

THE AMERICAN COUNCIL FOR INTERNATIONAL STUDIES (ACIS)

Responses from ACIS group leaders on educational tours

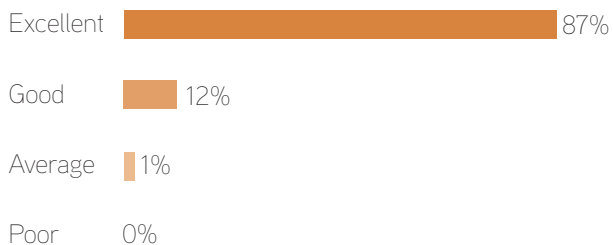
Would you recommend the program?

based on 829 responses



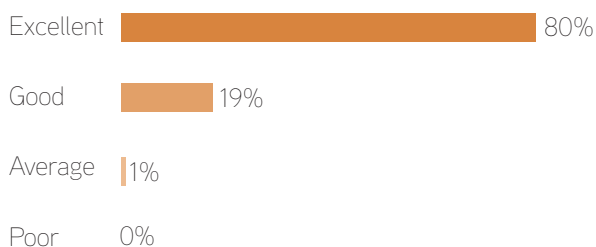
Overall Experience

based on 603 responses



Educational/cultural content

based on 709 responses



About the program

Founded in Boston in 1978, ACIS became part of AIFS in 1987. Its headquarters are in Boston, Massachusetts. Overseas operations are provided through ACIS offices in London and Paris and through affiliated offices in Madrid, Rome and other major cities. ACIS works with teachers, educators and group leaders nationwide, encouraging them to enroll participants to travel on a variety of programs worldwide, lasting from extended weekends to five weeks in length. A new group leader can travel free on an ACIS program when he/she enrolls as few as five full-paying participants. The majority of the programs take place in western Europe, but non-European destinations are becoming very popular.

ACIS overall measurement

ACIS has been proactive from the outset in making certain that the company meets the actual needs of group leaders who organize groups to travel abroad. An extensive quality control system is now in place to carefully evaluate each area of the company. Measuring quality at ACIS includes:

Evaluations from group leaders who enroll groups to travel on ACIS and our divisions programs

At the conclusion of each program, the group leader completes an extensive questionnaire dealing with specific aspects of their ACIS experience. These evaluations are read, with responses tabulated for each specific service. ACIS can immediately see if a hotel is not well received, if meals in a specific restaurant are not receiving good evaluations or if a tour manager is not performing up to standard and much more. Evaluation responses are carefully reviewed with each overseas office or representative making appropriate changes in hotels, meals, tour managers, state-side service and itinerary content for future groups. ACIS also provides separate evaluations for stateside services.

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On-site visits with group leaders

During peak seasons (primarily around Easter and in June and July), ACIS staff travel overseas to visit with group leaders and tour participants during their actual program experience. Visits usually take place in major cities such as London, Paris, Rome and Madrid. These staff persons thank the group leader for traveling with ACIS and ask specifically how well the program is being run. When there are problems, the staff person then works with the appropriate ACIS office or representative abroad to immediately correct any problem.

'Red Cards!'

In the final packet prior to his/her educational tour each ACIS Group Leader receives three red cards: a "Hotel Red Card", a "Restaurant Red Card," and a "Tour Manager Red Card." Instructions are given to the group leader on how to use these cards to obtain immediate action while abroad if a hotel, restaurant or their tour manager is not meeting their expectations. It is extremely rare that these cards are used, but group leaders realize they can be helped in the rare event such assistance is needed.

Other key indicators

Sixty-four percent of ACIS group leaders had previously traveled with ACIS.

Staff service while abroad

based on 831 responses

