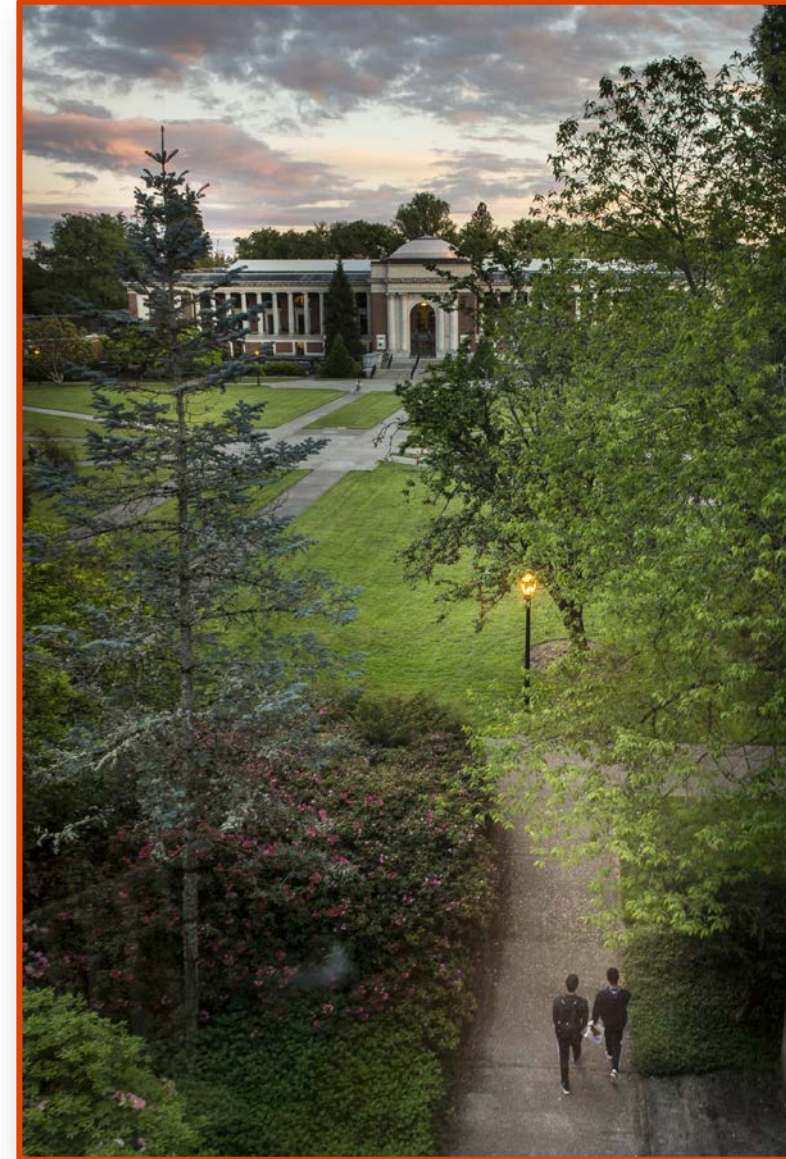




Oregon State University  
Finance and Administration

# Beaver Works Project

## Summary of Travel Focus Group



# Travel



- ❑ Interactions with the travel and reimbursement process yielded an overall agreement for support and disagreement regarding clarity of instructions and steps to complete the required work
  - Ease of use and interaction with the travel process is challenging due to the amount of work, requirements, and clarity or availability of instructions
  - General support for completing travel processes are perceived positively while support for special cases was viewed negatively as not being easily received



## ❑ Value Added:

- Support for travel related processes is good
- Travel processes are easy for travelers to use without supervision
- Finding resources to complete the travel process is relatively easy

## ❑ Challenges:

- Lack of consistency in how travel requests/activities are processed
- Lack of transparency and clarity in travel and reimbursement processes
- Difficulties in pre-planning variations or not having cash advances before the trips, having to carry too much cash, security issues with money, variation in staff versus student travel

## ❑ Feedback from Focus Group Recommendations:

- Standardized forms and interactive menus to simplify and reduce variability in completing and processing travel forms
- More autonomous and localized decision-making
- Improved standardization of travel processes across all units and accessibility to information