of 76 institutions (59.6%) report that fees paid by students participating in education abroad programs fund the education abroad office, with the average funding level being 60% of the office's operation. Other sources of funding included student fees paid by every student at the institution (4 institutions), money from restricted endowments (5 institutions), and cost sharing from program providers, which on average contributes to 5% of the education abroad office's budget for the five institutions that reported this practice.

How is the **education abroad** office at your institution funded (must add up to 100%)?

Funding source	No. of institutions reporting this kind of funding (out of 79 who answered the question)	Percentage of the institution's total funding from this category (if they received the type of funding)
Your institution's general fund	60	Mean = 76.5%
Student fees paid by education abroad program participants	36	Mean = 59.6%
Student fees paid by every student at your institution	4	Mean = 48.7%
Cost-sharing from program provider(s)	5	Mean = 5%
Restricted Endowment	5	Mean = 13.6%
Surplus from the collection of home school tuition	3	Mean = 66%
Grants	1	Mean = 10.5%
Unknown	1	Mean = 100%
Other	8	Mean = 19.9%

Reported other practices:

- Interest income, miscellaneous fees, e.g. Study abroad fair, etc.
- Sale of ISIC cards; passport photo service; allocation from Provost's Office for scholarships; third party provider scholarships or contributions (very small)
- Sale of ISIC cards
- School of Record arrangements
- School of Record fees fund a small proportion of the administrative assistant's salary
- Systemwide subsidy
- We "capture" the tuition paid by students for the courses which they take on study abroad.

Academic Credit and Study Abroad

The vast majority of institutions report that academic credit is always given when students participate in programs administered by or approved by the institution. 26% of institutions report that they always give academic credit for programs that are not approved by their institutions, while 39% sometimes do. 36% of institutions report that they never give academic credit when students participate in study abroad programs not approved by the institution.

On which types of programs may your students earn academic credit towards their degrees (for course work that is successfully completed and appropriate)?			
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Always	Sometimes	Never
Your own programs (completely administered by your institution)	73 97%	0 0%	2 3%
Programs on your approved list or otherwise approved by your institution	69 99%	1 1%	0 0%
Programs that are not on your approved list or otherwise approved by your institution	18 26%	27 39%	25 36%

Marketing of Study Abroad Programs on Campuses

Institutional policies regarding the marketing of study abroad programs on campuses vary. 47% of campuses permit only approved programs to direct market on campus while 21% of institutions report that they allow any study abroad program to direct market on campus. 18% of campuses report that they do not allow direct marketing by off-campus entities.

What is your policy toward direct marketing of programs on campus?			
Any program may participate in direct marketing on your campus.		15	21%
Only approved programs may participate in direct marketing on your campus.		34	47%
You do not permit direct marketing to students by off-campus entities.		13	18%
Other, please specify		10	14%
Total		72	100%

Responses from Study Abroad Program Providers

Study abroad provider organizations and host universities were asked questions about the relationships between them and colleges and universities with whom they work. Survey results show that there is a wide range of programs that are being offered by providers that involve a variety of relationships with colleges and universities.

Types of Study Abroad Provider Programs and Enrollment Estimates

<u>Program Type</u>	<u>#</u>	<u>%</u>
Programs that have at least one special course developed for the U.S. or other international students on the program (and which have no on-site participation by your faculty)	19	95%
Non-exchange programs where students take only regular university courses designed for host university students (i.e. integrated university study)?	12	60%
Faculty-led, short term programs (less than a quarter or semester, depending on your institution's academic calendar)	10	50%
Reciprocal exchange programs	6	30%
Faculty-led, long term programs (one quarter/semester or longer abroad)	2	10%
Led by home university faculty but not approved by their institution*	1	5%
Other types of programs not mentioned	9	45%

*One organization reported that they offer programs led by home university faculty that do not have their institution's approval, while two additional organizations reported that it was "difficult to know but may happen," and that "Yes, we hire faculty outside their university jobs."

50% of organizations reported that they offer other types of programs that have not been mentioned here (or programs of unknown type). However, when asked "In academic year 2006-2007 (including summer 2007), how many students participated on your programs of types that have not been mentioned above (or programs of unknown type)," the average number was only 64 students. This indicates that the survey captured the most popular program types that are being offered. When asked to tell us what types of programs they offered that did not fall into the above categories, providers listed the following:

- Designed program hosted by foreign university taught by our program faculty who are also adjunct to that university.
- Faculty seminars and short-term programs taught by host university faculty
- Field study programs
- Long-term programs led by a U.S. resident director with faculty credentials but no current university affiliation
- Online courses with international visit
- Multi-Country Program and Experiential Learning Abroad (2)
- We are an independent program provider in Europe.
- We offer our own comprehensive semester, academic year and summer programs

Enrollment According to Program Type

<u>Program Type</u>	<u>Mean</u>	<u># of Students</u>
Programs that have at least one special course developed for the U.S. or other international students on the program (and which have no on-site participation by your faculty)		888
Non-exchange programs where students take only regular university courses designed for host university students (i.e. integrated university study)?		531
Faculty-led, short term programs (less than a quarter or semester, depending on your institution's academic calendar)		301
Exchange programs		115
Faculty-led, long term programs (one quarter/semester or longer abroad)		182
Other types of programs not mentioned		64

Familiarization Tours and Site Visits: From the Providers Perspective

The survey asked provider organizations and host institutions to answer questions regarding familiarization tours and site visits, and the results demonstrate that these are commonly conducted and that there are different ways in which they function. Study abroad provider organizations report that they offer familiarization tours or site visits to institutions with which they are formally affiliated, to those institutions interested in a future affiliation, and to unaffiliated institutions that currently send students on their programs. The following lists the various levels of support offered by providers and host institutions that offer familiarization tours or site visits to institutions that fall into these different categories:

Financial Support Provided to Affiliated Institutions

- Sometimes pay all or part of on-site lodging and meals. 80%
- Sometimes pay all or part of the participant's airfare. 60%
- Sometimes cover expenses for a fee that is less than the actual expenses. 25%
- Do not offer familiarization tours or site visits to affiliated Institutions 20%

Financial Support Provided to Institutions Interested in an Affiliation

- Sometimes pay all or part of on-site lodging and meals. 70%
- Sometimes pay all or part of the participant's airfare. 40%
- Sometimes cover expenses for a fee that is less than the actual expenses. 20%
- Do not offer familiarization tours or site visits to this group 25%

Financial Support Provided to Institutions that Send Students on Programs

- Sometimes pay all or part of on-site lodging and meals. 63%
- Sometimes pay all or part of the participant's airfare. 37%
- Sometimes cover expenses for a fee that is less than the actual expenses. 16%
- Do not offer familiarization tours or site visits to this group 32%

Financial Support Provided to Institutions that Might Like to Send Students on Programs

- Sometimes pay all or part of on-site lodging and meals. 65%
- Sometimes pay all or part of the participant's airfare. 35%
- Sometimes cover expenses for a fee that is less than the actual expenses. 15%
- Do not offer familiarization tours or site visits to this group 30%

Provider Scholarship Support of Students

The survey reveals that most provider organizations offer scholarship funding to students in a variety of ways, with the most prevalent practice being that students apply directly to the provider organization for scholarships. About half the providers surveyed distribute scholarship funds to the home institution for distribution to students that attend the providers' programs, while 16% of providers distribute funds to home institutions for distribution to students who attend any study abroad program of the institution's choosing. Yet another practice is that 26% of providers provide scholarships based on the number of students that an institution sends on the providers' programs.

Individual students who apply directly to your organization	63%
Affiliated institutions (for them to distribute to students attending one of your programs)	47%
Affiliated institutions (for them to distribute to students attending any education abroad program of the institution's choosing)	16%
Institutions based on the number of students they send on your programs	26%
No scholarships offered	26%

Arrangements Offered by Providers

The survey shows that there are a wide range of arrangements that are offered to colleges and universities that send students on provider programs, the most popular being visits to the campuses by program representatives.

Visits by program representatives	65%
Program fee reductions to students from affiliated institutions for each student sent	55%
Representation of college/university staff or faculty on advisory boards/committees for programs	50%
The opportunity for faculty members from institutions to serve as program directors or instructors periodically	35%
Rebates to affiliated institutions for each student sent	25%
Program fee reductions to affiliated institutions for a certain number of students sent (i.e. volume discounts)	25%
Rebates to affiliated institutions for a certain number of students sent (i.e. volume discounts)	15%
Funds to support institutional office overhead	10%
Other	26%

Exclusive Agreements

The survey asked provider and host institutions if they asked institutions to sign exclusive agreements with them; for example, where these institutions must not affiliate with or permit student enrollment in other programs in the same city/country/region. 89% of the providers answered "never" and 11% (2 organizations) answered "other," but did not specify the nature of the arrangement.

External Advisory Boards

74% of provider organizations have an external advisory board/committee or similar group, demonstrating how common a practice this is. These board members are selected in the following ways:

Selected by provider organization staff	64%
Selected by Board of Directors/Trustees	29%
Elected by consortium members	29%
Selected by current advisory board members	21%
Other	21%
<ul style="list-style-type: none"> • Currently in the process of changing to elected • Naturally selected among regular feeder schools • Selected by our faculty 	

Goals and Responsibilities of Advisory Boards

To provide guidance on the needs of institutions	80%
To provide guidance on the needs of students	80%
To give credibility to the program provider's offerings	53%
To formally evaluate programs	47%
To approve programs	33%
To recognize key partners at institutions	33%
Other	33%
<ul style="list-style-type: none"> • Discuss curriculum development • To approve courses, credit amounts, academic policies • Program development and growth strategy 	