



NEW ENGLAND ASSOCIATION  
OF SCHOOLS AND COLLEGES

# **VISIT LOGISTICS for In-person Visits**

**Foundation Standards Visit (FSV)**

**Standard Pathway - Preparatory Visit (SPV)**

**ACE Pathway - Preparatory Visit (ACE Prep)**

**Collaborative Learning Protocol Preparatory Visit (CLP Prep)**

**External Review Visit (ERV)**

**Special Visit (SV)**

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## Introduction to In-Person NEASC Visits

This booklet is intended for NEASC Visitors and for schools hosting a NEASC Visit that is coordinated by NEASC, including CLP Pathway Preparatory visits. *Visits on the NEASC-CIS Joint Pathway are coordinated by CIS, while the IB coordinates CLP Peer Evaluation team visits, Nevertheless, such schools and visitors may follow this Visit Logistics guide to understand NEASC visit expectations.* (For more information on the pathways to accreditation, please see [Overview of Pathways – Doc 98.](#)) When we use the term “Team”, we refer to the NEASC Visitor(s), which in the case of the Foundation Standards or Special Visits is usually a “team” of one. We have tried our best to indicate throughout the booklet where there are substantive variations between visit types. Whether you are a school or a Visitor, please ensure that you have access to your relevant Checklist provided by your NEASC office contact. You may also wish to view the Tool Kit – a collection of additional resources to support both schools and Visitors involved in NEASC-CIE accreditation and accessible through the Checklist. First, know your visit type:

### The Foundation Standards Visit (FSV or AFSV)

The FSV is conducted after a new school's initial application to NEASC. A successful FSV leads to a school being granted “Eligibility” for accreditation. Second-round Standard Pathway schools host the FSV to help determine the appropriate Pathway for re-accreditation. Generally conducted by two NEASC Visitors, the FSV requires three full days on campus though this may be adjusted depending on the school's size and location(s). A workroom at the school (but not at the hotel) is necessary. *The school must submit the Foundation Standards Report and any supporting materials via email at least 4 weeks prior to the start of the NEASC visit.*

Schools due for re-accreditation will usually combine the FSV with the Preparatory Visit (ACE Prep + AFSR), completing the Foundation Standards template in abbreviated fashion, and hosting a four-day visit.

### The Standard Pathway Preparatory Visit (SPV)

Schools hosting the SPV are on a developmental continuum that requires a focus on building strong foundations that support a safe, sustainable and effective learning community. Such schools follow a protocol and process slightly different from ACE Learning. The process for schools on this pathway entails both an Action Plan to guide development of strong foundations as well as reflections on effective teaching and learning. In anticipation of this visit, school leadership submits a Preparatory Report which includes an Action Plan based on the Foundation Standards recommendations and responds to several questions on Teaching and Learning. Conducted by two NEASC Visitors, the SPV generally requires three full days on campus (four, if combined with the FSV for already-accredited NEASC schools). For new schools, a successful SPV leads to the status of “Candidate for Accreditation”. A workroom at the school (but not at the hotel) is necessary. Generally, about 12-18 months after the SPV, the school will host the External Review Visit.

*The school will complete the Standard Pathway Preparatory Report on a fillable WORD template, and send the Report and any supporting materials via zipped folder at least 4 weeks prior to the start of the NEASC visit. The Visitor will then write comments on the same template. For information on completing the Report, please see the relevant [NEASC Guide](#).*

### The ACE Preparatory Visit (ACE Prep; formerly known as the LPV)

The ACE Prep Visit is for schools following the ACE Learning protocol and represents the preparatory visit that precedes the External Review team Visit by 12+ months. A school's first successful ACE Prep Visit leads to the status of “Candidate for Accreditation”. In the case of currently accredited NEASC schools, a successful ACE Prep

Visit leads to confirmation to proceed toward re-accreditation. Generally conducted by 2-3 NEASC visitors, the ACE Prep Visit for new schools requires three full days on campus. Schools due for re-accreditation will usually combine the FSV with the Preparatory Visit, completing the Foundation Standards template in slightly abbreviated fashion, and hosting a four-day visit. For smaller schools, these numbers may be adjusted. A workroom at the school (but not at the hotel) is necessary.

### **The NEASC-IB Collaborative Learning Protocol Preparatory Visit (CLP Prep)**

Starting in 2021, NEASC began to offer a streamlined protocol for qualifying IB schools. The CLP Prep visit is managed by NEASC while the CLP team visit (called the Peer Evaluation Visit) is managed by the IB and not covered in this guide. The length and format of the CLP Prep visit mirrors that of the LPV above. Schools due for re-accreditation will usually combine the FSV with the CLP Preparatory Visit, completing the Foundation Standards template in abbreviated fashion, and hosting a four-day visit. For further information on the CLP Pathway, please consult the Collaborative Learning Protocol Manual.

*The school will complete the ACE or CLP Preparatory Report (Doc 250) on a fillable WORD template and send the Report and any supporting materials via zipped folder at least four weeks prior to the start of the visit. The Visitor will then write comments on the same template. For information on completing the Report, please see the relevant NEASC Guide.*

### **The NEASC-IB CLP Peer Evaluation Visit (PEV)**

The main coordination, communication and planning for the PEV is managed by the IB and not by NEASC, although NEASC continues to play a central role throughout the PEV. In cases where a CLP Pathway school offers a non-IB curriculum (e.g., a K-12 school offering only two IB programmes or a secondary school offering a school-based High School Diploma), then the Visitors will be expected to include those non-IB elements in their review of the school and its alignment with the various Learning Principles, 4 Cs, etc. The PEV Report will be reviewed by both NEASC and the IB, after which it will be made available to the school via the IB Portal. Usually about 6-8 weeks after the PEV, a NEASC visit outcome letter (with no Report attached) is sent to the school, after which the Visit Report is made available on the IB Portal.

### **The External Review Visit (ERV)**

Depending on the size and complexity of the school, the ERV generally has anywhere from 3 to 6 NEASC Visitors. *The school must submit via email to the visitors and to [cie@neasc.org](mailto:cie@neasc.org) the Internal Reflection and any supporting materials at least 6 weeks prior to the start of the ERV. Schools on the ACE Pathway to NEASC Accreditation will receive a fillable WORD template which will serve as both the School Report and the Visitor Report. For information on completing the Report, please see the appropriate NEASC Guide or contact [cie@neasc.org](mailto:cie@neasc.org).*

### **The Special Visit (SV)**

A Special Visit may be required in exceptional cases to allow a NEASC Visitor an on-site opportunity to make observations, assess alignment with Foundation Standards, conduct a workshop, etc. outside of a routine accreditation visit. The SV normally lasts one or two days and usually requires prior submission by the school of specific materials, often a Special Report on a template provided by NEASC.

# Preparing for the Visit

When the Team is complete, NEASC submits the Team List to the School Head for final confirmation. Soon after confirmation is given by the school, NEASC will alert the visitor(s) and share additional information to support the visitor(s).

For purposes of scheduling the visit, the school will use Accreditation Visit Schedule Components to prepare an initial draft for review by the Lead Visitor.

## The School Liaison

The school is asked to appoint a staff member from the school who will serve as the School Liaison for logistical and clerical support before and especially during the visit. The school also appoints an Accreditation Coordinator, as described in the appropriate visit guide. The School Liaison (often, but not always, the same person as the Accreditation Coordinator) helps to:

1. Ensure all transport arrangements operate smoothly, both for Team Members' arrival and departure and for trips between the school and the hotel.
2. Collect Team Member expenses forms and ensure reimbursement towards the end of the visit week.
3. Ensure the Team has ample supplies of stationery, necessary technology equipment and other "office items" in the Team Room at school and at the hotel.
4. Be available as the point of contact for the Team at all times during the school day in case the unexpected occurs (e.g., a computer breakdown, illness) and messages therefore need to be passed on rapidly.
5. Ensure the Team has ample supplies of light refreshments in the Team Room at school and at the hotel.
6. Foster contacts between the Team and the hotel staff concerning meals, etc.

## Pre-Visit Logistics

Team members are requested to complete the NEASC Travel Form to submit their flight arrival and departure details directly to the School Liaison and to the NEASC Lead Visitor. The school is responsible for covering all travel expenses and making local ground transport arrangements for visitors. In rare cases where a NEASC Quality Assurance or shadow visitor is included, the related expenses are not usually paid by the school.

The School Liaison should contact all team members directly well in advance of the visit by email regarding the following matters:

**Visa Requirements:**

If visas are required by foreigners entering the country where the school is situated, the team members should be given full information well in advance regarding the requirements for their visa application. The school may also need to provide an official letter of invitation, if required. US-based visitors needing to apply for a visa should see the Visa Obtainers contact information below.

**Vaccination requirements:**

The school should advise the team members of the vaccinations which are required/recommended for entry into the host school country. *If proof of vaccination (e.g., COVID-19, Yellow Fever) is required at immigration, then this must be communicated well in advance to all team members.*

**School contact information:**

Team members should be given full contact information for the person who is responsible at the school for the organization of the Team Visit (telephone, email and mobile number if available). Please remember team members may need to make last minute urgent calls from airports at "unusual" times if flights are delayed.

**Airport pickups:**

Team members should be told a specific meeting point where they will be met at the airport, by whom, and exactly what will be written on any sign displayed by the person meeting them. They should also be given an "urgent" contact telephone number, just in case. Please note that members may be arriving at different airport terminals, depending on their departure country. It is expected that our visitors will also carry mobile phones.

**Computers:**

Each team member is requested to submit a form to the school, letting them know whether they will be taking their own laptop for use during the visit. In this way, the school will know if laptops may need to be provided, and whether the team members' own laptops are compatible. The school should have converters/adapters available if needed by visitors.

**Dress code:**

While visitors are expected to dress professionally, the school should indicate well in advance any specific dress code requirements for the school or location.

**Hotel information:**

The school should provide the full contact and location details of the hotel to team members. The hotel should be not more than 20-30 minutes travel from the school.

**Lunch arrangements:**

Team members must let the school know if they have any dietary restrictions.

## Transport

The following transportation should be organized for the team members and covered by the school:

- Transport between the airport/station and the hotel for arrivals and departures
- Transport between the hotel and the school each morning and afternoon, and for the opening reception, if appropriate. In some cases, public transport may be the best option.
- The Visit Schedule should indicate transportation details for each day

On site, the Lead Visitor can co-ordinate with the School Liaison regarding the daily transport requirements of the Team – usually in private cars or in a minibus, as organized by the school. If taxis are organized, they should be pre-paid by the school. In cases where public transportation is the best alternative, clear directions and pre-paid tickets will be appreciated by team members.

## Meals

The school should ensure that breakfast is available at the hotel in good time for the team members' pick-ups to go to the school. Team members will require lunch at flexible timings at the school from Monday to Thursday inclusive (Sunday-Wednesday for certain GCC countries). The easiest solution is to supply a buffet/sandwich type meal in the team room itself or nearby. Some team members may prefer to eat lunch with students or faculty during the school lunch time.

The Lead Visitor on ERVs will remain until Friday afternoon or whatever is the last day on the visit whatever the local weekday arrangement and may therefore require corresponding meals.

The team usually eats dinners in the hotel restaurant. When convenient and by prior arrangement with the school, the team may eat outside the hotel restaurant in which case reimbursements/payment should be handled on-site between the Lead Visitor and School Liaison.

## Team Members' Expenses and Reimbursement

Team members will be requested to complete the [NEASC Expense Form](#) to submit to the school, unless the school has a preferred form. Visitors should submit receipts for all reimbursable expenses while on-site. The School Liaison is responsible for the collection of these forms and ensuring the reimbursement of the team members' expenses. Some team members may request reimbursement in the currency they spent or via Bank Wire. As long as such requests are made very early in the visit week, the school should do its best to comply.

*Whenever possible, visitor expenses must be covered or reimbursed on site, and not after the visit. The school, and not the NEASC office, is responsible for reimbursing visitors (and no later than two months after the visit).*

## Costs to be Covered or Reimbursed by the School

- Economy air/train travel (Economy Plus/Premium for flights exceeding 8 hours in duration where available), including any additional charge to cover up to one regular checked suitcase which may need to be paid separately by the visitor. Please ensure ticket details are correct, as any changes requested after booking will be at the expense of the visitor and are not the responsibility of the school or NEASC.
- Transport of visitors between home and airport/station (and back home\*) for which visitors should present receipts upon arrival at the school along with the itemized [NEASC Expense Form](#) (or other form as directed by the school). Costs incurred for parking at airport/station will not be reimbursed unless the total cost is less than available public transportation. Amounts reimbursed will be the lesser amount of transfer by public transportation, taxi, or car mileage.
- Personal car usage must be pre-approved by the school, and mileage should be calculated at the host country's rate for reimbursement. The driver's own insurance should cover their car usage.
- Transport between host airport/station and hotel, and between hotel and school each day should be arranged and paid for by the school in advance
- Additional travel insurance, optional (up to \$100 USD). Team members wishing to take out travel insurance, may claim reimbursement of insurance coverage premiums up to a maximum of \$100 USD. Premiums exceeding this amount are at the traveler's expense. Please see additional guidance at [NEASC insurance coverages and exclusions](#).
- Visa/vaccination costs, for which schools should communicate ASAP any requirements.
- All meals while traveling and during the visit
- Single-room hotel accommodation. Schools should make hotel reservations for the duration of the visit. The school is responsible for paying the hotel bill directly for a single, standard room accommodation with internet access. Hotel accommodation en route, necessitated by flight schedules, will be reimbursed by the school for hotels not exceeding 4-star ratings.
- Reasonable wine/beer during evening meals if culturally acceptable. The school and agency liaison should discuss cultural acceptability beforehand and advise other team members accordingly. (Generally, alcohol consumption in the Middle East must be restricted to the hotel restaurant if at all and must be paid directly onsite by the NEASC visitor and not reimbursed.)
- Water/refreshments in school and hotel workrooms
- Mileage and Parking expenses for team members who have driven to the host school
- Any administrative expenses incurred at the hotel, such as photocopying

*\*Note: We recommend that expenses for team members' return home following the visit be pre-paid by the school before the members depart. If receipts are required to be sent, then the school should arrange that directly with the team members incurring those expenses.*



## Costs to be Covered by the Visitor

- Upgraded travel costs: if upgrading, then the visitor should submit proof of the cost of an economy class flight and will be reimbursed for this amount only.
- Excess baggage charges
- Upgraded accommodation
- Additional nights at the hotel before or after the visit (unless necessary for reasons of flight availability or justified cost savings)
- Any personal costs incurred at the hotel such as: laundry, bar, mini-bar, pay-per-view television, spa treatments.

Note: Spouses, family members or companions should not accompany team members during the visit; of course, they may join (at their expense) either prior to or following the visit. Team members wishing to spend additional time sightseeing in the country either before or after the scheduled school visit, must pay the extra costs themselves and coordinate any relevant details with the School Liaison. NEASC insurance coverage will not extend to personal time spent visiting or sightseeing before or after the visit.

## Travel Planning Contacts

Travel Agency:

*Frosch Travel*

Please contact Ms. Mem Riley at [Mary.Riley@Frosch.com](mailto:Mary.Riley@Frosch.com) tel. +1.703.470.3551

or Karen Minner at [Karen.Minner@frosch.com](mailto:Karen.Minner@frosch.com) tel +1.302.222.4812

Visa Agency, for US-resident travelers needing a visa:

Visa Obtainers, Inc. (Washington, DC)

<https://visaobtainers.com/>

Please contact Mike Shawky at [info@visobtainers.com](mailto:info@visobtainers.com) tel. +1.202.347.2909

International Travel Health Insurance: [NEASC insurance coverages and exclusions](#)

## **Length of Stay**

For FSVs and Preparatory Visits, the visitors generally arrive one day prior to the morning start of the visit, and leave the morning following the visit conclusion.

ERV team members are usually instructed that they should arrive by Saturday afternoon and depart anytime the following Friday. (In the case of schools where the weekend does not fall on Saturday and Sunday, team members arrive on the first day of the local weekend and depart on the day before the next weekend begins). For flight availability reasons, it may be necessary for a team member to arrive a day earlier, or stay a day later than usual. This may also apply to team members arriving on transatlantic or long-haul flights who arrive earlier in order to be rested for the start of the visit. In such cases, the school must cover the additional room and meal costs involved. If, however, a team member decides to arrive early or stay on after the visit for personal reasons, then that person must pay the cost of the extra night(s) and all extra charges incurred at the hotel.

## **Lodging**

The school should book a single room in a comfortable and easily accessible hotel with its own restaurant (for breakfast and dinners) and reliable WiFi for each team member for the dates specified on each Visitor's itinerary submitted to the school. The school must cover all rooms and meals for members. If a hotel restaurant is not available for dinner, then the School Liaison should make alternate arrangements with the team members and ensure that any team payments are reimbursed prior to team departure.

## **Workrooms for Team Visits (3 or more visitors)**

### **Layout of Team Workrooms**

At the school: The school should have a single, team workroom large enough to accommodate all visitors, which has a table large enough that each team member has ample space for reports and papers.

At the hotel: For External Review Visits, there should be a separate workroom available for the NEASC team. In the case of synchronized visits, then two hotel workrooms are necessary, one of which should be large enough to accommodate all teams -- unless alternate arrangements are made with the respective teams.

Depending on the size of the team, and the shape of the workroom, there should be one or two long tables for team members to write and hold discussions, and a table for refreshments. The team room must be lockable, and secure enough to ensure the confidentiality of discussions and documents. A key should be made available for the Lead Visitor.

## Workroom Equipment

- The school should provide a laptop computer plus mouse for each team member who does not bring his/her own laptop, though most visitors bring their own – and should indicate so on the [NEASC Travel Form](#) sent to the School Liaison.
- An LCD projector may be necessary in the hotel Team Room (for External Review Visits only).
- There should also be a laser printer available at the school, ideally in the Team Room.
- A paper shredder should be available.
- A power strip along with 2-3 country-specific power adapters, if needed by team members.

## Workroom Documents

- A master schedule showing the current program of studies in action. It is essential that team members be able to locate classes and teachers easily at any stage of the school day. This should include all lunch and other breaks.
- For ERVs: a list of all faculty with a photo, in alphabetical order, with their names, subjects taught and grade levels.
- Complete list of administrative staff and a corresponding plan to locate each of them.
- A plan of the school buildings showing all the facilities, with all classrooms clearly marked with a number or name.
- A list of those responsible for each section of the school's Report.
- Relevant school publications such as Faculty and Student Handbooks, recent newsletters, promotional materials, press coverage, etc.

## Workroom Supplies

- A Clock
- Flip chart/easel with pad of paper and markers
- Paper, pencils, pens, highlighters
- One pair of scissors, tape
- Paper clips – small and large
- Several packages of Post-it Notes in a variety of sizes
- Stapler and staples, and staple-remover
- Tea, coffee, water, soft drinks (regular and diet), juice, fruit, small snacks
- A large envelope should be stuck to the school Team Room, where messages can be left for team members.

## Technology Requirements

WiFi internet access should be available for the duration of the visit in hotel and school. A member of staff should be on call throughout the school day to deal with all IT requirements, which includes the setting up of the team members' personal computers *upon arrival at the school on the first day*. Team members may be given the contact number of this person.

## A note on Health and Safety

NEASC, as part of the Accreditation process, takes very seriously the importance of working to ensure the health and safety of students and staff at every school we visit, as well as that of all our visiting team members. To that end, NEASC requires all volunteers attending in-person visits on our behalf to comply with all health and safety measures required by the schools they are visiting at the time of the visit. Visitors may need to provide additional information or verification to a school prior to arriving for an in-person visit. Failure to provide that additional information or verification, or to adhere to school policies regarding health and safety, may result in removal from the visiting team.

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While we have tried to cover most details here, we invite you to send us any omissions or clarifications you would recommend. Thank you.

-Office of the NEASC Commission on International Education, [cie@neasc.org](mailto:cie@neasc.org)