



University Process Improvement

Student Government Association – Travel Outcomes

The SGA Travel team met to review the current travel policies, practices and administrative processes relating to Graduate and Undergraduate students request for SGA funding and reimbursement process. Include detail process mapping to design and implement an improved process.

Streamline approval process:

- Eliminated five (5) review/approval roles by combining Graduate and Undergraduate approval process.
- Improving the student's experience.
- Eliminated post-travel face-to-face meetings with Dept. Admin.

Travel Policy Updates:

- SGA student travel policy was updated to comply with the University of Memphis Travel policy BF-4001.
- Standardizing reimbursement payments.

Request for Funding Form:

- 'Tiger Zone' request for funds form simplified for ease of submission and clarity.
- 'Tiger Zone' access added to UofM portal for ease of access.

DocuSign Travel Reimbursement Form Created.

- Eliminates paper form.
- Provides systematic routing for approvals.
- Captures e-signatures.
- Automated emails throughout the approval process.
- Dashboard provides status of form

Shared Services Center (Graduate Students):

- Students will initiate PO request using the Shared Services Center travel process.
 - ✓ Eliminates departmental staff creating POs.
 - ✓ Systematically routes for appropriate approvals.
 - ✓ One PO per travel request.
 - ✓ Email communications to the student during the approval process.
- DocuSign Travel Reimbursement Form Created.
 - ✓ Provides systematic routing for approvals.
 - ✓ Captures e-signatures.
 - ✓ Eliminates paper form.
 - ✓ Automated emails throughout the approval process.
- Travel Reimbursement process streamlined using DocuSign.
 - ✓ Processed by Shared Services Center.
 - ✓ Eliminates departmental staff creating paper reimbursement forms.



- ✓ Eliminates student walking paper form across campus for approvals.
- ✓ Email communications to the student during the reimbursement process.
- System reports provide tracking PO/Reimbursement status.

New Student SGA Coordinator Position:

- Identified need for a single point of contact for all SGA travel.
- Initial contact with student with travel procedures once SGA funding approved.
- Coordinates with SGA Government and Assoc. Dean Student Leaders and Involvement.
- Assists students with inquires and coordinate with Shared Services Center.

Guidelines and Procedures:

- Simplified eight page documentation.
- Updated SGA Travel website to reflect changes in process.

Graduate SGA Travel New Finance Index number:

- Provides ability for reports that easily identify Graduate students travel.