

MINUTES OF THE INTERNATIONAL PROGRAMS ADVISORY COMMITTEE
January 10, 2003

The International Programs Advisory Committee met at 9:40 a.m. on Friday, January 10, 2003, in the Martin Luther King, Jr. Union 1895 Room.

Voting Members present: Dr. Alan Baharlou, Dr. Frances Murphy,
Dr. Rose Zhang Gong, Dr. Luis Clay Mendez,
Dr. Mahyar Izadi

Voting Members absent: Dr. Anita Shelton, Dr. William Kirk, Dr. Roann Kopel

Ex-Officio and Staff present: Dr. Robert Augustine, Dr. Herbert Lasky, Ms. Sue Songer,
Ms. Adrienne Paladino, Ms. Allison Witt

Ex-Officio and Staff absent: Ms. Pam Collins

Guests present: Reggie McConnell (IT Travel), Monty Bennett (Purchasing),
Dr. John Stimac, Dr. Michael Cornebise,
Dr. Dagni Bredesen, Dr. Stephen A. Canfield,
Dr. Michael Havey

I. Minutes

Dr. Izadi moved to approve the minutes and Dr. Frances Murphy seconded the motion. The Minutes of November 15, 2002, were approved.

II. Items to be added to the Agenda.
None at this time

III. Agenda Items to be acted on.

02-08 Concerns Regarding IT Travel

A. Dr. Baharlou and Dean Augustine reported that Dr. Baharlou, Dean Augustine, and Vice President Cooley had met in November of 2002 with IT Sales Representative Mr. Reggie McConnell and Director of Purchasing, Mr. Monty Bennett, to discuss the concerns expressed by study abroad resident directors. During the November meeting, written and verbal communication from resident directors had been discussed. The purpose of today's meeting was to provide members of IPAC and study abroad resident directors a face-to-face opportunity to discuss their concerns with Mr. McConnell and Mr. Bennett. The two critical issues that were discussed included the effectiveness of IT Travel staff support and

the cost of travel arrangements. Mr. McConnell asked that IT Travel be offered a fair opportunity to bid on education abroad trips. He emphasized that IT Travel provides the important benefit of insuring student safety because their agents can monitor the students while they travel and their agency provides an 800 number that resident directors or administrators can use to secure assistance 24 hours a day, seven days per week. Mr. McConnell also reported that Michelle Dunnigan will be the primary contact for all EIU trips. She can be reached at (812) 478-6203. Ms. Dunnigan has 12 years of experience in handling student trips and international travel and has excellent customer service skills. Ms. Dunnigan has the skills needed to secure competitive travel bids. Mr. McConnell also reported that to get the best pricing, the agency must be authorized to make travel plans at least 14-21 days in advance. If approved, directors can also book groups as early as nine months in advance. Several resident directors shared their disappointment with the poor service that they had received. Mr. McConnell assured IPAC members and resident directors that the problem has been resolved and he is confident that Ms. Dunnigan can provide comprehensive and efficient support services. Mr. Bennett reported that making travel arrangements through IT Travel was not mandated, but highly encouraged. Mr. Bennett reviewed the important university advantages related to arranging university travel through one agency. Mr. McConnell further explained that IT Travel had more services to offer EIU resident directors than air travel arrangements alone. IT Travel can arrange hotel accommodations, tour reservations, and bus reservations. Mr. McConnell also explained that if a student were to get ill on a study abroad trip, IT travel would do everything to assist with returning that student to his or her home as quickly as possible. Dr. Murphy, IPAC member, asked if resident directors could arrange their education abroad experiences so that academic integrity was fully preserved. Both Mr. McConnell and Mr. Bennett noted that the use of IT Travel was to facilitate making the best, safest, and most cost effective travel arrangements. The facilitation of travel should never impact the academic integrity of the program. The policies require that directors initiate travel arrangements through IT Travel first, but if directors can make more cost effective arrangements through a reputable agency that are equivalent to the arrangements developed by IT Travel, then the director would be permitted to use the other service. Airfare should be booked through IT Travel, but directors may seek outside sources for other needs.

- IV. Communication
None at this time
- V. Reports
None at this time

- VI. Dean's Report
None at this time

The meeting adjourned at 11:00 a.m.

ANNOUNCEMENT OF THE NEXT MEETING
Friday, February 7, 2003
9:30 a.m.
Graduate School Conference Room, 1103 Blair Hall

Agenda Items:

None at this time.