

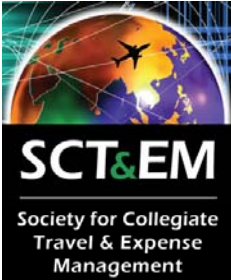
# 24<sup>th</sup> Annual Conference & Trade Show

## SCT&EM Benchmarking Survey

---

*Monday 4:00 – 4:45 PM  
September 27, 2010*

Ian Thomas, *Partner* | Academic Travel Consulting  
Debbie Gulliver, *University Travel Manager* | Michigan State University



2010 BENCHMARKING SURVEY

# Survey Respondents

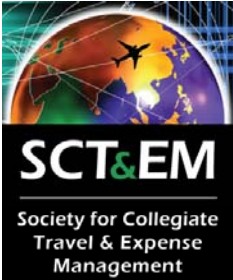
**Total Number of University Survey  
Respondents**

**67**

**Number of University Survey Respondents  
Attending Conference**

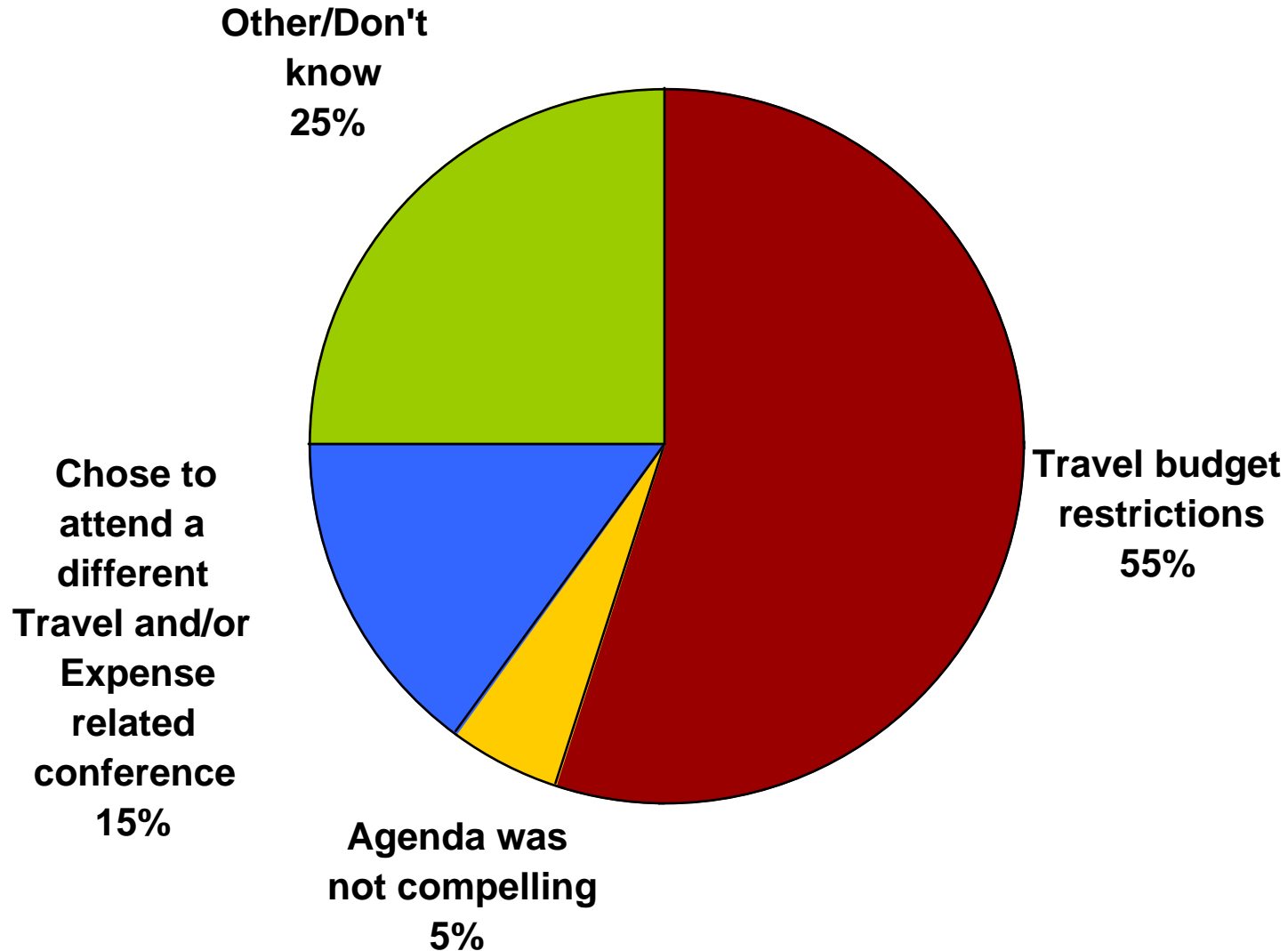
**35**

---



## 2010 BENCHMARKING SURVEY

# Reason for not Attending 2010 Conference



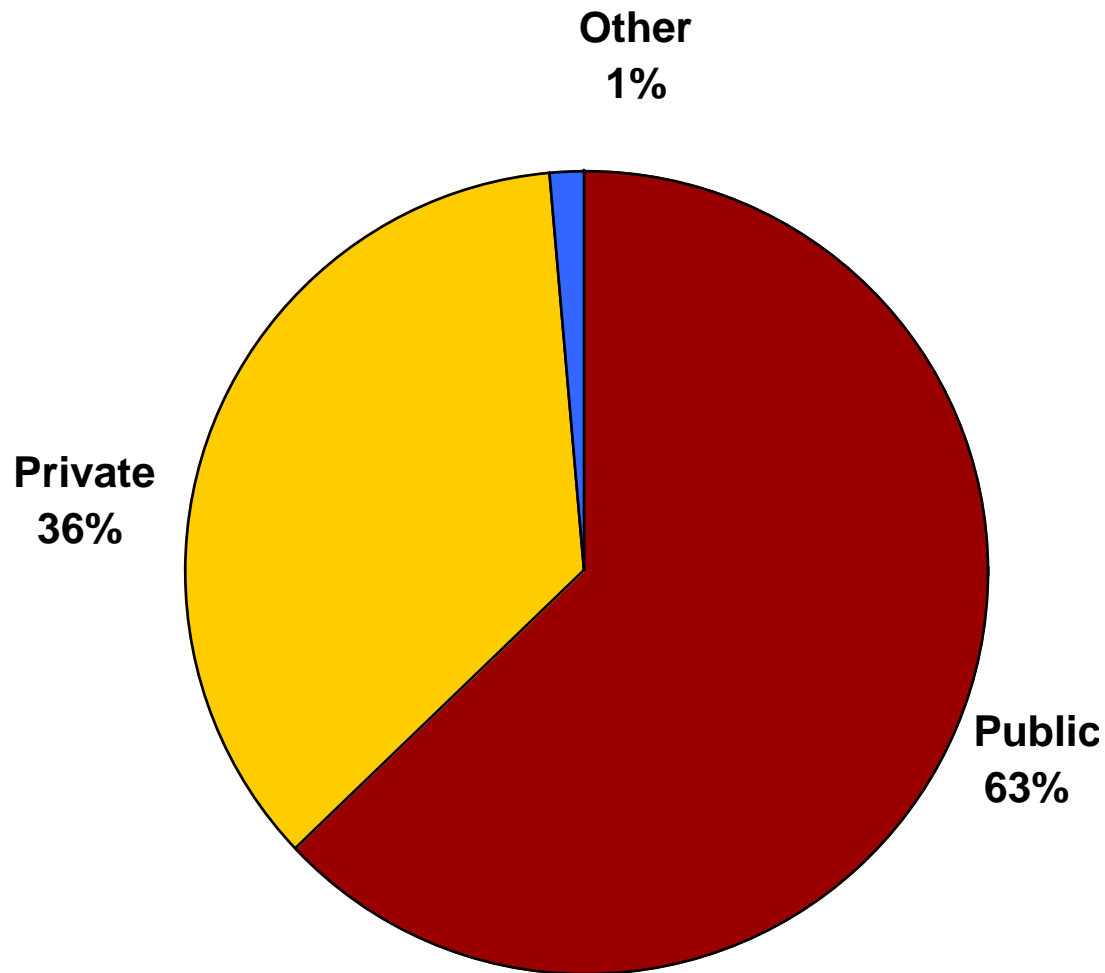


**SCT&EM**

Society for Collegiate  
Travel & Expense  
Management

## 2010 BENCHMARKING SURVEY

# Institutional governance structure



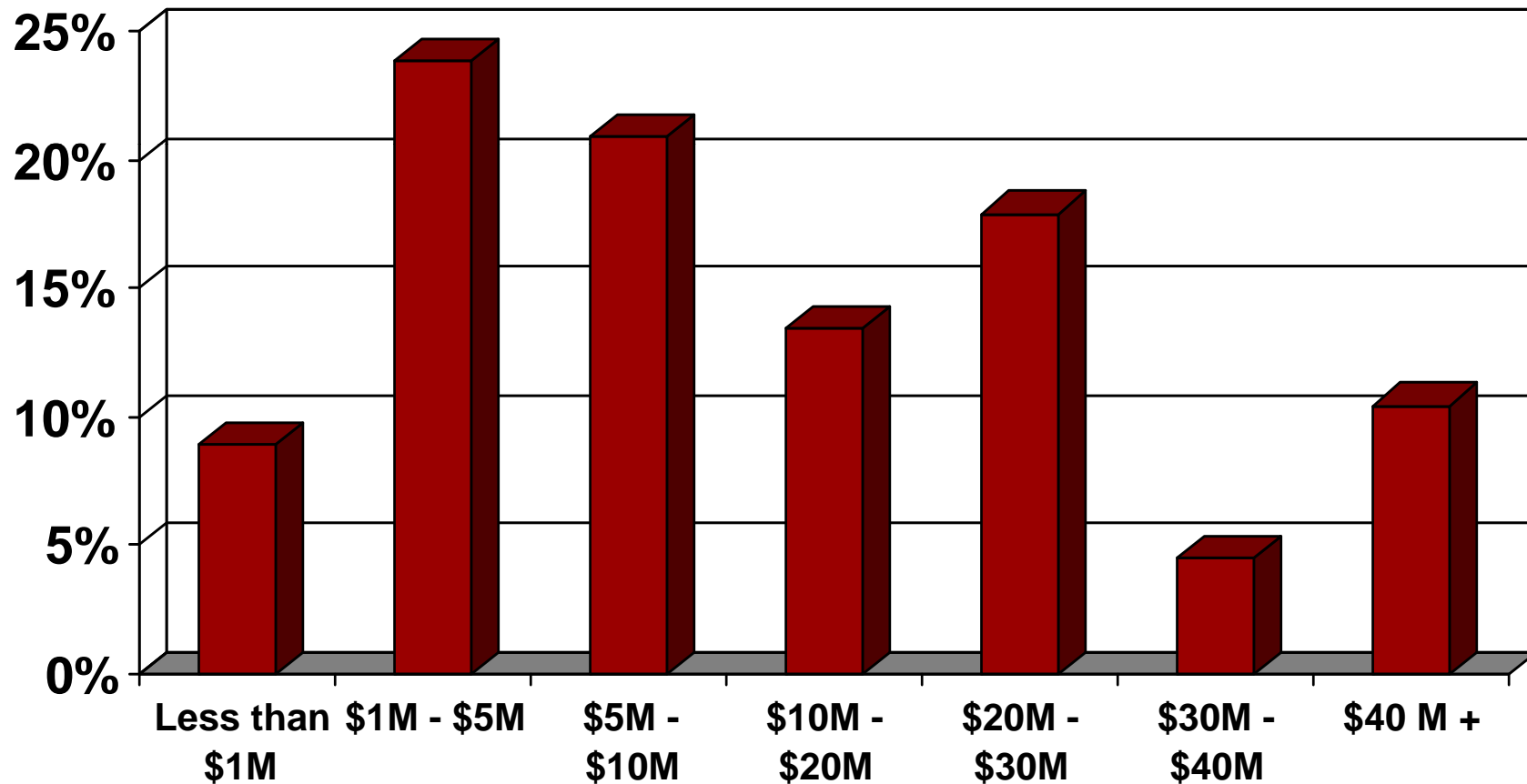


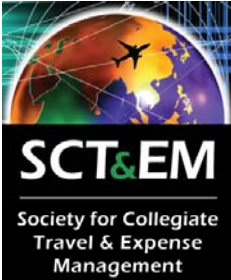
**SCT&EM**

Society for Collegiate  
Travel & Expense  
Management

## 2010 BENCHMARKING SURVEY

# Annual travel budget of respondents

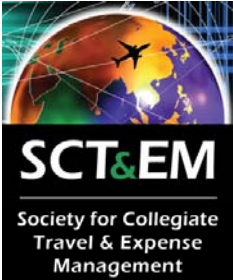




## 2010 BENCHMARKING SURVEY

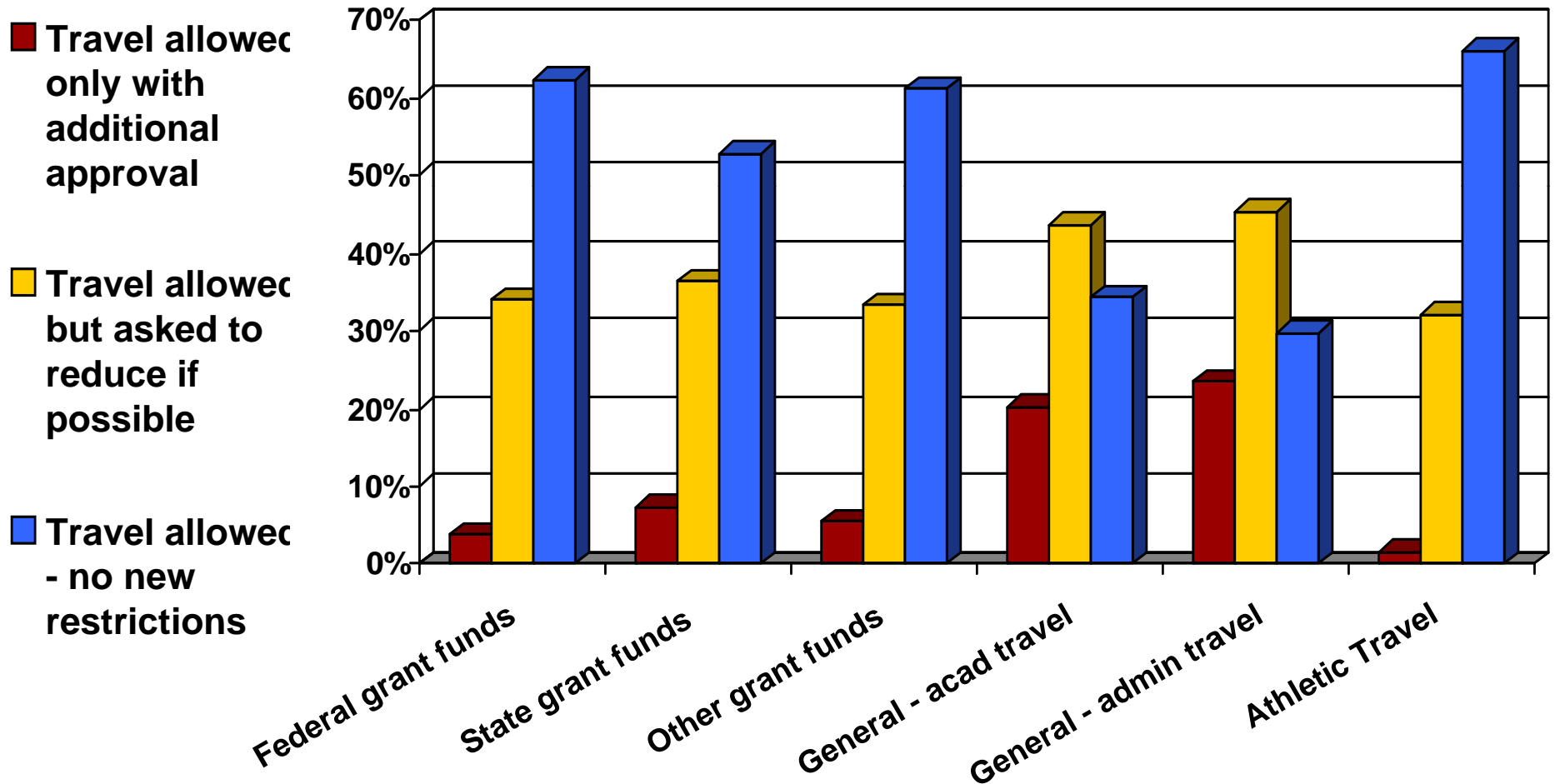
# Travel restrictions due to economic downturn

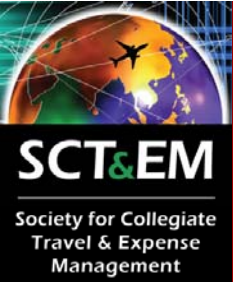
- Greater restrictions on travel on general (non-grant) funds
  - Noticeable change from last year in how institutions are implementing vendor use policies to reduce travel costs
  - Incumbent vendor outreach to offer lower costs generally low except for hotels
  - Majority of respondents indicate reduction in travel budgets
    - In all cases travel was just one of multiple areas targeted for reductions
-



## 2010 BENCHMARKING SURVEY

# Travel restrictions due to economic downturn

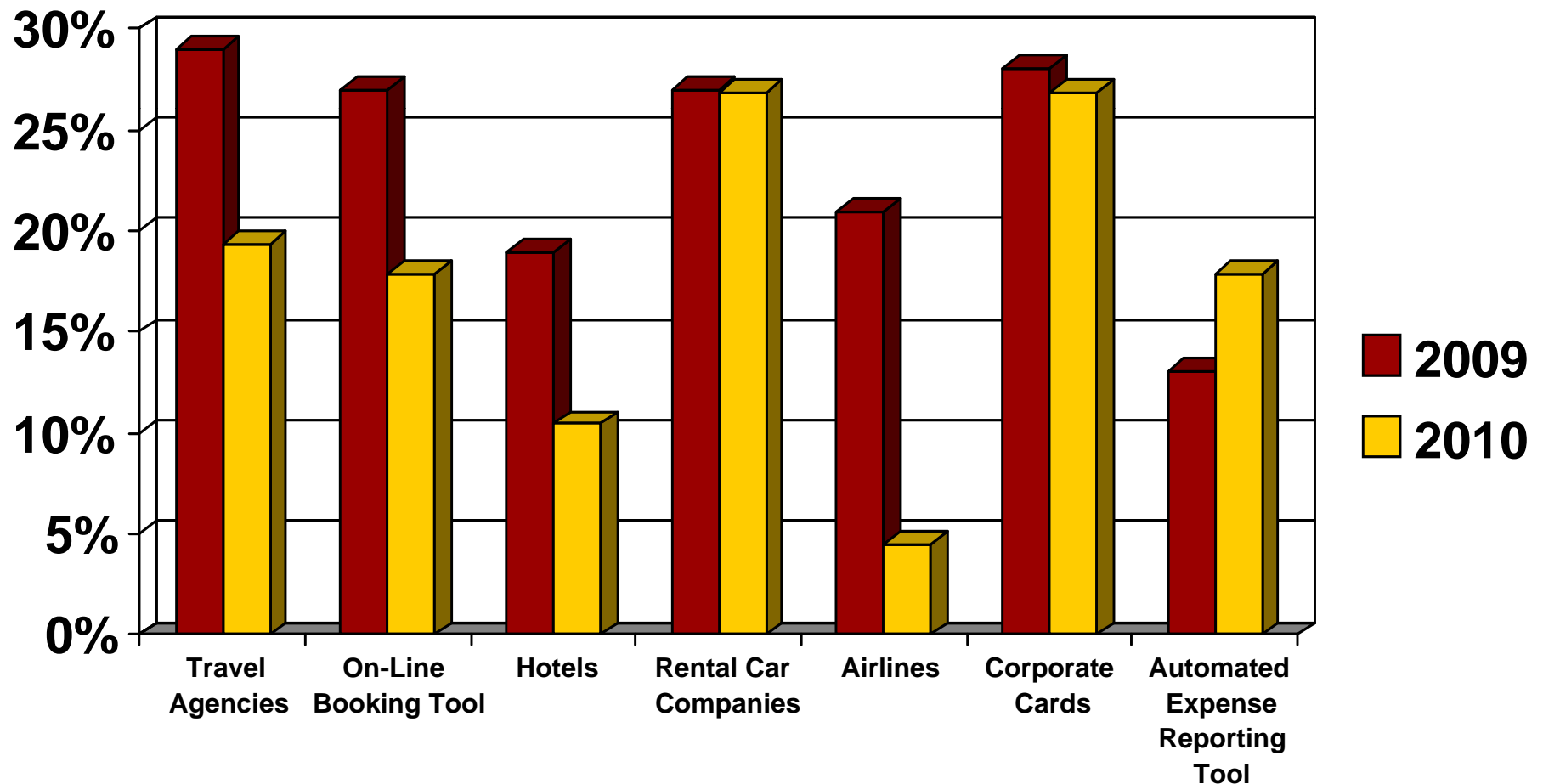




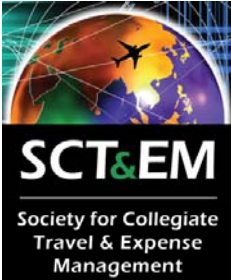
## 2010 BENCHMARKING SURVEY

# New vendor use policy due to economic downturn

### Institutions requiring use of specific vendor(s)



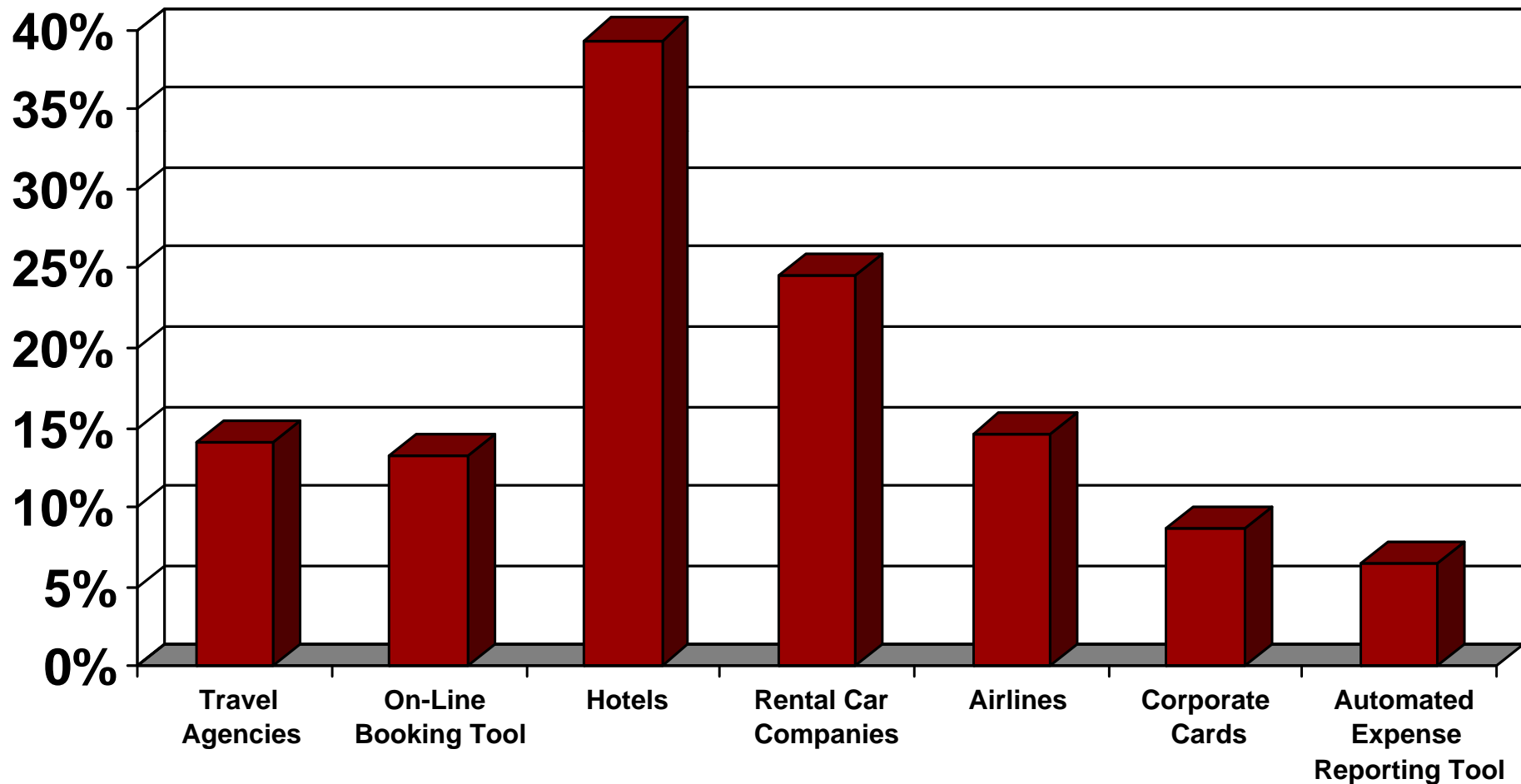


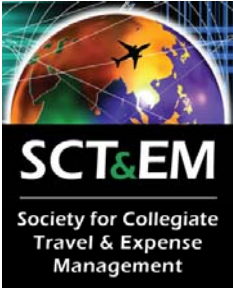


## 2010 BENCHMARKING SURVEY

# Incumbent vendor outreach due to economic downturn

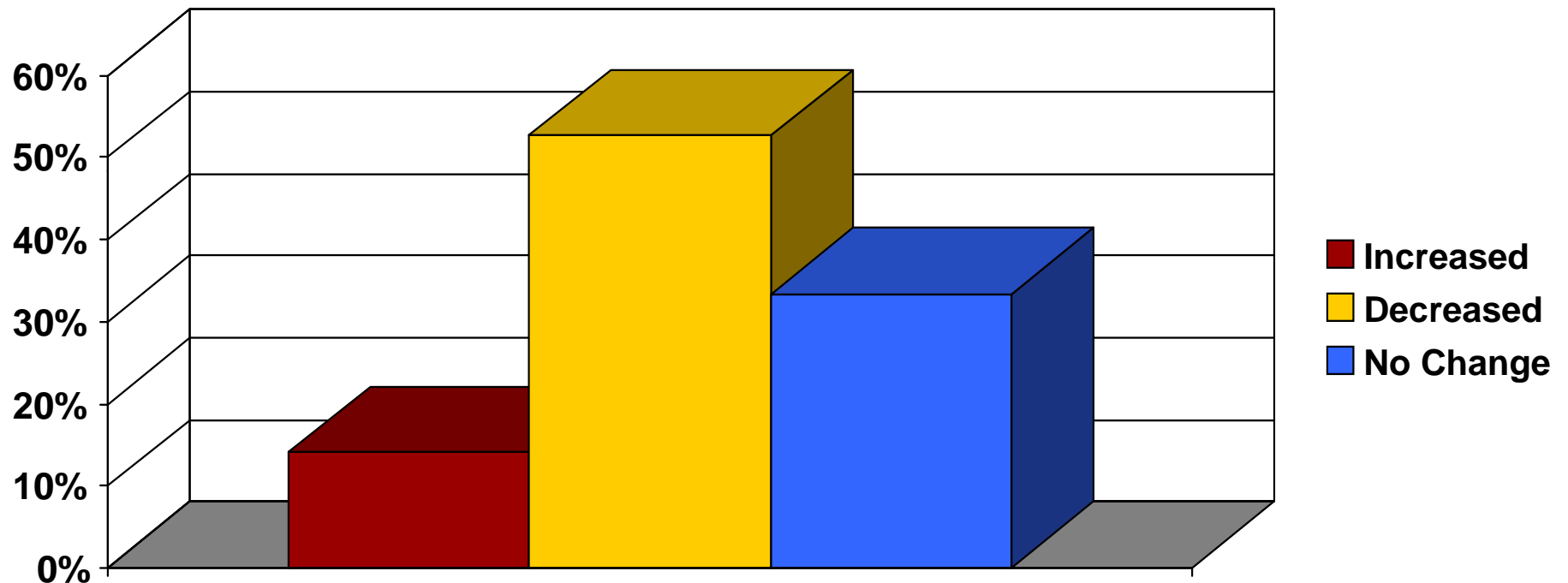
## Lower-cost contracts offered





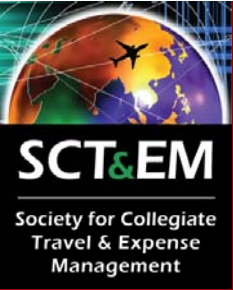
## 2010 BENCHMARKING SURVEY

# Travel budget change from FY 09/10 to FY 10/11



**100% of those indicating decreased travel budget, travel was one of several budget reduction categories**

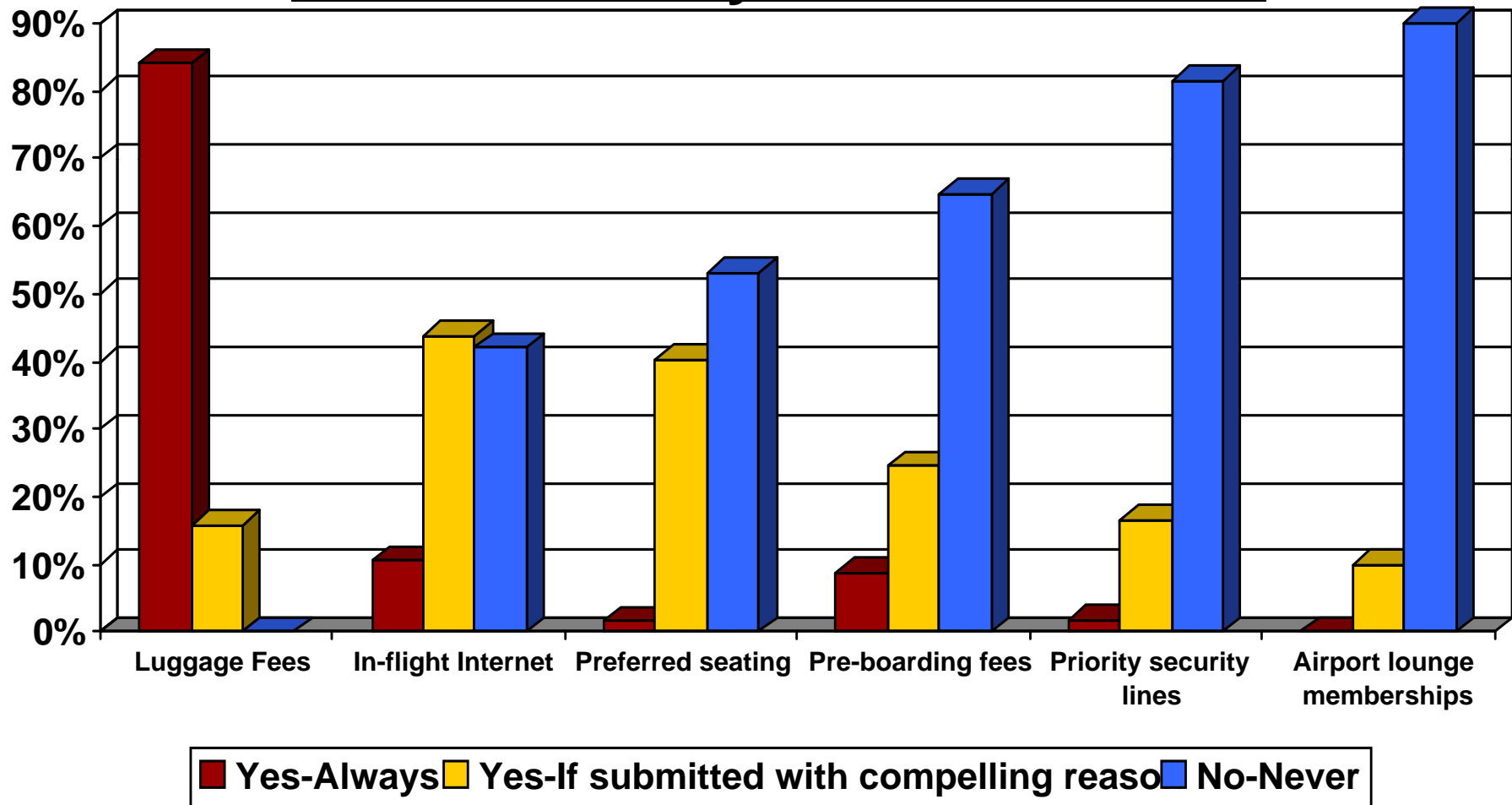
---

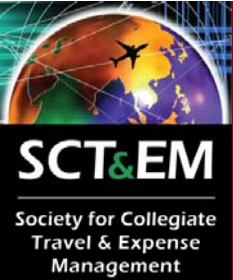


## 2010 BENCHMARKING SURVEY

# Policy on reimbursement of airline ancillary fees

### Airline ancillary fees reimbursed

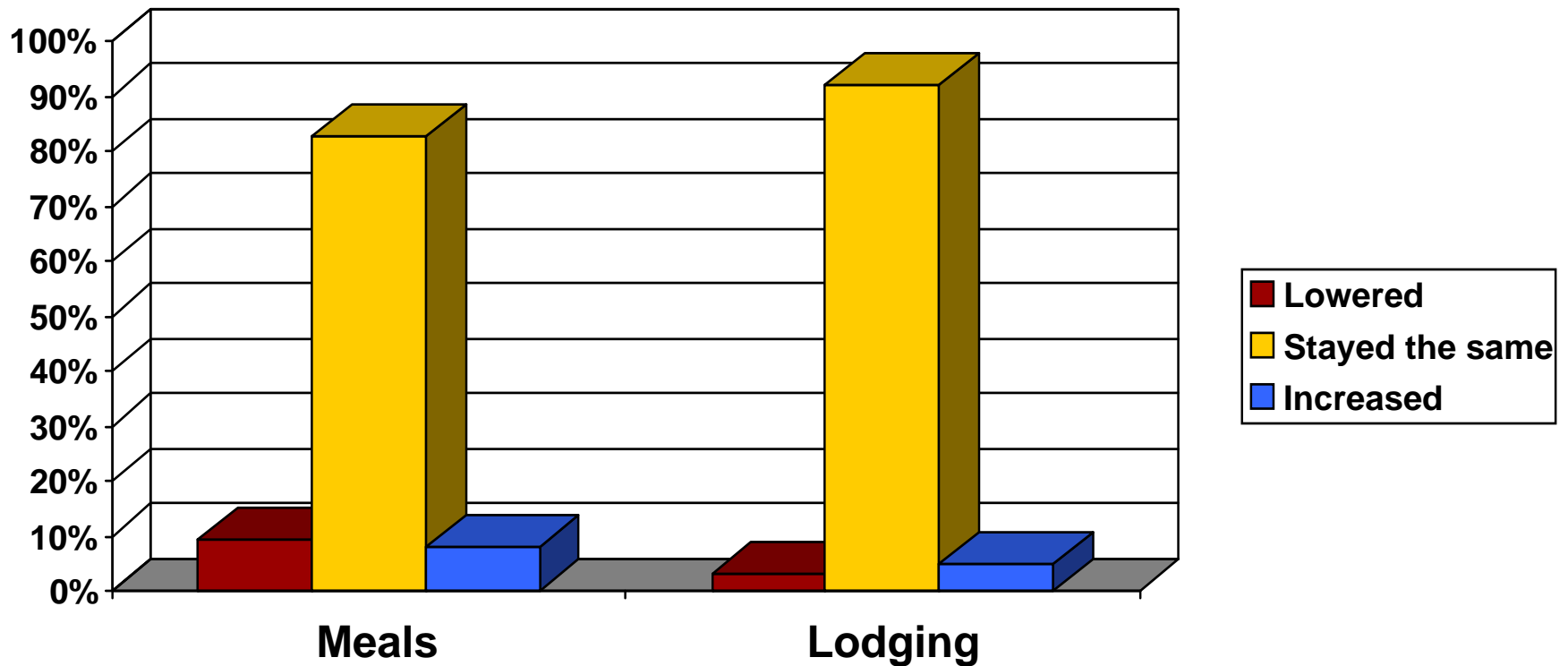


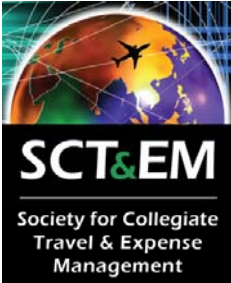


## 2010 BENCHMARKING SURVEY

# Reimbursement rates

### Did meal/lodging reimbursement rates change for FY 09/10?

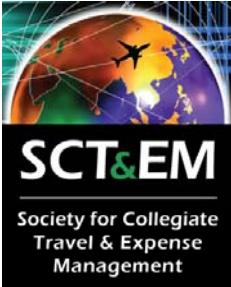




2010 BENCHMARKING SURVEY

# Green Travel practices

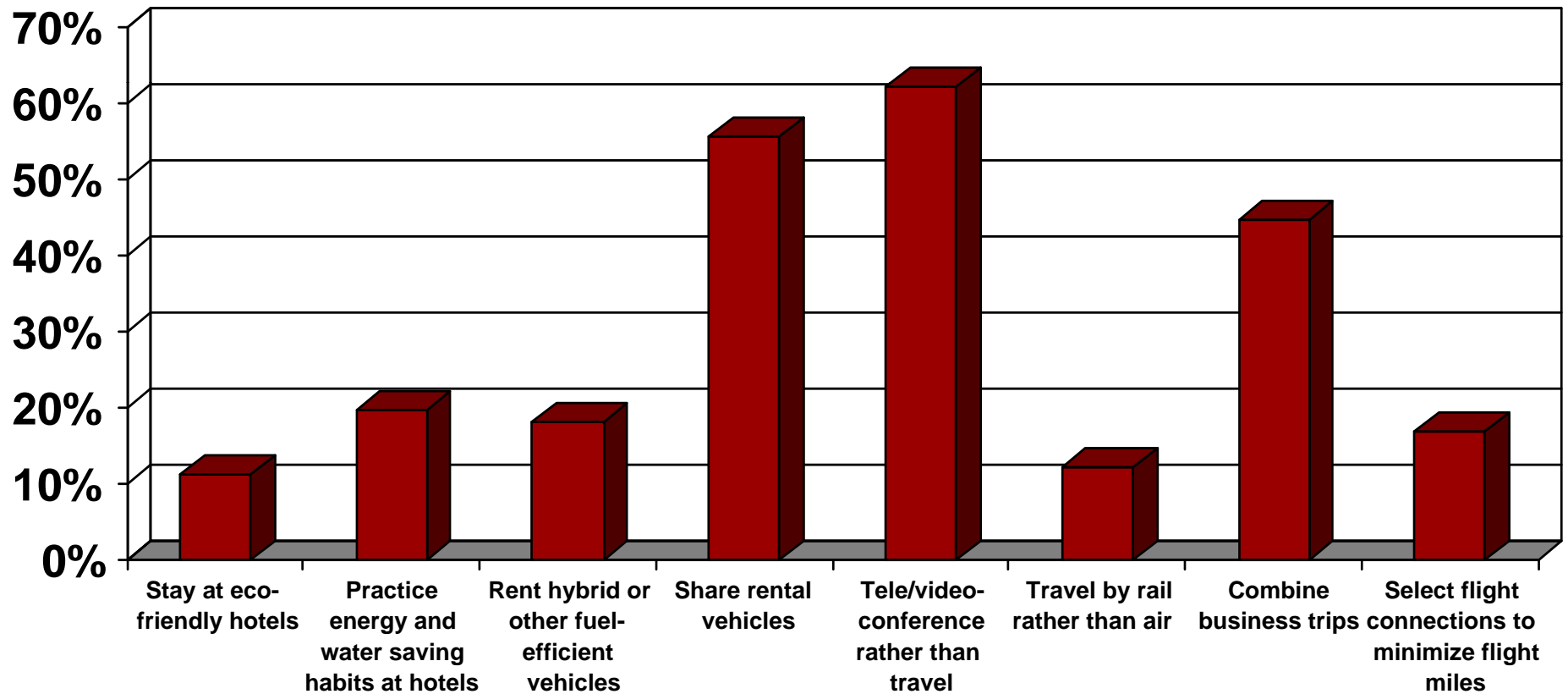
- Increase in CO2 emissions reporting
  - Increase in Green Travel principles included in RFPs and Contracts
  - How important is this issue to travel program managers?
-

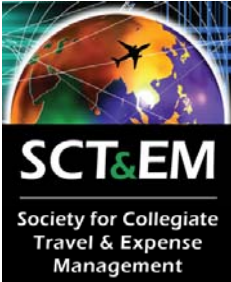


## 2010 BENCHMARKING SURVEY

# Green Travel practices

## Institutions encouraging eco-friendly practices

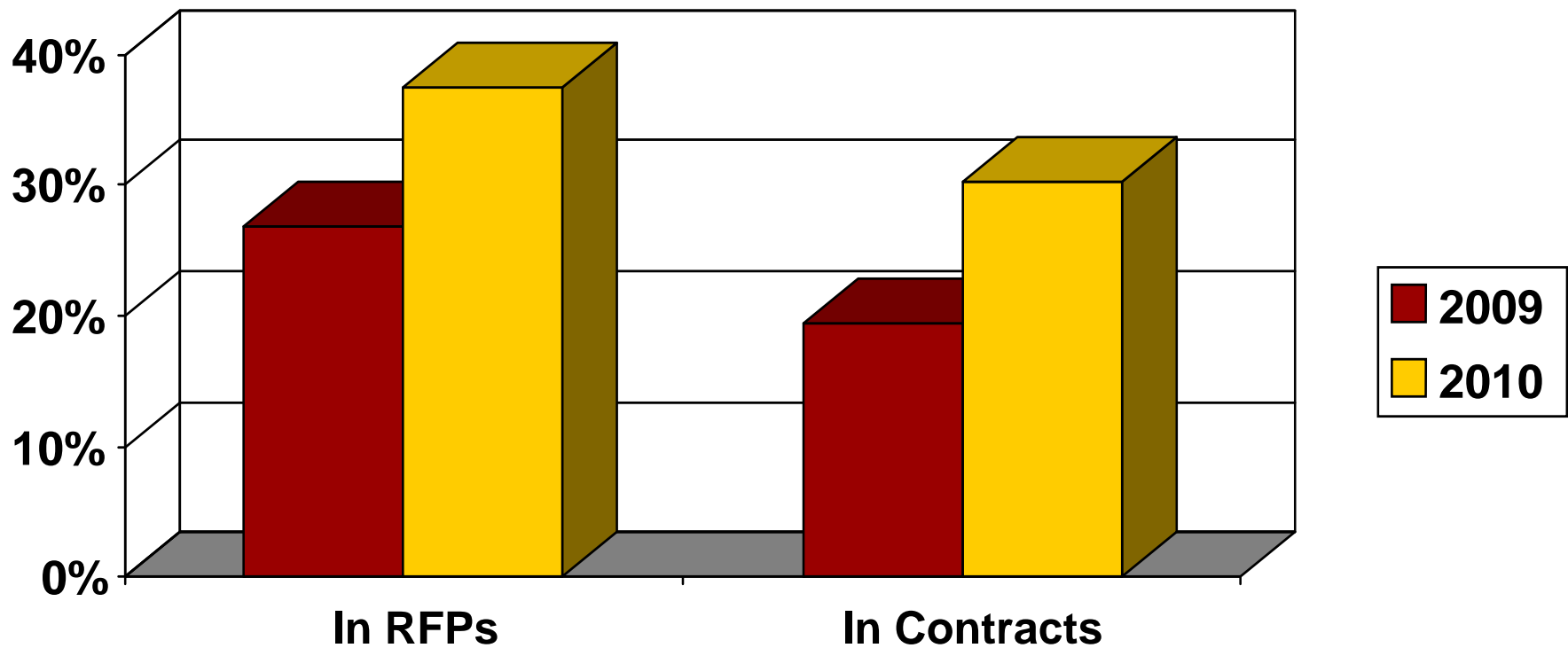


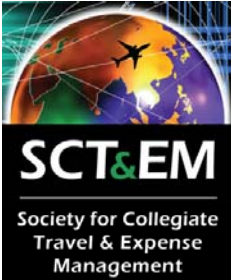


2010 BENCHMARKING SURVEY

# Green Travel principles

## Inclusion of green travel principles in RFPs and Contracts

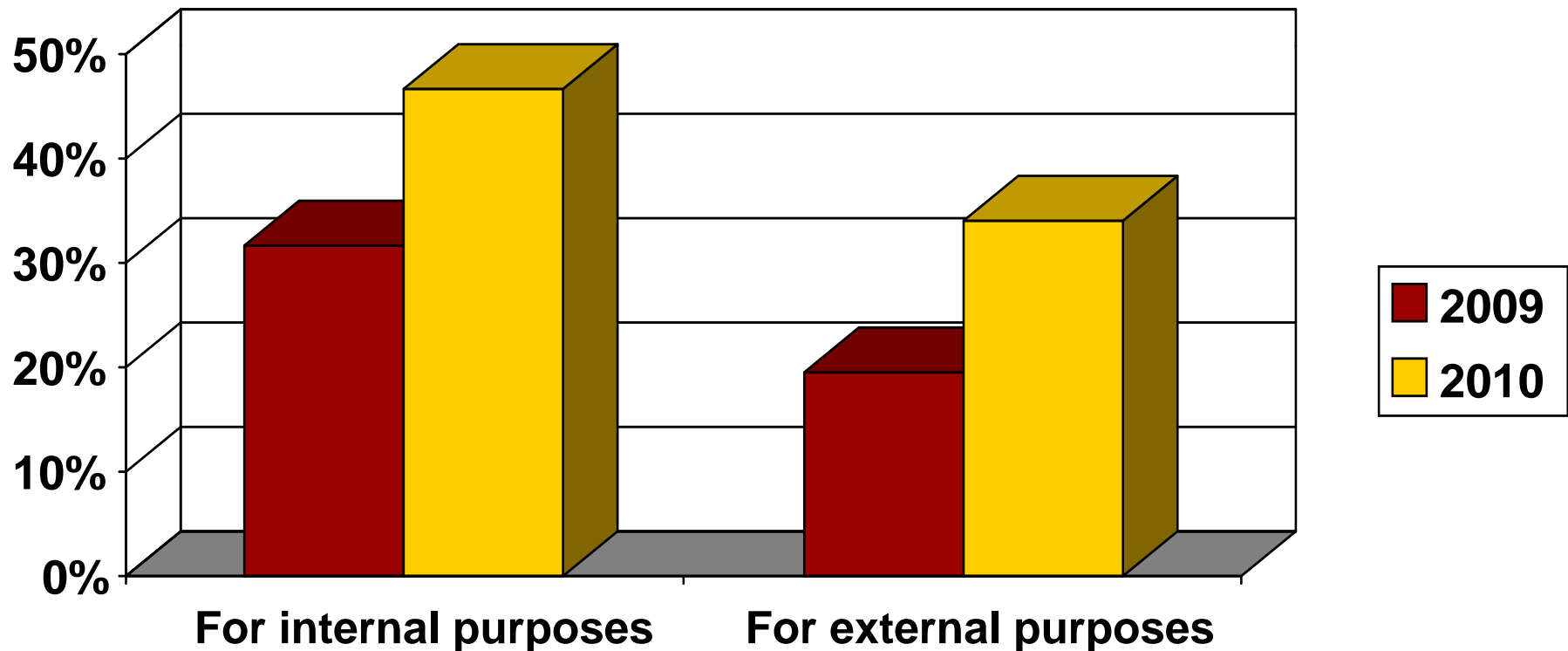




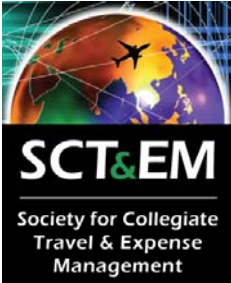
2010 BENCHMARKING SURVEY

# Travel-related CO2 emissions

## Institutions gathering and reporting travel-related CO2 emissions



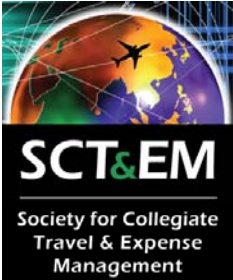




2010 BENCHMARKING SURVEY

# Travel Program Management

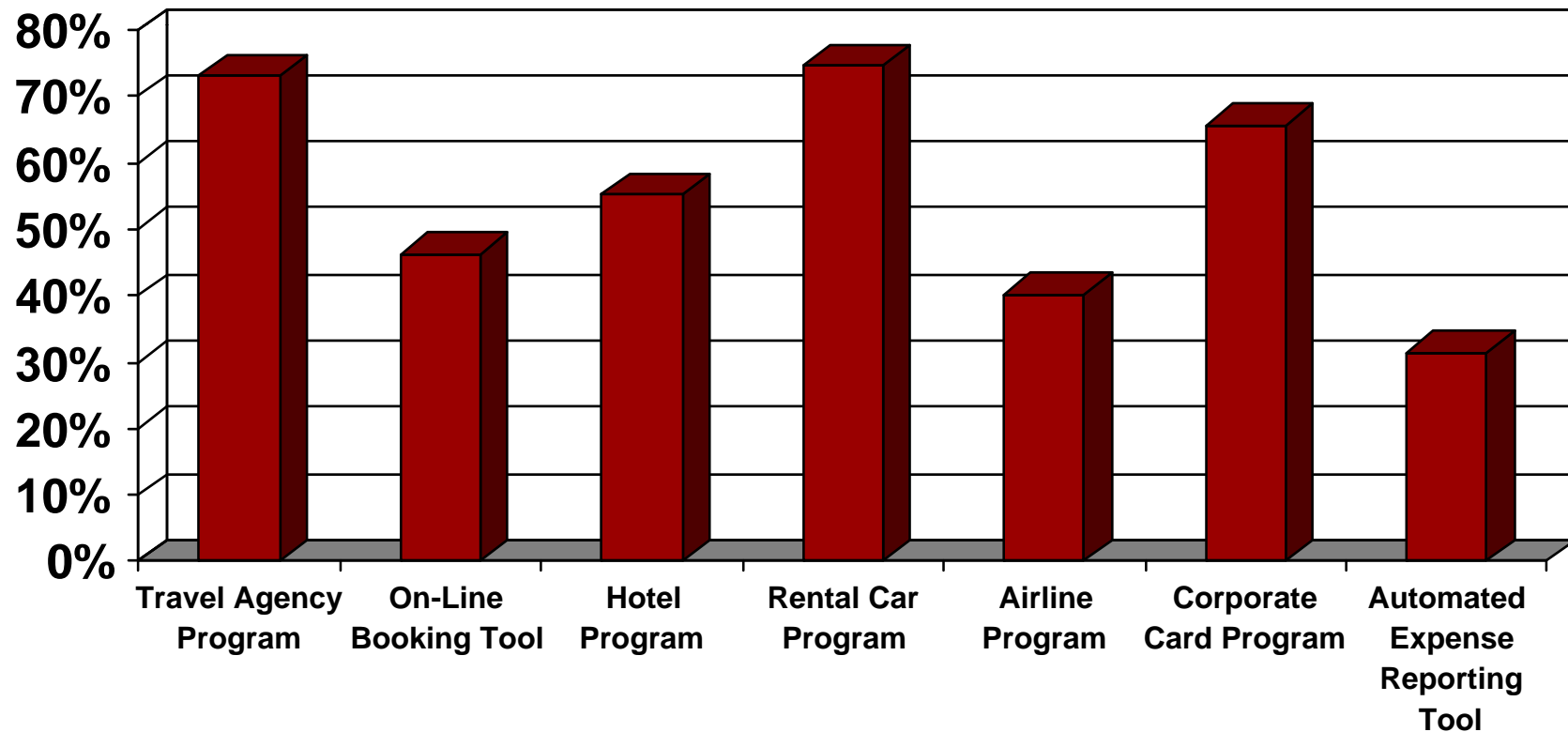
- Satisfaction with travel program elements varies
    - Most satisfied with Travel Agency, Rental Car and Corporate Card elements
    - Most dissatisfied with Airline, Online Booking and Expense Reports elements
  - Majority of travel programs not yet Twittering
-



## 2010 BENCHMARKING SURVEY

# Satisfaction with travel program components

## Very Satisfied, Satisfied, or Somewhat Satisfied



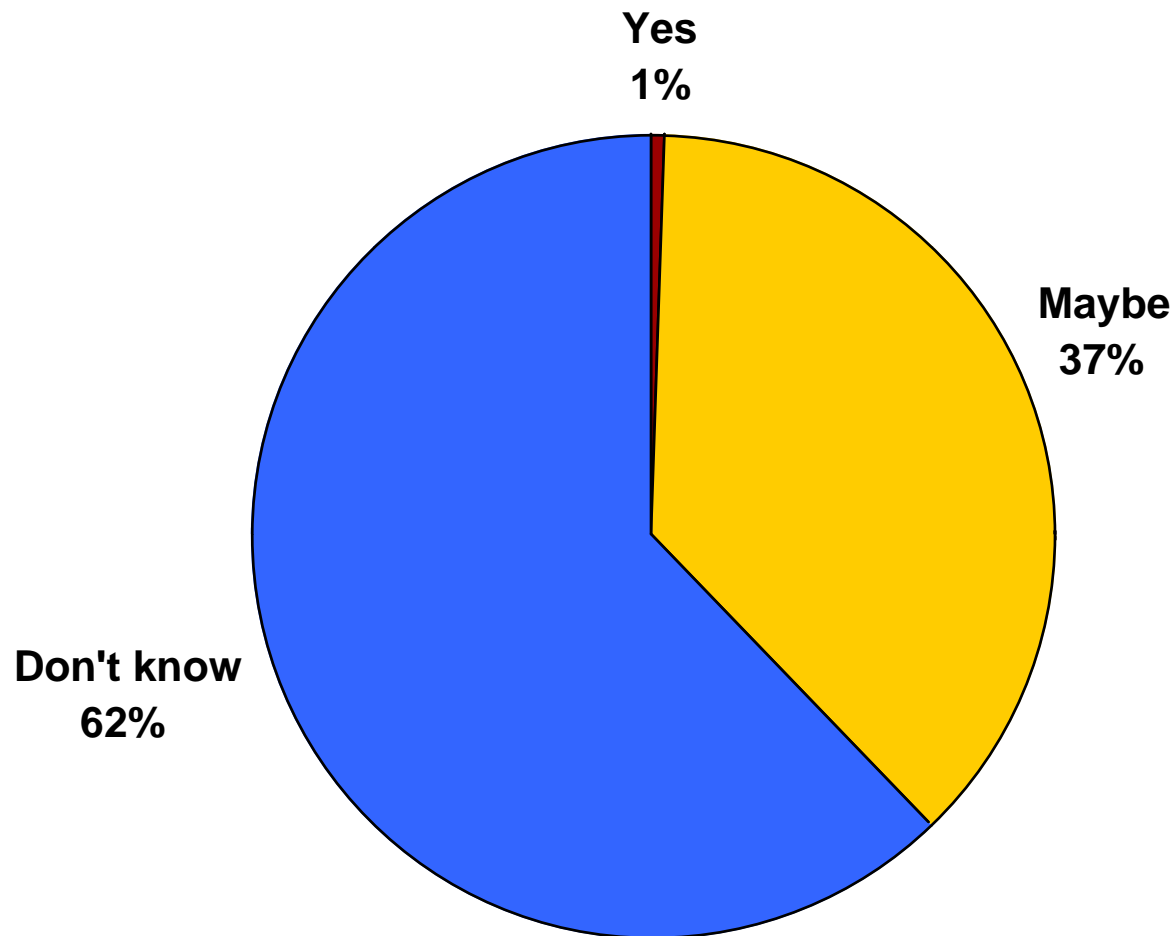


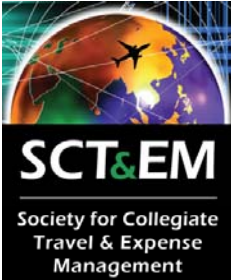
**SCT&EM**

Society for Collegiate  
Travel & Expense  
Management

## 2010 BENCHMARKING SURVEY

# Utilization of social networking media





## 2010 BENCHMARKING SURVEY

# New questions

- What questions would you like to see next year?
  - Proportion of travelers who use the institution's Corporate Travel card - and is it individual or institutional liability
  - Automated Expense Report users who use charge card transaction download