

SCTEM



**SOCIETY FOR COLLEGIATE TRAVEL
& EXPENSE MANAGEMENT**

iINNOVATION@SCTEM

BRIGHAM YOUNG UNIVERSITY – IDAHO

JEORGETTE REQUIRON ~ TRAVEL COORDINATOR



Our school

BYU IDAHO

- About 16,000 each semester
- 3 track system (Fall, Winter, Spring) and Summer Session.
- Over 800 faculty on campus
- Over 1,200 online faculty
- Over 700 FT Staff & Administrators
- Over 200 PT Staff & Administrators
- Over 5,000 student employees

Our travel program

- Partial mandated
- Affiliated with CWT and employed by BYU-I as Travel Agents on campus
- 2 Travel Consultants/2 I Travel Specialist (students)



- Corporate, Academic, Tours, Pathway
- Annual spend just over 3.5MIL
- GetThere marketed as I Travel
- Home grown accounting system
- 50% adoption rate for domestic single destination trips

Our challenge

BYU IDAHO

- Could not handle volume
- NO resources for additional agents/systems
- Domestic single destination trips - simple bookings
- Trainings/still had problems
- Too difficult/taking too long
- Shifting workload
- Everyone was unhappy.
- Something had to change...

Our solution

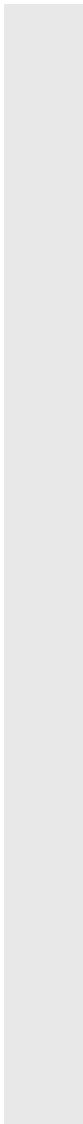
BYU IDAHO

- Students employment push from administration/better job experience.
- Team effort/brainstorming with our purchasing agents.
- I Travel Specialist Desk.
- Very skeptical
- Very little to do
- Handle questions/training/booking flights
- Annual training, emails, weekly updates, news letters.

Our results

BYU **IDAHO**

- Almost 2 years
- Student staff and university travelers are happy.
- Haven't had complaints as we used to.
- We are actually handing more over for our students to do.
- Students are proactive now and call when TA is approved. How to answer and ask to book their trip.
- Students feel more fulfilled.
- [Brigham Young Fulfilling the Mission](#) {video}



Tips for working with student staff



- I think the use of students could be replicated at other schools.
- We have our students help us with
 - research
 - projects
 - reports
 - training
 - rooming list
 - credit card authorizations
- Hire friendly, good communication skills. Everything else is easy to learn.
- Get a student who will be on campus for a while...the less you have to train the better.
- Give students more credit; they can do a lot.
- Make sure they understand and follow up frequently.