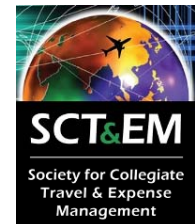


“Making Travel Compulsory”

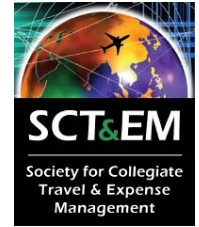
Kindra Jordan
Director of Travel Services
Willamette University

September 26, 2011





Willamette University Budget overview



➤ Budget

Annual Budget:	\$123,542,000
Research Funding:	\$2,800,000
<hr/>	
Travel & Expense Budget:	\$2,638,000
<hr/>	
<2010-2011 Air Travel>	
By University preferred methods:	\$629,000 (82%)
By individual:	\$111,000 (18%)

➤ Travel Services:

Two options- Travel center agents or Online booking tool

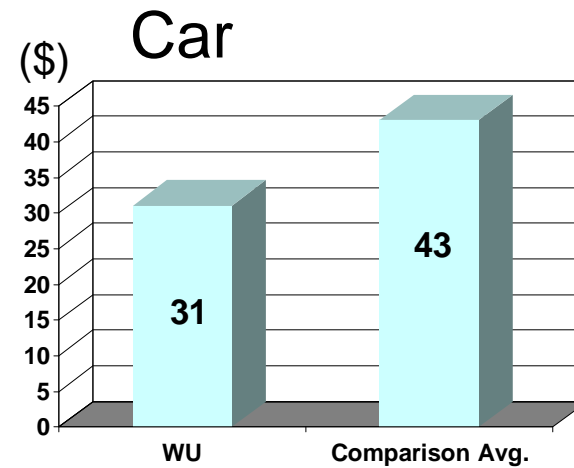
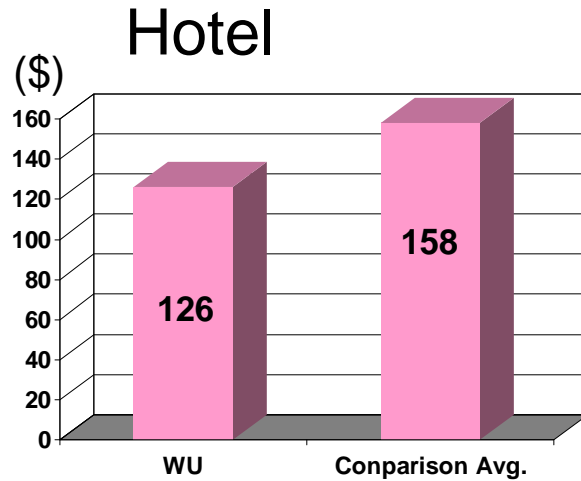
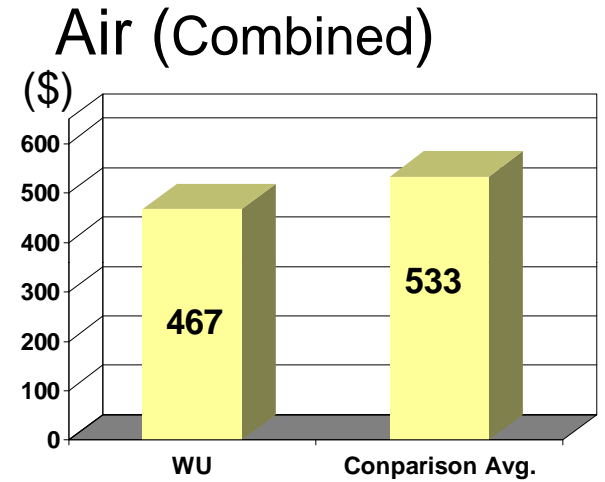
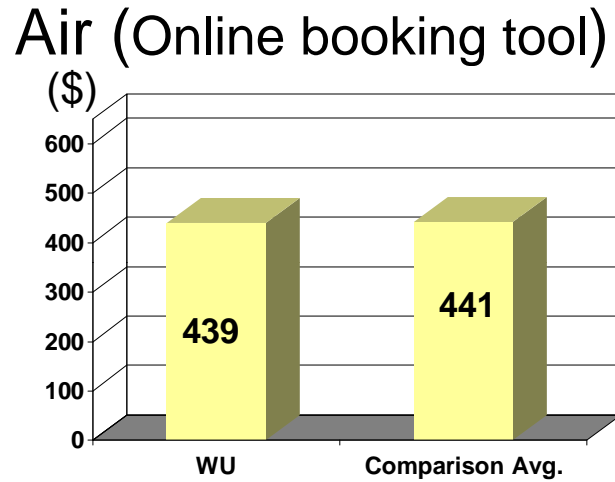
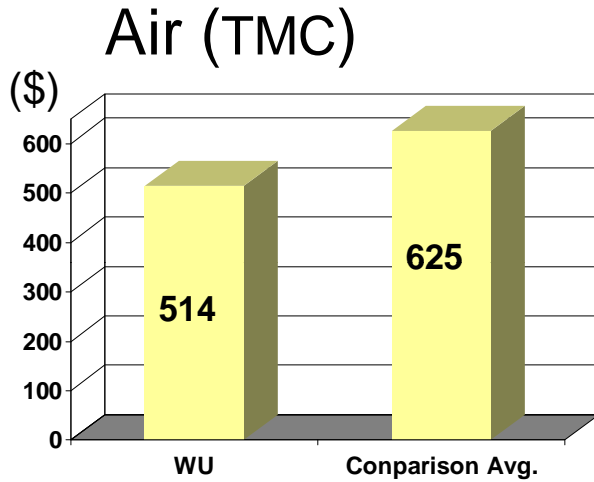
Ghost card

JP Morgan purchasing card (254 active card holder)

2010-2011

WU vs. Comparison Benchmark Avg. against Peers

(Similar to WU spend)



“Making Travel Compulsory”

- Where we started
- What we did
- Looking at current model
- What challenges do you face with your program
- What are the VP’s and Deans views & response
- What challenges will we face in the future

Question

- How many in the room currently have a travel program?
- Mandate?
- Travel guideline?
- Do you have any services that are mandated?
- Do they work? How do they compare to travel?
- Who endorsed?

Where we started

1995 Travel Center established

Business funded and personal travel

One page mandated Travel policy

Endorsed by the President

Reimbursement outside travel policy

Commissions

Paid for Travel center operating costs & Student fund

1998 New President

No Travel policy

Travelers are doing what they want

1999 Review travel program



Where we started

2003 Eliminating commission

No longer revenue stream for university

Charge service fees

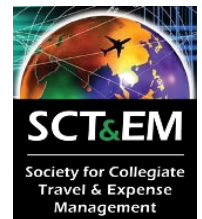
Travelers went outside

Travelers didn't want to pay for services.

Resource center for Business & Personal travel

Eliminated Personal travel

Reduce staff



Developed Model

Based on what we learned we are able to change travelers behaviors

- President endorsed TC
- Established Travel policy (Guidelines)
- Travelers booking outside (Guidelines)
- Reward Departments

- Faculty resource funding – highly recommended
- Development office – told
- Athletics – required
- CLA – required

- Risk Management
- Sustainability council – report carbon footprint

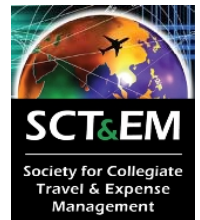
Based on current economy

- Reduced travel spending last 2 years
- Cost going up
- Increased endowment spending



Questions asked Senior management &
Deans their opinions

“Making Travel Compulsory”
Their responses...



Vice President's Administrative Services Viewpoint

- It is an internal control mechanism for the prudent financial management of the university.
- It is an operational support mechanism that allows faculty and staff to spend more time on work or mission related activities (which they are paid for and experts in), and less time on booking travel (which they are not experts in).
- It is a risk mitigation opportunity to ensure that travel is handled in a safe, responsible and accountable way.
- It supports the image and comfort of the community in its work on prospective student travel, employment search travel, student trips, study abroad.

Associate Vice President/Controller

- There are risks involved in de-centralized ticket acquisition and centralized travel purchases mitigates those risks.
- Faculty and staff are not aware of all the purchasing options available to the public, and do not have time to learn all the options. As a result they may be wasting special time and still not making efficient choices
- It supports the image and comfort of the community in its work on prospective student travel, employment search travel and student trips, study abroad.
- **Comment:** Certainly there is a convenience to having someone on campus to help with these complex travel arrangements. Just the nature of these types of travel lend to the efficiencies that can be created by having someone very familiar with a variety of travel options.

Assistant to the Dean of the CLA

- It is an internal control mechanism for the prudent financial management of the university.
- It is an operational support mechanism that allows faculty and staff to spend more time on work or mission related activities (which they are paid for and experts in), and less time booking travel (which they are not experts in).
- It is a risk mitigation opportunity to ensure that travel is handled in a safe, responsible and accountable way.
- It supports the image and comfort of the community in its work on prospective student travel, employment search travel, faculty conference travel, and student trips, study abroad.
- **Comment:** Easier for people like me who track faculty spending to be able to check with the Travel Center if we have questions about travel instead of having to check with the traveler. Mitigate risk.

Associate Dean of CLA

- It is an internal control mechanism for the prudent financial management of the university.
- It is an operational support mechanism that allows faculty and staff to spend more time on work or mission related activities (which they are paid for and experts in), and less time booking travel (which they **are not experts in**).
- It is a risk mitigation **STRATEGY** to ensure that travel is handled in a safe, responsible and accountable way.
- It supports the image and the community and financial accountability in its work on student travel, employment search travel and student trips, study abroad.

The responses

- Guidelines (2)
- Mandate (1)
- Somewhere in the middle (1)



Everyday Travel Program

Internal Control and Financial management

Outside

- 18% of travel spend
- Using multiple sources
- Lost savings
- Is it worth time and effort

Inside

- 82% of travel spend following reasonable guidelines
- Value to pick up 18%
- Benchmarking Avg. air, car and hotel rates



Risk Mitigation Opportunity

Outside

- 18% unidentified
- How would you assess risk for the university?
Is it greater than 18%?
- Cost to mitigate risk?

Inside

- 82% of travelers are identified.
- 82% of the risk– tracked
- Move frequent & high risk travelers

Operational Support

Spend more time on work & Less time searching for airfares

Outside

- 18%
- Competition for them
- Not always true based on sampling of 10 cities.
- Not experts in travel
- Is it worth the cost to move \$110,000.00

Inside

- 82%
- Average \$100 per ticket saving (contract airfares)
- Experts in travel
- Time and resources



Supports image & Comfort for the community

Prospective students, groups, guests, & employment travel

Outside

- Opportunity to spend more
- Opportunity to use their airline of choice
- Select the lowest airfare

- Unable to supply parents & families with information
- Is it worth 18%

Inside

- Help Department administrators
- Save money for HR & Dept.
- Use the lowest airfare
- Increase lost savings opportunities
- No service fee for groups
- Parents & Families are more comfortable
- Currently 82%



“18% Travelers Behaviors”

Until a shift of values/mindset changes behavior
or significant impact to their life
they won't change behaviors.

We will continue to have travel guidelines.

The Future

- Enforce Travel guidelines
- Collect good data on carbon footprint – Air travel
 - Report \$ purchased for carbon offsets
 - Report more accurate air miles flown to sustainability council
 - Continue tracking outside spending & destination
- Challenges with increased technology
- New president as of July 1
 - The battle starts all over again we are probably low on the list



Questions

- What works for you?
- Do you have a similar model?
- What problems do you see?

THE END

Thank You