

## Center for International and Cultural Education Policy on Service Providers for Faculty-Led Programs

All faculty-led study away programs will be planned with the assistance of a professional study away service provider – generally a nonprofit organization but sometimes also a for-profit company or tour operator – or by another established institution, located in the host country(-ies) or site(s), that is willing to meet the Minimal Provider Expectations outlined below. Note that, for renewing programs, longtime program partners may serve in this role.

### Definition of Terms.

- **Faculty Director** is the faculty member responsible for the providing and/or overseeing the academic content of the study away program and for managing the overall student experience, including the intercultural immersion experience, the student life experience, and mentorship of students for overall development of the person. In some cases, two or more faculty members may serve as **Faculty Co-Directors**.
- **Program Service Coordinator (PSC)** is the staff member responsible for managing the logistics of the program (internal program travel, scheduling of excursions and guest speakers, financial duties, etc.) and for taking the lead in responding to health, safety, or other emergencies. Often, the Service Provider will assign or appoint the PSC from their own staff or their in-site affiliates, but sometimes the PSC will be a second faculty or staff member from Gustavus, or even the spouse or partner or other related person of the Faculty Director, pursuant to limitations in the policies regarding family/friend travel with Faculty Directors. **All programs must have a PSC.**
- **Service Provider** is the legally recognized (incorporated/instituted/registered/etc.) organization with which Gustavus contracts to handle arrangements and payments for all of the program elements, as defined in the list below. The Service Provider will create a proposal that includes the general program itinerary, description of facilities that are or will be secured, and costing, and then negotiate with the CICE staff members and the Faculty Director (Co-Directors) to reach an agreed-upon proposal that becomes the program contract. Contracts must be fully executed by both parties. Service Providers must be legally recognized institutions (companies, nonprofits, educational institutions, etc.) that are appropriately licensed, bonded, and insured in the relevant jurisdictions.

### Rationale.

- The primary expectation of the Faculty Director (Co-Directors) is to create and manage the academic and co-curricular (intercultural, student life, and mentorship) experiences in the program. These roles already constitute more than a full-time job and necessitate moving key program planning and logistical work into other hands. We do not want faculty members sacrificing academic quality in order to solve a problem with museum or train tickets, for example.
- The CICE professional staff has extensive expertise in the management of this sort of programming from the home-campus side and can assist all other parties in the planning and executing of the program. That said, staffing levels are insufficient to support planning every aspect and detail of a program from the St. Peter office.
- There are many professional study away Service Providers who exist expressly for the purpose of handling the detailed logistics involved in what they typically call “custom” or

“customized” programming. Moreover, ***it is the best practice in the field of intercultural education to utilize the services of such an organization.***

### **Minimal Provider Expectations.**

All providers, whether professional provider agencies, or other institutions serving in this role (e.g., partner universities, nonprofit agencies, etc.) must agree to fulfill these obligations:

- Participate in planning the program itinerary and specific day-to-day scheduling, working collaboratively with the CICE staff members and the Faculty Director.
- Arrange and pay directly for all housing accommodations needed, including student, Faculty Director, and PSC housing at all program sites.
- Arrange and pay directly for all facilities access needed, including classrooms, laboratories, studio spaces, etc. as requested by the CICE staff and the Faculty Director.
- Arrange and pay directly for all program excursions, events, and activities, including any admissions, tickets, required in-site transportation, and fees as well as fees, stipends, and honoraria for guest speakers, local instructors teaching one or more program components, etc.
- Arrange and pay for all meals that are planned as arranged (rather than those left to individuals on their own). Most programs will have at least a few full-group meals and at least a handful of business-related meals at which the Faculty Director and/or the PSC host participating guest speakers, local experts, etc.
- Include in the arrangements for transportation, meals, etc. all tips and gratuities.
- Assist the College in seeking appropriate accommodations for individuals with disabilities.
- Either provide a PSC (someone from the provider organization or one of their affiliates) who can meet the obligations of the role, or agree to work with a PSC appointed by Gustavus, including briefing that individual on all on-the-ground logistical duties and remaining in touch with and supportive of them throughout the program period.
- Assume responsibility for the program logistics and details, including resolving issues that may arise (e.g., cancelled reservations, shifting schedules, train worker strike).
- “Package” the total costs for all of the above program elements into a single proposal with costing information. Include clear policies about allowances and timelines for changes to the program plan, College commitment to operate the program/cancellation of the program, full or partial refunds of individual students’ costs based on their individual decision-making, etc. The package cost may be reported to Gustavus either as:
  - a total (‘flat’) sum;
  - a per-person amount;
  - a per-student amount (that includes the costs of the Faculty Director and PSC); or
  - tiers of pricing per student that includes the costs of the Faculty Director and the PSC (e.g., one per-student price for 11 to 13 students, another per-student price for 14 to 16 students, etc.).