

Return-To-Travel Study

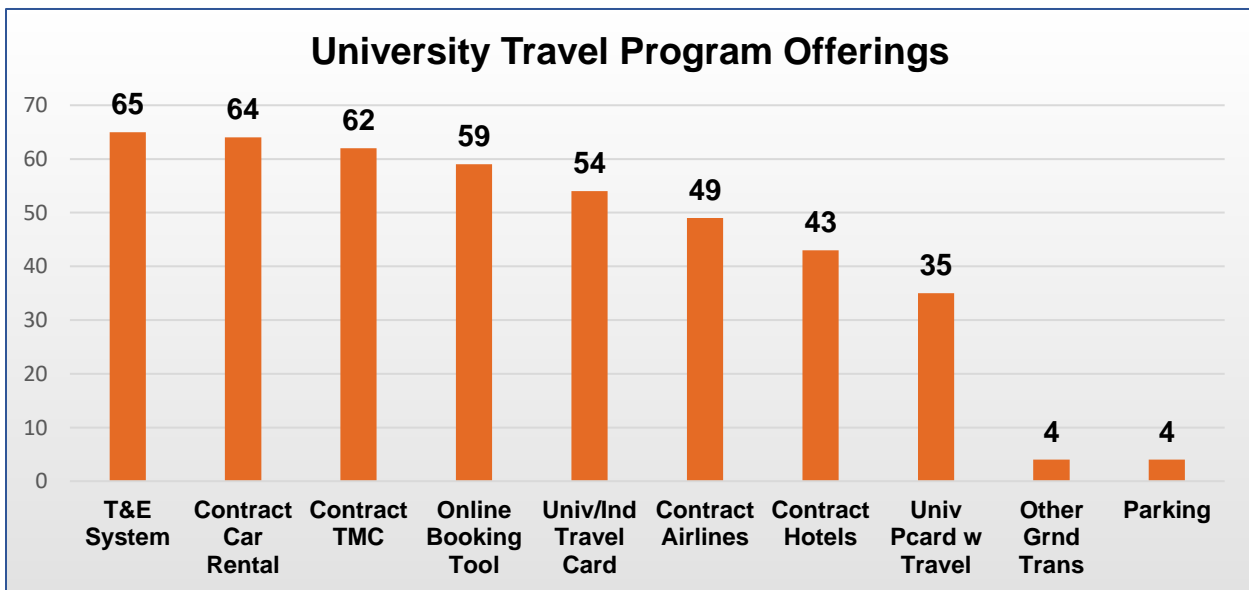
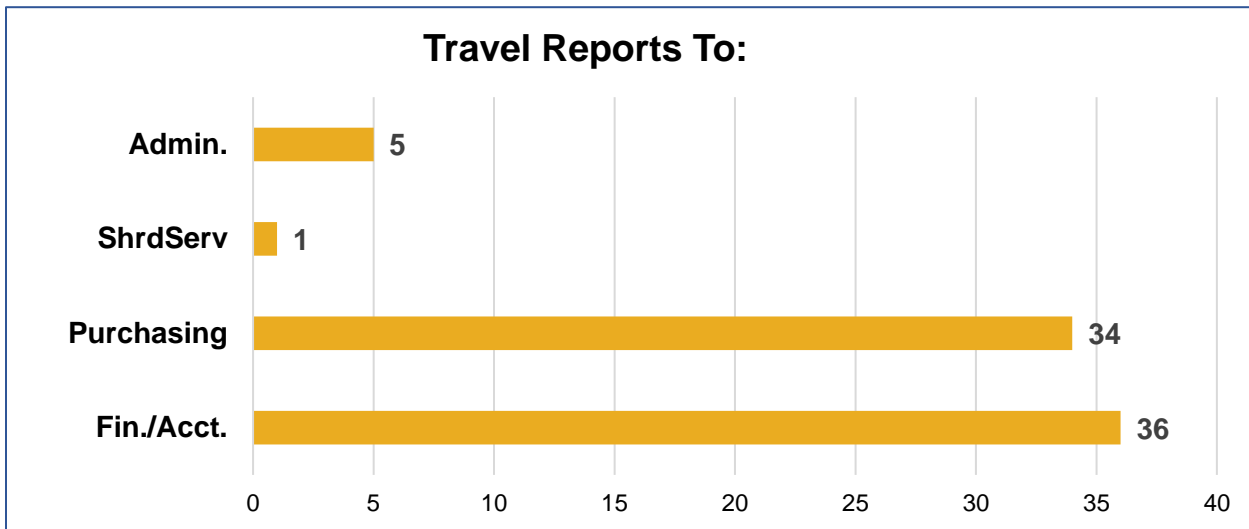
SEPTEMBER 2020

This study covers:

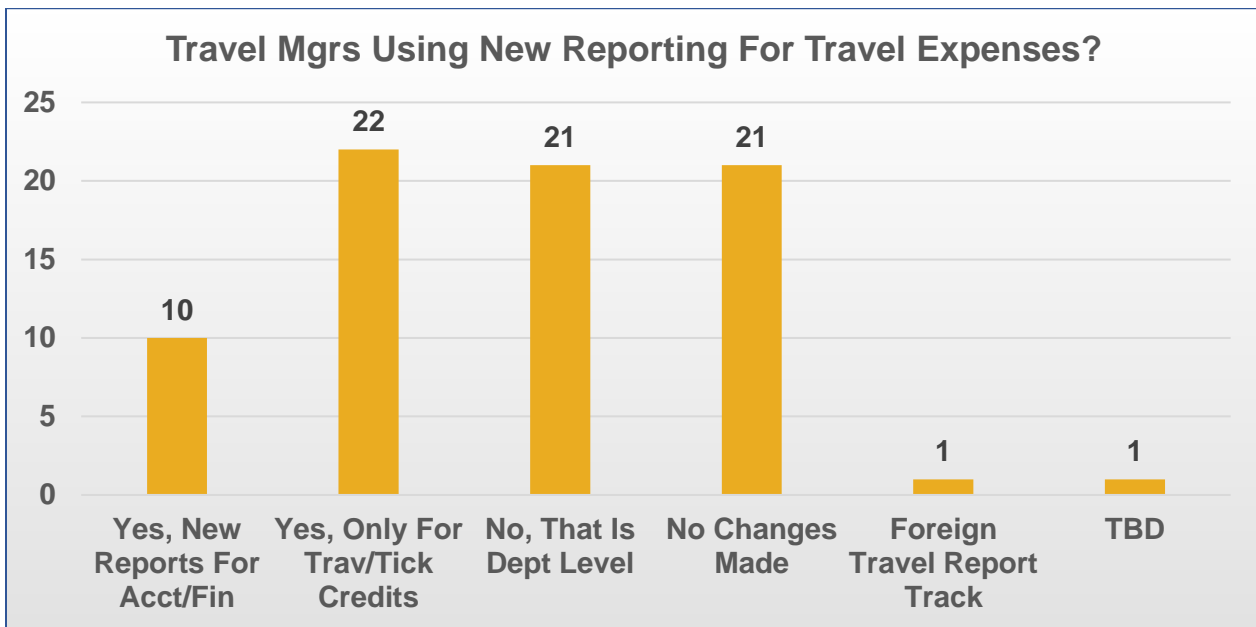
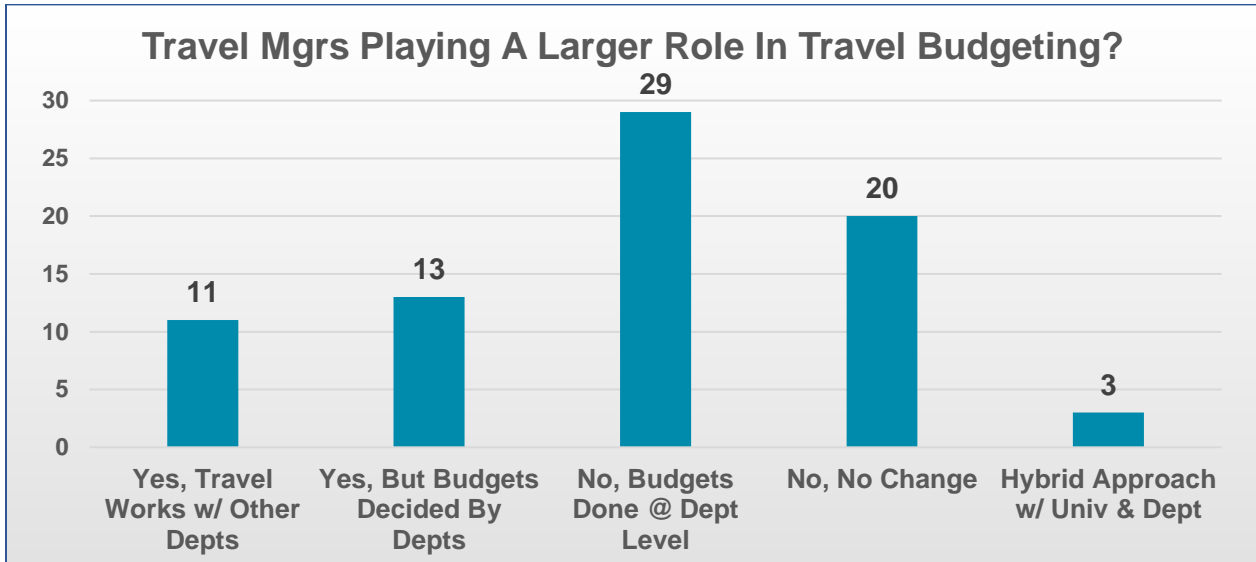
- Travel Department Structure, Offering, Roles & Responsibilities
- Travel Program Mandates
- Changes To Pre-Authorizations & Booking Travel
- Essential Travel & Restarting Travel Programs

Travel Department Structure & Offering

University Travel Departments can report up to different functions within the university and their program offerings can vary widely. However, we have found that most travel departments report up to the Purchasing or Finance/Accounting functions. Additionally, we can see that the vast majority of survey respondents have the following offerings in their travel program: T&E system; Contracts for Car Rental and TMC as well as an Online Booking Tool. We will discuss adoption rates of these offerings further in the report.

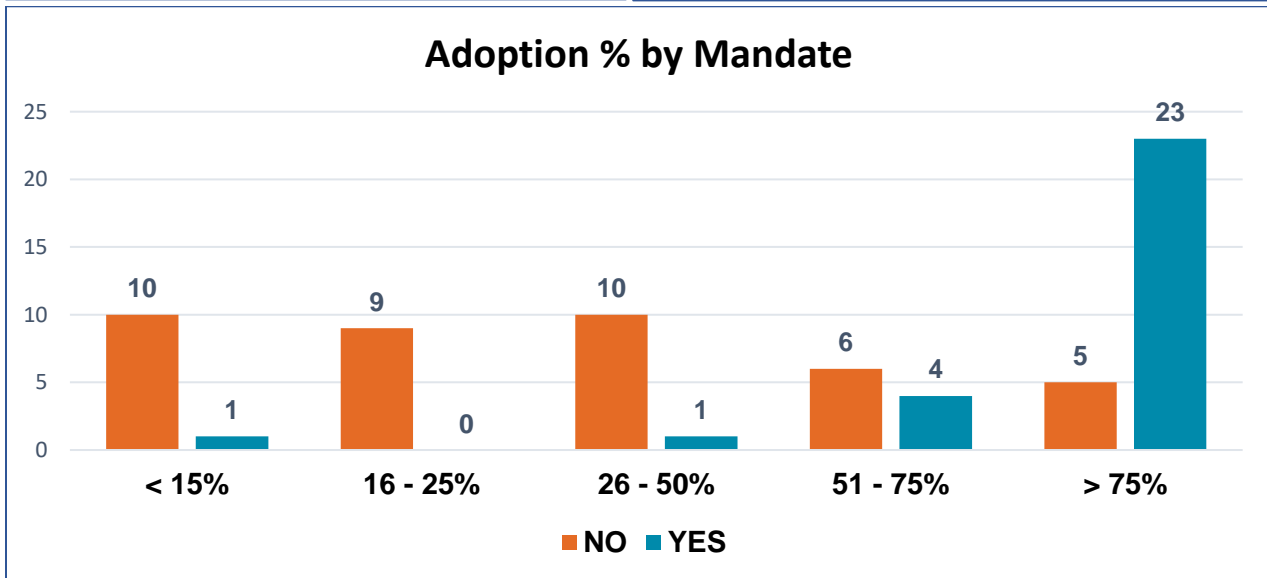
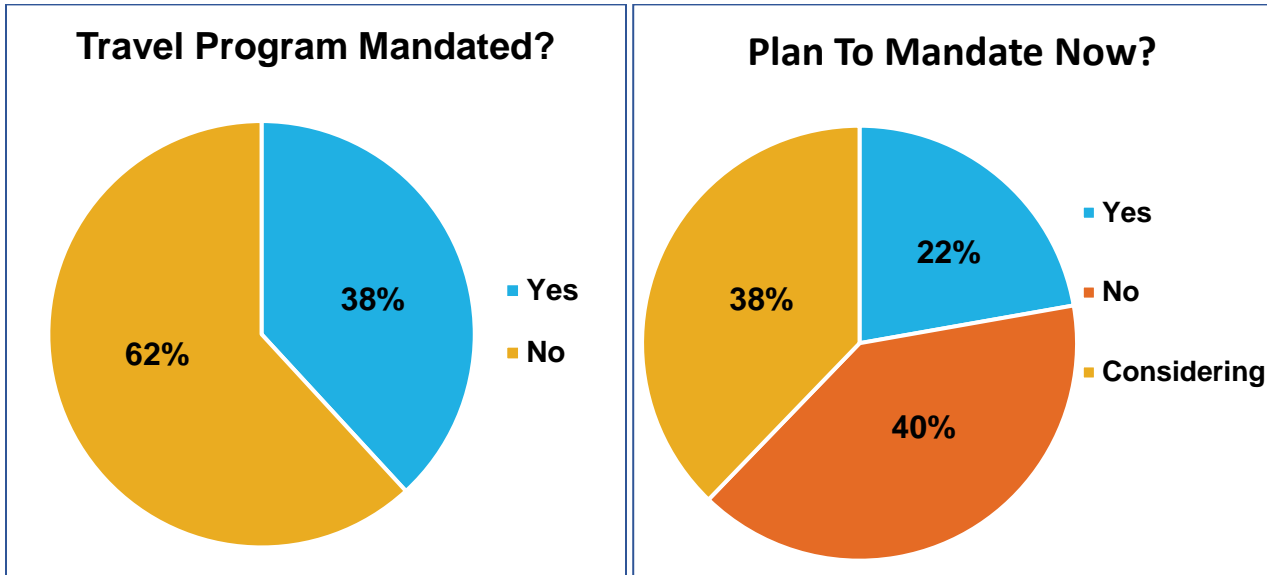


Travel Department Role & Responsibility Changes



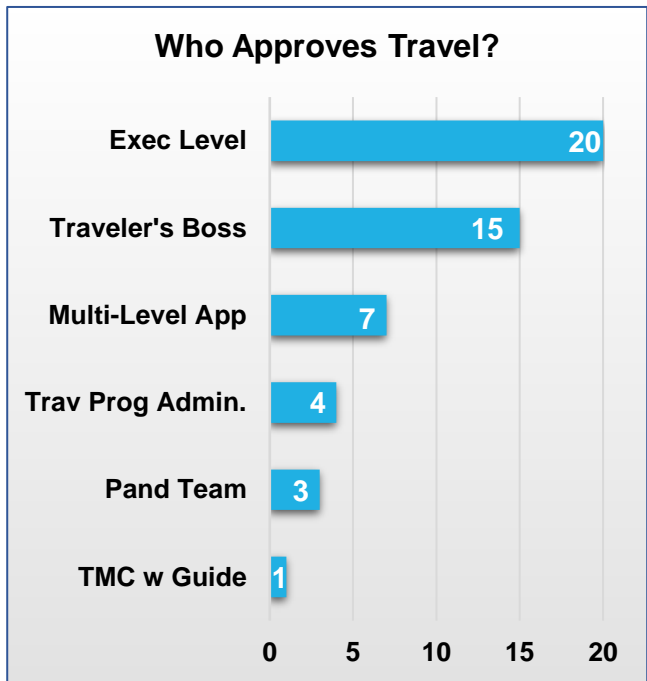
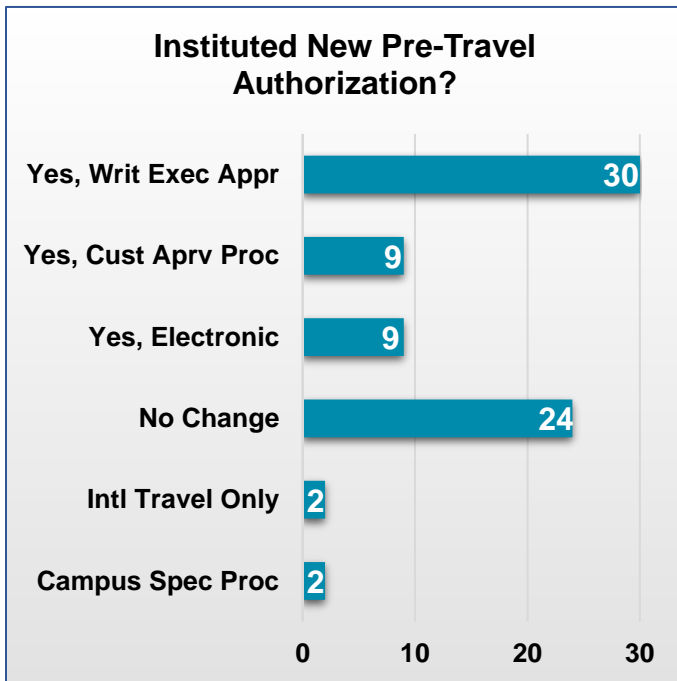
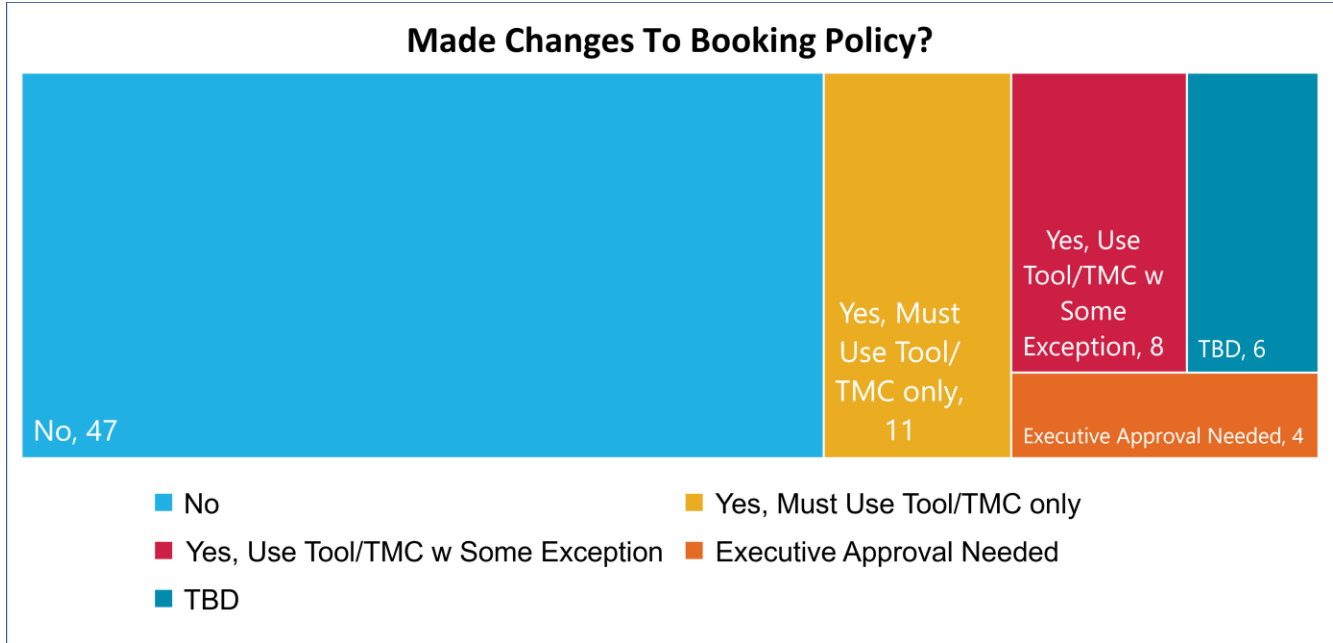
With travel primarily housed in finance or procurement, and some managers overseeing both travel and expense, it would be reasonable to assume these departments collaborate consistently on reporting, policy, budgeting, discounts and services provided. Overall, there is some sort of collaboration, but limited and segregated. With less than half of institutions changing in this area due to recent events, the reasons seem to be lack of knowledge on how the collaboration can benefit the university. Supply chain changes and additional contracts outside of the air/hotel/car rental (more involvement in projects and RFPs), compliance, finding alternate solutions for reporting issues due to no TMC or booking tool, these are areas for further exploration.

Travel Program Mandates



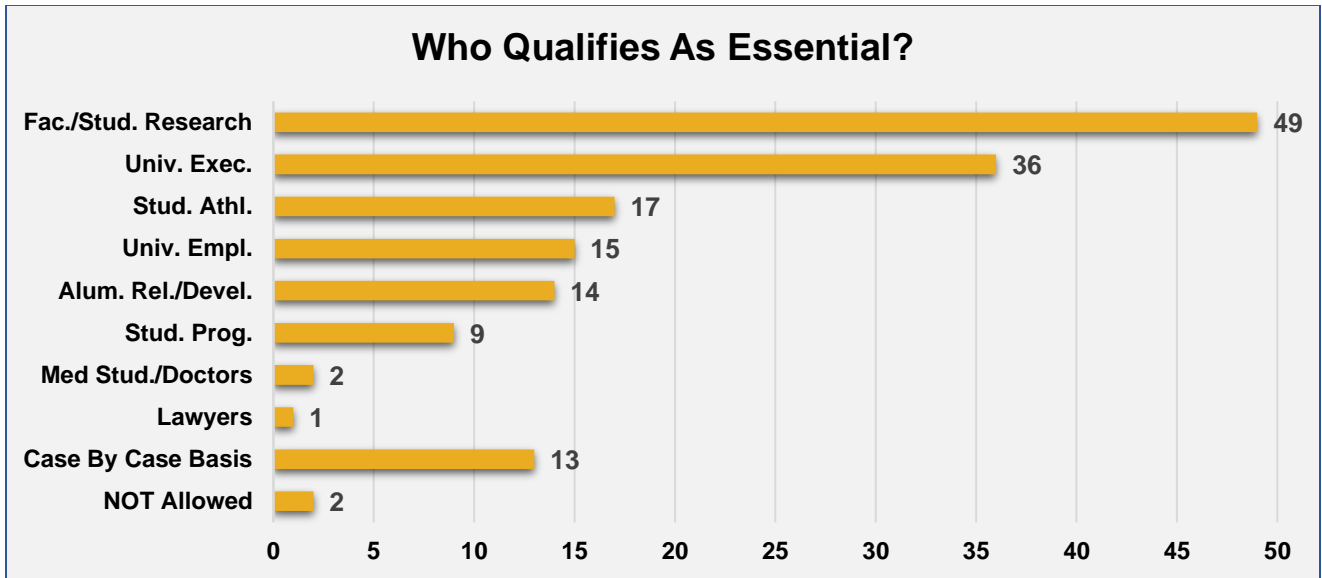
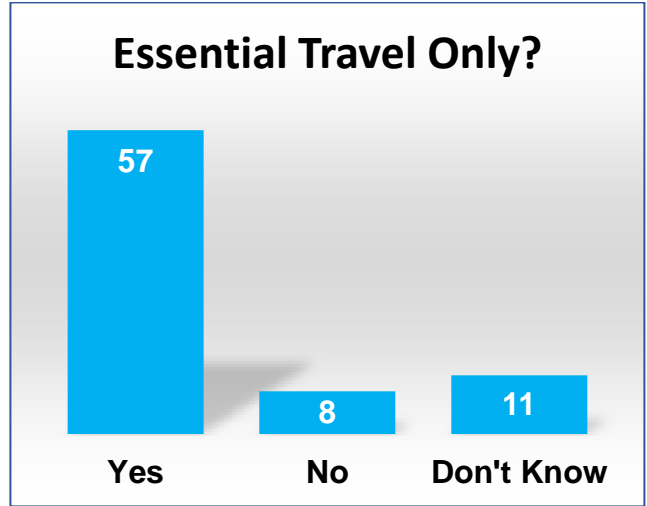
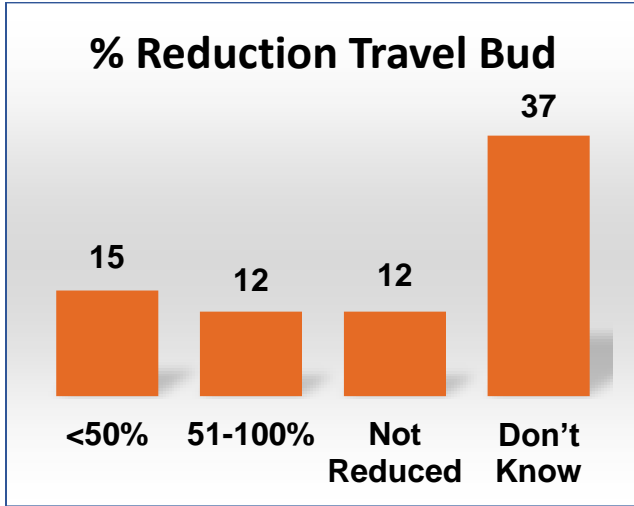
Our results show the strong correlation between program mandate and adoption. Since COVID, we are seeing more schools investigate mandated travel with 60% of non-mandated programs either switching to or considering switching to a mandate. In the bottom graph, you can see that there is >75% adoption with 23 mandated programs and almost all mandated programs have >51% adoption. Conversely, non-mandated programs have varying adoption levels with most below 50%. SCTEM will be diving deeper into the mandate topic in the coming months.

Changes To Pre-Authorization & Booking



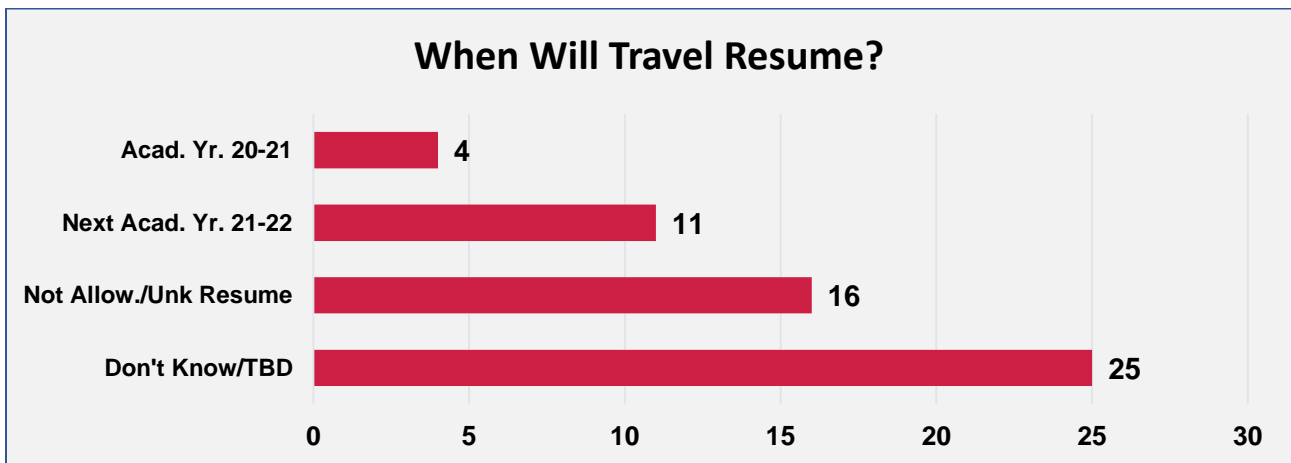
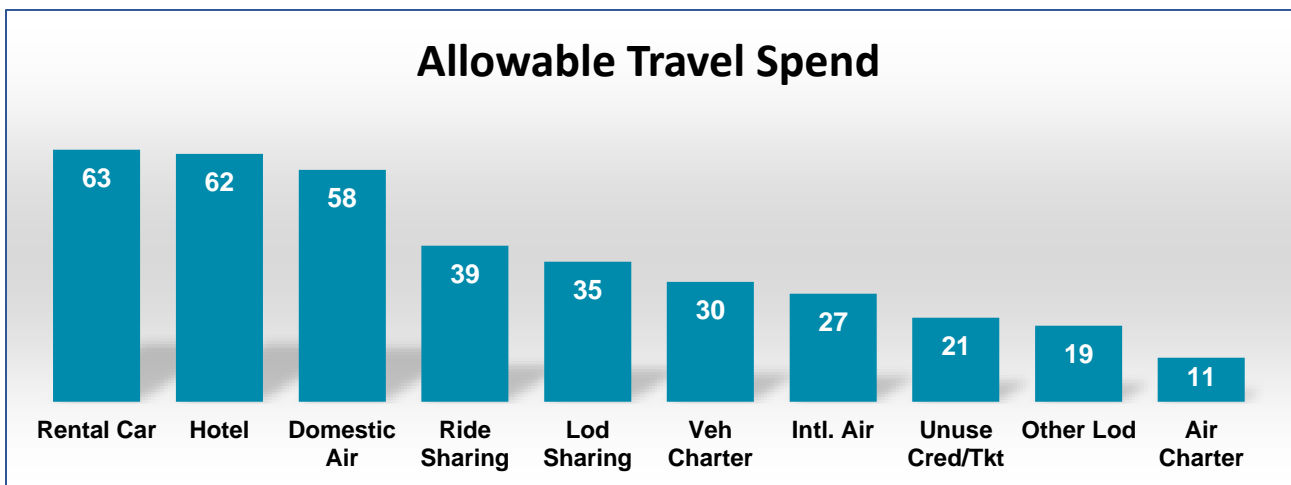
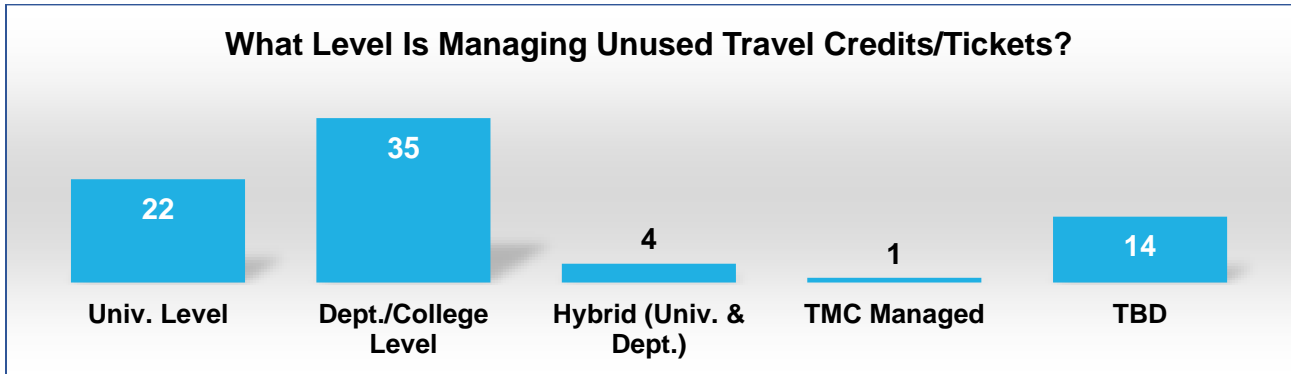
Universities are considering implementing or already have a pre-approval process. This streamlines the paperwork trail as you can correct potential issues on the front end of travel, rather than find a solution after the fact, (i.e., inappropriate expenses, using business funds to pay for moving expense travel, compliance, etc.). Surprisingly, the expense approval results are all over the place. This is an area that the expense and travel departments can help the university reign in to have a more efficient process that can be measured/controlled.

Essential Travel



Traveler safety and the need for financial prudence has certainly limited the amount of approved business travel. Overall, the nature of the trip has dictated “who” is essential along with top executive travel needs. One main business need continues to be research related.

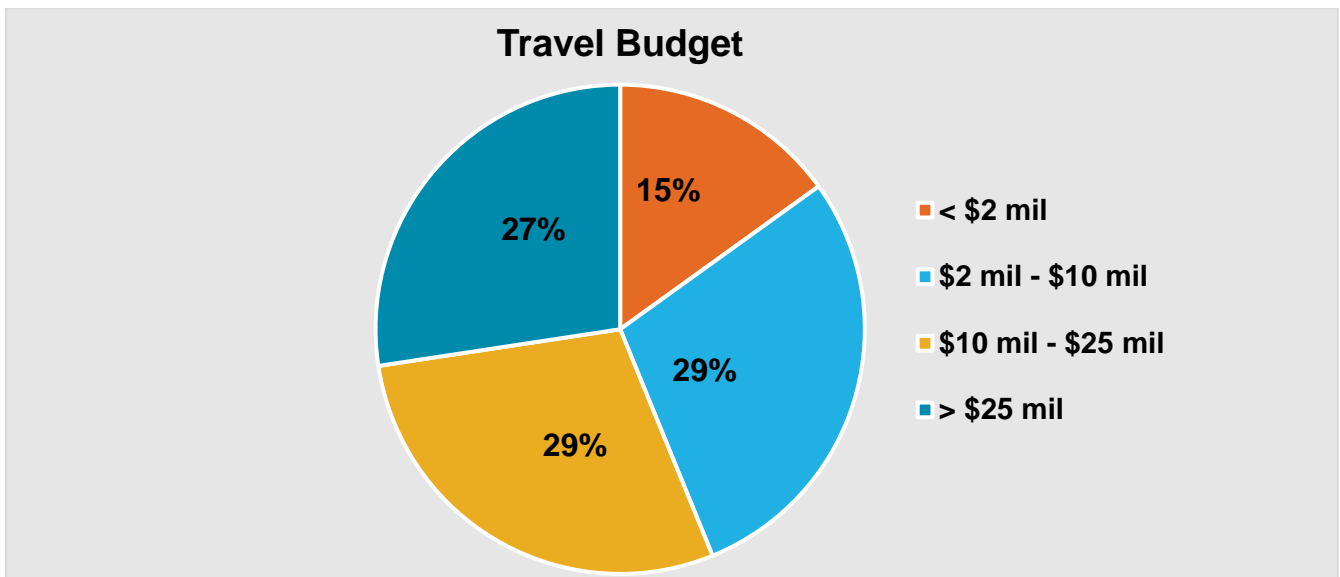
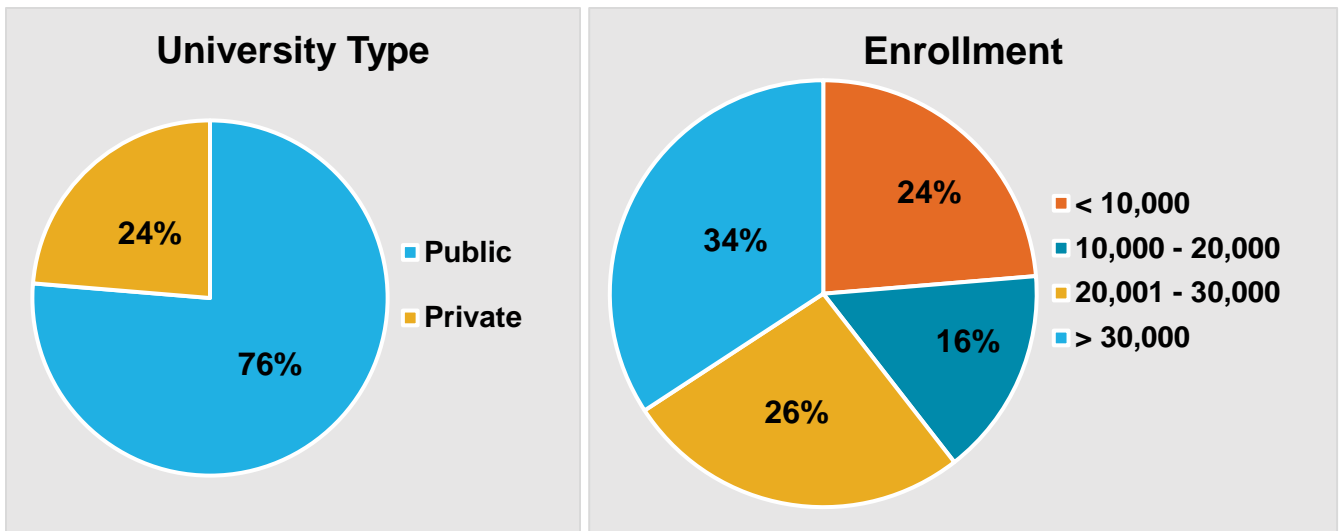
Restarting Travel



Managing unused tickets has received a lot of attention, as well as a real opportunity to move toward a mandated travel program. With a variety of methods to manage unused tickets, looking toward the future of travel raises an interesting viewpoint. That said, the return to travel is really an unknown for most universities and colleges. It seems case by case and that travel that is clearly essential remains the current approach to this question.

About This Study

SCTEM surveyed its members for this survey and a total of 76 universities responded. These schools varied in size, enrollment and type. The following graphs provide the demographics of the survey respondents. The respondents skewed more from public universities than private and while enrollment and travel budgets were more evenly distributed, the responded did lean toward larger schools for this particular survey. This is SCTEM's first member research survey. We will continue to provide this service going forward and will publish demographics for each survey conducted.



The Society for Collegiate Travel & Expense Management (SCTEM) is a not for profit 501c3 trade association for travel and expense professionals in higher education. For more information about the organization or to become a member, please visit: www.sctem.org. Membership is free. SCTEM is for higher education by higher ed.

SCTEM



**SOCIETY FOR COLLEGIATE TRAVEL
& EXPENSE MANAGEMENT**

sctem.org

[Linkedin.com/groups/4261952](https://www.linkedin.com/groups/4261952)