



2008

SCTM Benchmarking Survey

Clare Hansen-Shinnerl

*Assistant Vice President, Business Services,
University of Southern California*

Ian Thomas

Partner, Academic Travel Consulting

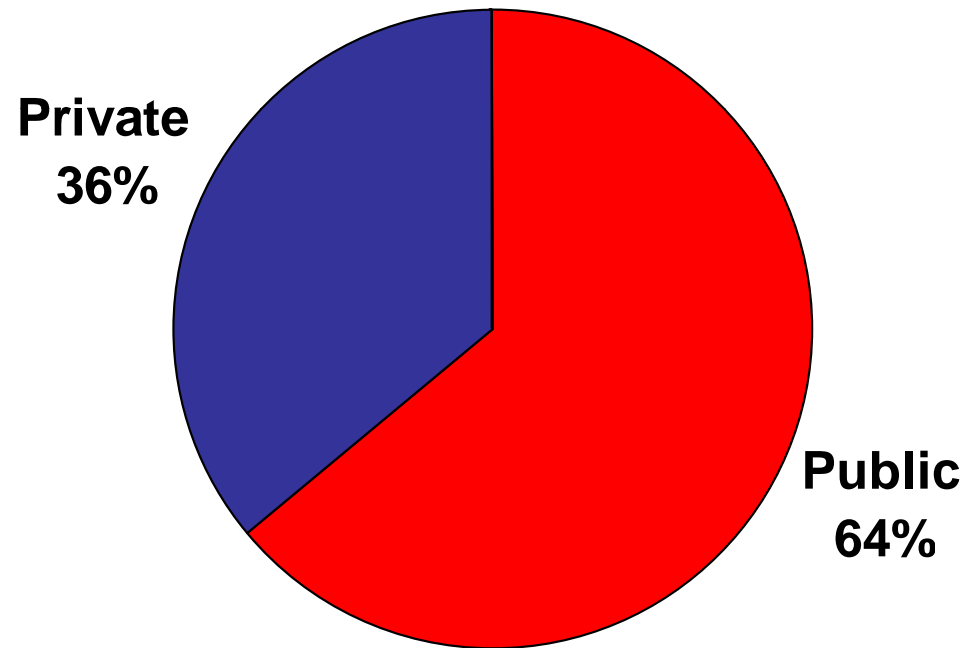


2008 Benchmarking Survey

- Tracks changes in vendor relations, service fees, technology, and travel program structure.
- **45** institutions completed the survey
 - 30 attending the conference

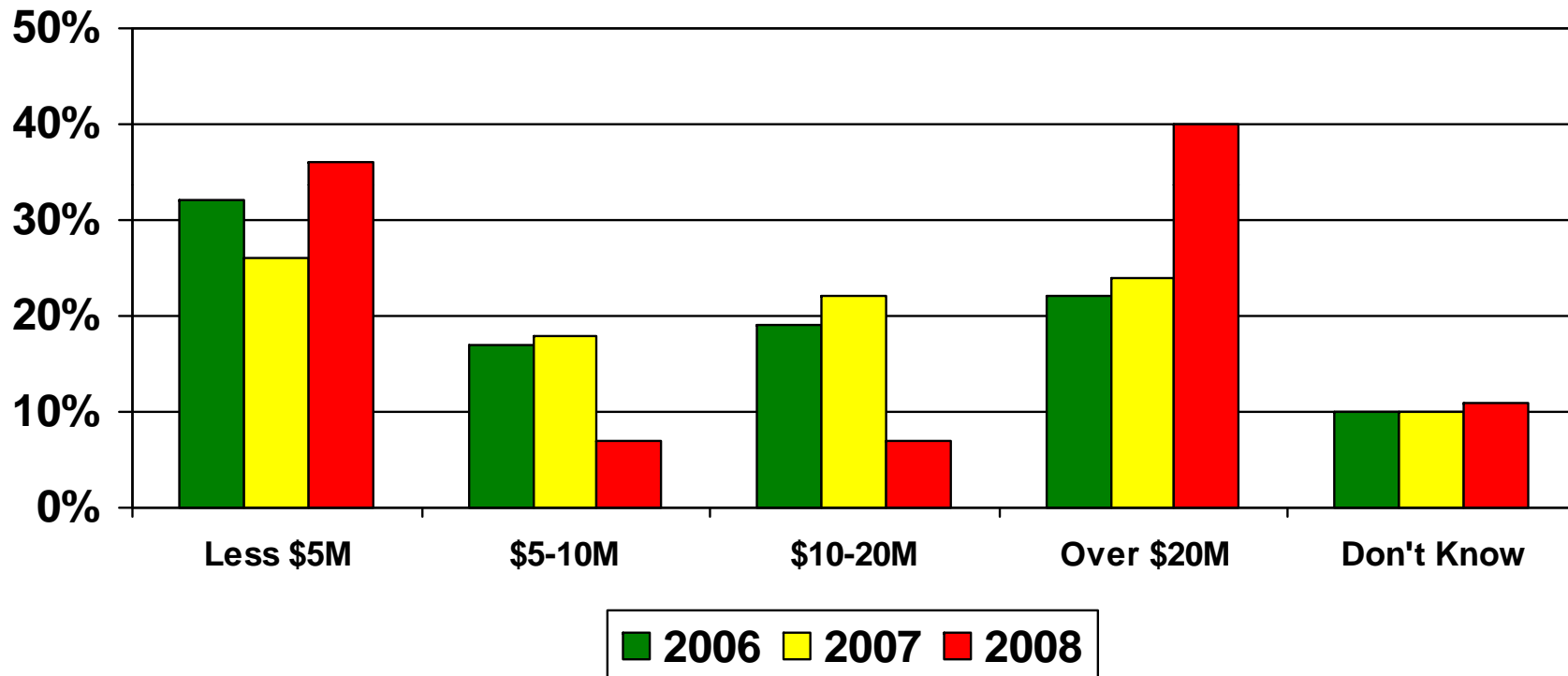


Institution Type





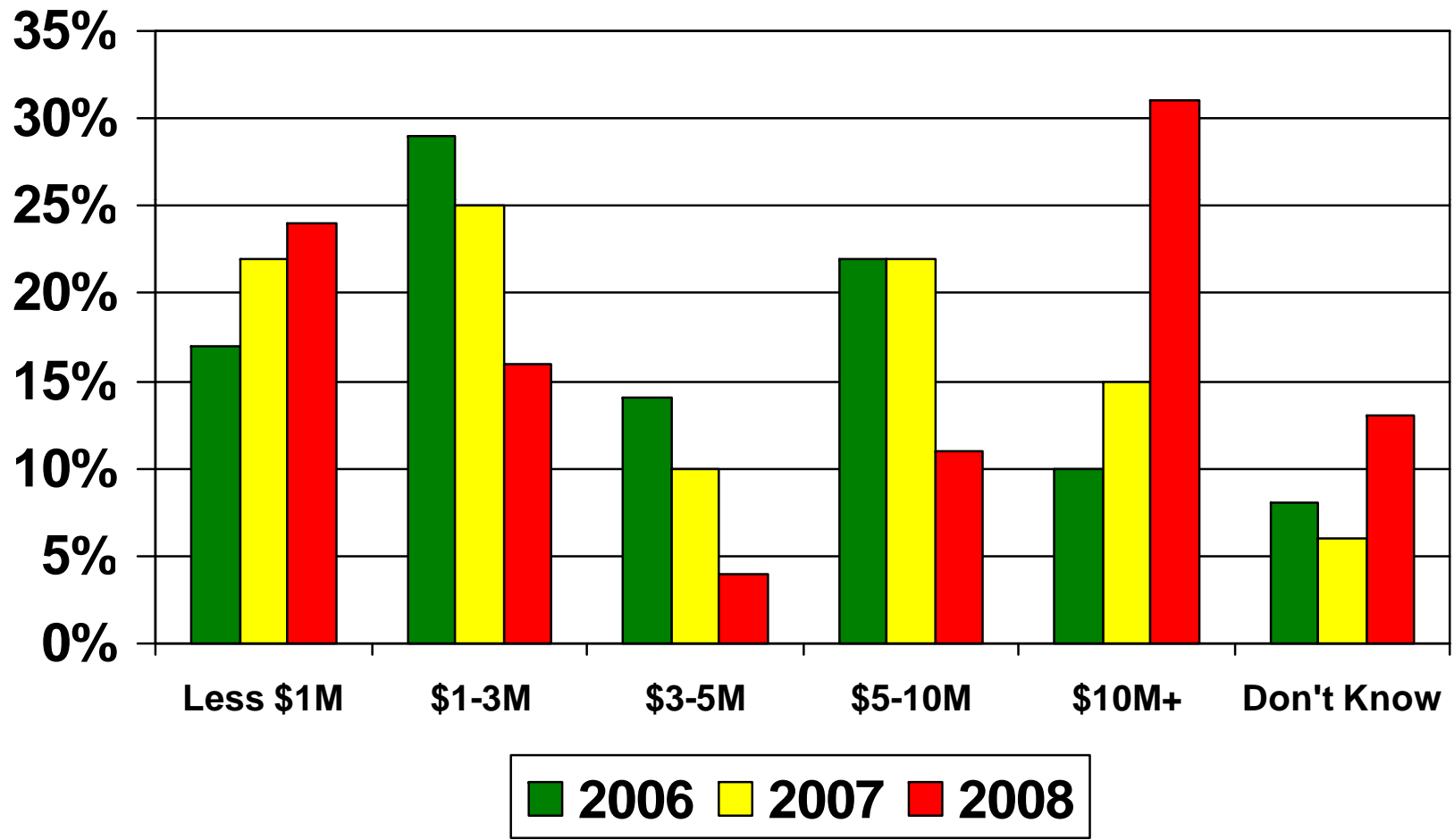
Annual T&E \$ Volume



- Smaller respondent pool had higher proportion of larger institutions

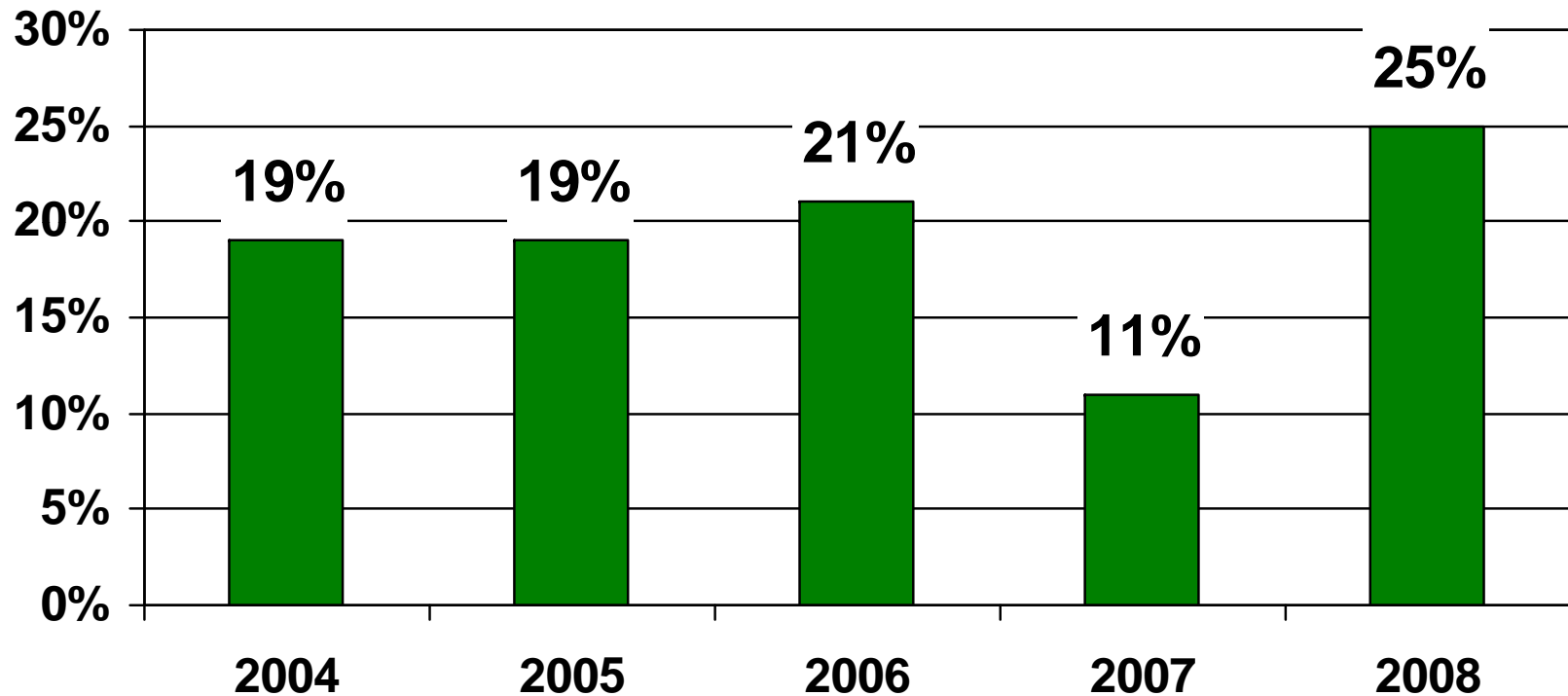


Annual Air Only \$ Volume





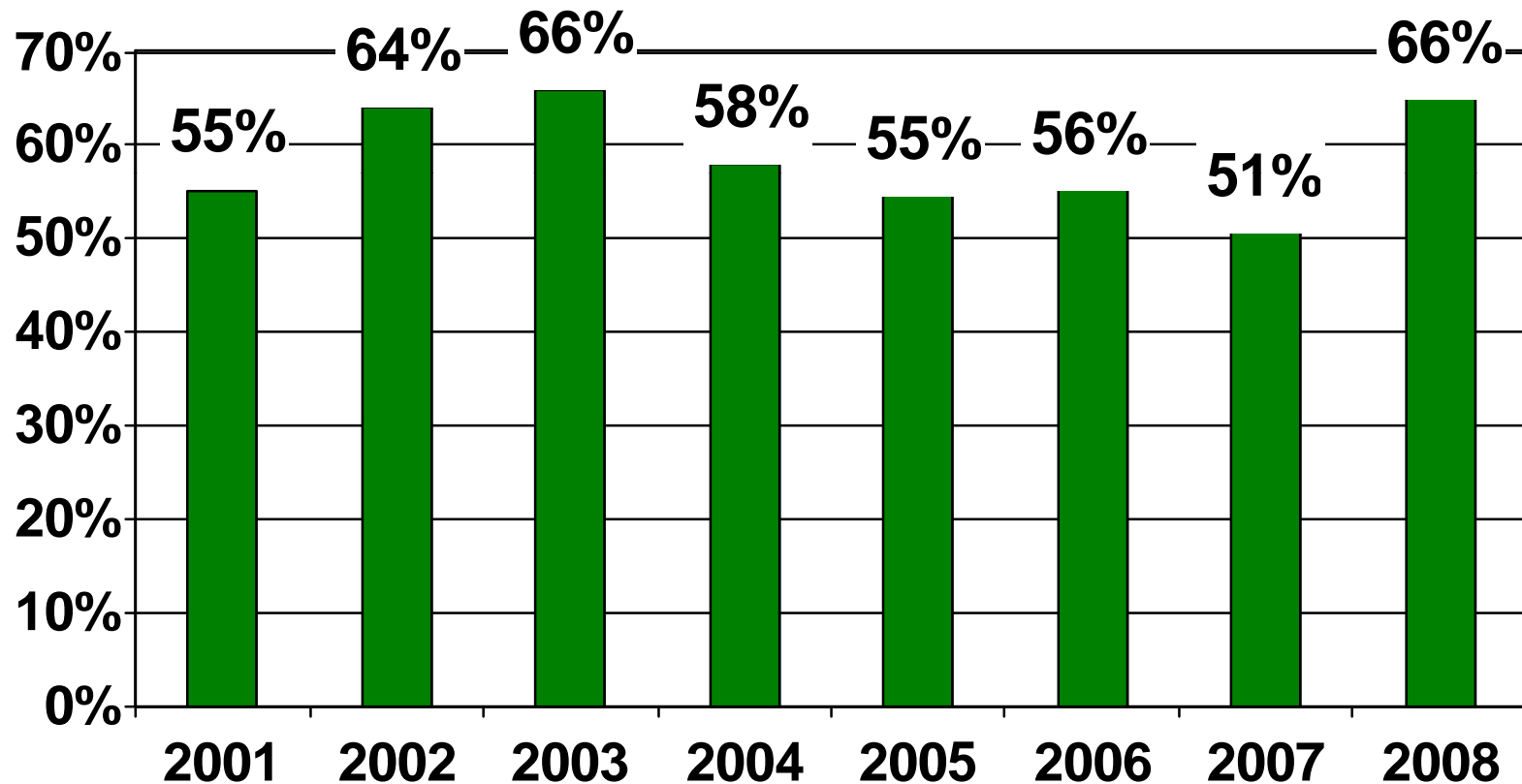
Percentage International Air by \$ Volume



- 2007 reduction probably due to respondent pool

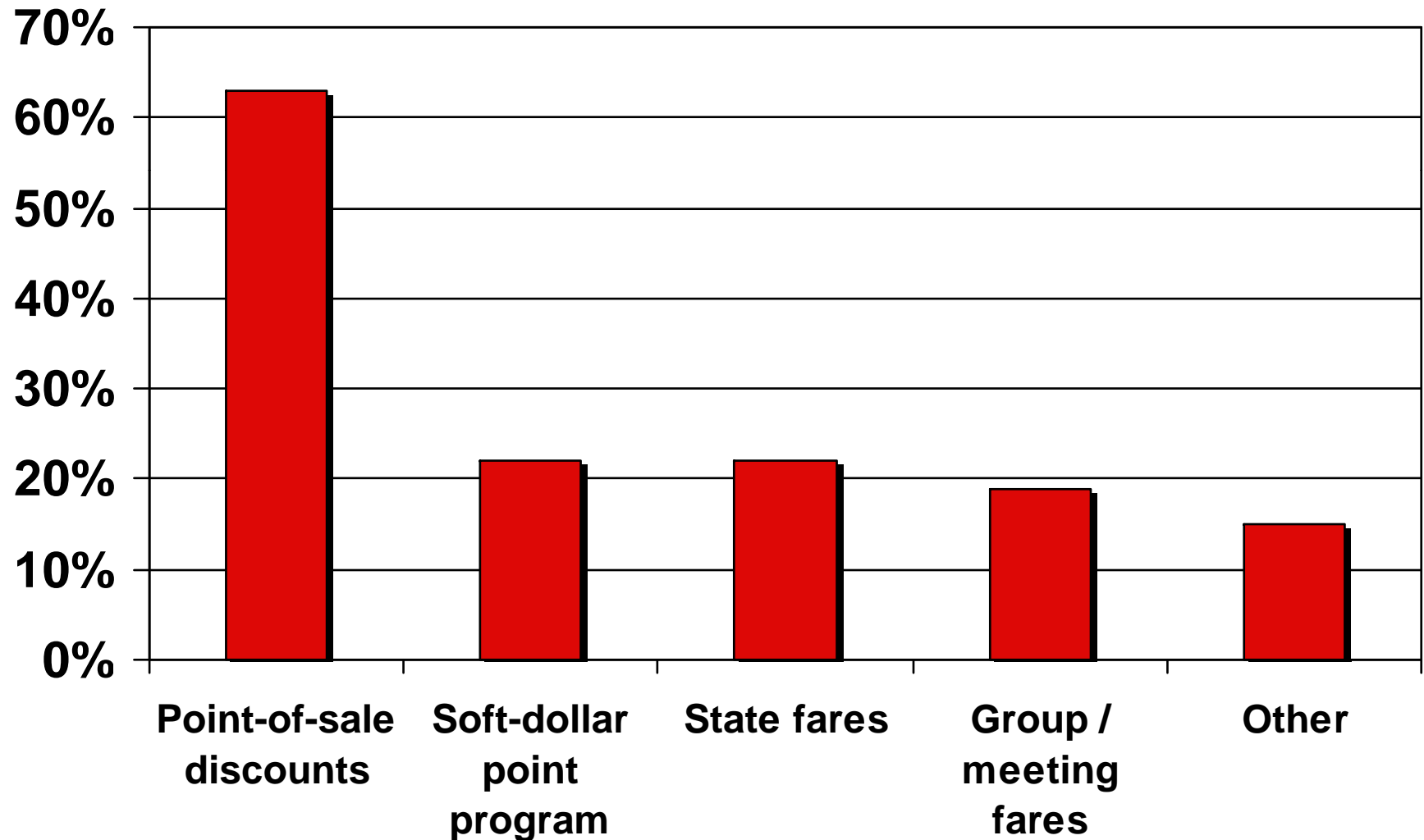


Survey Participants with Airline Agreements



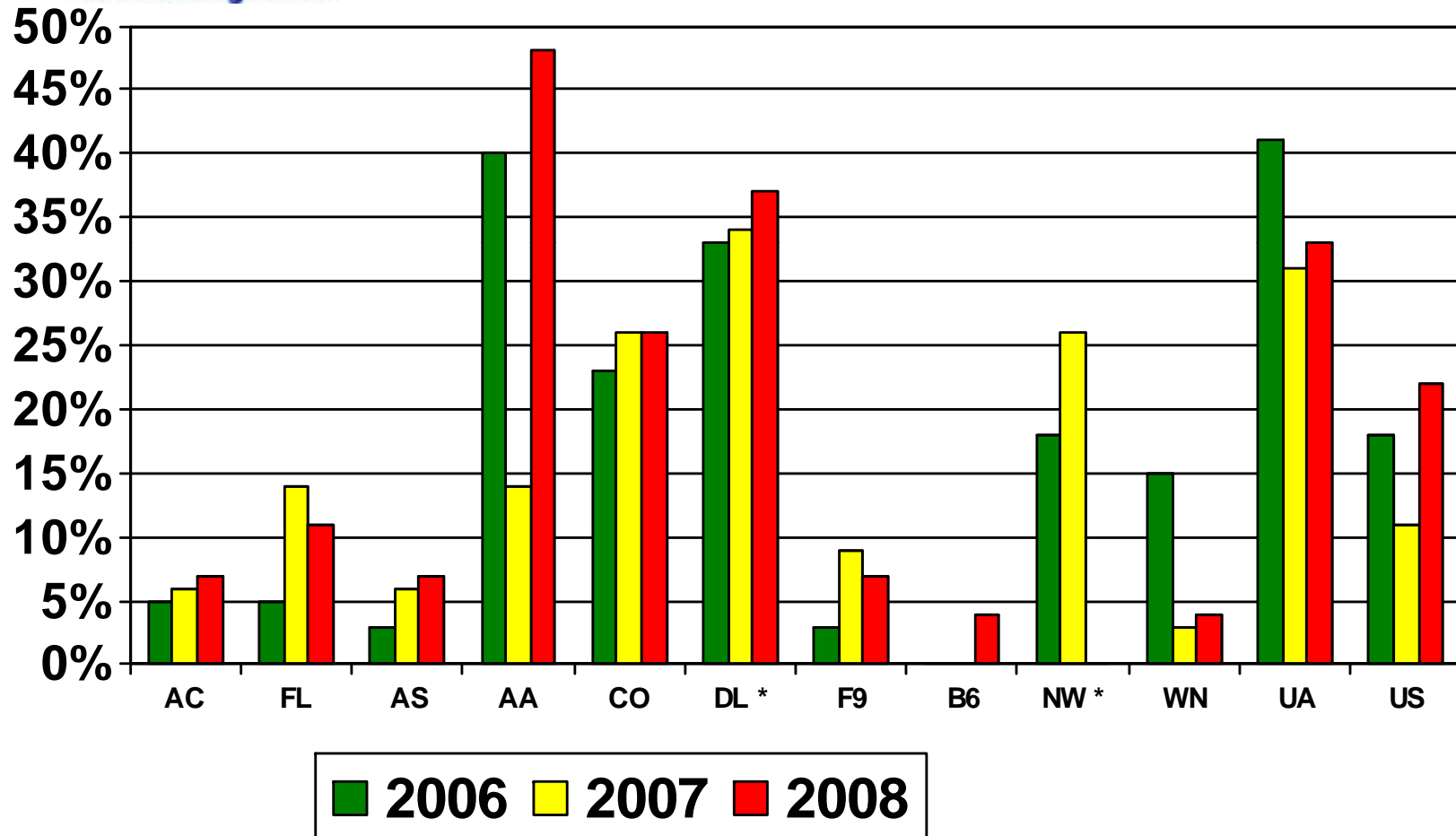


Types of Negotiated Airline Contracts





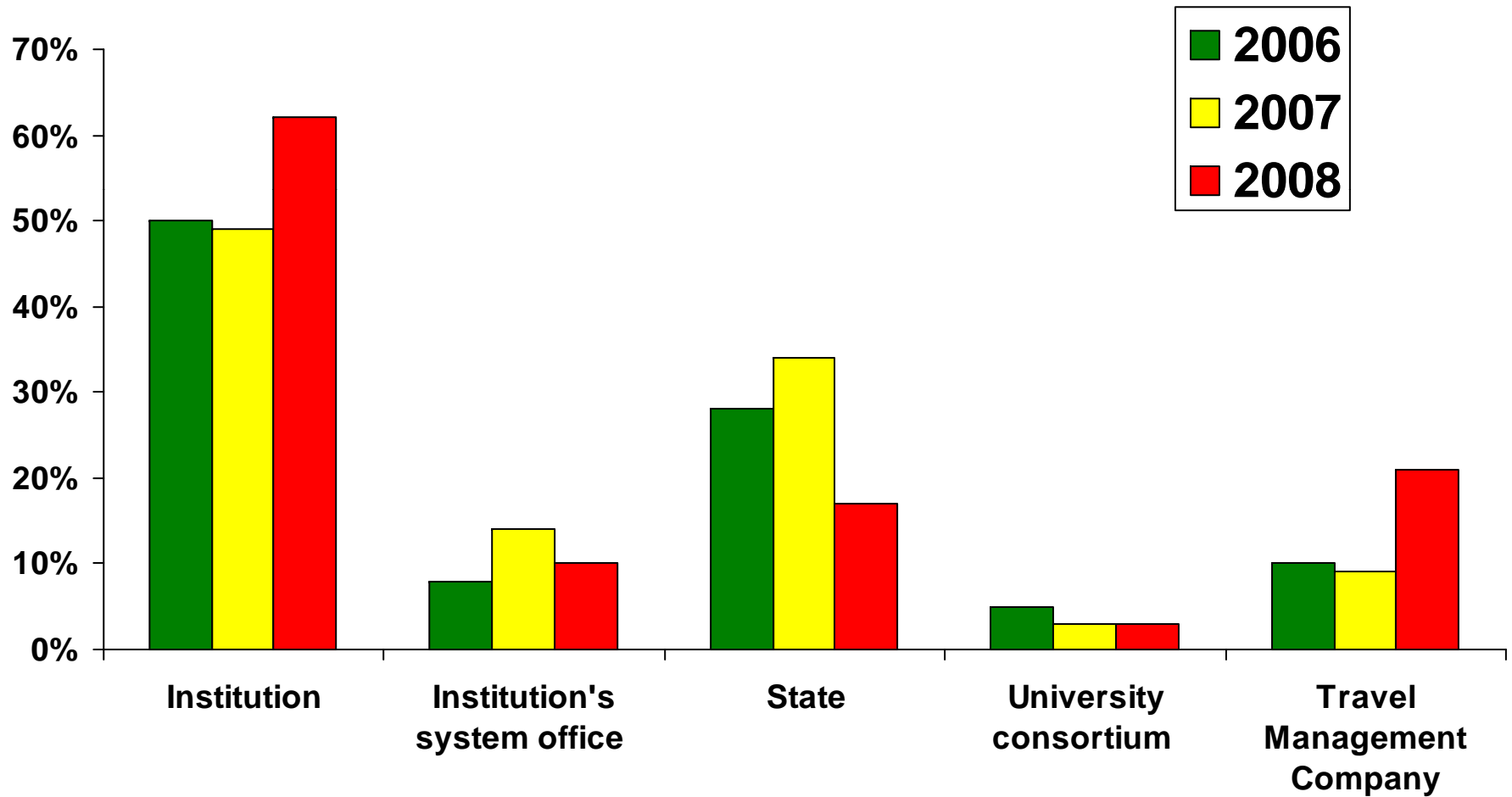
Contracted Airlines



* DL includes NW in 2008

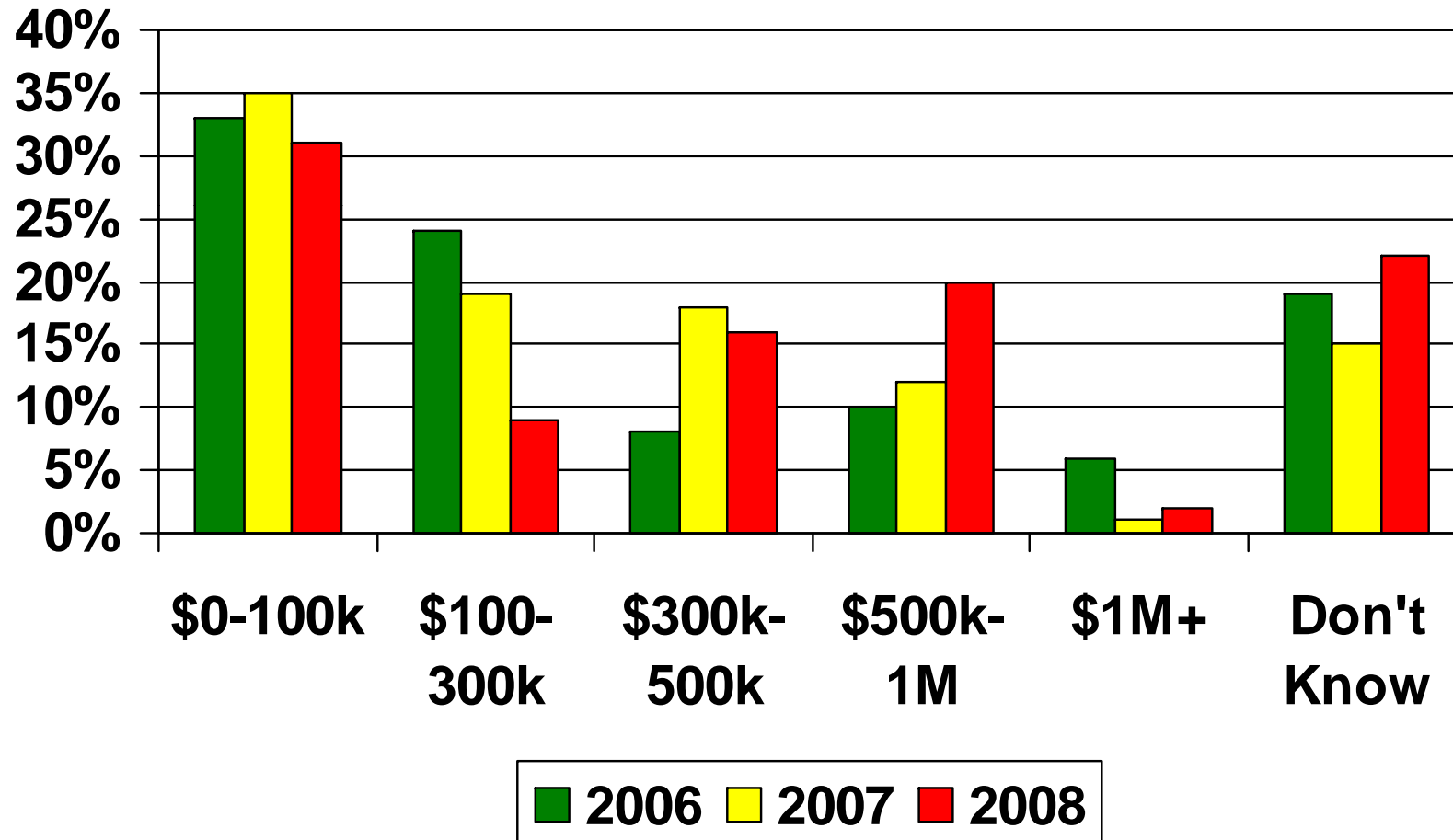


Where are airline contracts negotiated?



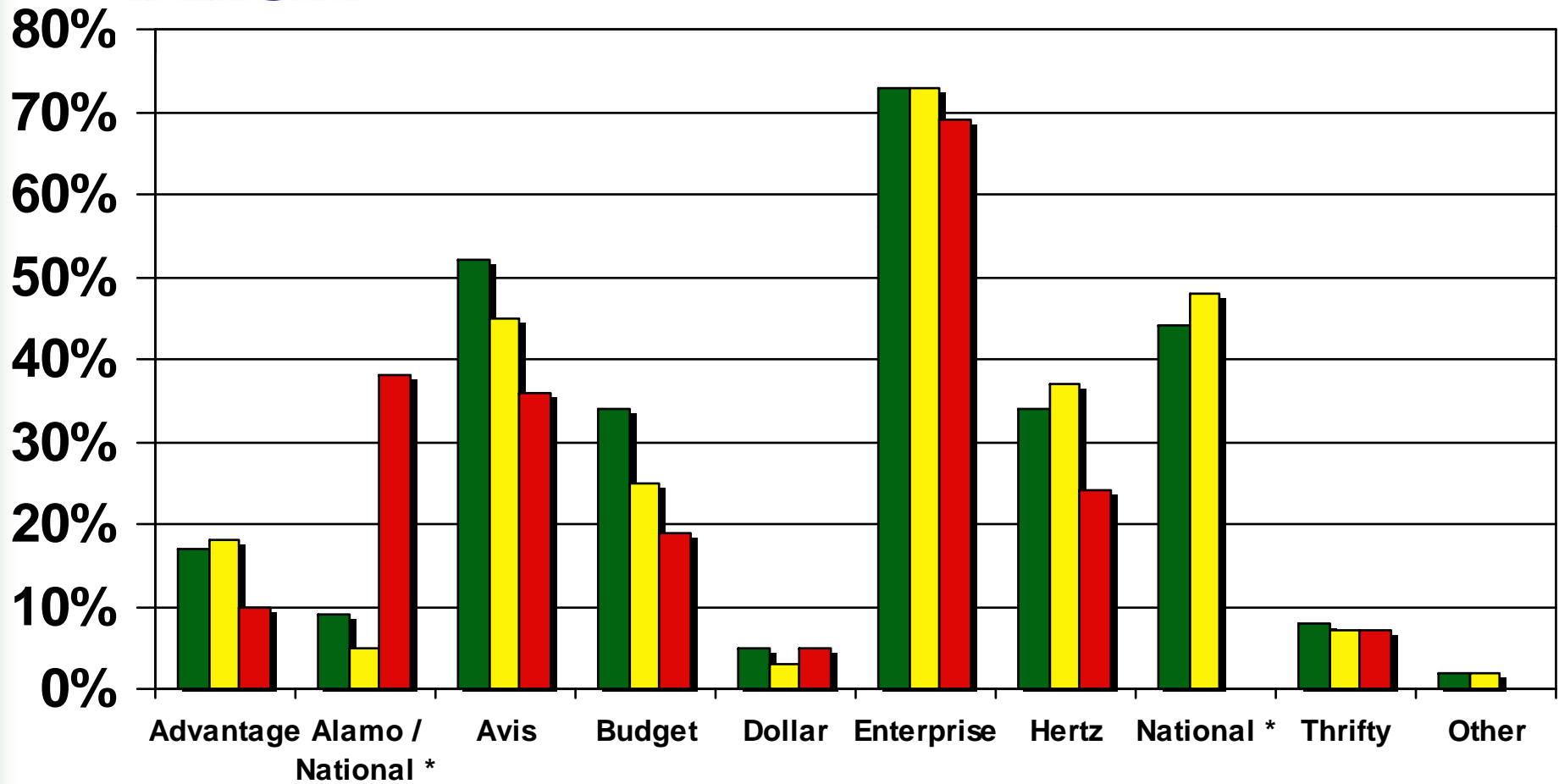


Car Rental \$ Volume





Car Rental Agreements

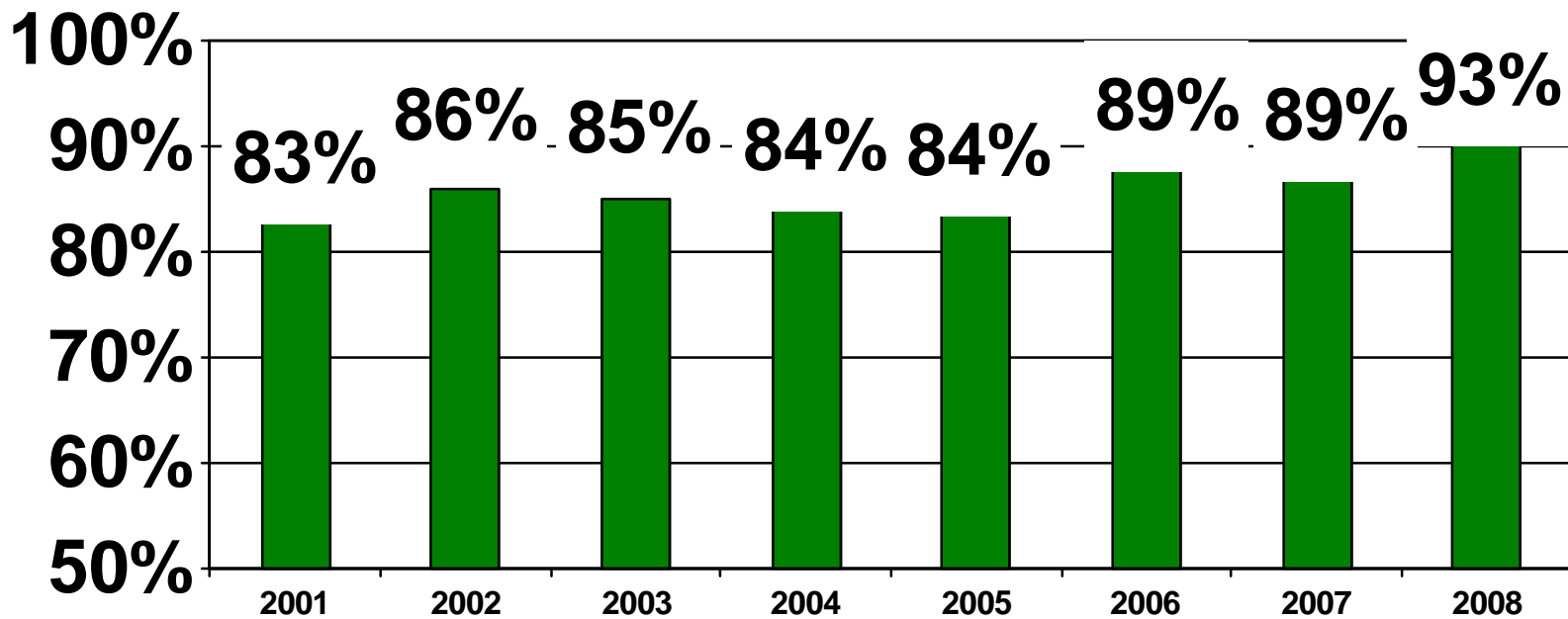


* Alamo includes National in 2008

■ 2006 ■ 2007 ■ 2008

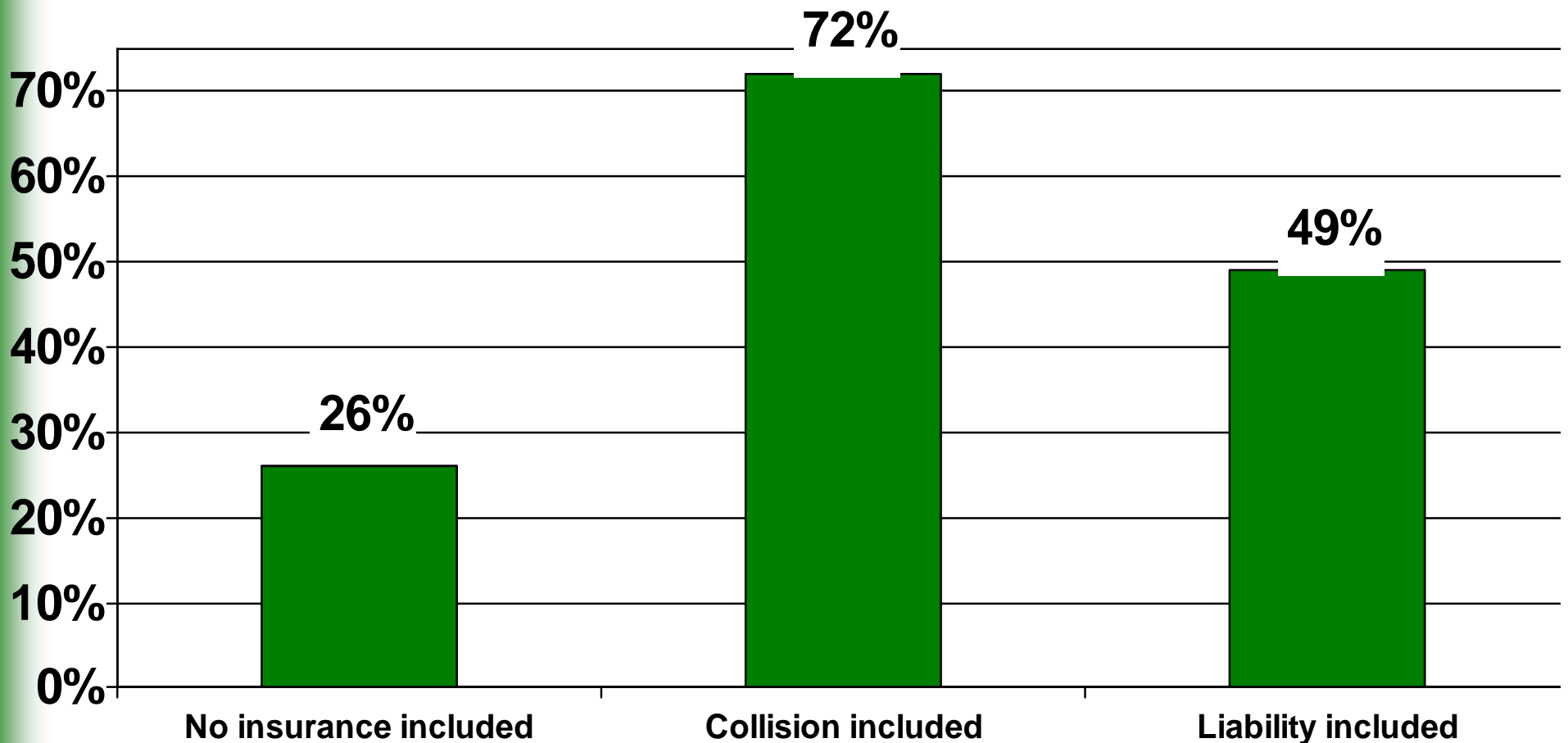


Institutions with Car Rental contracts



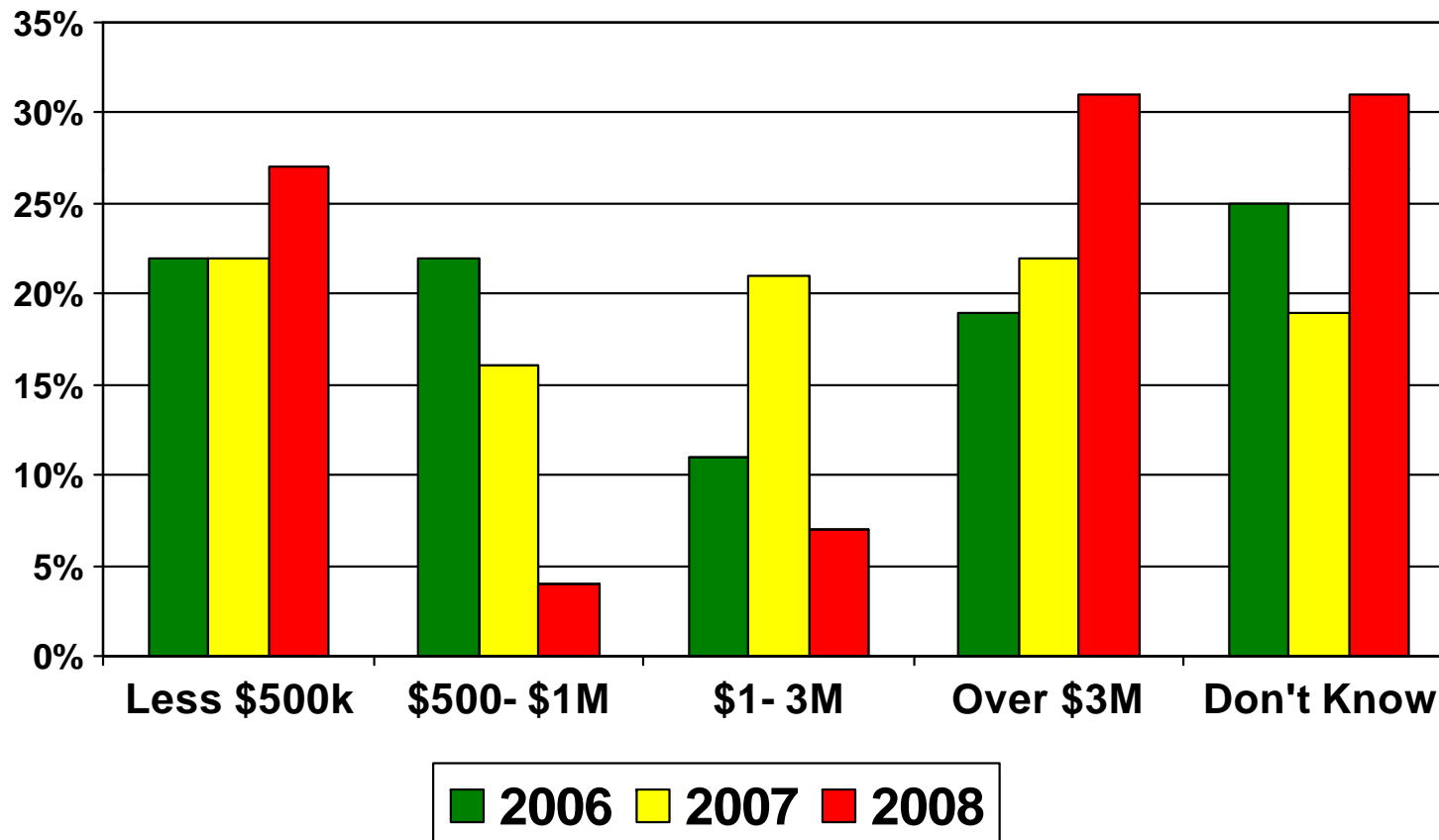


Are institution's negotiated rental car agreements inclusive of domestic insurance?



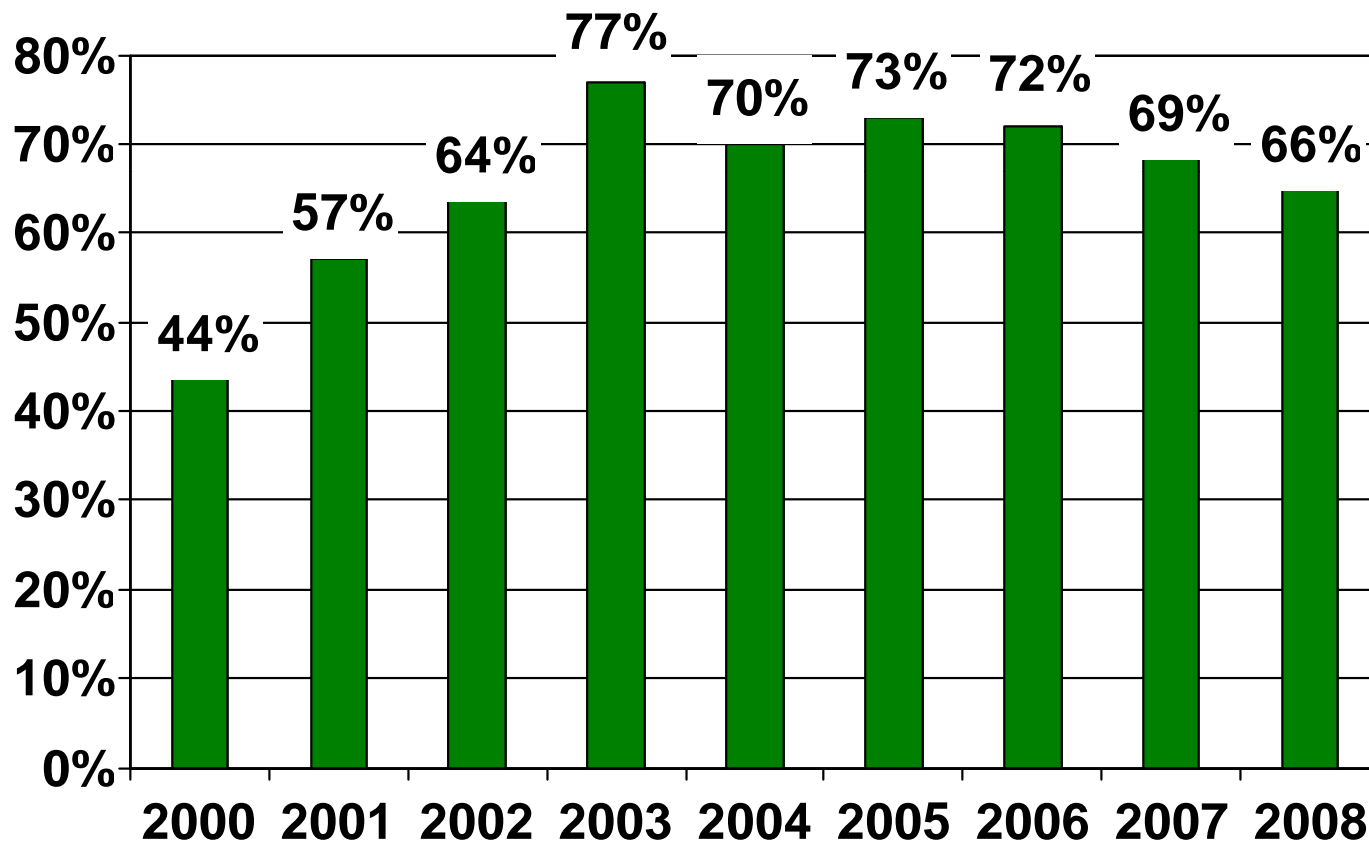


Hotel \$ Volume



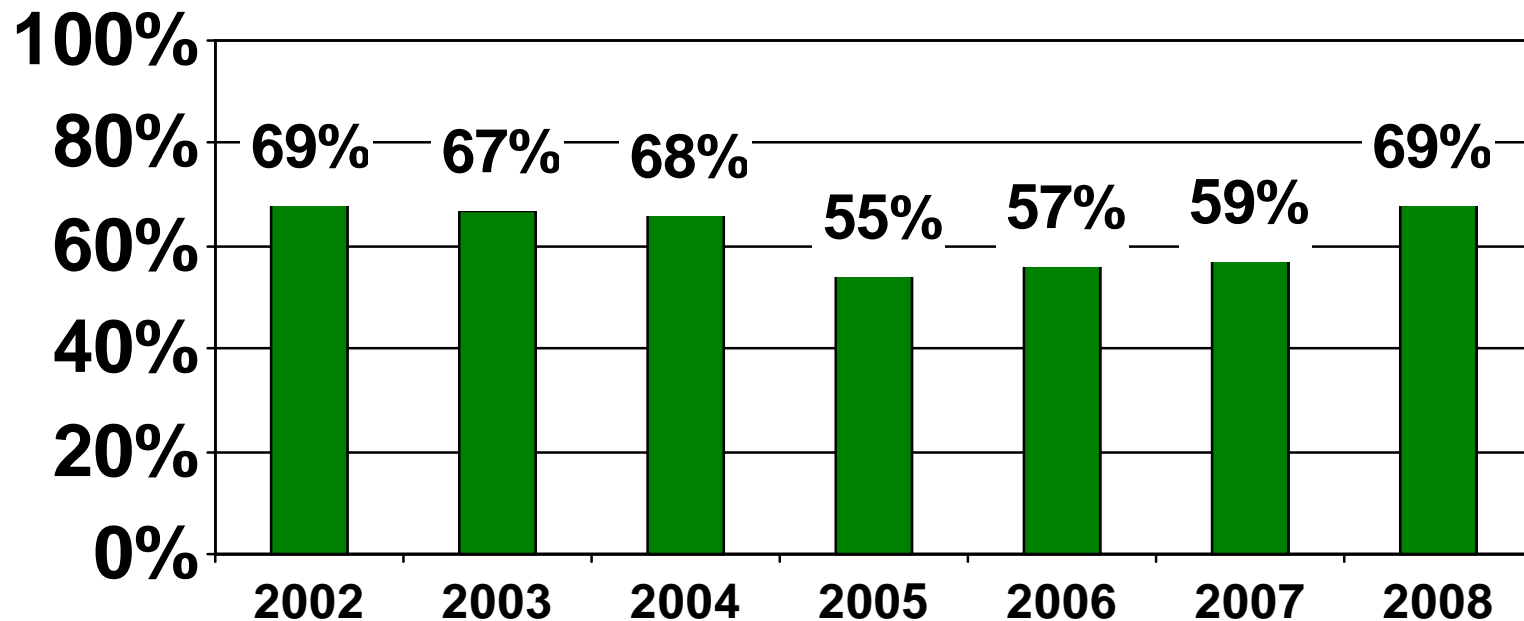


Local Hotel Agreements





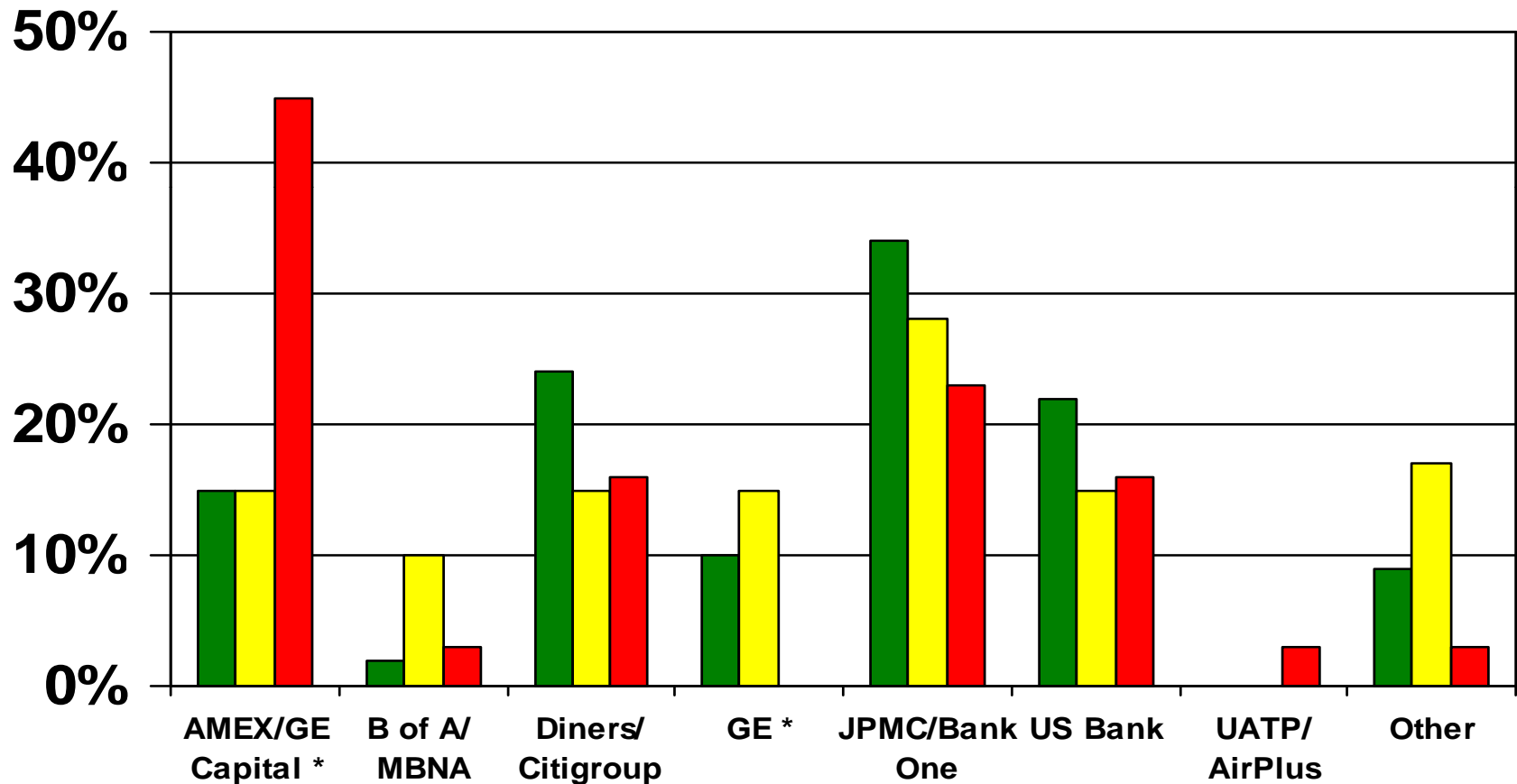
Survey Participants with Ghost Card Programs



- Unexplained drop in Ghost Card programs could be due to increased use of Procurement cards



Ghost Card Companies

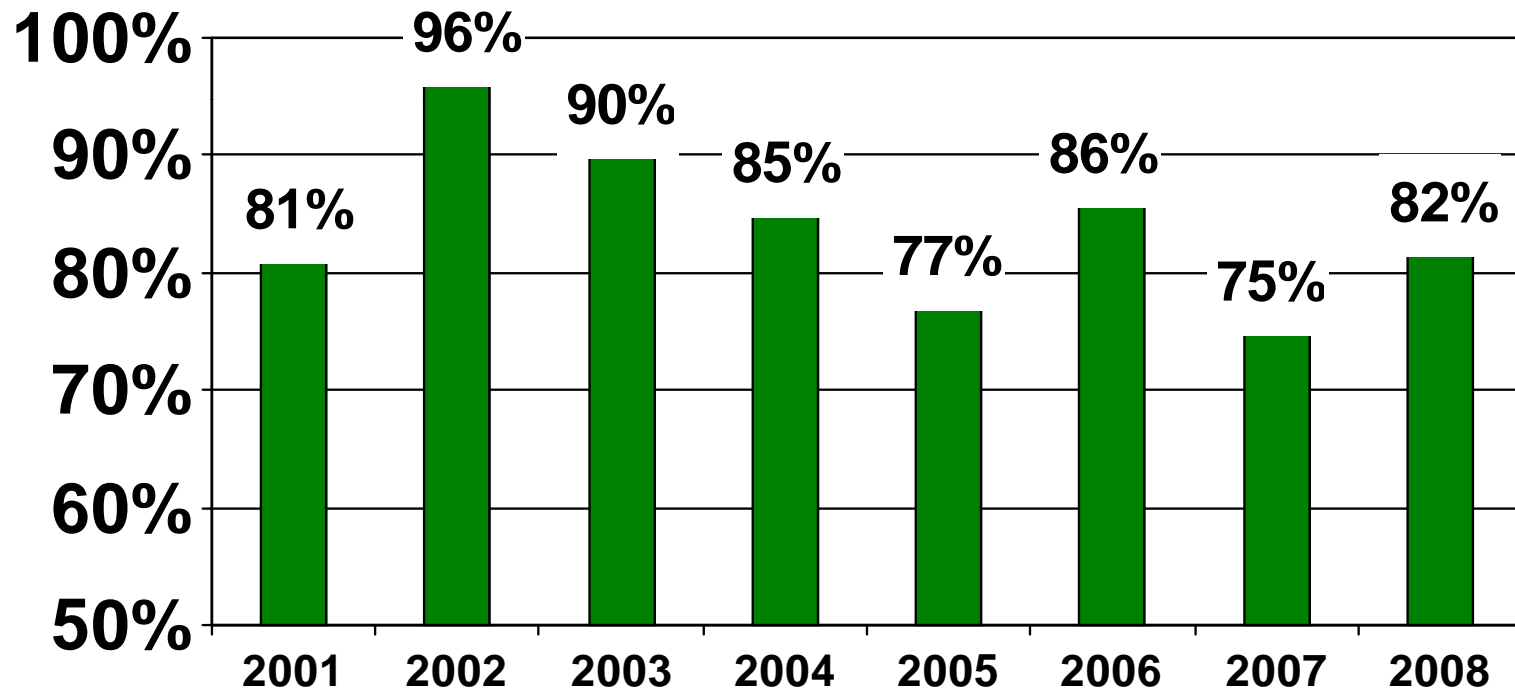


* AMEX includes GE in 2008

■ 2006 ■ 2007 ■ 2008

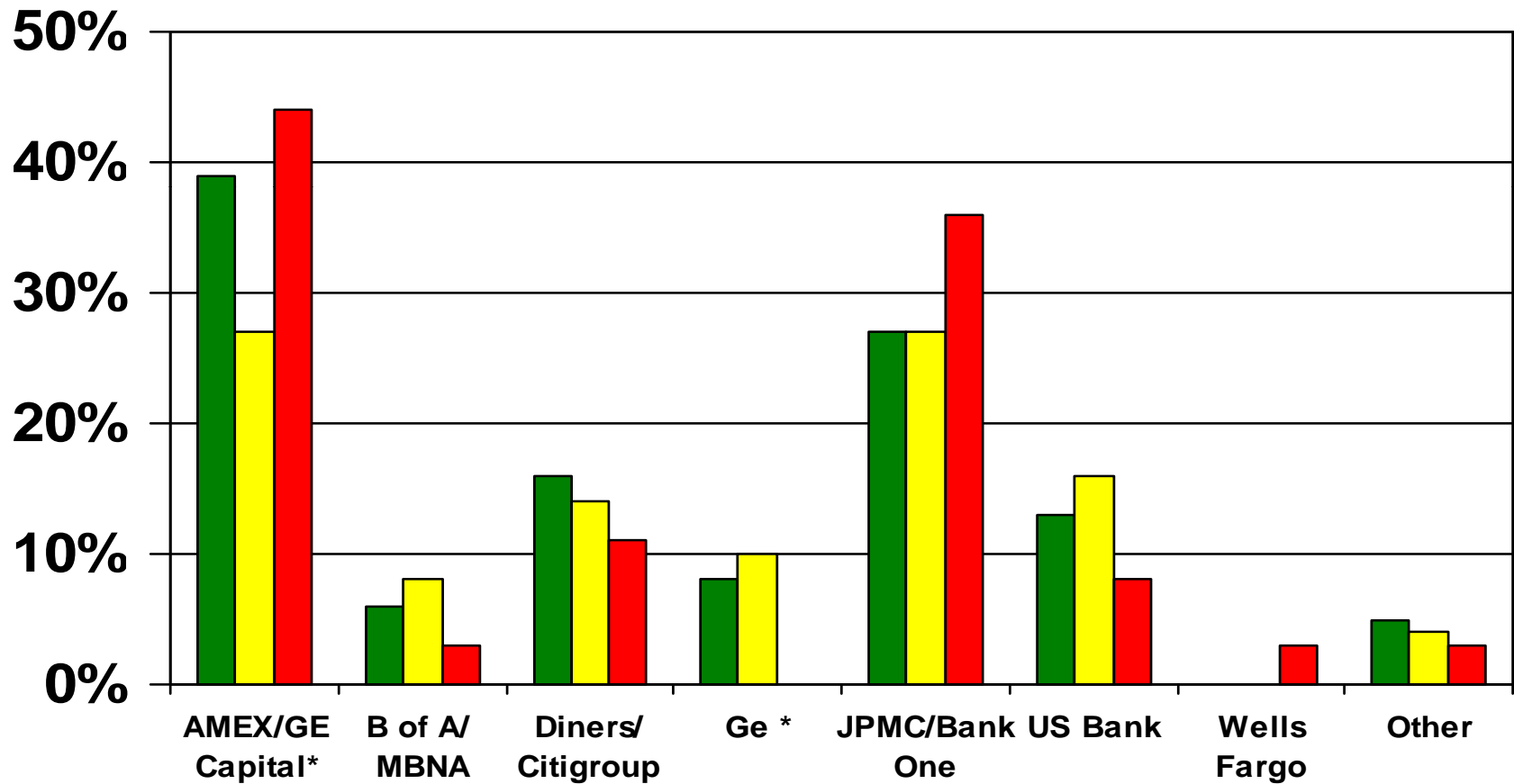


Survey Participants with Corporate Card Programs





Corporate Card Companies

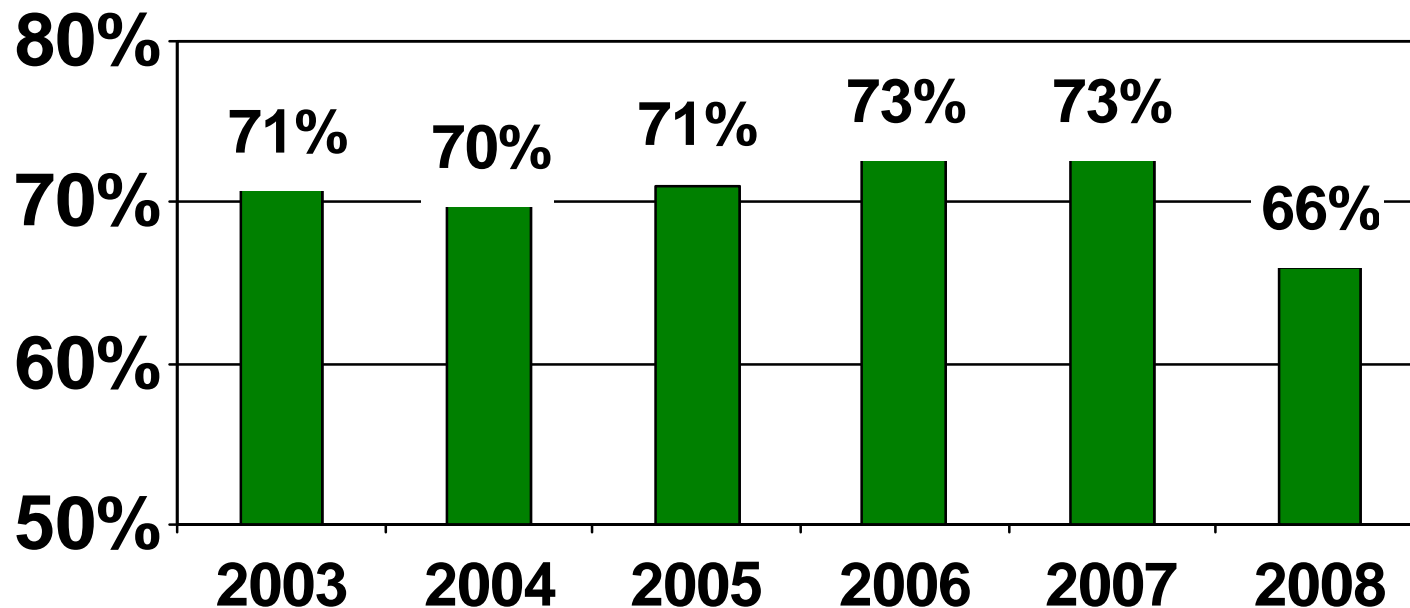


* AMEX includes GE in 2008





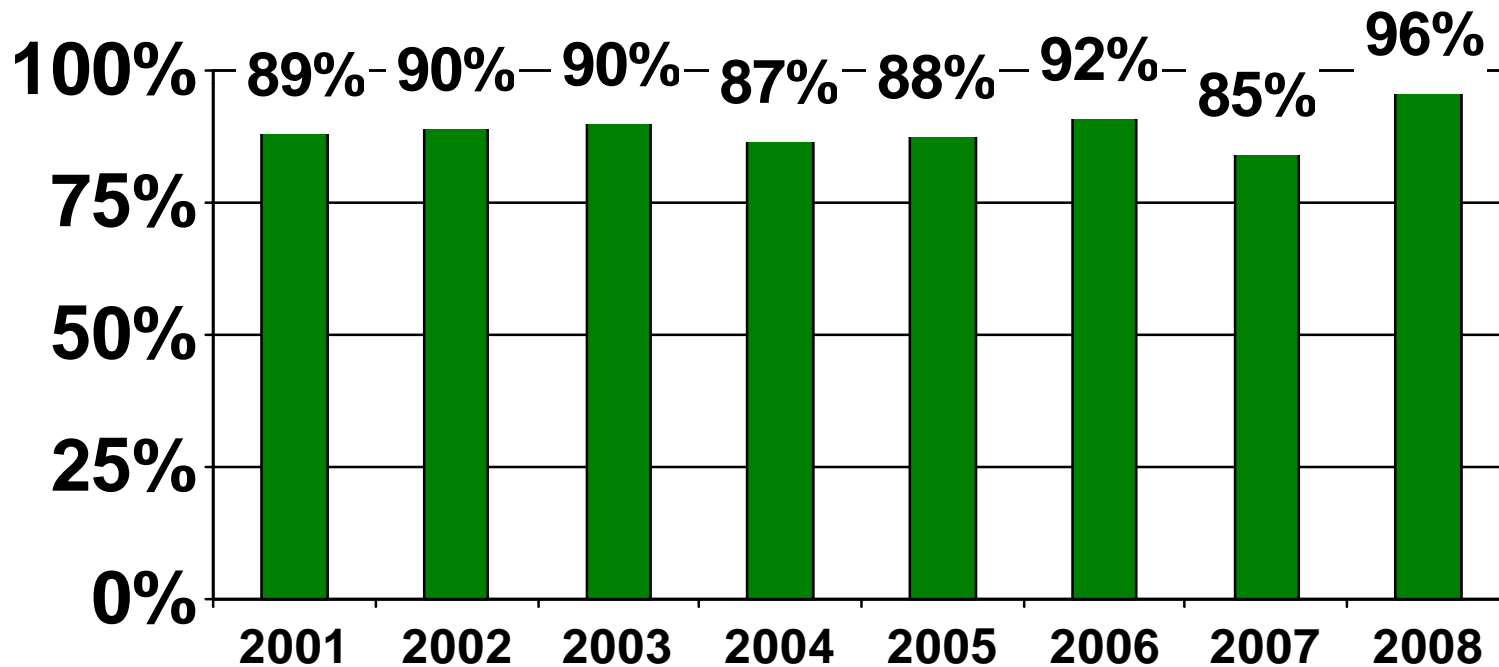
Corporate Card Programs with Individual Liability



- Majority individual liability rather than institutional liability

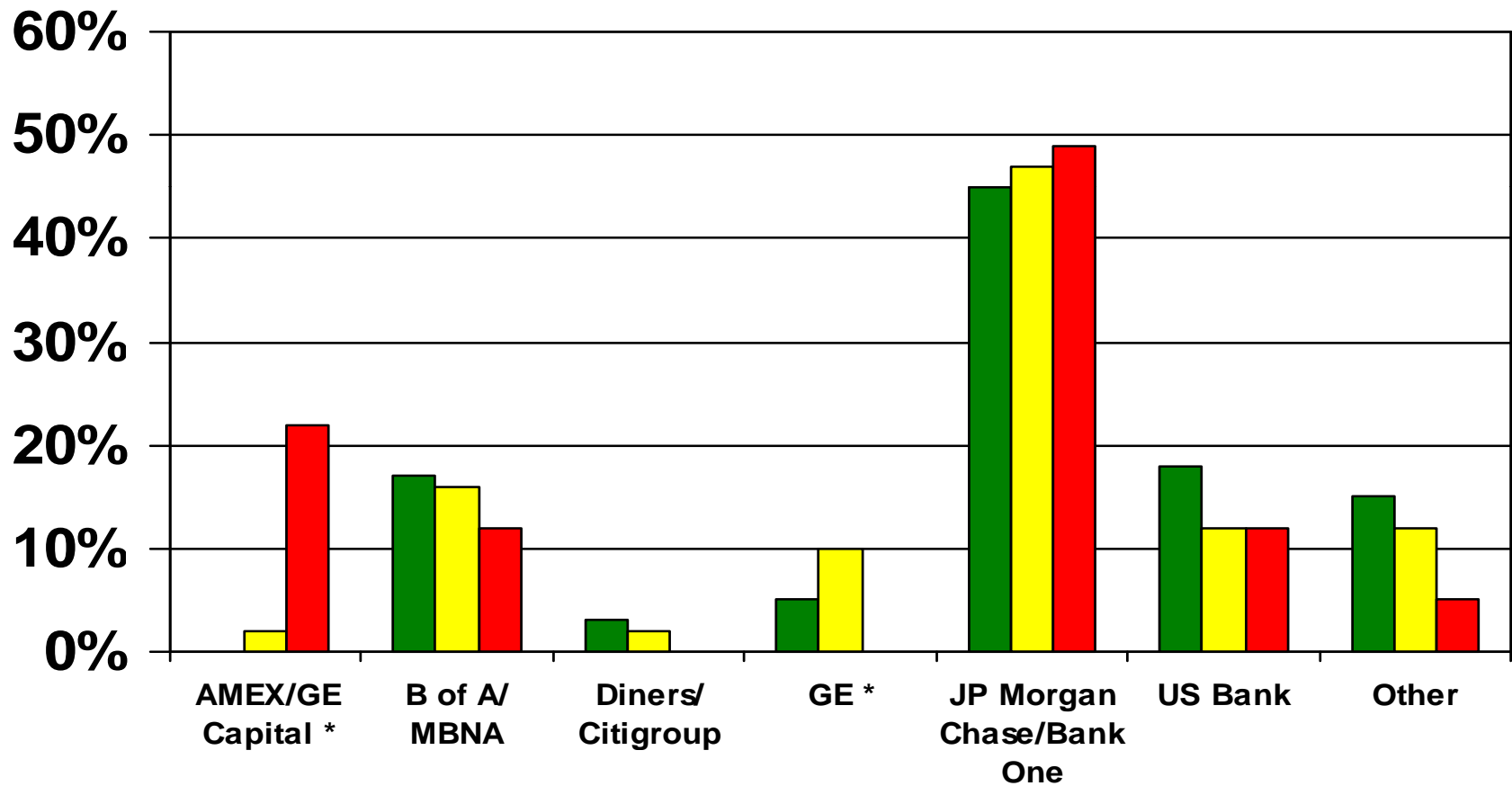


Survey Participants with Purchasing Cards





Purchasing Card Companies

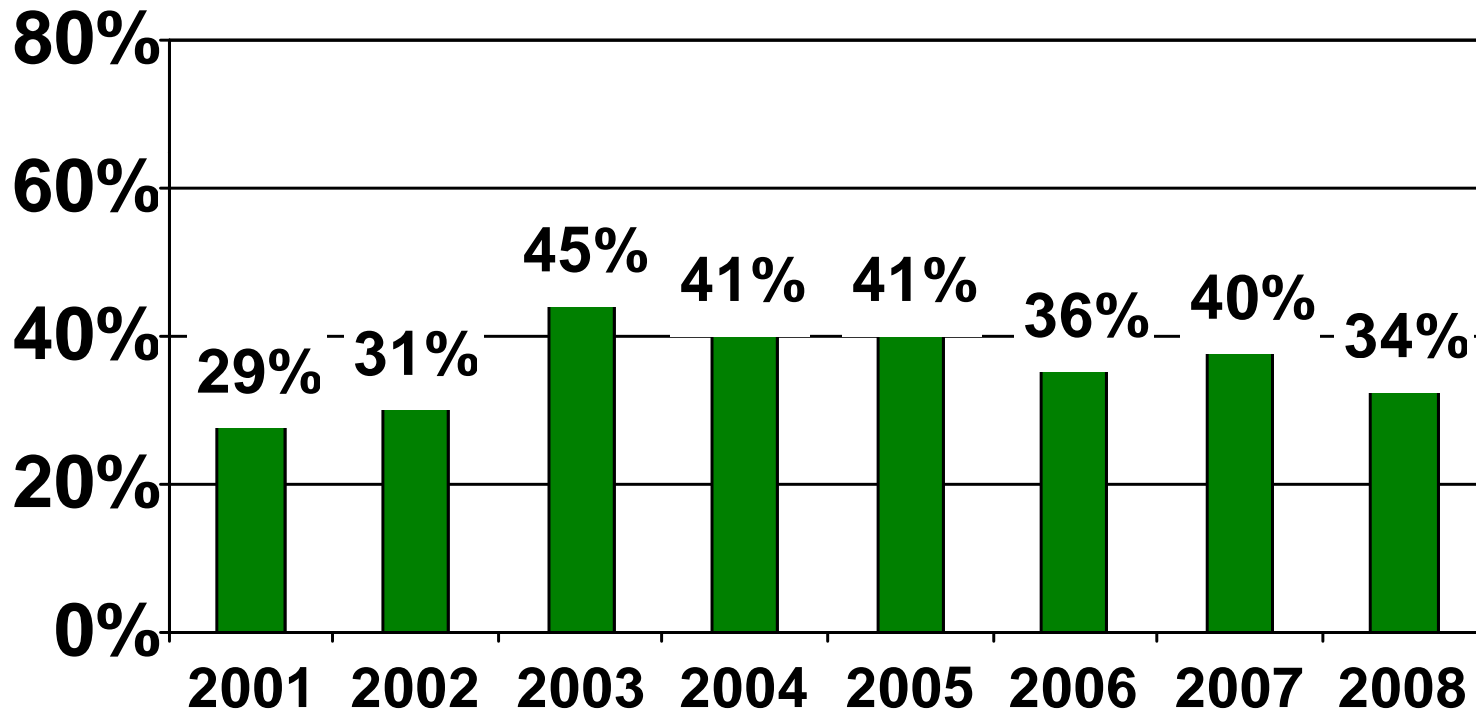


* AMEX includes GE in 2008

■ 2006 ■ 2007 ■ 2008

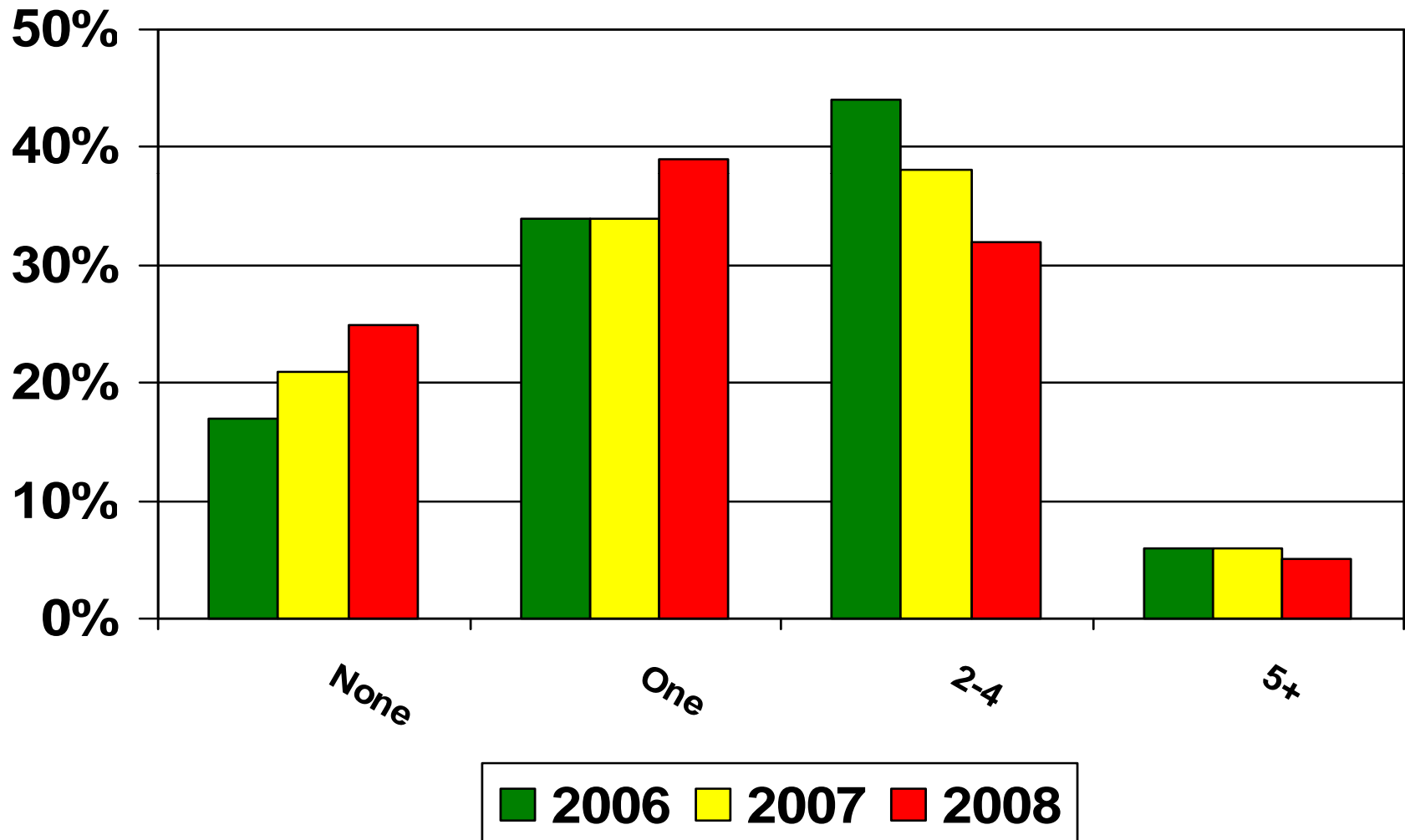


Is P-Card used for Travel?



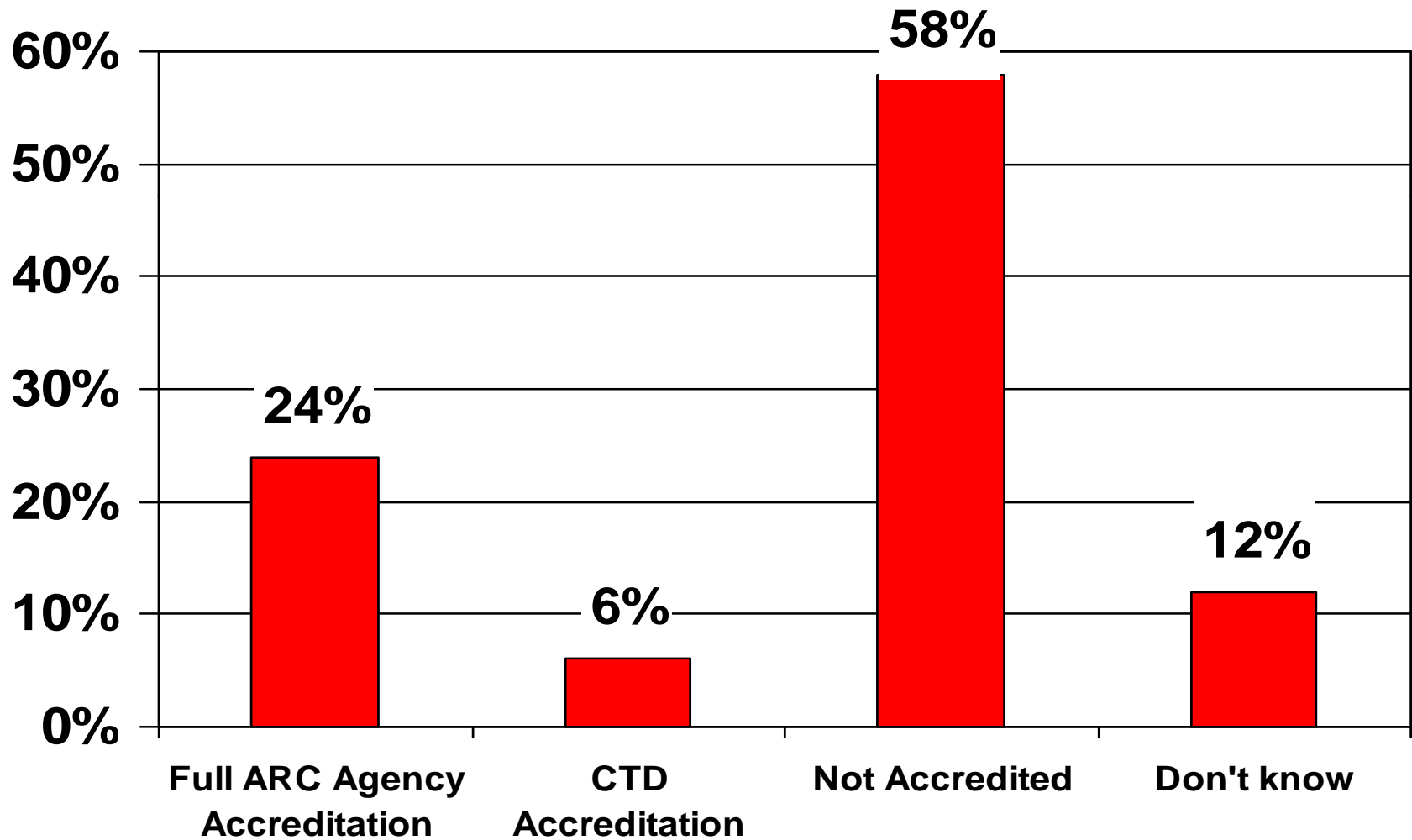


Number of Contracted Travel Agencies



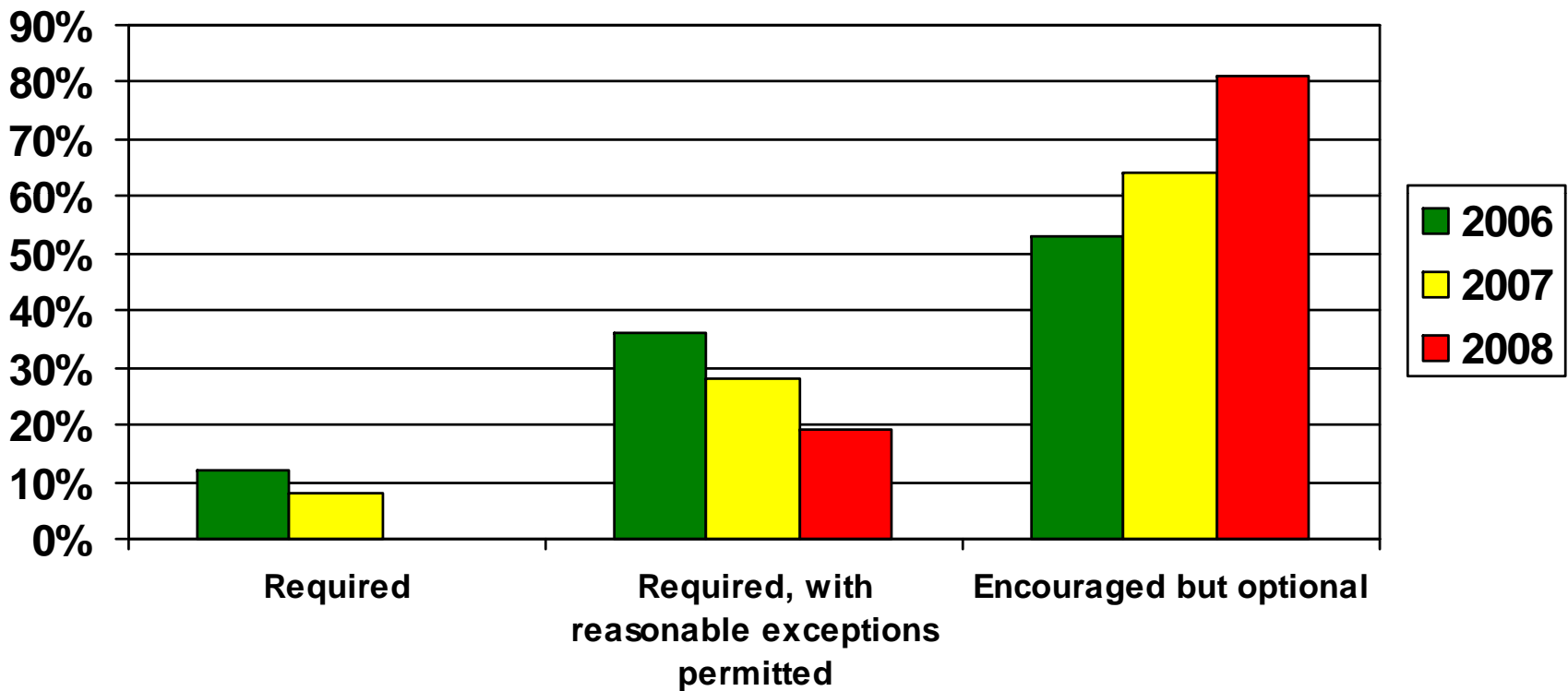


ARC/CTD Accreditation





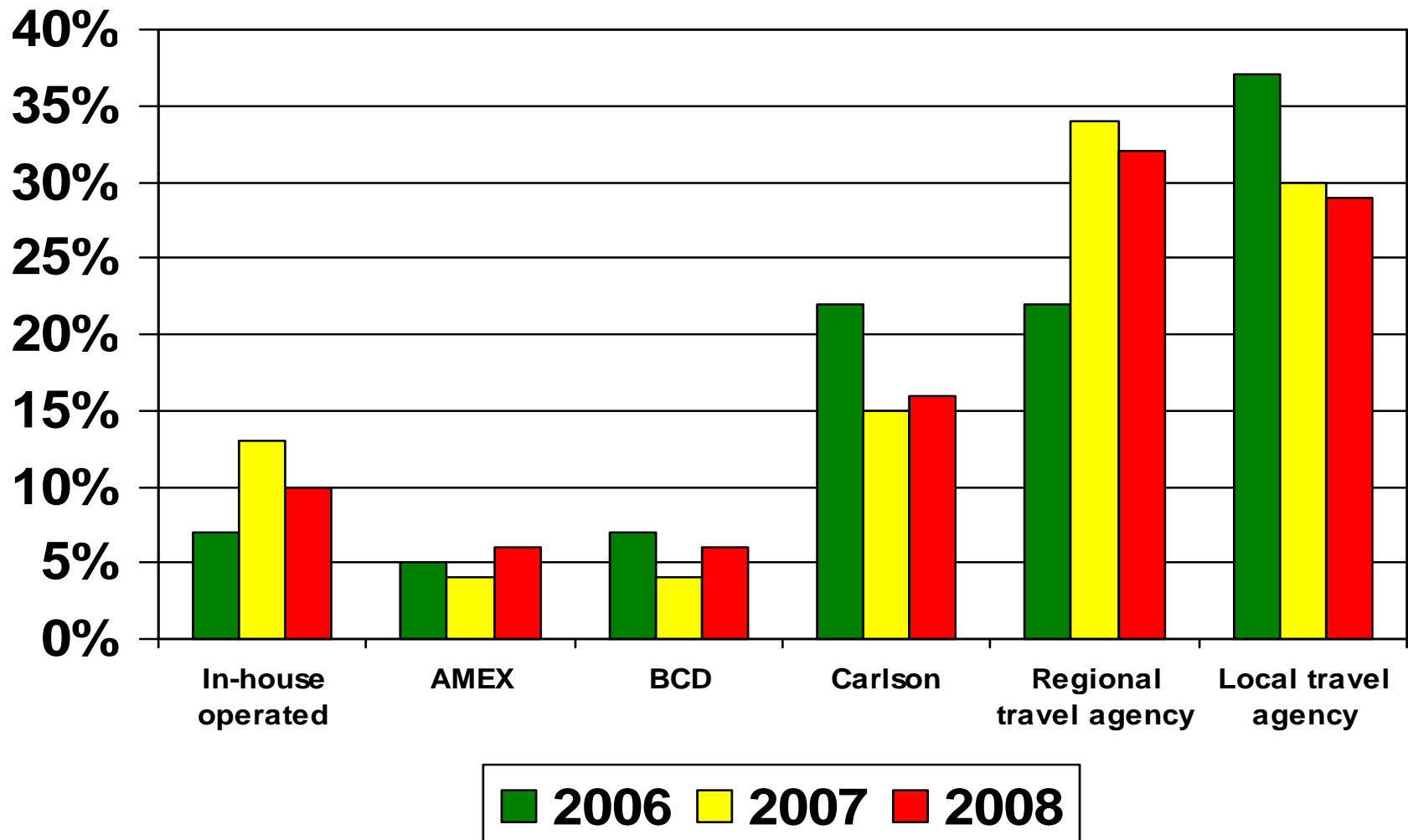
Is Use of Travel Agency Required?



- Policy on use of contracted travel agencies reflects the need for flexibility in academic travel management

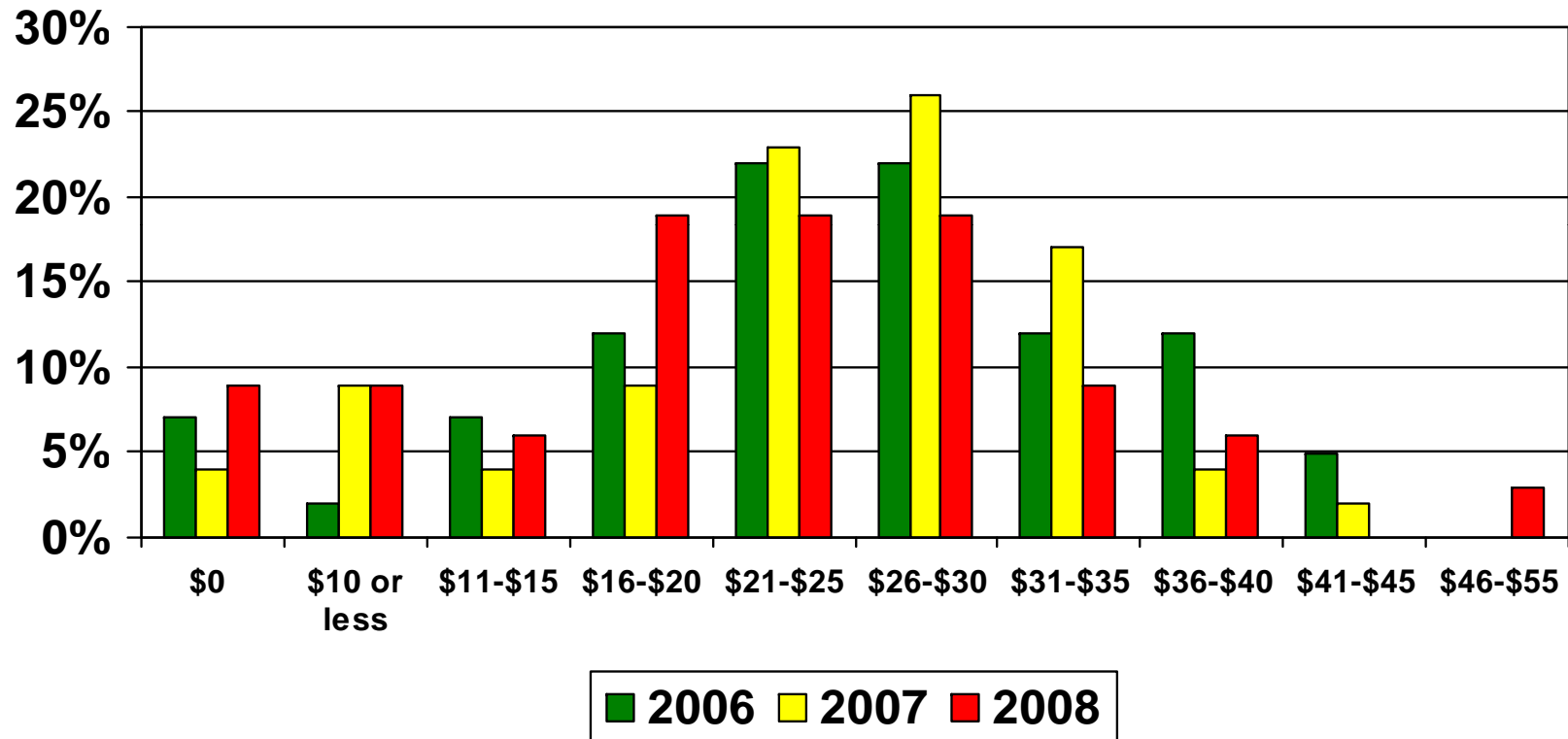


Travel Agencies Used by Survey Participants





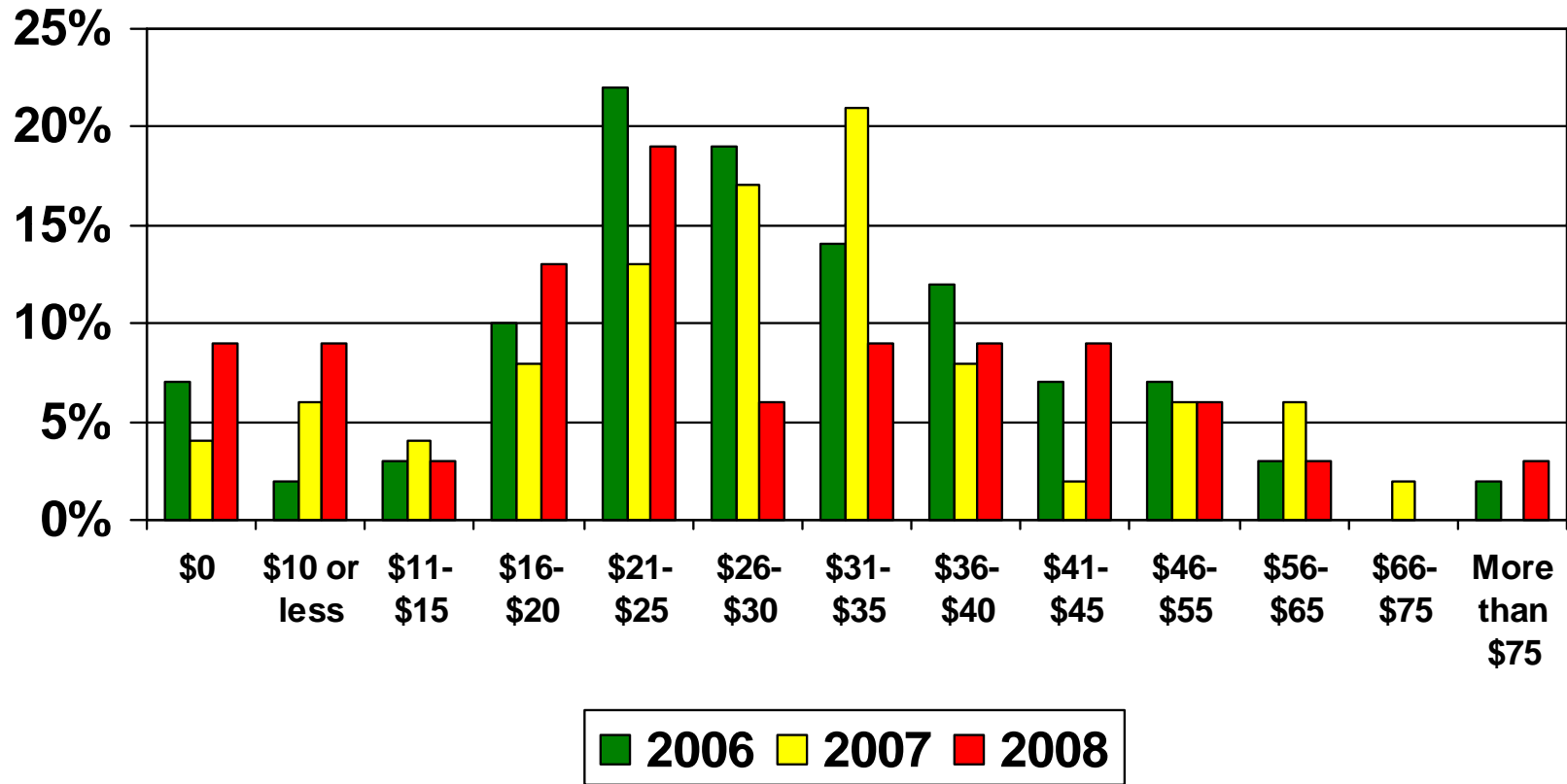
Domestic Service Fees



- Fees appear to have decreased

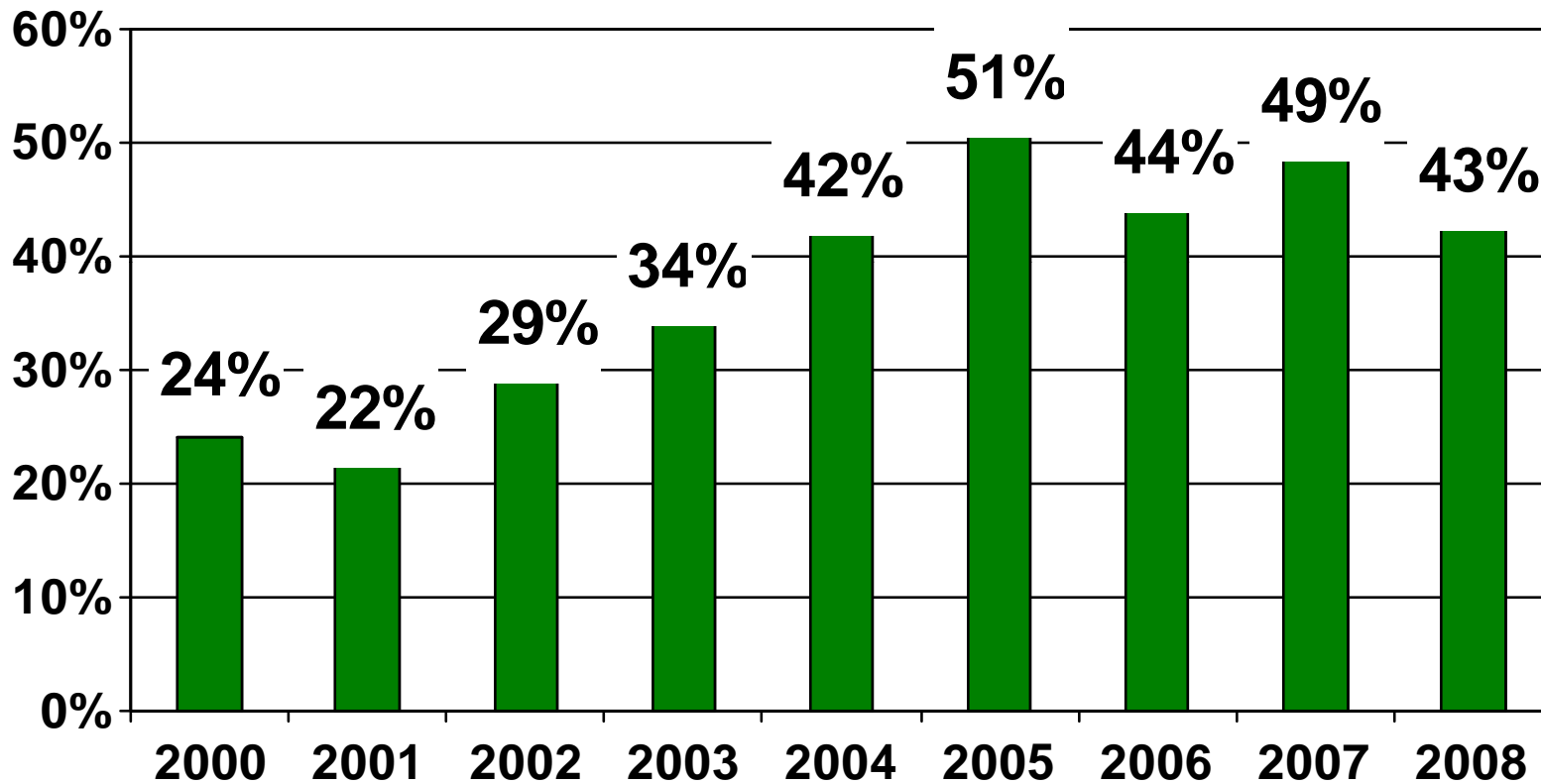


International Service Fees





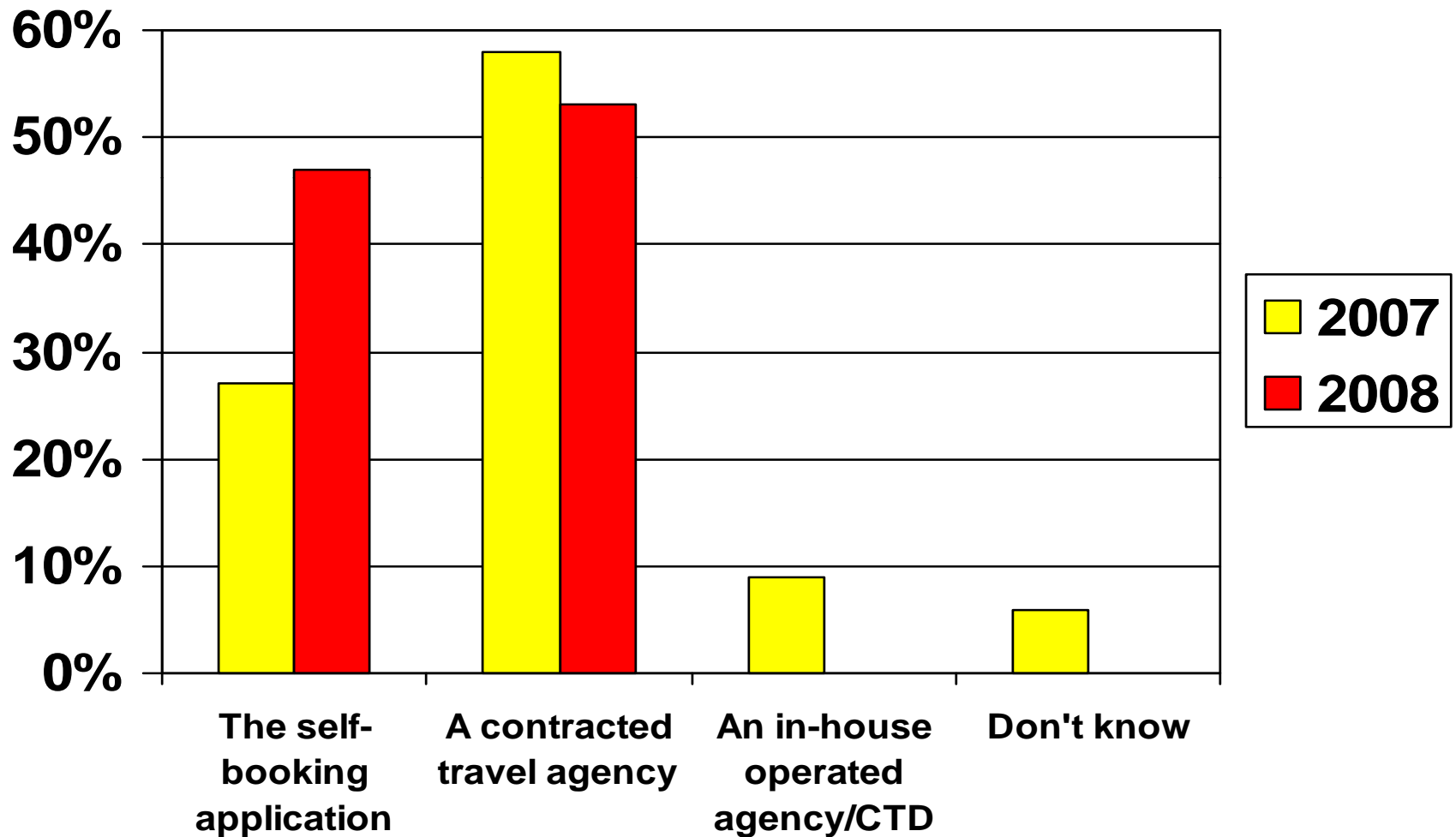
Survey Participants with Self-Booking Tools



- Fluctuations probably due to differing respondent pool

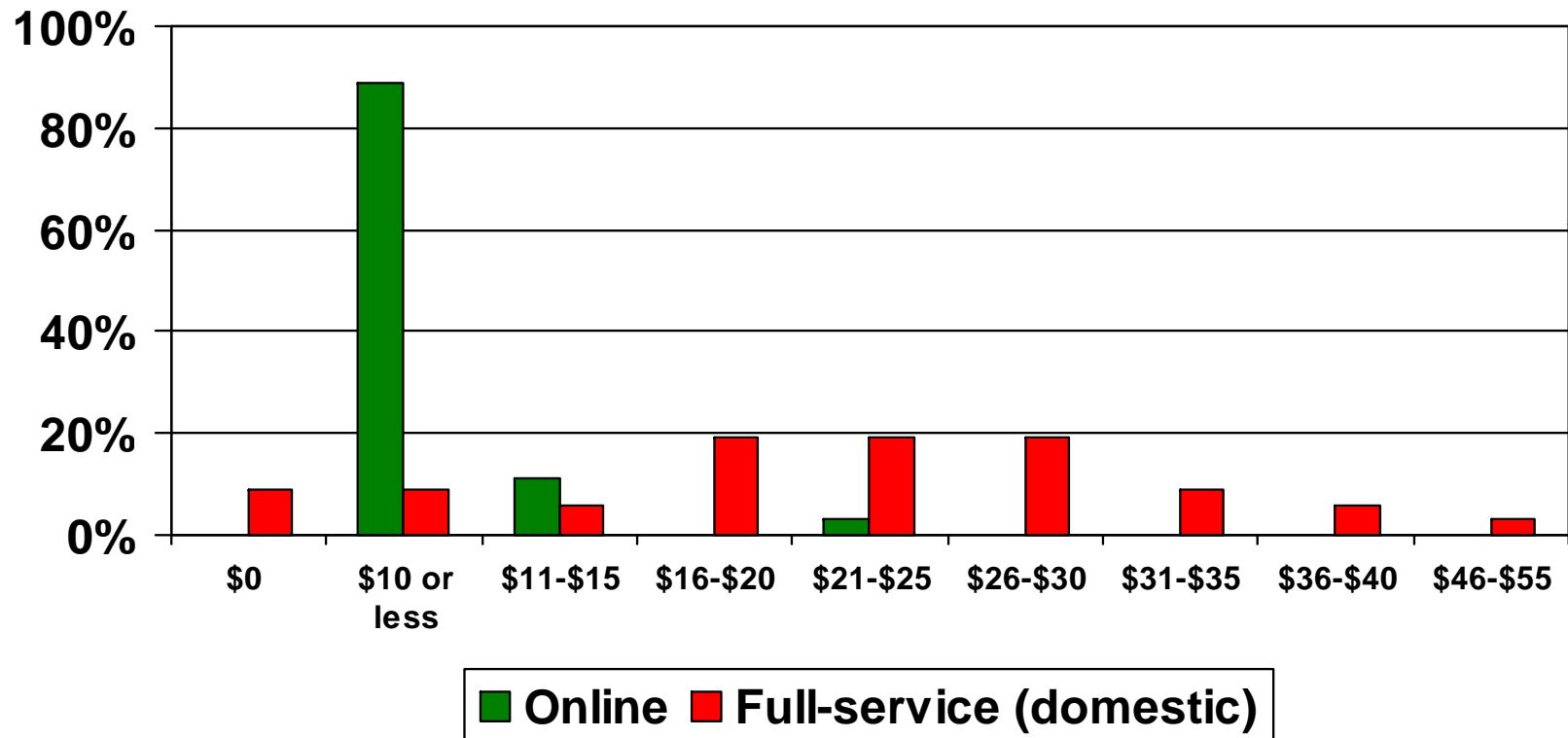


Online Booking Fulfillment





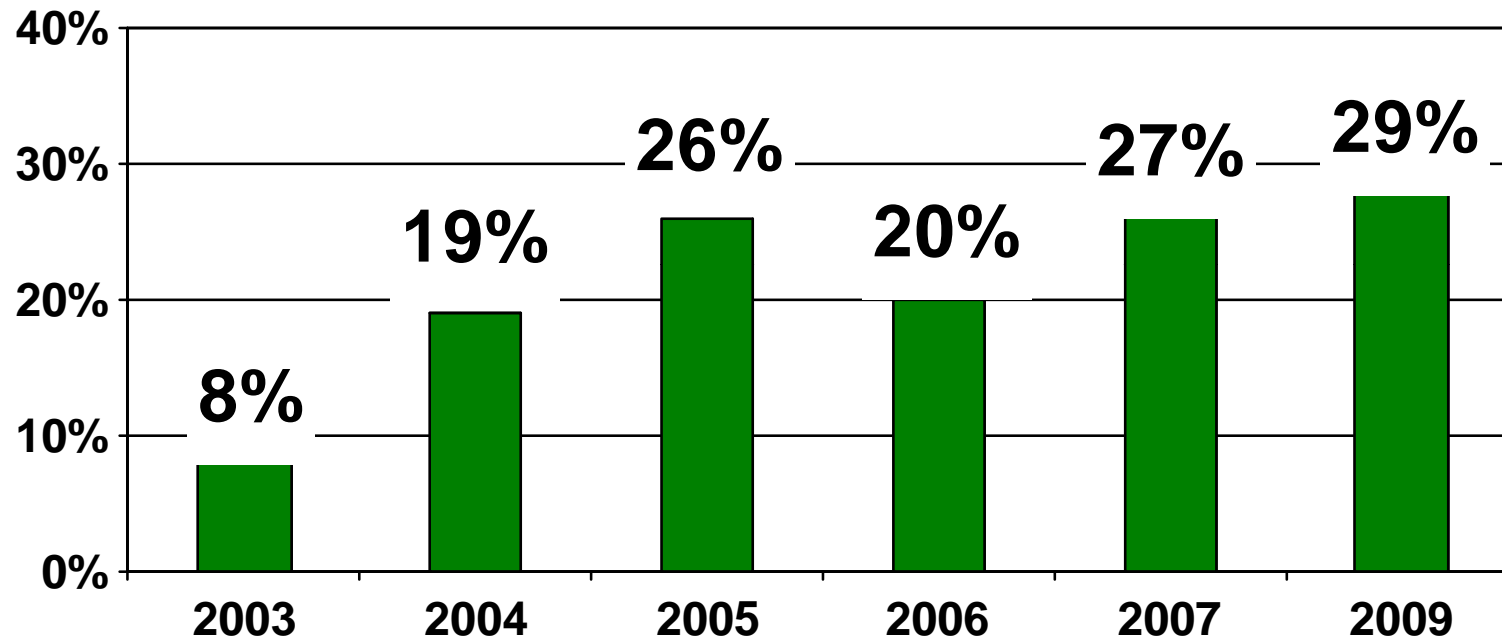
Online Booking Service Fees



- 89% are charging travelers a service fee of \$10 or less (67% in 2007)



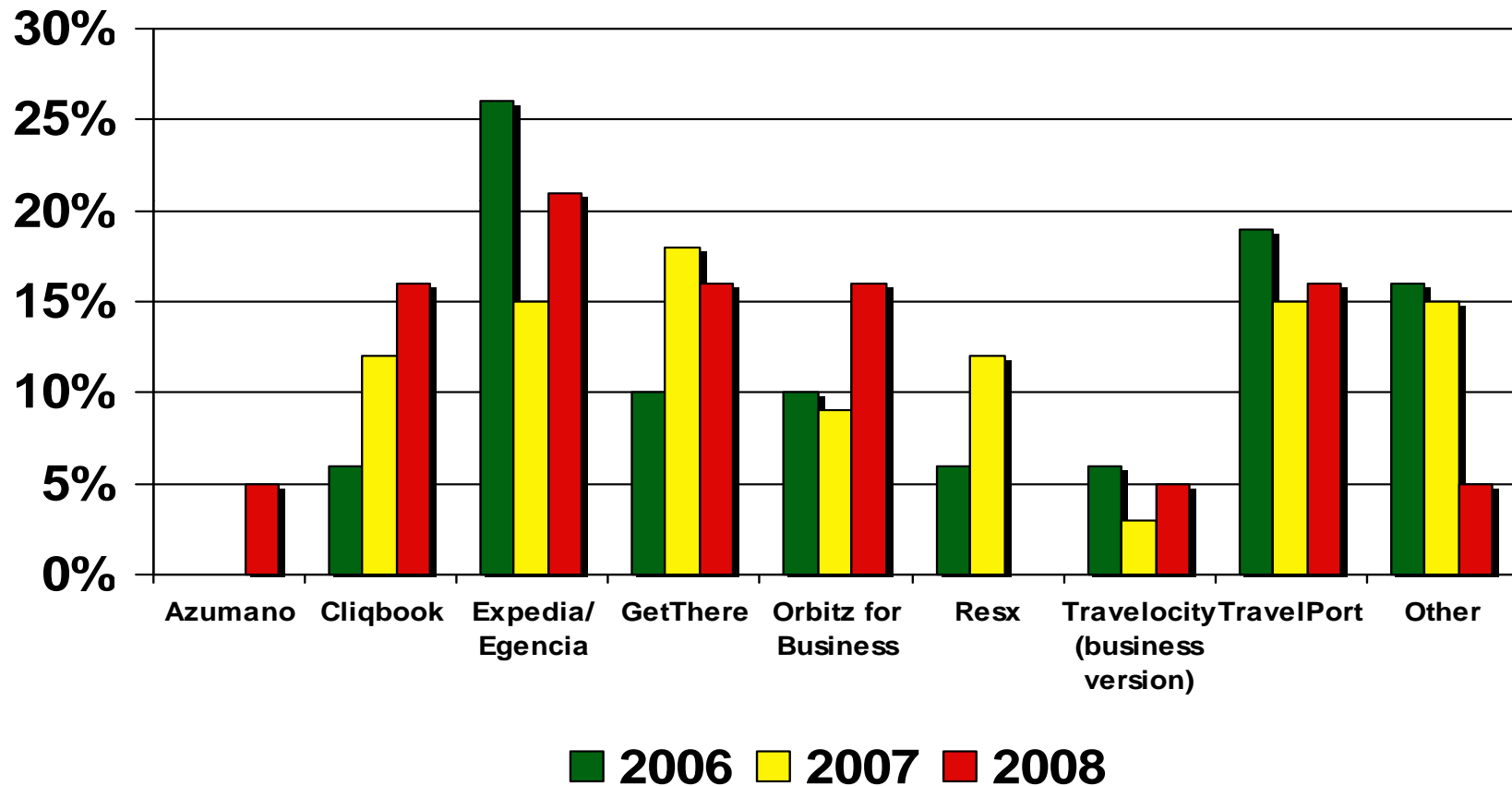
Self-Booking Adoption Rate



- Four of 10 respondents had adoption rates of 40% or higher

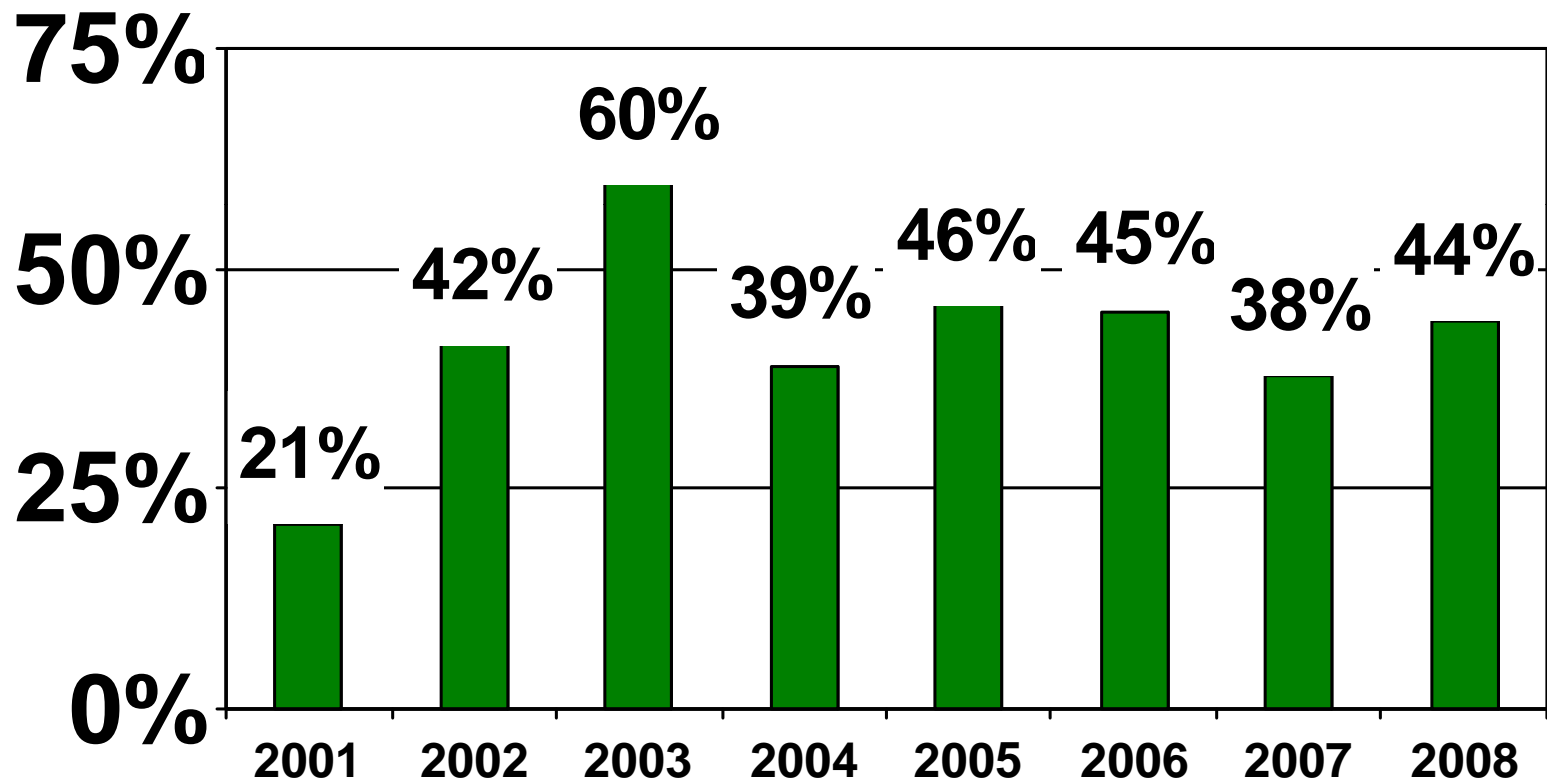


Top Self-Booking Tools



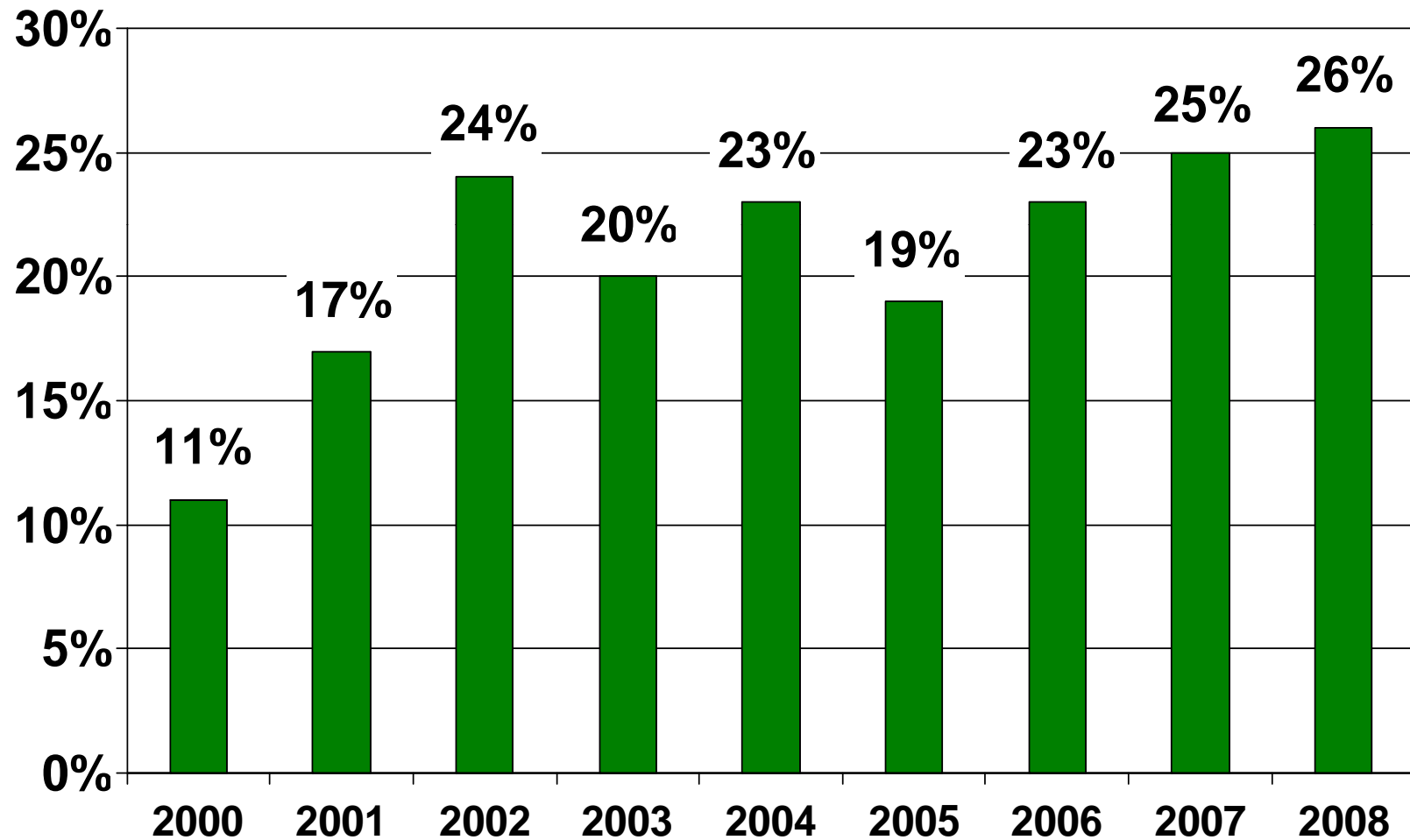


Planning an Online Booking Implementation Next Year?



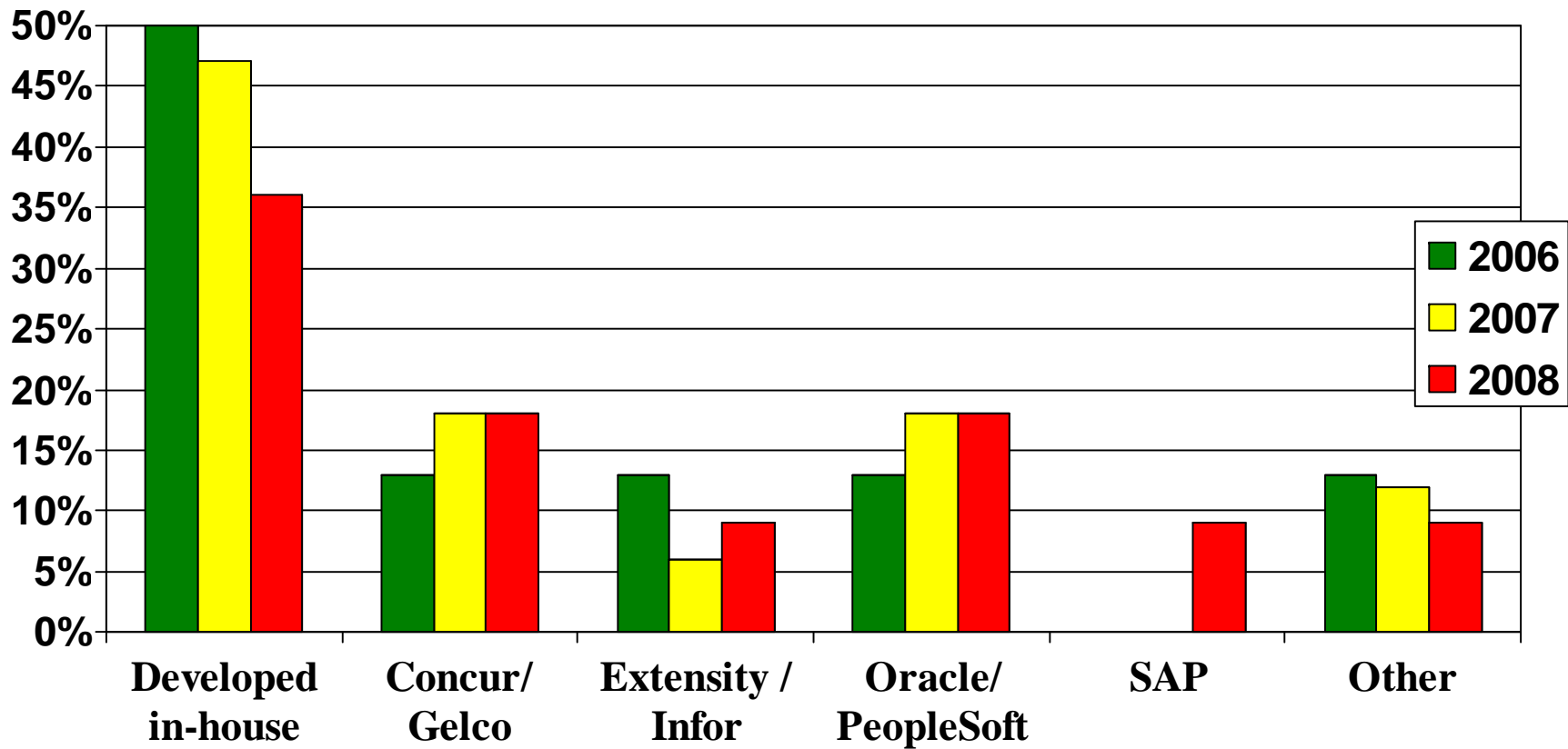


Survey Participants with Automated Expense Reports





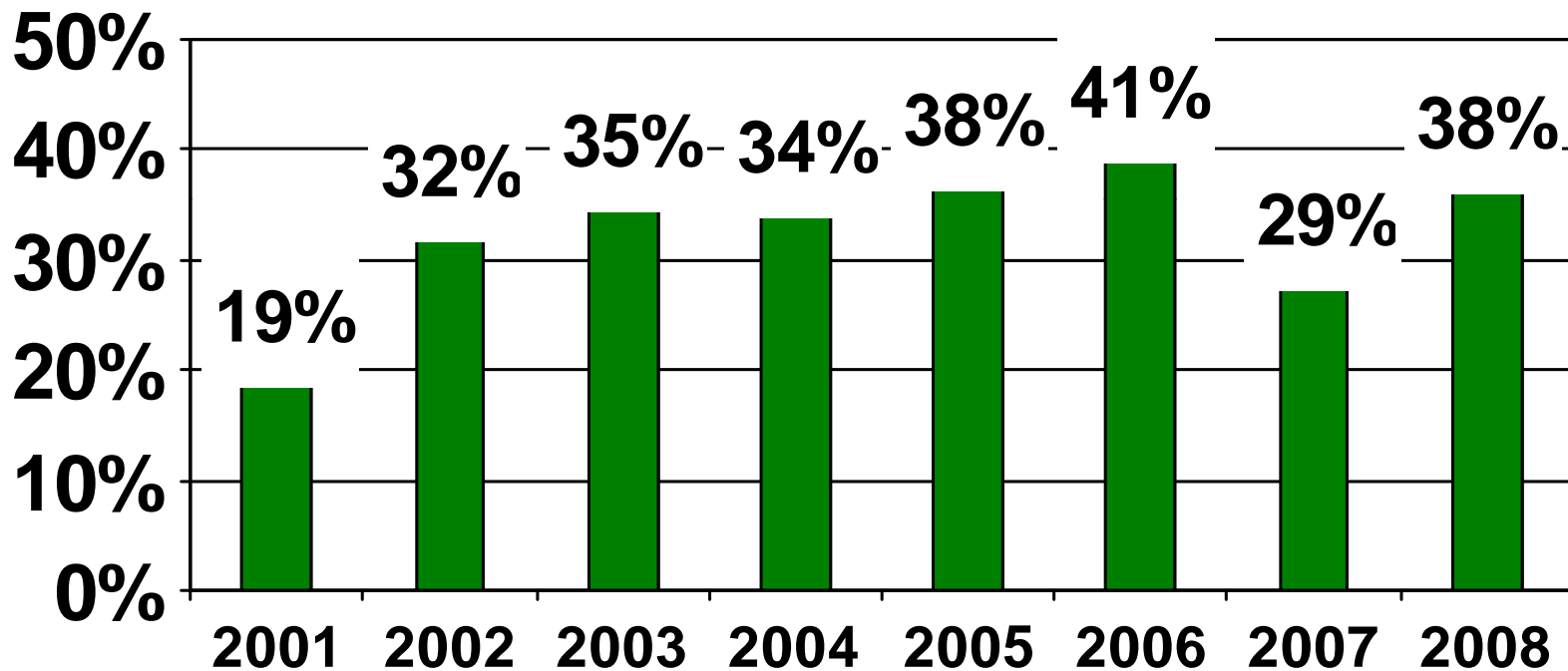
Expense Report Applications



- The predominance of internally developed applications highlights the unique needs of academia



Planning to Begin Automated Expense Reporting Next Year?



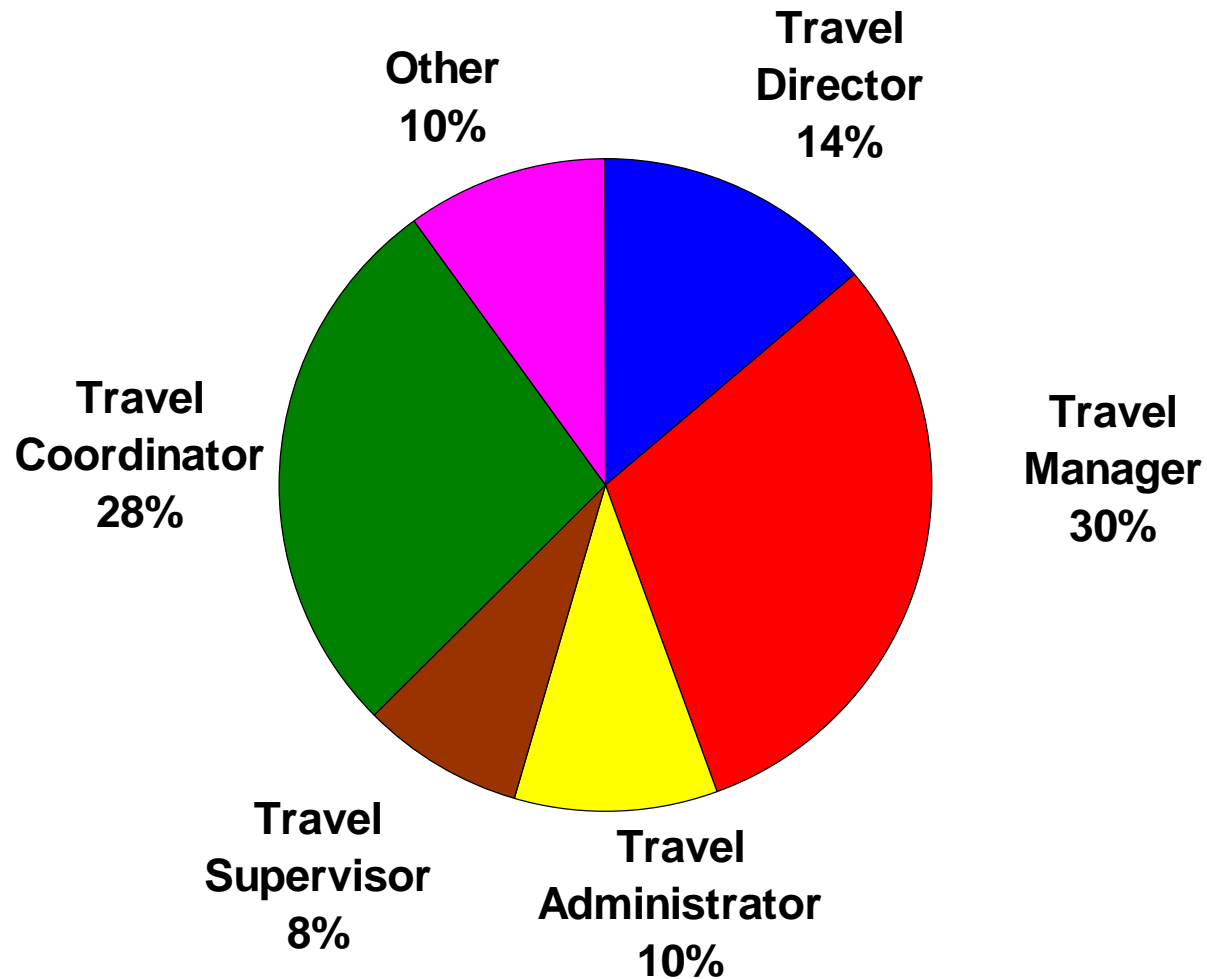


Does your institution have a dedicated travel management position?



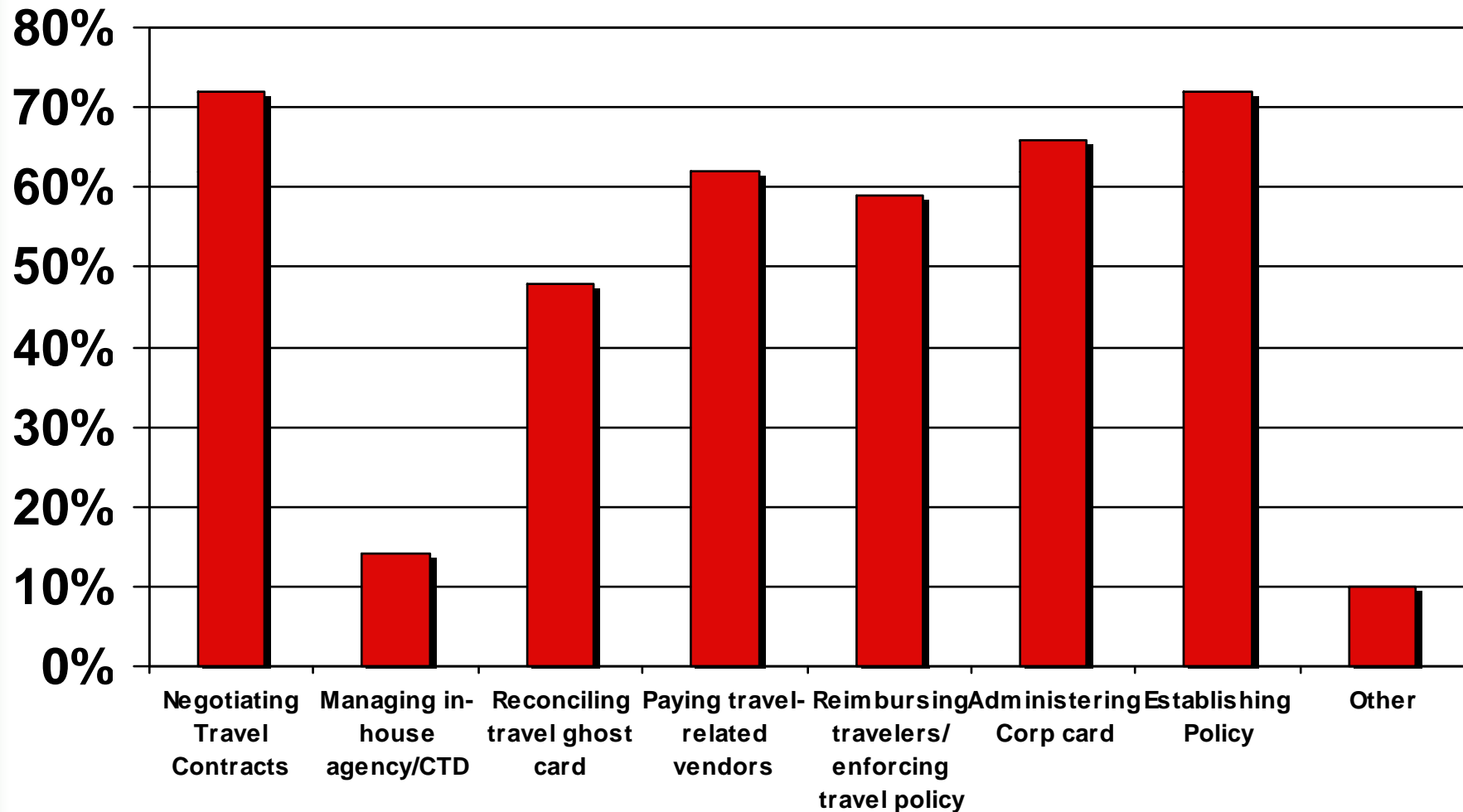


Travel Management Position Title



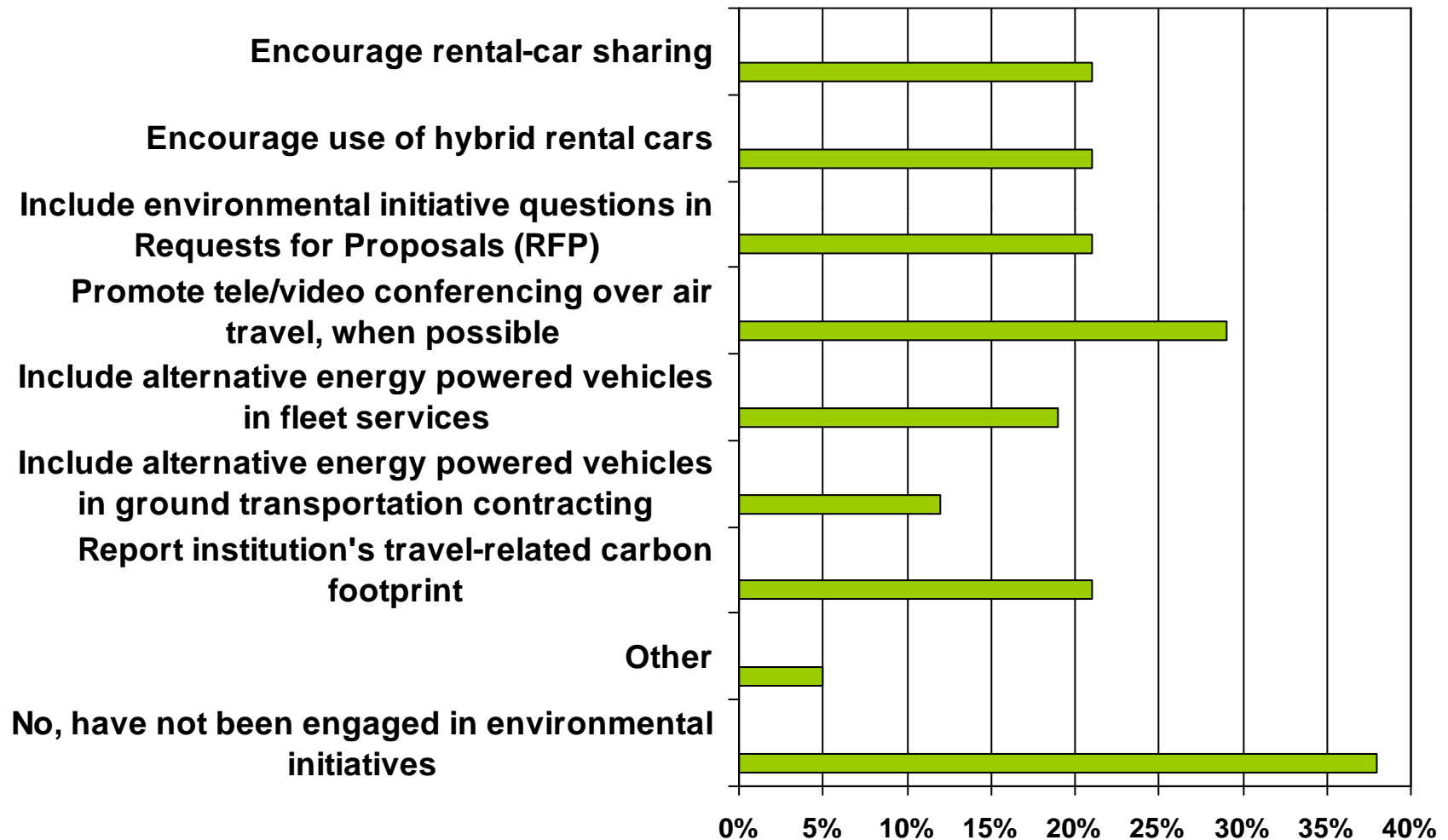


Travel Management Responsibilities





Institutions with Environmentally Friendly Initiatives





Reason for not attending 2008 SCTM conference

- 14 of the 45 Survey Participants did not attend the 2008 SCTM conference

