

UAS Campus Travel Hub Analysis

Revised: 3/22/2016

The purpose of this analysis is to explore how the travel processing work is distributed on the Juneau campus with an eye toward possible consolidation and specialization. For the purpose of this analysis, FY15 TA/AT activity was reviewed. As a result, these data do not reflect organization changes made over the past year.

Ketchikan and Sitka Travel

The Ketchikan and Sitka campuses process travel paperwork through central travel hubs now. For FY15 in Sitka, one employee processed the 30 travel transaction for the Sitka campus. Three Ketchikan employees processed 49 travel transactions in FY15; however, 42 were handled by a single position.

Juneau Travel (FY15)

- 42 employees set up to manage travel activity
- 33 had Easybiz accounts
- 30 were designated as someone's delegate in TEM
- 30 managed travel cards
- One employee processed 36% of all Juneau campus travel (258 TA/ATs)
- The top three employees combined processed over 54% of all Juneau-campus travel.
- Two-thirds processed fewer than 10
- 29% processed no travel in FY15

Travel regulations are both technical and highly regulated. The UA systems for processing travel are complex, often counter-intuitive, and inflexible. Consequently, significant effort must be made to ensure employees processing travel have sufficient training. The exceptionally low number of transactions processed by the average employee suggests that, in Juneau, UAS is over-spending in supporting travel delegates and is failing to provide sufficient work to ensure proficiency.

In short, the data suggest that this is an area where great efficiency could be obtained in Juneau by creating a few, highly specialized travel hubs. The transactions by department and two possible configurations of travel hubs are summarized in the tables below.

Unit	Sum of FY15	Unit	Sum of FY15
Admin	23	Enrollment Mgt/Advising	30
Alumni/Develop	2	VC Of Student Affairs	5
Arts/Science	159	Facilities	3
Arts/Science: ACRC	10	IT	0
Arts/Science: Dean	4	Library	6
Career Education	28	Provost	37
Chancellors	66	SOE	282
Enrollment Mgt	27	SOM	36
		Grand Total	718

Three Travel Hub Model

Non-academic	193
Academic non-SOE	243
SOE	282

This configuration is structured around the fewest possible hubs while striving for hubs which specialize in travel for academic programs. In this model, all non-academic travel is supported by a single hub, the school of education continues to operate as-is, with other schools served by a third hub.

Breakdown

Non Academic	193
Admin	26
Admin	23
Facilities	3
IT	0
Chancellor / Provost	105
Alumni/Develop	2
Chancellors	66
Provost	37
Student Services	62
Enrollment Mgt	27
Enrollment Mgt/Advising	30
Enrollment Mgt: VC Of Student Affairs	5
Academic non-ed	243
A&S	173
Arts/Science	159
Arts/Science: ACRC	10
Arts/Science: Dean	4
Career Education	28
Library	6
SOM	36
SOE	282

Four Travel Hub Model

Admin / Chanc / Provost	131
Student Services / Other Acad	132
A&S	173
SOE	282

As with the previous example, this configuration leaves the School of Education as-is, but spreads the remaining work across three hubs. Unlike the previous configuration, this requires creating a hybrid hub composed of both Student Services as well as the smaller schools and Egan Library.

Breakdown:

Admin / Chanc / Provost	131
Admin	26
Admin	23
Facilities	3
IT	
Chancellor / Provost	105
Alumni/Develop	2
Chancellors	66
Provost	37
Student Services / Other Acad	132
Other Academic	70
Career Education	28
Library	6
SOM	36
Student Services	62
Enrollment Mgt	27
Enrollment Mgt/Advising	30
Enrollment Mgt: VC Of Student Affairs	5
A&S	173
A&S	173
Arts/Science	159
Arts/Science: ACRC	10
Arts/Science: Dean	4
SOE	282

These models are only offered as possibilities. Alternate configurations may have advantages. For instance, an alternate four-hub model might keep the two academic hubs presented in the three hub model, but set up a “Student Services” hub separate from the other non-academic areas. Conversely, it may be that a two hub model would provide the greatest efficiency while allowing some backup.