Panel of Your Peers
Travel@State Day 2020

February 10, 2020
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!

- Casie Grimes, Eli Broad College of Business, grimes18@msu.edu
- Denise Barnstead, College of Engineering, barnsted@msu.edu
- Jennifer Brown, College of Education, brown661@msu.edu
- Nicholas Drew, College of Social Science, drewnich@msu.edu

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