



Quest Cultural Solutions

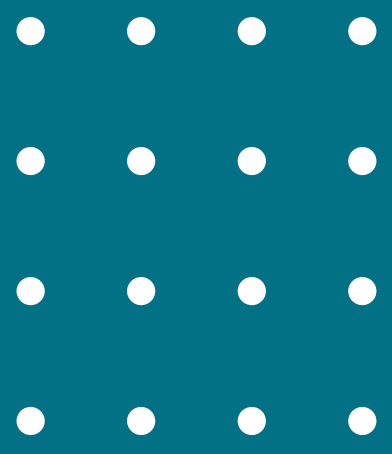


# INTERNATIONAL EDUCATION SERVICES

[www.questcultural.com](http://www.questcultural.com)

+1.419.318.9035

@questcultural



# INTERNATIONAL EDUCATION IS CHANGING





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# WHAT WE DO

International education is changing. Staffing shortages, regulatory demands, and increased expectations are increasing burnout and shrinking resources.

With 20+ years of experience, QCS helps educators meet rising expectations. We empower you to:

- Support students, faculty, & staff
- Deliver high quality programs
- Make data-driven decisions
- Achieve important goals



# OUR SERVICES

PROJECT MANAGEMENT

RESEARCH & ASSESSMENT

WORKFORCE TRAINING

TEMPORARY STAFFING

CONSULTING

CULTURAL EXPERTISE

PUBLICATIONS



# WHO WE ARE

A 20-year veteran of international education, Dr. Beth Laux saw a growing number of educators struggle to meet rising demands. To address this issue, Beth founded Quest Cultural Solutions (QCS).

QCS helps our partners meet expectations. From strategic planning to clerical support, we help you thrive in a changing field. Our experts bring cutting-edge insights to each partnership, creating better and more sustainable outcomes.



Dr. Beth M. Laux, Ed.D.  
President & CEO, Quest Cultural Solutions

Photo Credit: Ron Hall



***QCS is a proud woman-owned enterprise.  
We work hard to propel underrepresented  
educators into positions of leadership.***



## THE QCS ADVANTAGE



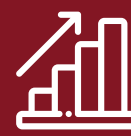
### EXPERIENCE

20+ years of international education expertise



### INNOVATION

Support for new initiatives & routine operations



### EFFICIENCY

Cost effective, customized, & scalable solutions



### STRATEGY

Proven quantitative, qualitative, & mixed methods approaches



### FLEXIBILITY

Successful service in virtual, in-person, & hybrid environments



### GLOBAL REACH

Experience in 100+ countries and cultures worldwide

# EDUCATION *SERVICES*

QCS helps educators meet increasing demands through innovative, customized support services. Core services include:

- Project Management
- Temporary Staffing
- Workforce Training
- Research & Assessment
- Consulting
- Cultural Expertise
- Publications

Ready to learn more? Check out our services.



# PROJECT MANAGEMENT

## *Thrive Under Pressure*

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International education is unpredictable, and projects can overwhelm a busy office. QCS project teams support a wide range of routine and one-time projects. We can help you create a plan to do a project on your own or we can complete the project for you. Either way, we help you meet expectations from start to finish.



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# SAMPLE PROJECTS

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Projects come in many shapes and sizes. QCS can help. Our project teams get you organized, get the job done, and help you balance competing demands. Need inspiration? Check out these sample projects.

- Updating Marketing Materials
- Supporting Pilot Programs
- Compiling Clery Data
- Completing *Open Doors* Reports
- Creating Orientation Modules
- Rebranding Websites
- Developing Faculty Training
- Drafting Webpage Content
- Preparing Reports or Proposals
- Benchmarking & Research
- Assessing Learning Outcomes
- Crafting Strategic Plans
- Study Abroad Fair Preparation
- Grant Administration
- SWOT Analyses
- Accreditation Preparation
- Curriculum Integration
- Course Transfer Equivalencies
- Facilitating Program Proposals
- Creating Budget Worksheets
- Developing Job Descriptions
- Writing Handbooks & Manuals

Need other services? Contact us. We're happy to customize a service package to meet your needs.



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# TEMPORARY STAFFING

## *Temporary Support for Critical Needs*

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Staffing shortages are on the rise throughout international education. Leaders need immediate solutions to weather the storm.

QCS offers temporary staffing for different levels of your organization. Our team members understand the nuances of international education, and they seamlessly integrate into your operations.



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# SAMPLE STAFFING SERVICES

QCS staffing services are designed to meet your needs. Flexible daily and weekly rates are available. QCS also provides support for parental leave, sabbaticals, or FMLA absences. Pricing is based on 3 tiers of service. Since most requests involve multiple tiers, all pricing is customized.

<b>Entry-Level</b> <i>Tier 1</i>	<b>Mid-Level</b> <i>Tier 2</i>	<b>Executive-Level</b> <i>Tier 3</i>
<ul style="list-style-type: none"><li>• Clerical support</li><li>• Virtual receptionists</li><li>• Reviewing passport information</li><li>• Fielding phone calls or monitoring an inbox</li><li>• Paperwork verification</li><li>• Spreadsheet generation</li><li>• Updating handouts</li></ul>	<ul style="list-style-type: none"><li>• Developing marketing campaigns &amp; re-branding</li><li>• Establishing course equivalencies</li><li>• Content development</li><li>• Application management</li><li>• Software management</li><li>• Virtual student advising</li><li>• <i>Open Doors</i> reporting</li></ul>	<ul style="list-style-type: none"><li>• Accreditation reports</li><li>• Office reorganization</li><li>• Strategic planning</li><li>• Program development</li><li>• Diversity, equity, &amp; inclusion initiatives</li><li>• Risk management, health, &amp; safety infrastructure</li><li>• Grant administration</li></ul>

Need other services? Contact us. We're happy to customize a staffing model to meet your needs.



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# WORKFORCE TRAINING

## *Build a Cutting-Edge Workforce*

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Expectations change every day in international education. This requires a cutting-edge workforce that understands student and faculty needs.

QCS offers custom and established training programs that help educators develop skills and update knowledge. From DEI seminars to software training, we help you build an inclusive, change-ready workforce. Virtual, in-person, and hybrid options are available.



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# SAMPLE TRAINING PROGRAMS

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Up-skilling your workforce is critical in international education. QCS custom training programs help educators develop skills, innovate, and increase impact. Need inspiration? Check out these samples.

- People Management: Facilitating Difficult Discussions in a Post-pandemic Workplace
- Finding Funding: Successful Grant Writing Strategies
- Navigating Difference: Working Effectively Across Cultures
- Complex Communities: Understanding Your Own Diversity Experiences
- Unpacking Global Experiences: Using Intercultural Competence in Professional Situations
- Rough Waters: Change Management in International Education
- The Supervisor's Dilemma: Accountability in a Virtual or Hybrid Workspace
- Work Smarter, Not Harder: Using Strategy to Balance Competing Demands
- The 5 Design Principles: Creating Courses that Support Intercultural Competence
- Turning the Tide: Using Community Experiences to Enhance DEI Efforts
- Fact vs. Fiction: Managing Information & Media Overload in a Connected World
- Shared Equity Leadership: Integrating DEI throughout an Organization or Team
- Measuring Impact: Developing an Effective Assessment Protocol

Don't see what you need? Contact us! We can create a custom training program for your institution.



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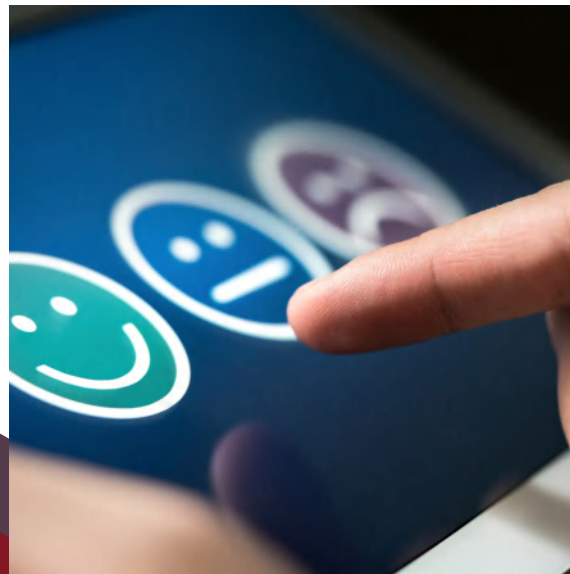
# RESEARCH & ASSESSMENT

*Turn Data into Action*

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Data-driven decisions are vital in international education, but research and assessment require expertise.

QCS helps educators identify patterns, understand needs, and assess the impact of their work. From program evaluation to assessing learning outcomes, our researchers turn data into action. Ready to get started? Contact us!



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# SAMPLE RESEARCH PROJECTS

QCS research projects are designed to meet your needs. We develop a methodology and approach that leads to actionable results. Interested in our work? Here's some inspiration to get you started.

Quantitative Research	Qualitative Research	Mixed Methods Research
<ul style="list-style-type: none"><li>• Cost of living analyses</li><li>• Cause, correlation, and effect studies</li><li>• Descriptive &amp; inferential statistics</li><li>• Funding utilization</li><li>• Currency management</li><li>• Economic, industry, &amp; demographic analyses</li></ul>	<ul style="list-style-type: none"><li>• Program evaluations</li><li>• Focus groups &amp; interviews</li><li>• Process mapping</li><li>• Benchmarking</li><li>• IPA &amp; narrative studies</li><li>• Customer evaluations</li><li>• Literature reviews &amp; background studies</li></ul>	<ul style="list-style-type: none"><li>• DEI evaluations</li><li>• Learn outcomes assessments</li><li>• Community-based research</li><li>• Impact or needs studies</li><li>• Efficiency measurements</li><li>• Cost-benefit analyses</li><li>• Strategy comparisons</li></ul>

Need other services? Contact us. We're happy to customize a research project to meet your needs.



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# CONSULTING SERVICES

*Bring Big Ideas to Life*

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International education is unpredictable. It's hard to anticipate emerging needs.

QCS consulting services help educators thrive in this environment. From branch campus development to strategic planning, we put your goals within reach.



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# QCS CONSULTING MODEL

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QCS uses a customized, resource-appropriate consulting model. Our services result in actionable recommendations that add value and innovation to your work. To ensure that our services are tailored to fit your needs, we use a 3-step consulting method:

1. Gather perspectives and analyze data
2. Identify needs and opportunities
3. Provide actionable, financially appropriate recommendations (Burke, 2018)

Flexible consulting packages are available to meet your needs. Contact us today for a free consultation.



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# CULTURAL EXPERTISE

## *Succeed Across Cultures*

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Expertise is vital to cross-cultural relationships. QCS helps you bridge the gap between people, cultures, and programs.

QCS cultural experts provide support in 100+ locations and disciplines. We can provide the insights you need or connect you with experts who meet your criteria. [Contact us](#) for more information.



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# SAMPLE EXPERTISE

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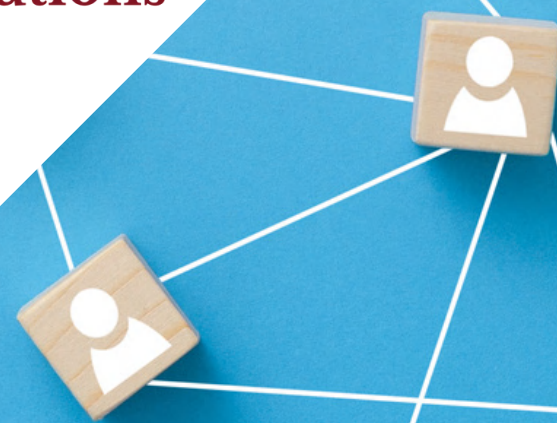
QCS provides expertise in different locations, languages, cultures, and disciplines. We can sponsor experts on your behalf or connect you with the expertise that you need. Check out these examples to get started.

- Global Intercultural Competence
- Human Resources in Asia
- Religion & Culture in the Middle East
- Mining in South America
- Climate Change in Central Africa
- Business Practices in East Asia
- Language Translation & Interpretation
- Tribal Relations in the Pacific
- Public Health in Sub-Saharan Africa
- Education Systems in Central Asia
- Environmental Policy in the Amazon
- Agriculture in Flanders
- Criminal Justice in Central America
- Cyber Security in Eastern Europe
- Labor Practices in the Mediterranean
- History & Culture of Russia
- Food Security in the Caribbean
- Construction in the Pacific Rim

Don't see what you need? Contact us! We can use your criteria to search our database of experts.



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# PUBLICATIONS

## *Resources on Demand*

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QCS publications help you apply new insights to your daily work. Specializing in *micro-resources*, QCS publications distill the latest research into digestible summaries, allowing you to bridge the gap between theory and practice. Browse the [bookstore](#) to get started!



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# SAMPLE PUBLICATIONS

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Based on 20+ years of research and experience, QCS has free resources for immediate download. Materials for purchase are also available through Amazon. Browse the [bookstore](#) to get started.

- Work Smarter, Not Harder: Leveraging Current Activities to Meet Stakeholder Needs
- Crafting the Narrative: Effective Strategies for Communicating with Leadership
- Avoiding Mission Creep: Managing Expanding Expectations
- Quick Reference: The 5 Design Principles
- Intercultural Learning Glossary
- The Global Engagement Education Framework
- Fact or Fiction? Debunking Myths about Intercultural Learning
- Driven by Research, Informed by Practice: The Methodology Behind the Principles
- Getting Started: The 5 Design Principles for Intercultural Learning



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# DIVERSITY

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Diversity is a fundamental part of international education. When people thrive, our communities thrive. By focusing on DEI, we affect change and expand opportunities. QCS uses 6 strategies to support our DEI initiatives.



## We listen.

By listening to others, we are open to change.



## We extend grace.

When we make mistakes, we apologize, extend grace, & improve.



## We reflect.

By reflecting on identities, we find common ground.



## We invest.

With investments today, we create opportunities tomorrow.



## We learn.

Through continuous learning, we make an impact.



## We take action.

With every step forward, we move the needle on DEI.

## Equal Opportunity Employer

QCS is an equal opportunity employer. QCS prohibits discrimination based on race, color, religion, national origin, sex, age, physical or mental disability, or veteran status, or any other status or classification protected by applicable federal, state, or local law.



# NEXT STEPS

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## FLEXIBLE OPTIONS

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Ready to get started? Our flexible services help you meet increasing demands through innovative, customized support.

- No long-term commitment
- Customized service packages
- Daily, weekly, & long-term rates
- Entry-level to executive support
- Discounts available

QCS helps you balance routine operations and long-term goals. Contact us today to get started!



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**Connect with QCS today!**



 | **Quest Cultural Solutions**

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blaux@questcultural.com  
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