

# Travel & Expense Program Update

November 9<sup>th</sup>, 2022

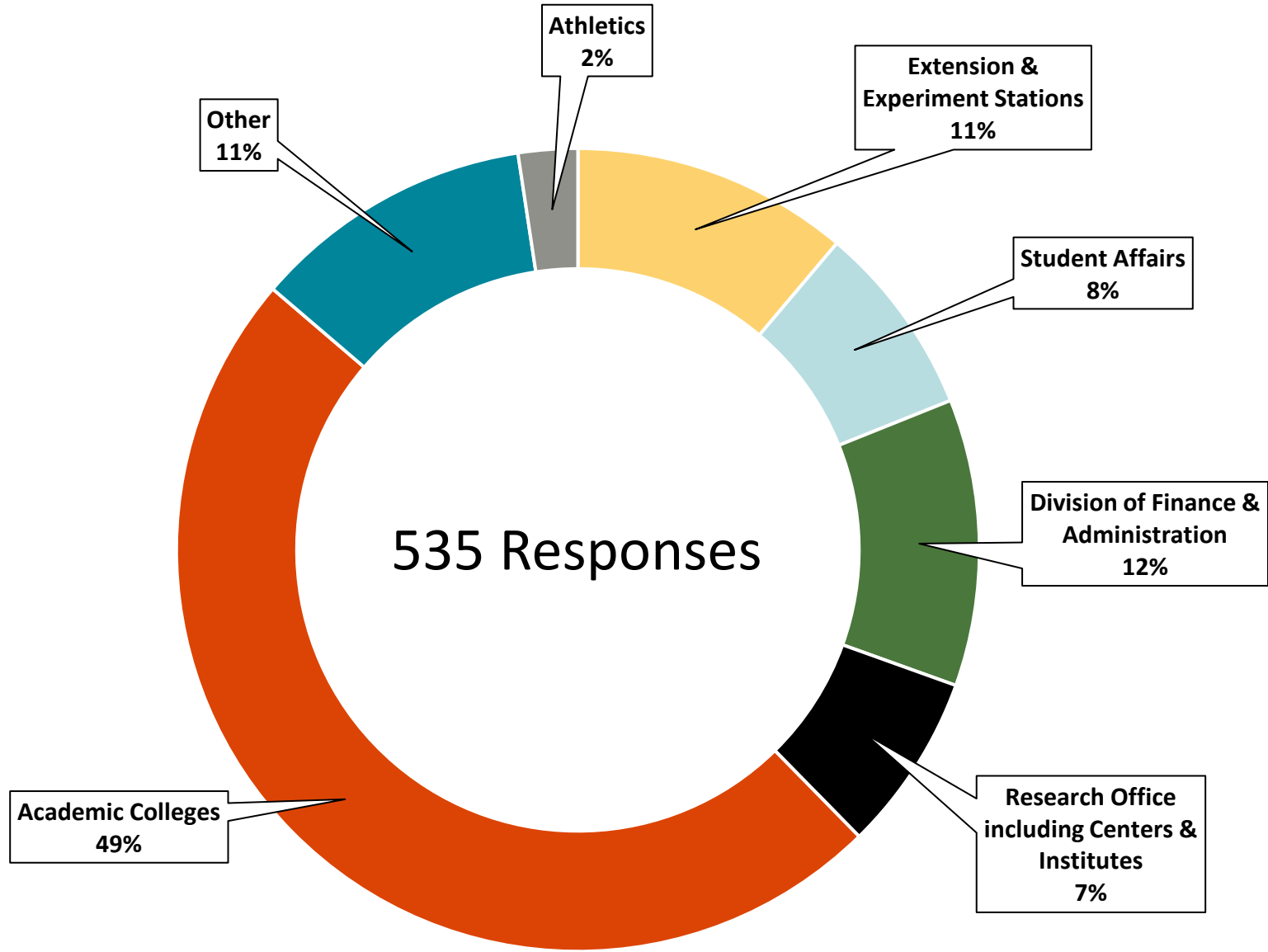


**Oregon State**  
University

# Agenda

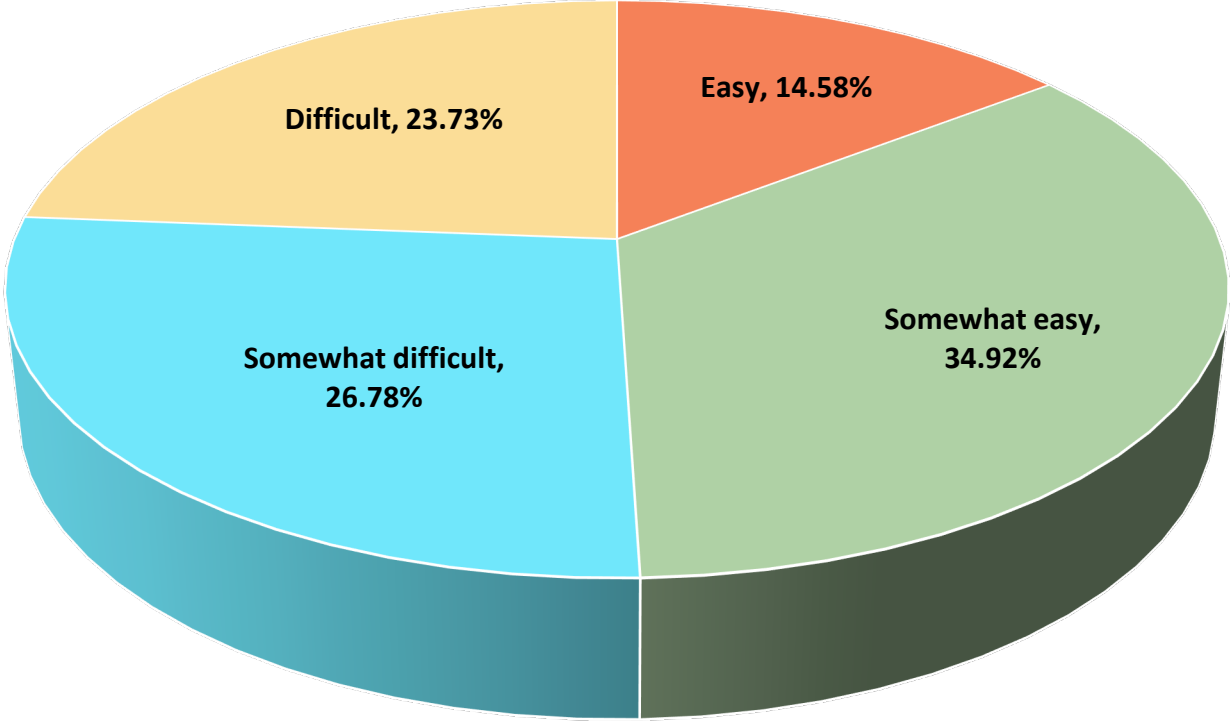
- T&E Survey
- Process for establishing priorities
- Travel & Expense Roadmap

# T&E Survey Results



# T&E Survey Results

How easy or difficult has it been to submit expense reports in Concur for your credit card?



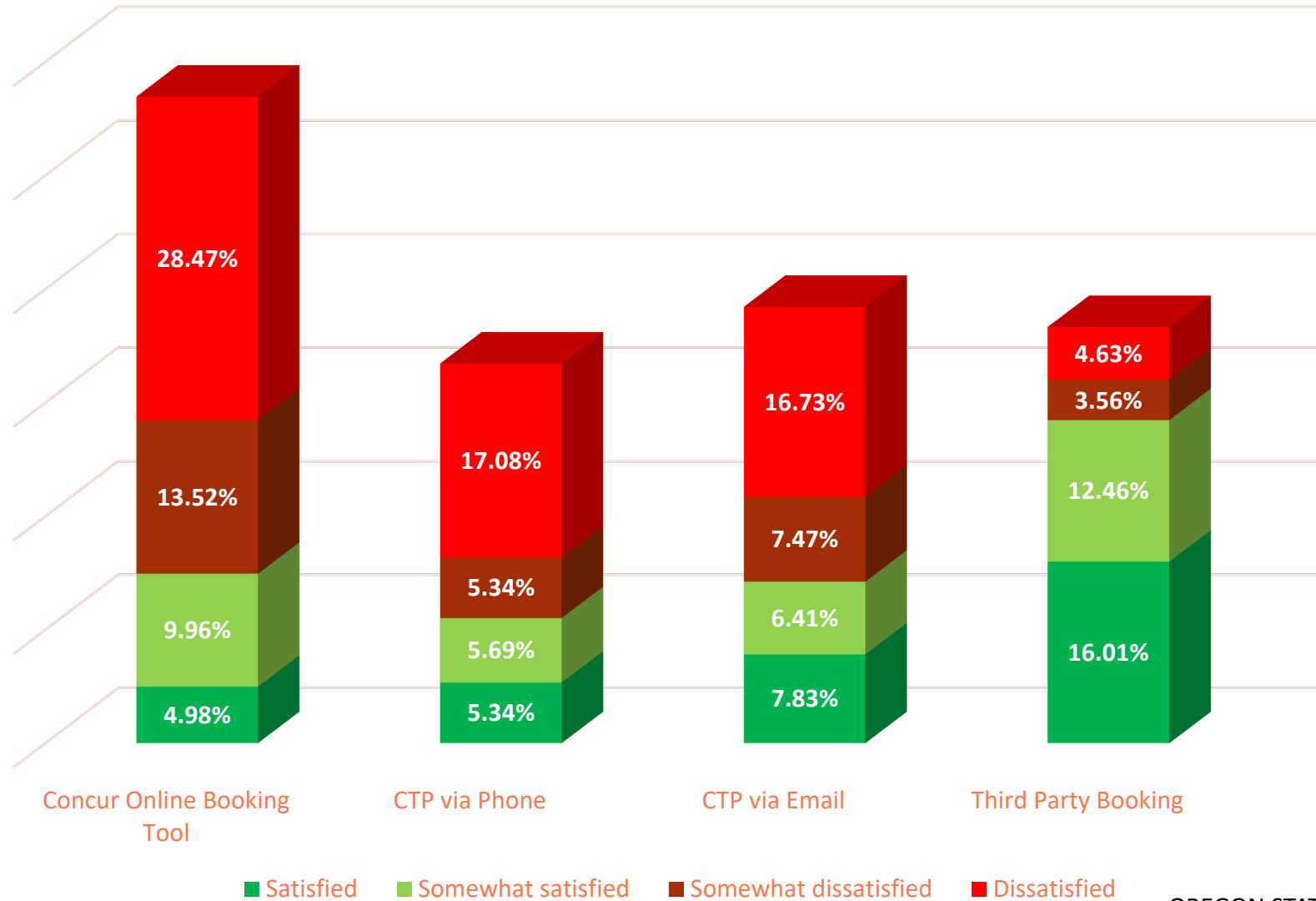
# T&E Survey Results

## **Challenges Raised – 142 total comments on expense reports**

- Time consuming for staff to submit their own expenses.
- I am a faculty member, not an accountant, I shouldn't be spending my time on this
- Many challenges, I was not hired as an accountant, but I feel that I am expected to be now.
- Concur is not an easy system to navigate, and I don't use it often enough to get good at it.
- Simple things like there is not a place to add the agendas for meetings, so I did not add it in.
- So many seemingly routine tasks have been offloaded to faculty, and we're just no good at it.
- This is the most difficult, out of date, unwieldy system I have ever encountered.

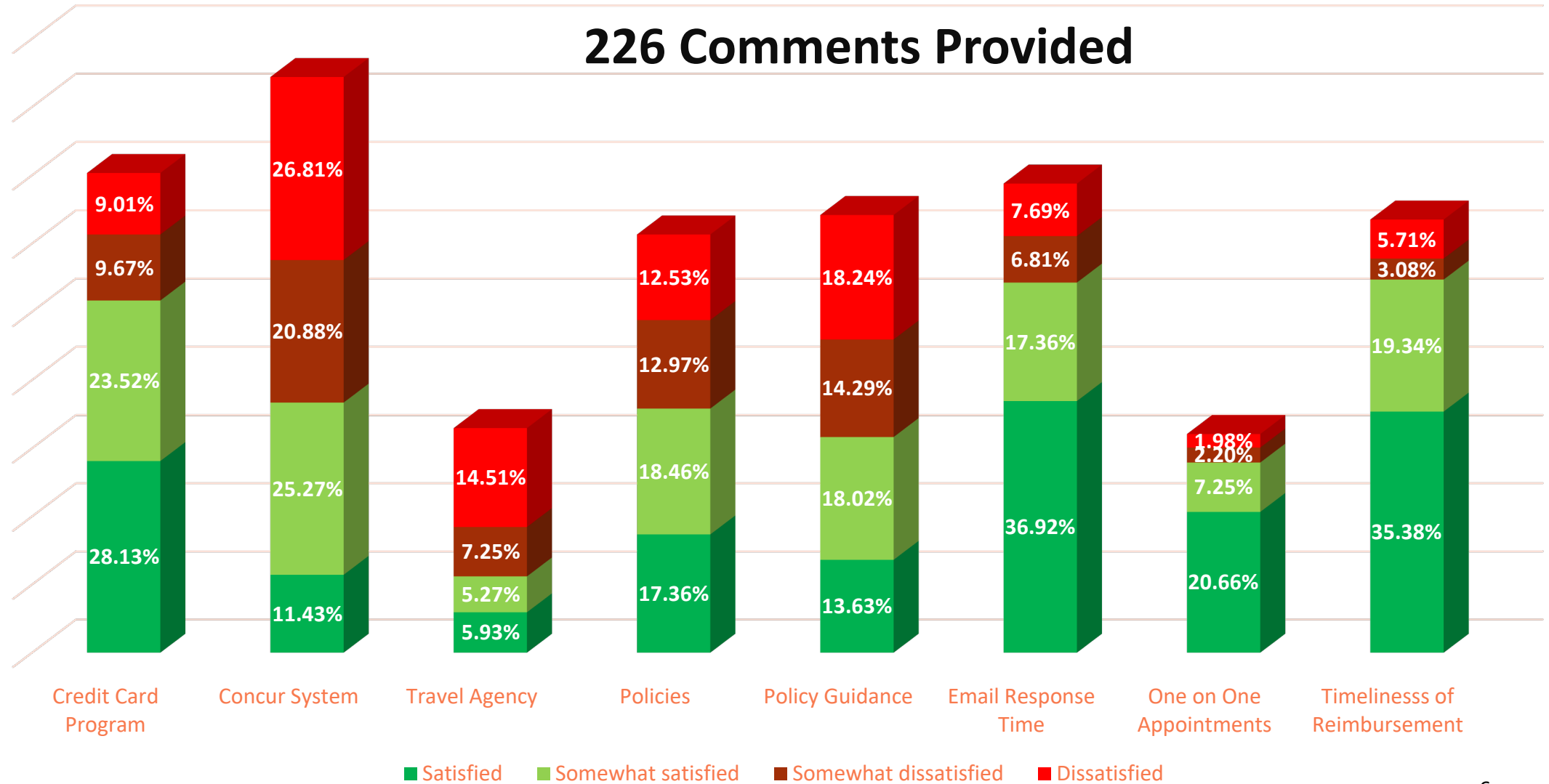
# T&E Survey Results

How satisfied or dissatisfied are you with the current travel booking options available to you?



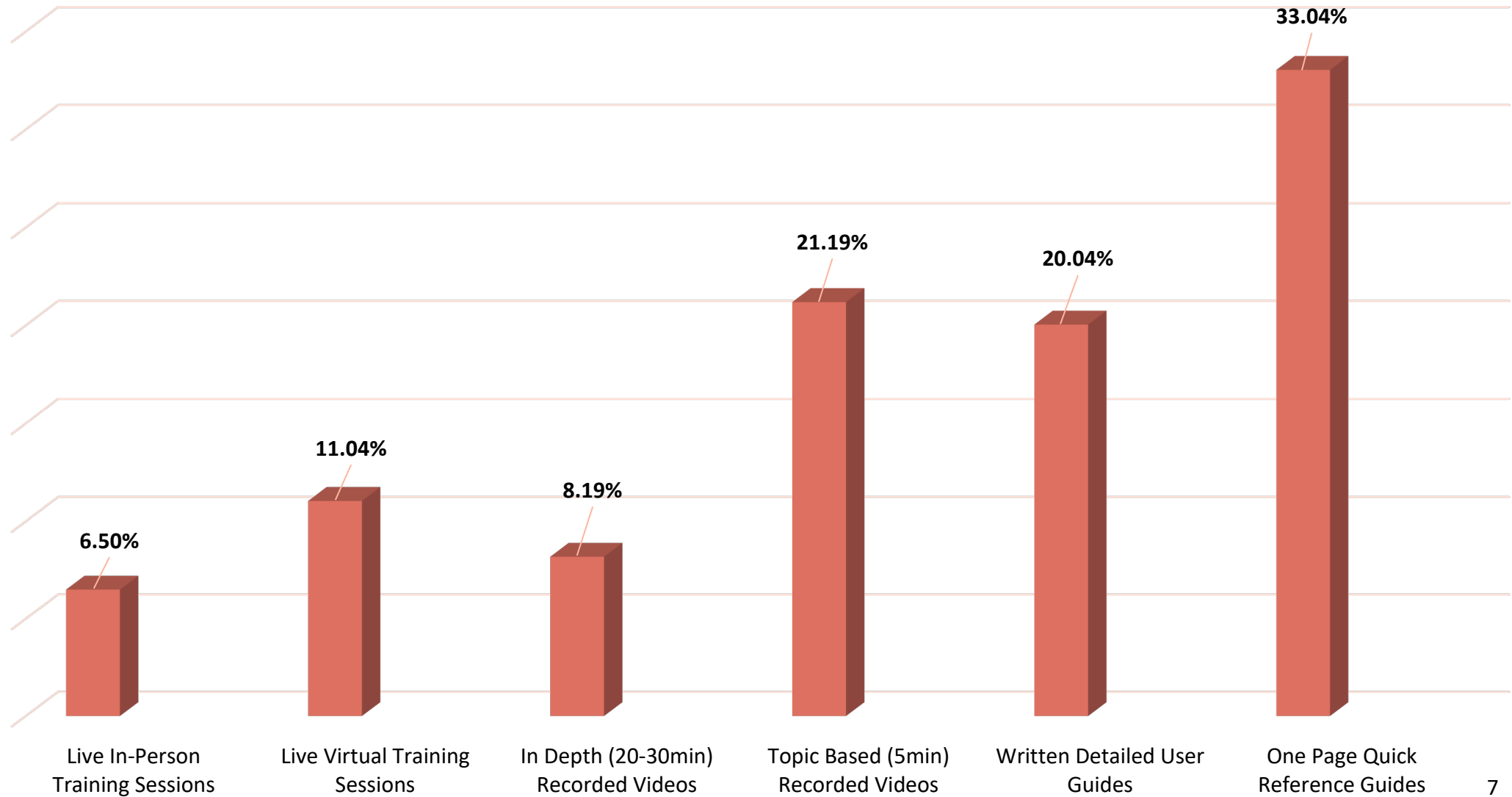
# T&E Survey Results

How satisfied or dissatisfied are you with the current travel booking options available to you?



# T&E Survey Results

Please indicate the types of training resources you prefer.





# How do we prioritize?

## Current Projects

System Configuration - 39

Training - 7

Policy - 3

Business Process – 19

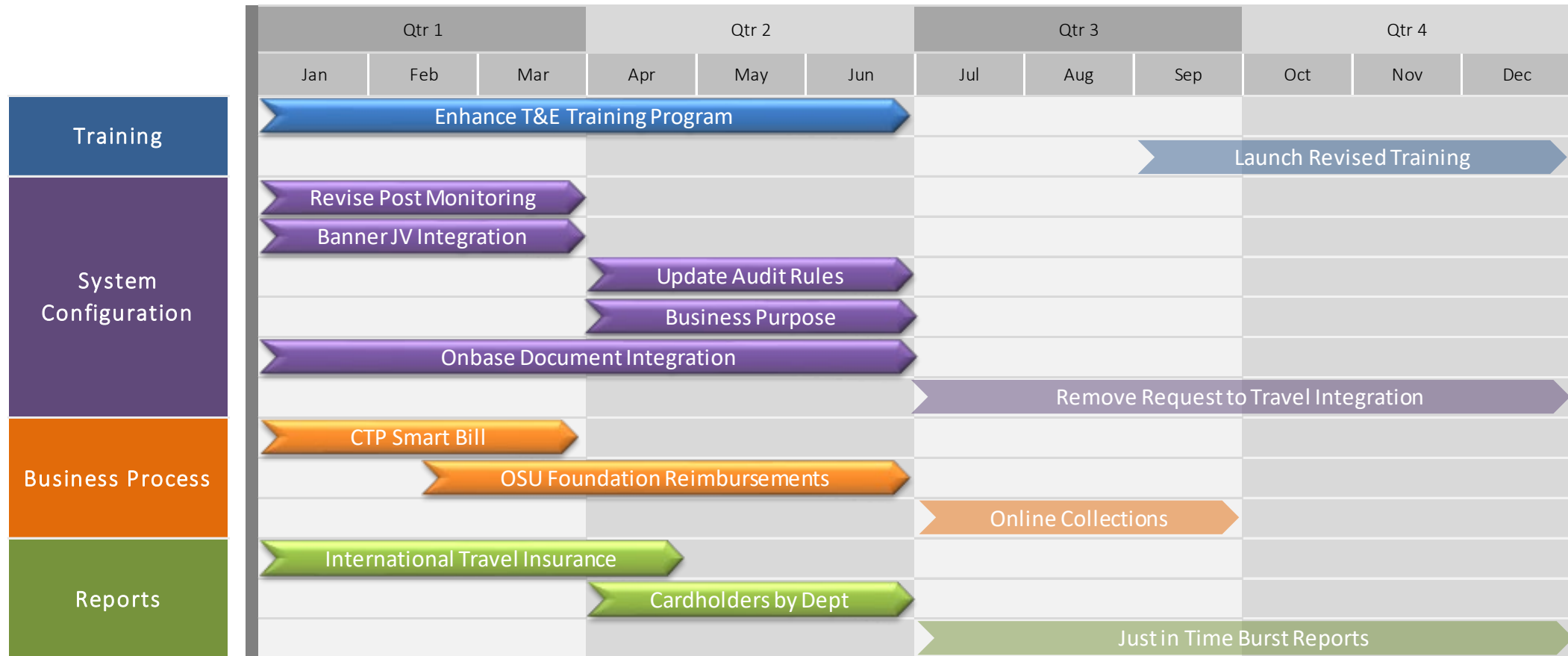
Reports - 7

Initial factors used when determining project priorities

- Stakeholder Feedback
- Travel & Expense Team Feedback
- Leadership Strategic Planning

# Travel & Expense Road Map

## Travel & Expense Project Roadmap 2023



# Questions and What not?

