



CIC Global Collaborations

Working Together to Prepare Tomorrow's Global Citizens and Scholars

Executive Brief

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International Programs

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Ian Solomon
Vice President for Global Engagement

University of Illinois

Reitumetse Obakeng Mabokela
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Affairs & Global Strategies

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Asst. to the President for Global
Initiatives, & Director, Office of
International Program Development

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Vice Provost Global Strategies
& International Affairs

Pennsylvania State University

Michael A. Adewumi
Vice Provost for Global Programs

Purdue University

E. Daniel Hirlleman
Chief Corporate and
Global Partnerships Officer

Rutgers University

Joanna Regulska
Vice President, International & Global Affairs

University of Wisconsin-Madison

Guido A. Podestà
Vice Provost & Dean,
International Studies & Programs

International Travel Registries

Overview: International Travel Registries are important mechanisms for universities to track faculty, staff, and students' global travel. These systems are primarily used to leverage relationships abroad across disciplinary and collegiate boundaries. The systems are also critical mechanisms for communicating and responding to emergency situations, managing the practicalities of travel, such as providing advance communications about planned international travel, registering individuals for supplemental insurance, mapping global engagements, reporting on international mobility, and negotiating travel-related discounts. At CIC universities, eleven institutions have registry systems or another system for tracking international travel. Several schools are in the process of implementing a registry. For those universities using other non-registry databases, examples include: Indiana University which uses its system for out-of-state travel to track both domestic and international trips; the University of Maryland relies on its travel authorization system for faculty and staff, and students are traced by its Education Abroad Office; The Ohio State University's insurance enrollment system tracks students' international travel; and Purdue has an off-the-shelf product from Concur, which processes and approves travel and has an embedded system for dealing with US Department of State Travel Warnings.

This brief examines the systems of the eleven CIC universities with a registry system in place. This document highlights some of the best practices and conceptual ideals for these systems, exploring considerations to working with an international travel registry, enrollment and strategies for encouraging enrollment, and charting registry features and functions. The brief ends by examining how travel warnings and restrictions are determined on CIC campuses and information about the management of these systems.

Best Practices and Conceptual Ideas for Travel Registry Systems

Policy, system design, and implementation:

- An ITR requires careful consideration of data access and purpose. Offices having access to the information will benefit from a clear definition of policy and roles during the planning stage.
- Consider cases that do not easily fit into pre-defined travel categories.
- An ITR that collects extensive data for every location by date helps manage emergencies more effectively. The university can notify the security provider in real time when a traveler chooses to go to a high-risk location, and as a result, the provider can best manage their assets on the ground.

Booking, tracking, and reimbursing travel:

- Several registries function as part of the travel reimbursement process.
- Several universities hope to tie their registry to both travel booking and reimbursement, making the registry part of a seamless process.

Executive Brief - International Travel Registries

Best Practices and Conceptual Ideas for Travel Registry Systems (continued)

Promotion, support, and services:

- A number of institutions give presentations and trainings on the benefits of registration and highlights examples of emergency support they have provided.
- Through proactive communications with registered travelers, CIC universities provide helpful information, safety plan templates, and resources to all users.
- Michigan State University's system has a dashboard that enables the administering office to identify the number of travelers in a particular region with a hotlink to the itineraries.
- Michigan State's dashboard alerts users to incomplete itineraries.

Considerations for International Travel Registry Systems

System functionality needed:

- Logic/workflow to manage required forms and pre-departure requirements for travelers
- Ability to track communications with a traveler so multiple viewers can access the record
- Ability to manage travel forms by different levels of destination risk (warning/restriction), traveler type (student, faculty, staff) and purpose of travel (university business, personal)
- Not all ITR systems from outside providers are easily suited to each university's system
- Users need more easily navigable interfaces
- Easy and user friendly so each traveler can enter information
- Automated messaging for various purposes (pre-departure information based on destination; automated alerts for any travel alerts; etc.)

Other:

Some faculty feel information requests are too intrusive. Explanatory context and less intrusive questions may help.

Enrollment and Enrollment Strategies

Each university has somewhat varied approaches to registering the different populations (faculty, staff, and students) at their institutions. Most institutions anticipate that faculty and staff will use the registry. In several institutions, the Education Abroad Office tracks students' registration, whereas at the Universities of Iowa and Michigan, students are expected to register themselves. Also, non-University of Michigan students traveling on Michigan sponsored programs are required to register. None of the registries allows family members or partners to register directly, but at the University of Michigan accompanying dependents can be added when a faculty, staff, or student registers. For faculty and staff, university business travel is registered at all eleven institutions, and only at the University of Michigan is leisure travel an option, should an individual want to register that information so that they might receive emergency communications.

In introducing international travel registries, several CIC institutions devised strategies to encourage enrollment in their systems. One institution notes that it developed several opportunities to reach out to faculty and staff to educate them about the university's travel registry. It does this outreach through the new faculty and staff orientations and special sessions to train faculty and staff. This school also incentivizes the use of the ITR by linking funding for international engagement to registration.

Several CIC schools provide automatic enrollment in their travel insurance system, and international medical networks provide incentives to the targeted population. Some registry systems use travel discounts as well as health, safety, and logistical updates to attract the target population to utilize the system. For some schools, travel approval and reimbursement of travel expenses is directly tied to the system, which ensures registration. Registrants may also consider their registration as influencing university policies and practices; that is, universities can regard registrants to be country experts and contacts, influencing institutional decision-making regarding the country. Additionally, registrations may also inform university priorities and investments in a region or country.

International Travel Registry and Travel Warning/Restriction Management

	Offices Managing Campus Registry System	Campus Bodies Determining Travel Warnings and Restrictions
University of Chicago	Global Engagement, UChicagoGrad (Graduate Affairs)	Office of Risk Management
Indiana University	Office of Travel Management	Faculty can travel wherever they wish without restriction. Student travel is regulated: Approvals are needed if the travel is to a country with a travel warning from the US Department of State. Approvals are recommended by a committee (the Overseas Study Responsibility and Safety Council) that has personnel from Risk Management, IU Counsel and faculty on it. Final decisions are made by the Vice President for International Affairs.
University of Illinois		Travel warnings are addressed on a case-by-case basis and an International Travel Advisory Committee is actively revising the international travel policy, best practices, and current protocol related to addressing international travel processes.
University of Iowa	Risk Management, Benefits, Int'l Programs/ Study Abroad, Travel & Provost Offices	DOS Travel Warning. A Study Abroad Advisory Committee is available to review the prudence of group travel to a DOS warning/alert destination upon request for review.
University of Maryland	Travel Services and Office of International Affairs	Office of International Affairs with input from Risk Management Committee
University of Michigan	Vice Provost for Global & Engaged Education with advice from Int'l Travel Oversight Committee	The Vice Provost for Global and Engaged Education, based on recommendations from the International Travel Oversight Committee, is responsible for determining which destinations are under University Travel Warning or Restriction. A University Travel Warning is issued due to a significant level of health, safety or security risk, and a University Travel Restriction is issued due to an extreme level of health, safety, or security risk. A country may be both warning and restriction areas due to varying levels of risk within the country. Resources consulted to make these determinations include: DOS Travel Warnings and Travel Alerts and country specific information; Overseas Security Advisory Council reports; Centers for Disease Control; travel advisories from other countries such as Australia, Canada, France, Ireland, New Zealand and the United Kingdom; insurance provider information on health and safety; U-M faculty/staff area experts; and benchmarking with peer institutions.
Michigan State University	International Studies and Programs, Senior International Officer, International Health and Safety Analyst, Study Abroad Office	For countries under a DOS Travel Warning, undergraduate student travel needs a waiver to our travel warning policy, written on their behalf by an adviser, endorsed by our Risk and Security Assessment Committee and approved by the Provost. Otherwise, the locus for approving non-study abroad travel resides with the dean, director, or chair of the college, department, or unit.

International Travel Registry and Travel Warning/Restriction Management

	Offices Managing Campus Registry System	Campus Bodies Determining Travel Warnings and Restrictions
University of Minnesota	Int'l Programs/Int'l Risk, Health and Safety	Faculty/staff travel is not restricted by the University. Restrictions on student travel are evaluated differently.
University of Nebraska-Lincoln	Student ITR - Education Abroad Office; Fac/Staff ITR - a committee from Ed Abroad, International Engagement, Travel Services, and Office of Research	<p>UNL relies on CDC and DOS travel warnings.</p> <p><u>Faculty/Staff</u> seeking to travel under university auspices to a country for which the CDC has issued a Travel Health Notice at Warning Level 3 must first obtain prior approval for such travel by making a written request to the relevant University of Nebraska Chancellor. The Chancellor will make a recommendation on the request to the President, who will make a final determination.</p> <p>Faculty or staff participating in non-university-sponsored, independent travel to a CDC Warning Level 3 country must report such travel to the Chief Academic Officer on their campus prior to departure.</p> <p><u>Students and General Public:</u> No university sponsored program of travel for students and members of the general public shall depart from the US for a country for which the US Department of State has issued a Travel Warning or the Centers for Disease Control and Prevention has issued a Travel Health Notice at Warning Level 3. For details and the waiver process: http://nebraska.edu/docs/president/25_Participation_in_Sponsored_Travel_to_Countries_with_Travel_Advisories.pdf</p>
Pennsylvania State University	University Office of Global Programs	Penn State relies on the DOS Travel Warnings and OFAC sanctioned countries to restrict travel to a country with a travel warning or under sanctions. Student may also petition individually to travel to a country with a travel warning. Petitions are considered on a case-by-case basis by the International Travel Advisory Committee and ultimately approved by the Vice Provost for Global Programs and the Provost. There is a committee for undergraduate travel, graduate school travel and medical school travel. Faculty who wish to travel to a country with a travel warning must petition to do so if their travel will be official Penn State business- otherwise they are permitted to travel where they like. There are also worker's compensation limitations that apply to faculty travel, but only University-endorsed, financed, or otherwise affiliated travel.
Purdue University	Business Services	The ITR alerts travelers if a destination is under a travel warning.
Rutgers University	Risk Management, GAIA Centers	The University Crisis Management Team, which encompasses the Executive Vice President for Academic Affairs, deans of the relevant schools, Risk Management, General Counsel, and GAIA Centers.

CIC Universities' International Travel Registry Snapshot

	University of Chicago	Indiana University	University of Iowa	University of Maryland	University of Michigan	Michigan State University	University of Minnesota	University of Nebraska-Lincoln	Pennsylvania State University	Purdue University	Rutgers University
International Travel Registry (ITR)	Yes	Not exactly, uses system for out-of-state travel	Yes	In Development	Yes	Yes	Yes	Yes - Student registry in place; - Faculty/Staff system in development	Yes	No, Concur system to process & approve travel/used with DOS Travel Warnings	Yes -- it could
Year of Implementation	2014	Many years	2012		2001	2003	2012	2015	2015	2013	2012
Handles US-based Travel	It could, but it is not the aim	Yes	Yes	Yes	Yes	It could, but it is not done	Yes -- for staff located abroad	It could, but it is not the aim	No		It could, but it is not the aim
System Design & Maintenance	At UC	At IU	At Iowa	At UMD	At U-M	At MSU	TerraDotta with University hosting and IT support	For Students: TerraDotta - maintained out of house For Fac/Staff - Built & maintained in house - using SAP functionalities	TerraDotta system installed at University	Concur	Travel Tracker plus TerraDotta with local management
For outside contracts, what was the time to implementation?							6 months with continuous refinement since launch		System launched within 7 months	1+ years	~1 year with testing & building a separate storefront for the site
Cost to Build, Maintain, and Host				\$30,000 to build; \$2500 annual to maintain	\$360,000 to build; \$15,000 annual to maintain		~\$25,000 to TerraDotta; 1 FTE for 6 months to launch; .5 FTE to manage the system		Existing software license for Education Abroad. Added a master license agreement and customizations - cost \$15,000.		Travel Track \$18,000/yr (minimal build/host costs). TerraDotta \$10,000/yr (approx. \$25,000 "build").

* Enrollment reflects the populations that are required to register, and some schools include students studying abroad.

CIC Universities' International Travel Registry Snapshot

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Services and Data Usage	Provide Pre-departure Info	✓		✓	✓	✓	✓	✓	✓	✓		✓
	Provide Emergency Notices, Respond to Emergencies, Assist	✓		✓	✓	✓	✓	✓	✓	✓		✓
	Register in Supplemental Int'l Health Insurance			✓	✓	✓	✓	✓	✓	✓		
	Pricing International Health Insurance Plans			✓	✓	✓	✓	✓				
	Register in DOS STEP			✓	No, but emails and encourages registration					✓		
	Map Global Engagements			✓		✓	✓	✓	✓	✓		✓
	Open Doors Reporting			✓	✓	✓	✓	✓	✓	✓		
	Data for Grant Reports			✓		✓	✓	✓	✓			
	Tracking Types of Travel/Activities			✓	✓			✓	✓	✓	✓	✓
	Other						Data collection and analysis		Increase traveler compliance; data collection for negotiating travel discounts, connect travelers with each other		Increase traveler compliance and coordinate various services (i.e., export control screening and constituent specific travel policies)	Provide an online option for initiating, reviewing and approving faculty/staff travel

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Users Can Self-edit their Travel Information	Yes	NA	No, with the exception of some elements up until an expense reimbursed	ITR - No; Travel Approval Request system - Yes	Yes	Not currently but planned for in next upgrade	No, but they can cancel a trip	Yes	Yes	Yes	Yes
Mapping Function	No	NA	No	Not planned at this time, but it can be done	No	Yes, database connects to Google Maps	Yes, but not especially useful	Yes - Student ITR	In progress	No	Yes
ITR Usable for Non-university Business	It can be used for personal travel, but it's encouraged to be used for university-related business		No	No	Yes	Not used in this way by policy	Yes		No	No	Yes
ITR Supports Proxy Registration	Yes		Yes	ITR - No; Travel Approval Request system- Yes	Yes	Yes	Yes	Yes	Yes	Yes	Travel Tracker-Yes; TerraDotta -No
ITR Provides Tiered Access to Info	Yes		Yes	Yes	Yes	Yes	Access limited to one office with reporting out to other units		Yes	Yes	No
ITR Batch Processes a Group	Yes		No		Yes	No	No	Student: Yes; Fac/Staff: No	Yes	No	Yes
Interfaces with Education Abroad Database	No		Yes	Capable, but not yet	Yes	No	No	Yes	Yes	No	Yes
ITR Interfaces with Other University Databases to Self-populate Fields	Yes		Yes	Yes	Yes	No, but this feature is planned for in future version	Yes - PeopleSoft HR data and SIS and TerraDotta Educ. Abroad system	Yes - Student ITR: PeopleSoft; Fac/Staff: SAP	Yes	No	Yes - HR database
Automated Messaging Pushed Out in Case of Emergency	No		Yes	Yes	Yes	Initial registration auto-msg triggered	Can push messages but not automated	No	Can push messages but not automated	No	Yes
ITR Provides Info about Alumni in Destination City or Country	No		No	No	No		No, but asks if travel would be willing to contact alumni	No	No	No	No
ITR Provides Health Services Info for the Destination City or Country	It provides useful health links and a PDF with the ISOS Card		Links to US DoS website and insurance card with details	No - Provided by insurance provider	No - provided by insurance provider	Yes, yes proactive msg direct users to investigate services	No, but provides links to find more country info.	No	No, but provides resources to such (Insurance, CDC, DOS)	No	Yes