

Survey Results (Included Responses)

Travel Survey

The results of your survey are displayed below. If your survey includes text responses, click the "View" button to read individual results. To exclude a particular response, click the Included Responses button. You can then view the set of individual responses that are currently included and select those you wish to exclude. Results below contain only Included responses

EXCLUDE BLANK RESPONSES

Launch Date	05/21/2004 11:39AM
Close Date	05/25/2004 2:38PM
Email Invites	0
Visits	3015
Partials	28
Completes	2062

Go to Individual Responses:

Show respondent's emails.

INCLUDED RESPONSES

EXCLUDED RESPONSES

2062
Included Respondents:

0
Excluded Respondents:

[Cross Tabulate](#)

Cross-reference two different questions

[Results via Email](#)







Receive results in spreadsheet format






1. How would you best describe yourself?	Number of Responses	Response Ratio
Typical Traveler (less than 6 air trips per year)	1263	61%
Frequent Traveler (6 or more air trips per year)	513	25%
Travel Arranger (purchase service on behalf of others)	278	14%
Total	2054	100%




2. From the drop down menu, choose the division in which your work unit is located:	Number of Responses	Response Ratio
Academic Services	60	3%
Administrative Services Division	47	2%
Agency Accounts	4	0%
Athletics	21	1%
Faculty of Arts and Sciences	329	16%
Finance	24	1%
General Counsel	8	0%
Health Services Center	35	2%
Information Technology Services	43	2%
Institute Of Sacred Music	1	0%
Investments	5	0%

Library	74	4%
New Haven and State Affairs	7	0%
Office Of Development	27	1%
Office Of Facilities	17	1%
Other Finance And Administration	7	0%
President Office	2	0%
School Of Architecture	11	1%
School Of Art	18	1%
School of Divinity	24	1%
School Of Drama	19	1%
School Of Forestry And Environmental Studies	45	2%
School of Law	72	4%
School Of Management	55	3%
School Of Music	22	1%
School Of Nursing	25	1%
Secretary	14	1%
Student Financial And Administrative Services	8	0%
Student Support Services	7	0%
Total	2	0%
University General Div	44	2%
Yale Press Division	18	1%
Yale School Of Medicine	570	28%
Other	375	18%
Total	2040	100%



3. Describe yourself or those for whom you typically purchase travel services: Check all that apply.	Number of Responses	Response Ratio
Faculty 	597	29%
Managerial and Professional 	649	32%
Clerical and Technical 	120	6%
Student (undergraduate) 	330	16%
Student (graduate) 	554	27%
Visitor (e.g. invited guests) 	234	11%

4. For what purpose(s) do you typically travel or purchase travel for others? Check all that apply.	Number of Responses	Response Ratio
Conferences & Seminars 	1410	73%
Research related 	669	35%
Grants & Contracts funded 	272	14%
Other University Business Travel (individual trips) 	641	33%
Team / Group Travel 	310	16%

5. I typically book travel:	Number of Responses	Response Ratio
Less than 7 days in advance	53	3%
7 - 14 days in advance 	248	12%
14 - 21 days in advance 	613	30%
More than 21 days in advance 	1143	56%
Total	2057	100%

6. My AIR travel arrangements are typically made in the following ways: Check all that apply.

	Number of Responses	Response Ratio
Yale Travel / Medical Center (WorldTek)	686	33%
Yale E-Travel	324	16%
Other Travel Agency	330	16%
Airline direct via phone	244	12%
Airline direct via website	856	42%
Expedia	703	34%
Travelocity	684	33%
Orbitz	612	30%
N/A (I do not arrange my own travel)	84	4%
VIEW Other, Please Specify	158	8%

7. My TRAIN travel arrangements are typically made in the following ways: Check all that apply.

	Number of Responses	Response Ratio
Yale Travel / Medical Center (WorldTek)	433	22%
Other Travel Agency	46	2%
Train Company direct via phone	288	15%
Train Company direct via website	1158	59%
N/A (I do not arrange my own travel)	195	10%
VIEW Other, Please Specify	233	12%

8. My HOTEL arrangements are typically made in following ways: Check all that apply.

	Number of Responses	Response Ratio
Yale Travel / Medical Center (WorldTek)	148	7%
Yale E-Travel	69	3%
Other Travel Agency	113	6%
Hotel direct via phone	1044	51%
Hotel direct via website	937	46%
Expedia	420	21%
Travelocity	351	17%
Orbitz	308	15%
N/A (I do not arrange my own travel)	138	7%
VIEW Other, Please Specify	267	13%

9. My CAR RENTAL bookings are typically made in the following ways: Check all that apply.

	Number of Responses	Response Ratio
Yale Travel / Medical Center (WorldTek)	207	11%
Yale E-Travel	97	5%
Other Travel Agency	53	3%
Rental Company direct via phone	646	33%
Rental Company direct via website	766	39%
Expedia	268	14%
Travelocity	247	13%
Orbitz	227	12%
N/A (I do not arrange my own travel)	399	21%
VIEW Other, Please Specify	154	8%

10. My GROUND TRANSPORTATION (taxi, shuttle, private car) arrangements is made in the following ways: Check all that apply.

Number of Responses

Response Ratio

Yale Travel / Medical Center (WorldTek)	154	8%
Yale E-Travel	32	2%
Other Travel Agency	58	3%
Vendor direct via phone	1154	58%
Vendor direct via website	533	27%
Expedia	70	4%
Travelocity	63	3%
Orbitz	55	3%
N/A (I do not arrange my own travel)	219	11%
VIEW Other, Please Specify	278	14%

11. If you have used one the following to book any aspect of travel, please rate your satisfaction with the service that you have received:

The top percentage indicates total respondent ratio; the bottom number represents actual number of respondents selecting the option

	1 Very Satisfied	2 Satisfied	3 Neutral	4 Dissatisfied	5 Very Dissatisfied	N/A
1. Yale Travel Services (Worldtek)	11% 181	19% 323	10% 170	5% 80	2% 34	53% 881
2. Medical Center Travel (Worldtek)	7% 105	11% 154	5% 73	3% 47	2% 24	72% 1055
3. Yale E-Travel	6% 96	13% 185	7% 106	3% 41	2% 24	69% 1028

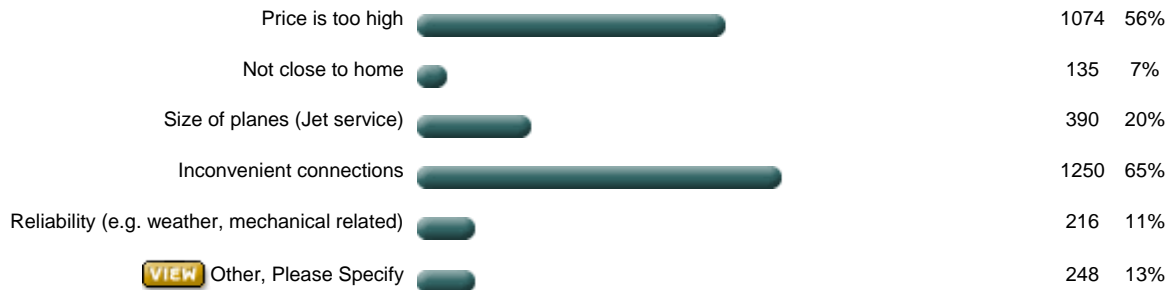
12. What is the airport that you (or those for whom you most often make arrangements) frequently use?		Number of Responses	Response Ratio
New Haven - Tweed		56	3%
Hartford - Bradley		1211	59%
New York - JFK		458	22%
New York - LaGuardia		174	8%
New Jersey - Newark		71	3%
Providence - T.F. Green		17	1%
VIEW Other, Please Specify		67	3%
		Total	2054 100%

13. What reason(s) do you typically have for choosing the above airport? Check all that apply.		Number of Responses	Response Ratio
Proximity to home		1107	54%
Availability of non-stop flights		783	38%
Price of flights		929	45%
Convenient ground transportation to the airport		562	27%
Mostly book international flights		239	12%
VIEW Other, Please Specify		128	6%

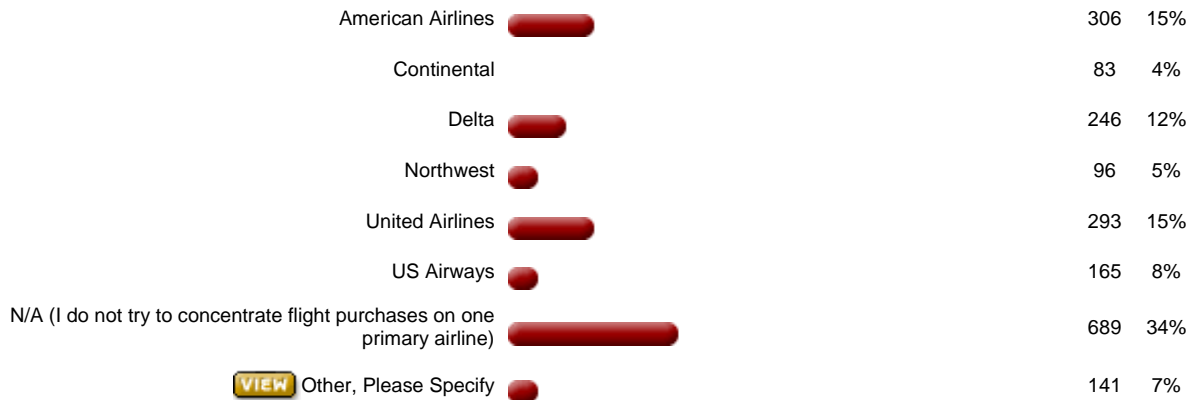
14. What is your second most frequently used airport?		Number of Responses	Response Ratio
New Haven - Tweed		200	10%
Hartford - Bradley		351	18%
New York - JFK		697	35%
New York - LaGuardia		393	20%
New Jersey - Newark		168	9%
Providence - T.F. Green		57	3%
VIEW Other, Please Specify		108	5%
		Total	1974 100%



15. If you do not use Tweed - New Haven Airport, what reason(s) do you have for not flying from Tweed? Check all that apply.














16. If you try to concentrate your air travel on a particular airline for the purpose of accumulating frequent flier miles, what is your primary airline of choice?









Total	2019	100%
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17. If you DO PURCHASE travel online, what reason(s) do you have for utilizing an online site? Check all that apply.	Number of Responses	Response Ratio
Convenience (ease) of use 	1556	83%
Price of travel 	1320	71%
Available 24 hours 	1060	57%
Get to see all the options 	1345	72%
VIEW Other, Please Specify 	55	3%








18. If you DO NOT PURCHASE travel online, what reason(s) do you have for not utilizing an online site? Check all that apply.	Number of Responses	Response Ratio
Prefer to talk to an agent 	269	50%
Concerned about credit-card security 	71	13%
Online travel tools are too complicated 	44	8%
My travel needs are too complex 	162	30%
Getting reimbursed is too complicated 	95	18%
VIEW Other, Please Specify 	83	15%

19. What are the primary factors you consider, when you select a hotel OUTSIDE of the New Haven area? Check all that apply.	Number of Responses	Response Ratio
Conference Hotel 	763	38%
Proximity to location of work / event 	1480	74%
Price 	1530	77%
Membership rewards program with hotel 	152	8%
Availability of banquet / meeting space(s)	33	2%
Availability of internet 	209	11%
Health club / fitness center 	219	11%
Business center	51	3%
VIEW Other, Please Specify	83	4%

20.	What are the primary factors you consider, when you select a hotel IN the New Haven area for visitors? Check all that apply.	Number of Responses	Response Ratio
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Proximity to location of work / event		1202	61%
Availability of meeting space(s)		99	5%
Price		1011	51%
Availability of specific rooms (e.g. suites)		139	7%
Past relationship or experience		688	35%
Availability of internet		58	3%
Health club / fitness center		34	2%
Business center		25	1%
N/A		428	22%
VIEW Other, Please Specify		122	6%

21.	How do you (or those for whom you book travel) typically reach the airport? Check all that apply.	Number of Responses	Response Ratio
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Personal Car		1423	70%
Connecticut Limousine (CT Limo)		746	37%
PrimeTime Shuttle		221	11%
Red Dot Shuttle		22	1%
Train		462	23%
Rental Car		111	5%
Taxi		278	14%
VIEW Private car service (please list)		211	10%

22.	What would be your optimal ground transportation to the airport?	Number of Responses	Response Ratio
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Provide a scheduled Yale Shuttle from campus directly to airport(s)		1097	56%
Allow private car (limousine) service reimbursement		759	39%
VIEW Other, Please Specify		111	6%

Total		1967	100%
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23. How do you pay for your AIR travel? Check all that apply.

	Number of Responses	Response Ratio
Travel Requisition 	706	35%
American Express Yale Corporate Card 	167	8%
Personal Credit Card 	1570	77%
Yale Procurement P-Card 	150	7%
VIEW Other, Please Specify	48	2%





24. How do you pay for your travel expenditures EXCLUDING air fare (e.g. hotel, car-rental, ground transportation)? Check all that apply.






	Number of Responses	Response Ratio
Travel Requisition 	282	14%
American Express Yale Corporate Card 	212	10%
Personal Credit Card 	1754	87%
Yale Procurement P-Card	68	3%
VIEW Other, Please Specify 	130	6%














25. Do you use a credit card with an awards program for your travel expenses?

	Number of Responses	Response Ratio
Yes 	818	41%
No 	1199	59%
Total	2017	100%



26.	If you were reimbursed for your travel expense from external sources (e.g. other university, NIH, NSF), please indicate the approximate dollar amount of external travel reimbursement for 2003?	Number of Responses	Response Ratio
	Less than \$500 	202	11%
	Between \$500 and \$1000 	244	13%
	Between \$1000 and \$5000 	380	20%
	More than \$5000 	86	5%
	N/A 	998	52%
Total		1910	100%

27.	Have you ever used video-conferencing in place of traveling out of town?	Number of Responses	Response Ratio
	Often 	16	1%
	Sometimes 	93	5%
	Rarely 	189	9%
	Never 	1372	68%
	Did not know we had a video-conferencing facility 	353	17%
Total		2023	100%

28.	If you have used video-conferencing only RARELY or NEVER, tell us why? (check all that apply)	Number of Responses	Response Ratio
	Lack of access to equipment 	403	26%
	System not adequate to meet needs of participants 	300	19%
	Technology is unreliable 	59	4%
	Unfamiliar with how to arrange videoconferencing 	640	41%
	 Other, Please Specify 	506	33%

29. What are the one or two most frustrating aspects of purchasing and reimbursement of Yale-related travel? That is, what would you change if you could?

	TOTAL Respondants	1100	
Reimbursement Process	Process is cumbersome, unclear, too much paperwork etc.	260	24%
	Takes too long to reimburse	329	30%
	Total	520	47%
Yale Travel	Price is too high	117	11%
	Service is poor, not much options in flights	130	12%
	Commision is too high	40	4%
	Total	230	21%
Combined Credit card paid by Yale	True Corporate Card is needed	43	4%
	Allow P-Card for other use (hotels etc.)	99	9%
	Do not like to carry charges on Personal Credit Card	89	8%
	Travel Requisition is troublesome	26	2%
	Total	225	20%
Lack of Communication / Information	About allowed Payment Methods	22	2%
	About Travel Arrangement Process	54	5%
	About Policy	70	6%
	Total	119	11%
Ground Transportation	CT Limo	14	1%
	Availability & Convenience	55	5%
	Total	61	6%
Yale E-travel	Not user friendly, does not work as effectively as other online tools	19	2%
	Efficiency (# of options, price) is poor compared to other online tools	27	2%
	Total	37	3%
Tweed Flights need to be improved		30	3%