



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM VISIT (College)**

**INSTITUTION:** Foundation for International Education

**ADDRESS:** Foundation House  
114 Cromwell Road  
London  
SWE7 4ES

**HEAD OF INSTITUTION:** Ms Hania Al Muhaisen

**ACCREDITATION STATUS:** Accredited

**DATE OF VISIT:** 27 February 2018

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation 23 May 2018

## **PART A - INTRODUCTION**

### **1. Background to the institution**

The Foundation for International Education (FIE/the Institution) was established in 1998. FIE's mission is to provide high quality educational experiences to the global community. In pursuit of this aim, FIE is committed to the development of creative learning environments, through which an understanding of, and appreciation for, the privileges and responsibilities of international citizenship is fostered. This commitment is driven by the belief that interaction between people of diverse cultures is the base upon which empathy among nations is built.

FIE aims to provide an educational experience to students of American universities and colleges, through study abroad programmes in London, Dublin and Amman, Jordan. The London centre is the organisation's headquarters. FIE works in partnership with around 50 United States (US) universities.

FIE is a non-profit organisation limited by guarantee. Its senior leadership consists of its Chief Academic Officer, Senior Vice President for Operations, the Chief Finance Officer and the Vice President for Facilities. The administrative operation in London is also supported by four full-time staff based in the US, who are responsible for admissions and recruitment. The majority of FIE's academic faculty in the United Kingdom (UK) are part-time and also teach in higher education institutions in London.

FIE has established an overseeing advisory body, which is called the Academic Advisory Council. This Council is made up of members representing partner universities and US study abroad organisations. The Academic Council is consulted on programme development and advises on the quality management of the FIE provision. It meets twice a year. FIE also subscribes to the review procedures of the Quality Improvement Program (QUIP) of the Forum on Education Abroad.

The Institution's main teaching and administrative premises occupy the whole of a five-storey listed building in Kensington, London. The student residences are based nearby. BAC accreditation only covers the provision in London.

### **2. Brief description of the current provision**

FIE offers Spring and Fall Semester programmes of 15 and a half weeks from January to April and August to December. These consist of key British life and culture courses, a choice from 36 electives in subjects ranging from Literary London and Ethical Leadership to Realism in British Cinema or Fundamentals of Finance and a structured unpaid internship with time split between classroom study and work.

In addition, FIE offers shorter Quarter programmes of 10 to 11 weeks in September to November, January to March, March to June and June to August, and Summer programmes of from four to 12 weeks from May to July or June to August, also with the possibility of an internship. FIE also offers customised programmes, which can range from summer programmes that are led by visiting teaching staff from the partner university, to first-year programmes. Together these programmes cater for around 1,400 students a year.

A number of the FIE programmes are tailor-made to the requirements of specific US universities, which both approve the courses and recognise them for academic credit purposes. These courses carry credit awarded by the FIE's US-based Schools of Record. These Schools of record are Drexel University and Marist College.

The vast majority of FIE students are from the US although a very small number are recruited from higher education institutions in eastern Asia. Extra support in English language and writing skills is available.

At the time of the inspection there were no programmes running because the visit coincided with a break at the end of February. However, 266 students were currently enrolled. The vast majority of these were enrolled on

the Spring Semester programme with study and internship options. A small number of students were following the London Quarter Study Program or programmes run for three partner universities. All students were aged 18 or over. FIE has future bookings for 71 students on its spring and summer programmes.

### **3. Inspection visit process**

This half day inspection was conducted by one inspector. The inspector was given a brief tour of the premises and had a meeting with the Chief Academic Officer, the Senior Vice President for Operations and the Teaching and Learning Development Officer. The inspector scrutinised a range of documents and records. A meeting was held with five members of the teaching staff. A final feedback meeting was held with the Chief Academic Officer and the Teaching and Learning Development Officer. The availability of the information provided during the visit was good and the organisation co-operated well throughout the inspection.

### **4. Inspection history**

Full accreditation:	27-28 September 2006
Interim inspection:	9 March 2010
Random Spot check:	13 May 2011
Re-accreditation:	24–25 January 2012
Interim inspection:	4 February 2014
Re-accreditation:	18–19 April 2016

## **PART B – JUDGMENTS AND EVIDENCE**

*The following judgments and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the institution.*

### **1. Significant changes since the last inspection**

Since the last inspection, student numbers have remained stable and the provision in terms of programmes and subjects has remained essentially unchanged. One of the two Schools of Record, St Norbert College, has been replaced by Marist College in New York State.

The classroom accommodation in London has been increased by opening two teaching rooms at Metrogate House, the largest of FIE's student residences. The inspectors did not visit Metrogate but teaching staff confirmed that the extra teaching rooms provided the same standards of comfort and facilities as those the inspectors saw at Foundation House. Internet access and wireless facilities have been improved in all FIE's London premises.

There have been no major changes in the teaching staff but the administrative structure has been developed by the appointment or promotion of four important members of the team. A new Immigration and Compliance Officer was appointed in November 2016. The Residence Life Manager was promoted to Director of Residence Life in January 2017, the former Administration Manager was promoted to Director of Administration and Accessibility in April and a new Diversity and Social Responsibility Officer was appointed at the same time. The teaching staff commented that FIE was managed very effectively. Recent changes have improved communications among staff and students and clarified areas of responsibility.

### **2. Response to actions points in last report**

There were no action points in the last report.

### **3. Response to recommended areas for improvement in last report**

*FIE is recommended to develop further its current arrangements for reporting to students on actions taken in response to their feedback.*

There is now an area on FIE's website under Student Voice entitled You Said, We Did. This lists students' comments and, against them, the organisation's response. However, these You said, We did actions are not easy to find on the website.

*FIE is recommended to develop a more systematic annual management overview report, where appropriate to include action plans.*

An Annual Programme Review – UK has been introduced and is conducted by the senior leadership team. Its overall purpose is to monitor the management of quality and standards, ensure that the expectations of stakeholders are met, identify areas of risk, identify where and how quality may be improved, and identify areas for development. The review analyses data from a number of areas including staff and student feedback, student success data, staff development, the reviews of external agencies and new course development. It results in appropriate action plans for the next academic year.

*FIE should keep under review the adequacy of WiFi access to the internet, as this is important for student access to their home university library and other e-learning resources.*

The wireless access to the internet has been significantly improved at Foundation House and all the FIE residences, with new equipment installed since the 2016 inspection.

#### 4. Compliance with BAC accreditation requirements

##### 4.1 Management, Staffing and Administration (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>				
<p>The management structure is clearly defined. The management team has been developed and strengthened by promotions and new appointments, which have further improved communications and administrative efficiency.</p> <p>Feedback scrutinised during the inspection showed a high level of satisfaction on the part of all stakeholders.</p> <p>An Annual Programme Review has been introduced which results in Team Action Plans, which enhance quality and direct the development of the organisation.</p> <p>Although some information is not easy to locate quickly, the website is up-to-date, comprehensive and accurate.</p>				

##### 4.2 Teaching, Learning and Assessment (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>				
<p>The academic staff are suitably qualified and experienced.</p> <p>Student and faculty feedback, attendance reports, staff development records and the teaching staff confirmed that the courses are popular with students and partner universities and are well managed and successful.</p> <p>Teaching staff appreciate the efficiency of management and the support for professional development, which is made available to them.</p>				

##### 4.3 Student Welfare (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>				
<p>Feedback is gathered on students' opinions of the website and other pre-arrival information, the student orientation process as well as satisfaction with the academic and residential facilities, excursions and support.</p> <p>Feedback analysis includes bar charts and individual comments. Comments are generally very positive and constructive.</p>				

4.4 Premises and Facilities (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>  The premises and facilities are of a high standard.				

**PART C – SUMMARY OF STRENGTHS AND ACTION POINTS**

<b>STRENGTHS</b>
The quality of the management and its belief in the ethical approach of the organisation. High-quality premises and facilities in central London.

<b>ACTIONS REQUIRED</b>	<b>Priority H/M/L</b>
None	

<b>RECOMMENDED AREAS FOR IMPROVEMENT (to be reviewed at the next inspection)</b>
The Institution is recommended to publicise more widely their responses to student feedback, which is not at present apparent to students without a careful search of the website.

<b>COMPLIANCE WITH STATUTORY REQUIREMENTS</b>	
<b>Declaration of compliance has been signed and dated.</b>	<b>YES</b>
<b>Further comments, if applicable</b>	