

Working with Third Parties

Good, Bad and Ugly

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Third Party Partners: The Good

- Focus on logistics, operations and group management; allow faculty leaders to focus on the teaching and learning aspects of the international experience.
- Simplifies the program's budgeting and financial operations, reducing the time involvement of faculty in these areas.
- May help expand the in-country learning experience, by offering insights on speakers, visits, or sharing models from other universities.
- May provide a level of in-country expertise that faculty or staff don't have.

More Good

- May provides a holistic learning abroad experience that includes both courses and living accommodations.
- May create a comprehensive study abroad experience to offer support before, during and after the education abroad experience.
- Larger providers have institutional relations and development staff; pre-departure teams in addition to on-site personnel.
- May also have on-site programs services staff, and resident directors better enabling students to take full advantage of the academic program and understand the culture of their host country.
- May provide faculty with supplemental instructional resources
- Staff are available 24/7 for emergencies.

Could look to third party to provide:

- Full Student Support
- Health and Safety – dealing with emergencies
- Risk Management
- Course Options
- Student Visas
- Housing, Facilities and Meals
- Academic program
- Orientations
- Transportation
- Excursions
- Internships
- Total Cost

Third Party Partners: The Bad

- Third party partners are higher cost than “doing it yourself.”
- Want a partner, not simply a provider
 - A third party provider may outsource program to in-country travel agents, who may not have an education focus, or experience in working with a university program and students.
 - Not all third party providers operate the same, so the operating model must be clearly understood upfront.
 - Third party provider may not be flexible to accommodate schedule changes, let the university assign content and visits etc.
- Finding a partner is different than finding a provider.
- Third party may subcontract out parts of the experience, especially if multiple locations are involved

Third Parties: The Ugly

- Poor choice of contractors
 - Visa service that doesn't deliver on-time
 - Poor choice of subcontractors; e.g. inexperienced guides and drivers who get lost
- Poor communications between third party and subcontractors
 - Are tips really covered?
 - How many bottles of water?
 - Controlling alcoholic beverages
- How do they handle emergencies