

Panel of Your Peers

Travel@State Day 2020



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4 Colleges – 4 Stories



JENNIFER BROWN

MSU College of Education

Dean's Office

Went live May 2019 through pilot



NICHOLAS DREW

MSU College of Social Science

Department of Psychology

Went live July 2019



DENISE BARNSTEAD

MSU College of Engineering

Dean's Office

Went live September 2019



CASIE GRIMES

MSU Broad College of Business

Marketing & Supply Chain
Management Department

Went live September 30, 2019



Laying the Groundwork



Step 1: Collaboration

Working together to understand needs and current processes are critical to success. For example:

- College of Engineering encouraged Concur User Training enrollment/participation
- College of Education found that not all departments process travel the same way.
- College of Business shared procedures to find best practice.

Gaining Leadership's Support

Leadership support from the beginning is a key ingredient to successful implementation. For example:

- Department of Psychology – Chair used the system at a prior institution and found it easy to use.
- College of Education gained support from Dean and Chairs.

Decisions



Departmental Needs Influenced Decisions:

Understanding and respecting travelers' needs & unit's resources, understanding there is no "1" right way. For example:

- Dept. of Psychology determined that 2 office staff could not support 350 travelers.
- College of Business and Education found that each department processes travel differently.

Managing the Change



Units were creative in on-boarding their units

- Units established teams to manage change, learn new, system, help travelers.
- Units set up scheduled hours to assist travelers with Profiles, completing Requests/Expense Reports.
- Dept of Psychology developed monthly email to their department listserv.
- Online Quick/User Reference Guides and training opportunities shared with employees.
- Over time, Units have developed internal training or “how-to” documents.

Transition to Today



Teamwork is important.

When working together as a team, the team is learning together, members have leadership opportunities, and relationships are forged. For example:

- Units work on Expense as a group.
- Collaborating within our college to find better ways to complete processes.
- Training still taking place, including scheduled hours for travel assistance.

Lessons Learned



Change is HARD.

- The University is learning together.
- Sharing experiences and supporting one another and our travelers.
- Employees appreciate resources that are communicated in a variety of ways.
- Collaboration is so important.

Advice



Breathe...it gets easier.

- Leadership support helps smooth the transition;
- Collaborate, learn together;
- Set up times for travelers to come for assistance.

Thank you to our speakers!

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Please feel free to email our panel of peers with your questions.

