

# Business Administrators' Forum

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WAKE FOREST  
UNIVERSITY

410 Benson | April 22, 2015

- **A Cause for Action**

*Presenter: Brandon Gilliland*

- **International Travel Forms and Policies**

*Presenters: Steve Duke & Nancy Metcalf*

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# Reynolda Campus

## *A Cause for Action*

*Presented by Brandon Gilliland*



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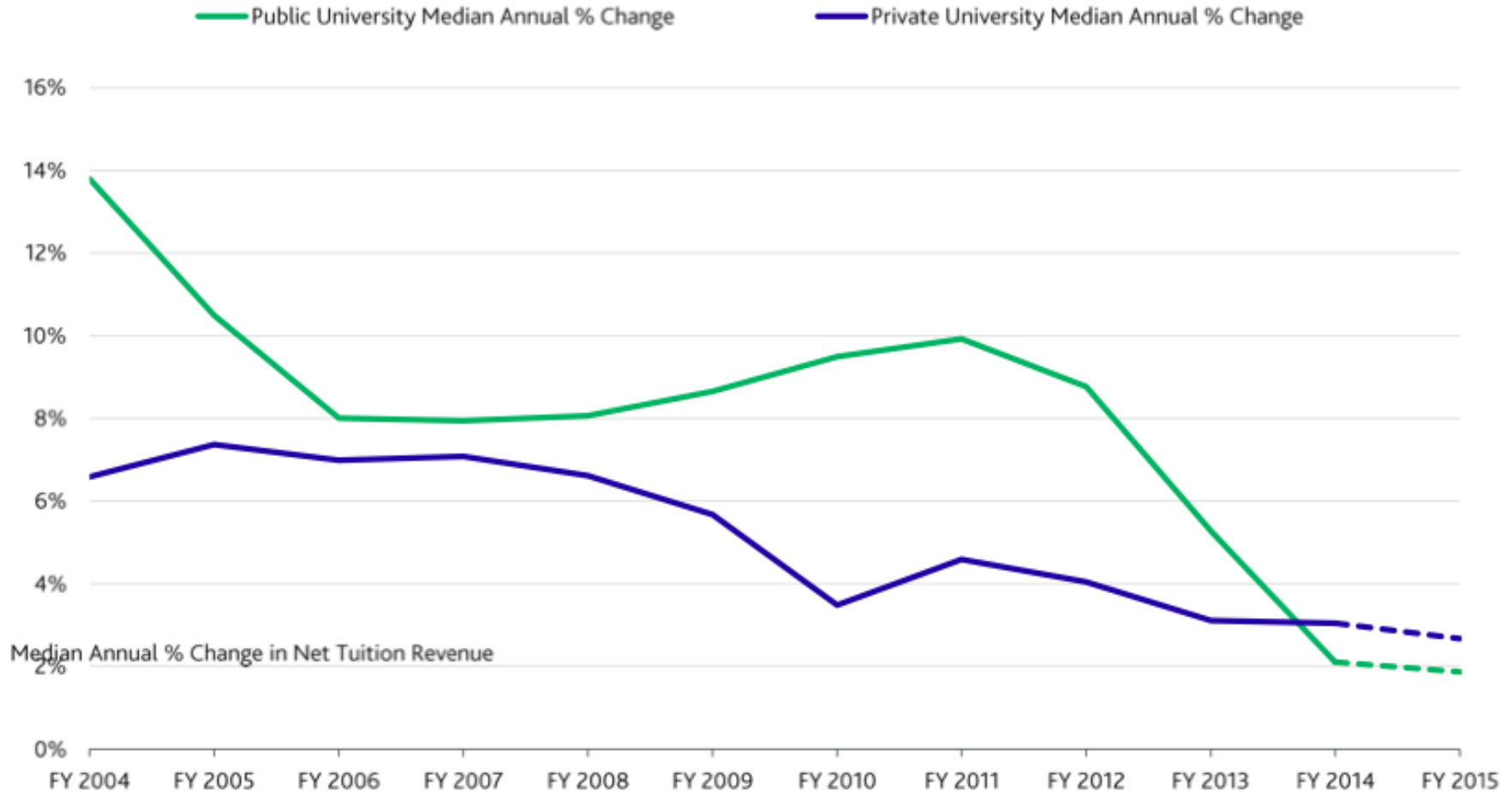
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- Higher education financial trends
- Cause for action
- Hackett Group Study: *Finance process costs and spend optimization*
- Vision, objectives, and next steps

- **Weakened Tuition Revenue:**
  - Lower increases in net tuition revenue per student
  - Stable enrollments
  - More discounting of revenue to fill classes
  
- **Increased Pressure on Spending:**
  - Faculty/Staff compensation (salaries & benefits)
  - Improvements in Information Technology
  - Facilities needs:
    - Renewal of old buildings
    - Parent/student expectations

# Higher Education: Net Tuition Revenue Growth



- **Positive Factors:**

- Strong student demand
- High credit rating
- Positive cash flow
- Successful capital campaign
- Improved rankings
- Auxiliary performance

- **Negative Factors:**

- Limited pricing capacity
- Local economy
- Cost pressures
- Long term endowment return
- Aging facilities and backlog of deferred maintenance
- Risk of credit downgrade

- **Limited incremental revenue to meet needs**
- **Strategic Resources Initiative (SRI) impacted by lack of business intelligence on spend and effort**
- **Need for effective and efficient business processes**
- **Personnel and process redundancy** (*high manual effort with audit/review duplication/inconsistency*)
- **Underutilized technology**

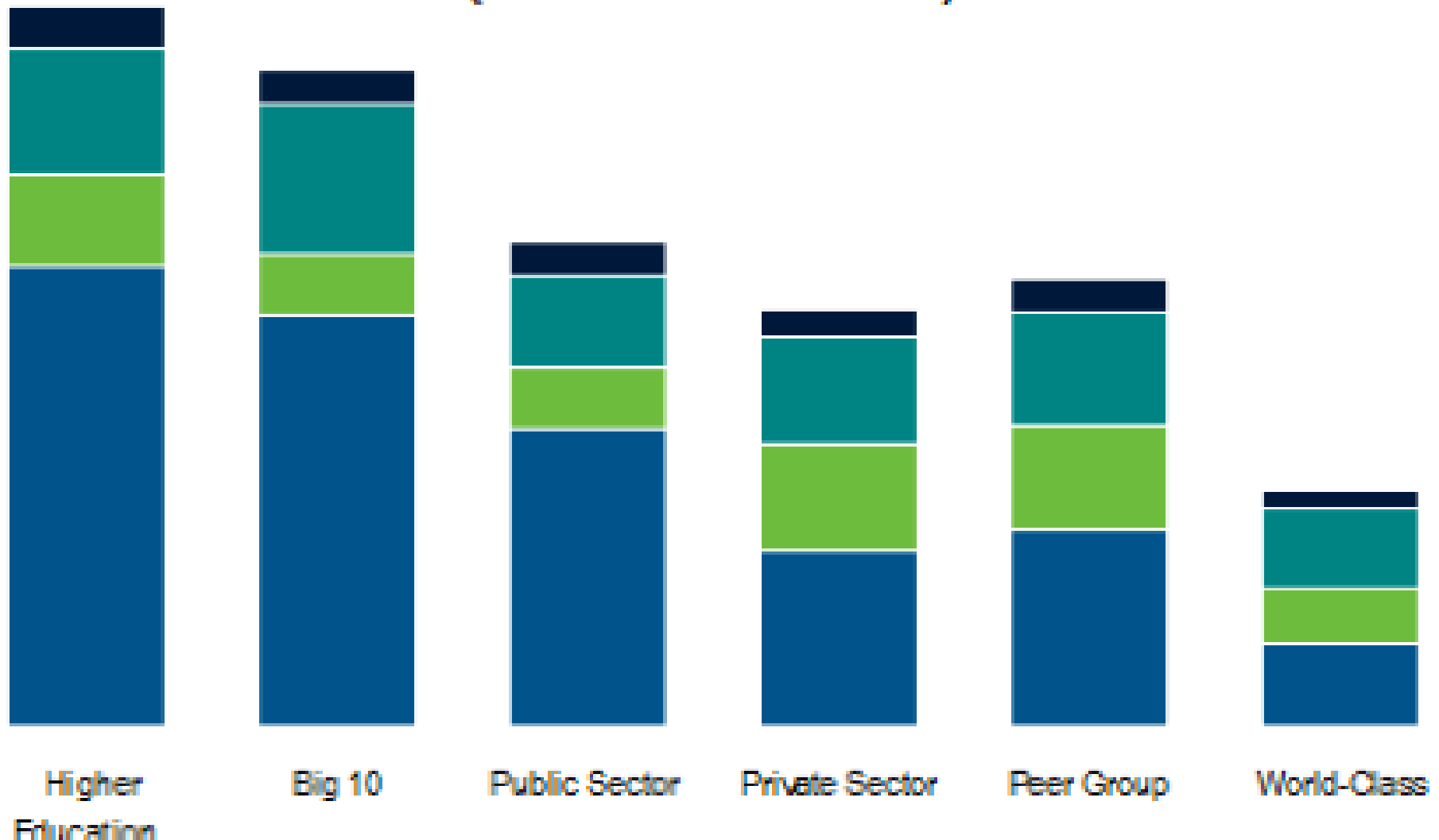




# **Higher Education vs. Other Sectors Finance Process Costs and Spend Optimization**

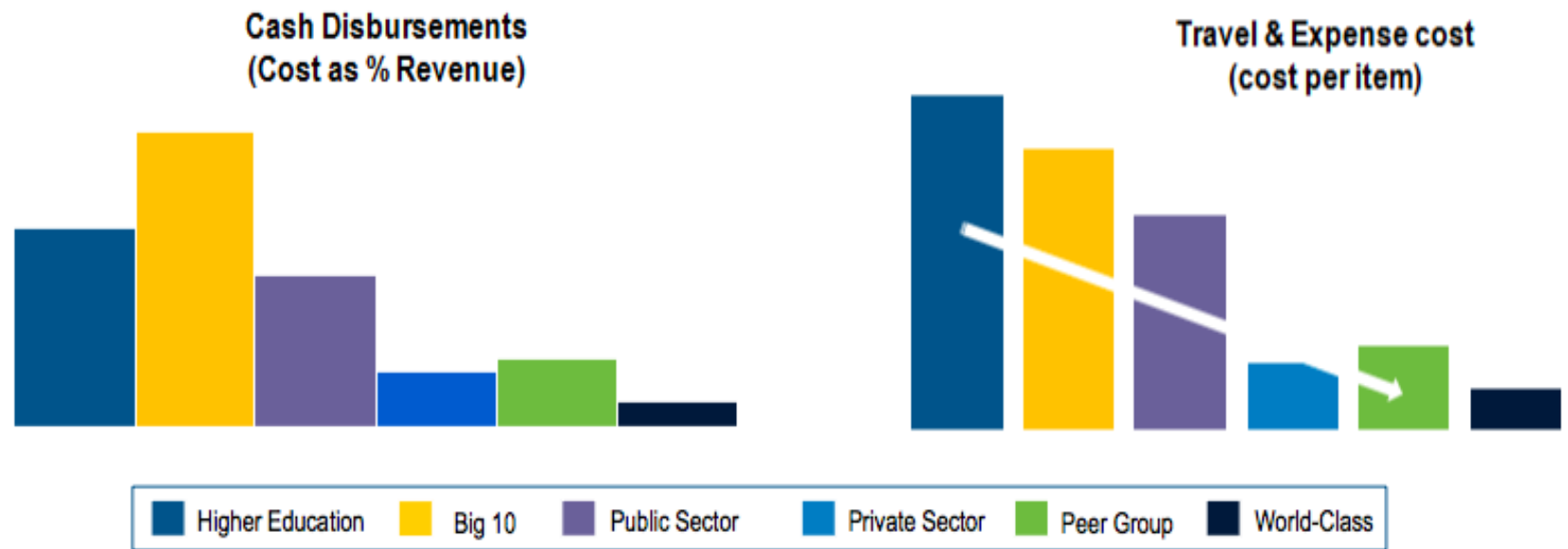
Source: The Hackett Group Big 10 Conference Benchmarking Project

## Finance Process Cost (as a % of Revenue)

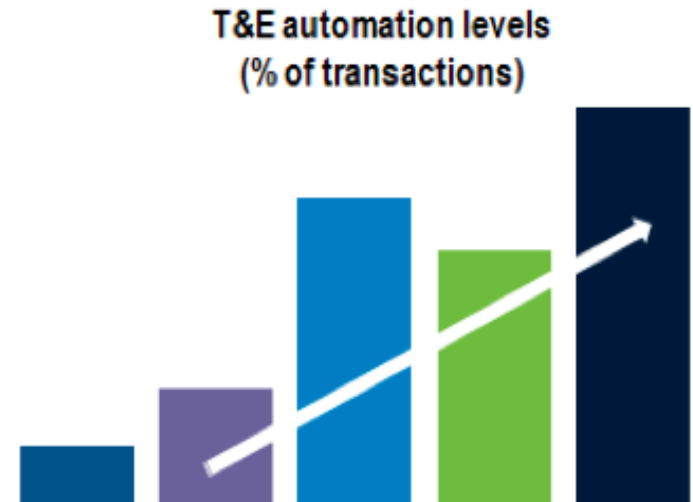


■ Transactions ■ Control & Risk ■ Planning ■ Management

# Business facts demonstrate that the expense associated with a decentralized service delivery model is unsustainable and compromising value-added activities



If an organization is to remain operationally decentralized, then it must deliver efficiency through self-service technology solutions.



Suppliers per billion of spend



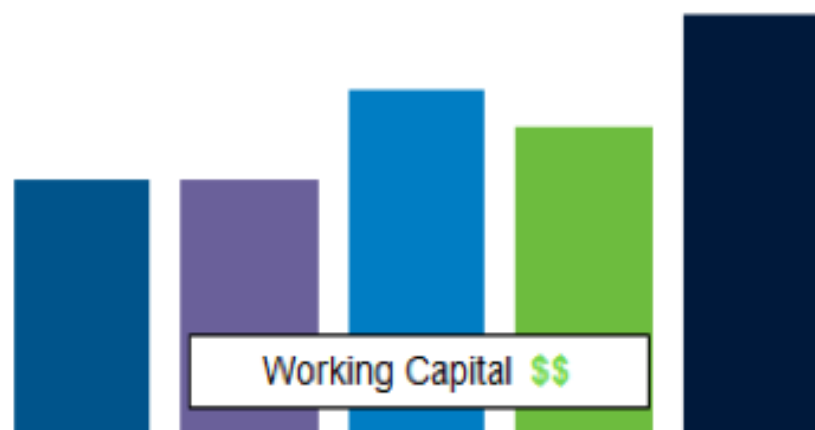
Percent of suppliers that are one-time - Indirect Materials/Services



Higher Education Big 10 Public Sector Private Sector Peer Group World-Class

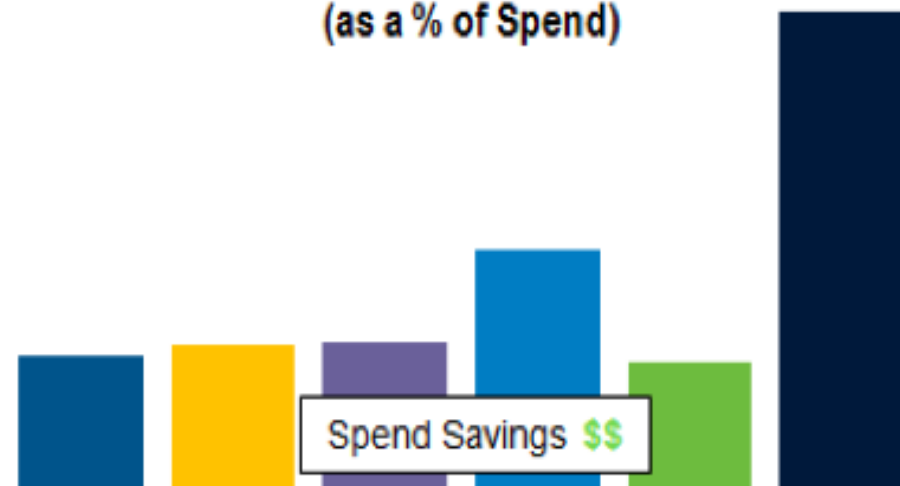
Outcomes

Average Payment Terms



Working Capital \$\$

Total Spend Reduction (as a % of Spend)



Spend Savings \$\$

## Challenges

Nonstandard paper intensive processes are inefficient and cause processing delays

Limited ability to report and analyze spend in a meaningful way to support strategy and decision making

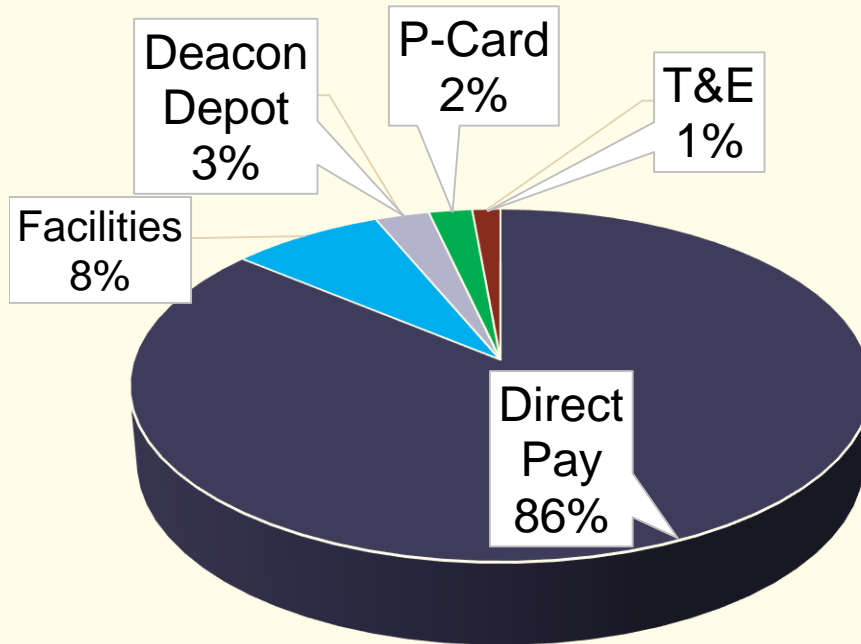
Approvals are achieved through manual routing of forms

Very high paper direct pay transactions compared to our peers

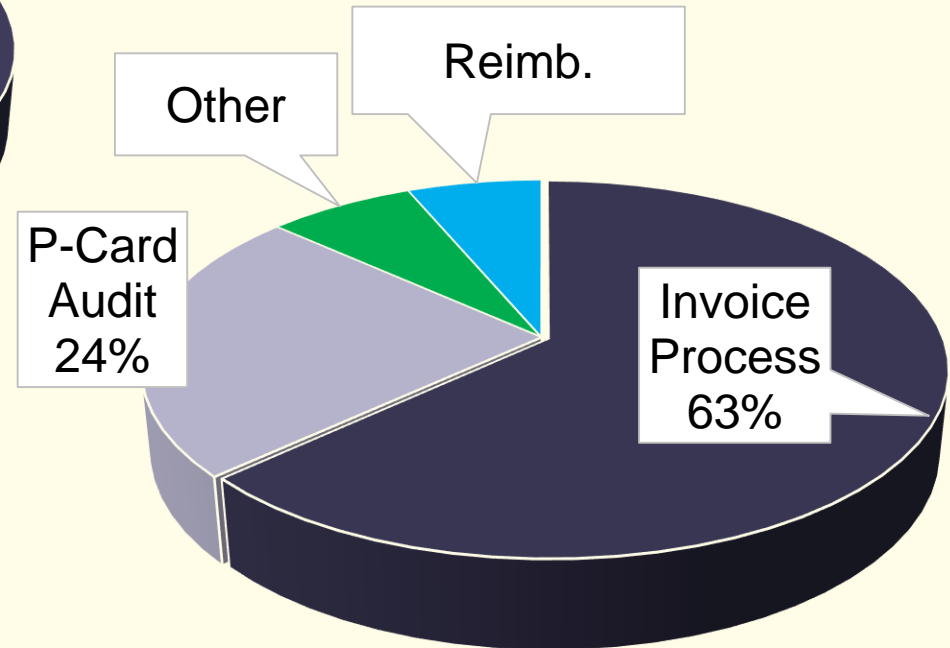
Overpaying for goods and services, processing cost



## \$ AP Transactions



## AP Personnel Utilization



- **Improved infrastructure realizing greater efficiency and effectiveness**
- **Standardized business practices on University spend improving process efficiencies, campus experience, and policy compliance**
- **High utilization of electronic automation and workflow improving efficiency, visibility, compliance, data utilization and resource management**
- **Cost avoidance and reduction resulting in repurposed resources** (*procurement savings, effort per transaction reduction and management*)
- **University strategy supported by business intelligence on spend and resource consumption (dollars, people, and time).**
- **Supplier spend processed through a single commodity-based system capturing data for analysis and strategy development**

- Develop a strategy and related action items to address P2P Vision objectives
- Develop a dashboard to be utilized in measuring and reporting the impact of Vision objectives (efficiencies gained, information quality, resource utilization)
- Working Group to perform research and present options for consideration and a recommended course of action with stakeholder input
- Work with appropriate campus partners to implement courses of action



# International Travel Forms and Policies (Reynolda Campus)

Steven Duke with Nancy Metcalf  
Center for Global Programs and Studies (GPS)

WFU Business Admin Forum  
April 22, 2015

# International Travel Forms

<http://global.wfu.edu/international-travel-forms/>

- ▶ Four categories of intl travel:
  - Individual faculty or staff
  - Individual student
  - Groups for credit
  - Groups not for credit

# Faculty/staff individual travel, 1

- ▶ Travel forms should be completed at least 30 days before travel begins
- ▶ Travel to a country with a U.S. State Department travel warning requires an additional application
- ▶ Required for any international travel using Wake Forest funds, including funds processed through WFU accounts (grants, etc.)
- ▶ Personal travel (no WFU funds) is separate

# Faculty and staff intl travel, 2

- ▶ Individual international travel form needs to be completed and signed (please help!)
- ▶ Faculty/staff assumption of risk & release
- ▶ International insurance
  - HTH insurance highly recommended
    - Approximately \$15 per week for full health insurance, no deductible, plus natural disaster evacuation
  - iNext insurance is mostly travel insurance
    - Cost is \$32 per year
- ▶ International travel briefing

# Student individual intl travel, 1

- ▶ Travel forms should be completed at least 30 days before travel begins
- ▶ Travel to a country with a U.S. State Department travel warning requires an additional application
- ▶ Required for any international travel using Wake Forest funds, including funds processed through WFU accounts (grants, etc.)
- ▶ Personal travel (no WFU funds) is separate

# Student individual intl travel, 2

- ▶ Individual student international travel form
- ▶ Student assumption of risk & release
- ▶ Health questionnaire
- ▶ International insurance
  - HTH insurance is only option
    - \$15 per week for full health insurance, no deductible, plus natural disaster evacuation
- ▶ International travel briefing

# Groups – for credit & non-credit

- ▶ Travel forms should be completed at least 30 days before travel begins
- ▶ Travel to a country with a U.S. State Department travel warning requires an additional application
- ▶ Faculty or staff leader is responsible for ensuring that all forms are completed and delivered to the GPS

# Groups – required forms

- ▶ Group form (for credit or not for credit)
- ▶ Guidelines for faculty/staff directors
- ▶ Faculty/staff sign risk and release
- ▶ Students sign student risk and release, plus health questionnaire
- ▶ HTH health insurance is mandatory – individual HTH enrollment form
  - Works best if the group collects the HTH enrollment fee, then GPS does a journal entry



# After travel forms are completed

- ▶ GPS (Nancy Metcalf) makes a photocopy of the main intl travel form, complete with signatures and locations, sends to FAS / AP
- ▶ Travel is logged by name and location
- ▶ Nancy also processes HTH or iNext registration
- ▶ International travel briefing for group

# Online process is in the works

- ▶ GPS has purchased an online database to improve the international travel registration system and to increase services for travelers
- ▶ Late summer 2015 estimated completion
- ▶ Individuals will be able to submit information about individual travel
- ▶ Online database will be easier to search for GPS staff
- ▶ Additional resources for travelers

# Questions?

- ▶ Steven Duke: 758–5939, [dukest@wfu.edu](mailto:dukest@wfu.edu)
- ▶ Nancy Metcalf: 758–5938, [Metcalf@wfu.edu](mailto:Metcalf@wfu.edu)
- ▶ GPS location: 116 Reynolda Hall

**Wed., 5/20/15****1:30 - 3:00 PM****401D Benson**

- Panel Discussion on AP Topics
- FYE Calendar
- Project Policy
- Update on Key Activities

*Your input is essential as we continue to collaborate and discuss items of interest so that we can improve how we do business at Wake. So, please continue to send along suggestions; questions; and topics you want to hear about, know about, or discuss with others.*