

00:00:00:08 - 00:00:12:17

Kelsey Moon

Good morning, campers. It's great to see you on this Thursday morning. Thank you for joining us. Before we get started with today's session, I'm going to go over a little bit of housekeeping before we get started with the class.

00:00:12:18 - 00:00:26:16

Kelsey Moon

Just a reminder that you're all on mute. We will keep it that way. Today, I think we're expecting a lot of people. And because the session is being recorded. If you don't want to be part of the recording, go ahead and turn off your camera.

00:00:28:02 - 00:00:50:06

Kelsey Moon

Okay. Let us get to it. I am Kelsey Moon. I am your travel program manager and I've been in UC San Diego's travel department since 2006 and travel is my jam. We are here today together to talk about traveling in the new world, which means the post-COVID landscape.

00:00:51:08 - 00:01:15:15

Kelsey Moon

I'm an advisory board member for the Society for Collegiate Travel Expense Management, and I'm involved in a number of associations, organizations and travel related groups. I'm here to tell you now that the best chance we have to get through the current travel landscape with our funds and our sanity intact is to use the tools that we're providing to you.

00:01:15:15 - 00:01:31:04

Kelsey Moon

We're going to spend the next half hour together talking about how to make the most of our managed travel program. It's very important that you put your questions into the chat addressed to everybody. If you just address them to me or to Alison, we are not going to be able to access them very easily.

00:01:31:04 - 00:01:48:10

Kelsey Moon

So make sure questions go in the chat addressed to everyone. And Alison is here with me today to help manage our questions and to drive the slide deck. So thank you, Alison. Really appreciate it. So let's set the stage a little bit for what's happening out there in the world.

00:01:48:22 - 00:02:08:02

Kelsey Moon

Travelers are travelers and us ourselves as travelers are dealing with incredible amounts of stress and disruption. Prices are rising and fluctuating delays are standard. I heard a report the other day that said that up to 53% of flights are being delayed.

00:02:08:08 - 00:02:26:24

Kelsey Moon

53%. It is just the Wild West out there. People that are trying to help you with airlines, at airports, at hotels, they are desperately trying to serve you. They're generally overworked, just like all of us are, and they're typically underpaid.

00:02:27:10 - 00:02:40:16

Kelsey Moon

We can all relate to that. I'm sure if you yourself haven't experienced the travel crunch, I'm sure you know someone that has. I myself went to Florida in June. I've been to Florida a number of times. My brother lives there.

00:02:40:16 - 00:02:59:00

Kelsey Moon

It is an easy, easy flight. This time it took me 15 hours to get home and I saw the inside of four different airports. So none of that was my doing. The airlines just decided to change some flights. I ended up in Ohio, ended up in Texas, went all over the place before getting home.

00:02:59:12 - 00:03:14:21

Kelsey Moon

That's standard now. In each airport that I went through, less than half of the shops and the restaurants were open, meaning that anything that remained open had to pick up all that slack. So travel these days is exhausting.

00:03:15:12 - 00:03:34:03

Kelsey Moon

So how can our managed travel program help you and your travelers? Easiest way to say it is that our system wide contracts help alleviate some of those bumps. Not all of them, but some of them. So the only way you and your travelers can access those system wide contracts is through our official channels.

00:03:34:18 - 00:03:51:10

Kelsey Moon

Concur is the official booking source for all university business travel. We've been using Concur as the online booking platform here at UC San Diego since 2008. It's been a long time. Concur is first and foremost a business travel tool.

00:03:51:19 - 00:04:09:14

Kelsey Moon

So it's going to look and it's going to feel differently than other travel websites that you might be used to. There's no better business tool out there. Concur is extremely robust and it's used by 39,000 other clients, including almost 500 institutions of higher ed like ourselves.

00:04:10:15 - 00:04:27:12

Kelsey Moon

It was designed specifically to help organizations like ours manage traveler safety control costs and book travel within appropriate policy. Over the next 12 to 24 months, we can expect to see the price of an airline ticket rise up to 9%.

00:04:28:07 - 00:04:42:09

Kelsey Moon

If you're not booking your travel the right way, you're going to be paying a lot more for those same tickets. So if we can get to this next slide. There we go. Thanks, Alison. As I said, we've had our travel program in place since 2008.

00:04:42:23 - 00:04:59:10

Kelsey Moon

Our program includes University of California system wide contracts, which means all campuses participate in their contracts with airlines, hotels and rental cars. The contracts provide a cost savings, sure, but they also include additional benefits. So we're going to get to in a second.

00:05:01:06 - 00:05:13:08

Kelsey Moon

It looks like some of you on this call are familiar names. You've been here at the university for a while, so you might remember Connexus. Connexus, or ConnexxUC, is the University of California's travel booking portal.

00:05:13:24 - 00:05:37:09

Kelsey Moon

All campuses use Connexus. Our decision here in San Diego to switch the spotlight directly to Concur was based on the benefits of using Concur as a single platform for your booking and expense. Concur travel was designed to work together with Concur, request and expense, and the Concur platform as a whole works best when it's all used together.

00:05:37:09 - 00:05:50:20

Kelsey Moon

The Concur booking platform has been a part of our managed travel program or Connexus since the start since 2008. So using Concur for your booking should be a familiar decision. We didn't take Connexus away from you.

00:05:51:00 - 00:06:07:08

Kelsey Moon

Even though we are focusing on Concur as our booking platform. You can still use the Connexus portal which is available from your Concur company notes. From the company notes in Concur. You can also link directly to Swabiz, which is Southwest's business travel portal.

00:06:07:22 - 00:06:28:09

Kelsey Moon

Or you can go into the Connexus portal itself for personal travel options, prerecorded webinars, program details, etc.. The Connexus portal is managed by UCOP and reflects the latest in UC travel information. So here we're looking at some of the benefits of booking within our travel program.

00:06:29:02 - 00:06:41:09

Kelsey Moon

Not only do our contracts include financial savings, they also include a number of perks that only benefit our travelers. I'm not going to read every one of these. You will get the slide deck after the class.

00:06:41:09 - 00:06:56:09

Kelsey Moon

So don't worry about that part. I am going to talk about some of my favorites, though. Our bookings include automatic enrollment and uses travel insurance that provides duty of care, which is safety and security support to all of our travelers.

00:06:56:17 - 00:07:16:14

Kelsey Moon

This one's crucial these days, not just because of COVID, but think about political uprisings. Think about volcanoes, earthquakes, tsunamis. Any situation you're traveling might find themselves in is pretty much covered under UC insurance policy. Our priority to keep our traveling population safe and accounted for in emergency.

00:07:18:01 - 00:07:40:08

Kelsey Moon

We have priority service recovery with certain airlines. That means that our UC travelers are prioritized over other travelers. Even travelers with airline status. As an airline needs to change your flight or rebook something, our UC travelers who book within contract are considered first above everyone else to get back on the plane or get a seat assignment.

00:07:42:11 - 00:07:57:10

Kelsey Moon

The great news also is that we now have electric and hybrid cars available in our rental car program. That is fantastic news. If you're going to a location that has a Tesla, for example, you can rent a Tesla for about \$60 a day.

00:07:57:23 - 00:08:16:18

Kelsey Moon

With our contracts, which is a huge savings, typically Tesla's were about \$200 a day. So that is great news for our travelers who want to be sustainability minded. Some of our contracts include things like free upgrades, free status matches, extra points, extra perks.

00:08:17:02 - 00:08:33:20

Kelsey Moon

Every contract we have with airlines, hotel and rental cars include additional benefits to our travelers. If you're someone who likes numbers, I have something to show you on the next slide. So here we're seeing some year over year savings.

00:08:34:16 - 00:08:50:10

Kelsey Moon

I've been working with the travel program since 2008. I've been in the travel department since 2006. And I can tell you that since our program launched in 2008, there's not been a single month where the average ticket price outside of the program was less expensive than within the program.

00:08:51:05 - 00:09:07:24

Kelsey Moon

Yes, it may be possible that you can spend some time researching tickets or searching for specific sales with an airline to find a cheaper ticket somewhere else. But remember, that's not going to come with any of the added protections of our program in the spring of this quarter.

00:09:07:24 - 00:09:24:24

Kelsey Moon

Our travelers on average have savings of \$134 per ticket. I'm telling you, just can't be beat. That Concur is the way to go. Let's talk a second about fees. I get this question all the time. Booking in Concur with a partner travel agency does mean there's going to be a service fee.

00:09:24:24 - 00:09:34:15

Kelsey Moon

Let's face it, it might seem like a middleman expense or maybe not even necessary concerning you might be able to book your ticket somewhere else without a service fee. Here's the thing.

00:09:35:07 - 00:09:58:02

Kelsey Moon

The cost of the fee does not end with your ticket purchase. Our partner travel agency is Balboa travel which is behind Concur or Kahala travel, which is what you use if you have federal small business requirements. They have our travelers' backs and they're going to do anything they can to get our travelers where they need to go, when they need to be there.

00:09:58:02 - 00:10:12:23

Kelsey Moon

Travel agents monitor each traveler's trip. They make sure that travelers are accounted for in case of emergencies. They are able to communicate with travelers to get travelers onto the right flight. Should something change with the flight, it is a minimal expense.

00:10:12:23 - 00:10:29:09

Kelsey Moon

The small price to pay for the full service offered by our partner travel agencies. It's also important to note that standard travel industry fees range from around 50 to \$100 per ticket. So we're paying \$27 to have an agent book our flight.

00:10:29:16 - 00:10:41:16

Kelsey Moon

It's quite a savings. Let's take a look at another powerful tool that is available to all of us and all of our travelers. So this is my favorite thing about how we use Concur. This is the Triplt pro app.

00:10:42:01 - 00:10:55:19

Kelsey Moon

Absolutely top notch travel tool. It can be used for your business travel or for your personal travel, and it is free to use for San Diego users. Free. It's \$50 if you go buy it off of retail. Public retail.

00:10:55:19 - 00:11:10:05

Kelsey Moon

But for us, free. It's an itinerary management app. It's a tool that works for any kind of trip. You can see all your travel plans in one place. And again, it's free to us. Free. Everybody loves free stuff.

00:11:11:11 - 00:11:24:03

Kelsey Moon

The only way to get this free tool is to go to Concur and click on the App Center at the top of your homepage from the App Center. You'll be able to read instructions on how to download Triplt pro onto your device.

00:11:24:19 - 00:11:37:21

Kelsey Moon

If you already use Triplt, that page in Concur also talks about how to link your existing trip account to the new Triplt pro version that was free to our users. I'm sure you heard me say personal. That's right.

00:11:37:22 - 00:12:04:02

Kelsey Moon

The savings, the benefits of our travel program are available for us for personal travel as well, with a few caveats. So once again, you can use our program for personal travel. This is primarily a business tool. So if you're doing personal, there's a few extra hoops to jump through, not to worry, most of the time jump into those hoops are worth it for your vacations.

00:12:04:02 - 00:12:18:02

Kelsey Moon

So, our managed travel program is incredibly robust. As I've said, we have contracts with all of the legacy airlines in the United States and they're joint venture partners. An example would be we have a contract with United and United is a partner with Air Canada.

00:12:18:02 - 00:12:34:03

Kelsey Moon

So we also have benefits with Air Canada. There's many examples like that. Within the Connexus portal, which is what I talked about earlier. You get there from your Concur homepage, you click on Read More under company notes and then you click on Connexus Resources.

00:12:34:16 - 00:12:49:00

Kelsey Moon

There are a variety of resources for you. There are recorded webinars that talk about dealing with airline schedule changes, that talk about the perks of the travel program. They talk about an introduction to our travel program. There's a wealth of resources in there.

00:12:49:00 - 00:13:04:24

Kelsey Moon

The University of California Central Travel Office maintains for us. As I said here, we focus on Concur. Concur is our primary option for booking travel. But all of the benefits of the UC what system wide travel program are accessed in Concur.

00:13:05:17 - 00:13:21:19

Kelsey Moon

It is a great place to go if you want to learn more about the program. As I said, a wealth of resources and great webinars. Remember you start all of your travel journeys in Concur. We're going to be booking travel straight from Concur.

00:13:22:13 - 00:13:39:20

Kelsey Moon

You can, if you want, click on Read More under company notes to get to the Connexus portal with some additional booking options. We're going to use Concur's App Center for any travel related apps, especially Triplt Pro. Concur is the way to travel like a Triton.

00:13:40:19 - 00:13:53:05

Kelsey Moon

All right. So we wizzed through the bulk of my presentation. That is the bulk of it. I want you guys to ask me questions. I know a lot of your names. You're very familiar to me. We're glad to see you.

00:13:54:15 - 00:14:08:19

Kelsey Moon

Tammy asks, Hi, Tammy, good morning. Will there be an option to book group travel online without going directly to Balboa? That is a great question. Concur's core functionality is to book the individual business traveler. It's not made for groups.

00:14:09:03 - 00:14:21:24

Kelsey Moon

There are a lot of universities out there asking for group booking functionality, but it's not there yet. It's not a decision we made here on this campus to keep group bookings out of Concur. It's just the way Concur was built.

00:14:22:11 - 00:14:36:02

Kelsey Moon

So. For now, we're going to have to call Balboa to do our group bookings. Yeah. All right. Who else has questions? This is a half hour session, and I allowed a lot of time for Q&A. Perfect. Hi, Diane.

00:14:37:09 - 00:15:01:13

Kelsey Moon

Are all flights automatically registered with user's insurance or only flights to foreign destinations? If you're booking through Concur or with Balboa Travel, then your trip is registered. The trip itself is registered not just to foreign destinations. So what happens is the booking is sent to the agency that handles all the University of California's bookings, and it's sent to a queue.

00:15:01:13 - 00:15:21:24

Kelsey Moon

And that queue is monitored to make sure that the destinations are safe, that the travelers are safe. It's not Big Brother. No one is saying, "oh, this person's in this hotel". What they're doing is making sure that the general location where a traveler is is safe and appropriate for business travel.

00:15:21:24 - 00:15:43:24

Kelsey Moon

Who else has questions. That can't be all of them. All right. Hi, Talin. Does Balboa travel charge agencies per interaction or per booking? Great question. So the fees are assessed for booking. So if I'm booking a ticket for myself, that's a fee. If I booked two tickets for myself, I'm going to get a fee for each ticket.

00:15:43:24 - 00:15:53:00

Kelsey Moon

Billie Kay. Billie Kay. Sorry. I know your name is Billie Kay. Is there a way to transfer my current Triplt pro account to a campus funded Triplt pro account?

00:15:53:06 - 00:16:09:12

Kelsey Moon

Yes, there is. When you go to your Concur's app center and you click on the Triplt pro icon, it's going to show you instructions on how to sort of join accounts. Our account will take precedence over the one you have existing.

00:16:09:19 - 00:16:27:15

Kelsey Moon

I did the same thing. I had a Triplt account already and then I was able to convert it to the UCSD instance of the free Triplt pro version. Okay. What kind of tools are there to encourage my faculty to use Concur versus going to the various airline websites?

00:16:27:17 - 00:16:38:19

Kelsey Moon

Can you share that slide with the savings? Yes. This has been my job for years. I am trying desperately to convince faculty to use our tools and I'm trying to give you the tools to convince your faculty as well.

00:16:39:03 - 00:16:52:05

Kelsey Moon

It is a hard job. I know we have so many incredibly brilliant faculty who are convinced they can find something cheaper, better on their own. I can absolutely share with you the slide deck. You'll be getting this after the session.

00:16:52:24 - 00:17:10:07

Kelsey Moon

What I can say most is as stewards of university funding, it is the most appropriate way to book using Concur. Concur is the official method for UC travel. It goes beyond the actual cost. It goes into safety. It goes into security.

00:17:10:17 - 00:17:25:19

Kelsey Moon

It goes into the additional benefits that our contracts provide. There's a number of reasons that faculty should be using Concur. I'm happy to have a discussion with your department in due time. Feel free to reach out via Services & Support.

00:17:25:23 - 00:17:42:21

Kelsey Moon

I'm here to support you. I'm here to support our traveling population and help them make the right decisions when they travel. All right. Hi, Nina. If we have travel credits directly to an airline such as Southwest, can we use that to pay for travel booked in Concur?

00:17:44:08 - 00:18:05:10

Kelsey Moon

So typically you do not want to use your credits for business travel if it is a personal credit that you have accrued. Use those for personal. Don't use them for your business trips. If you have travel credits that were a result of a business trip, if it was booked in Concur, you will see those credits on your home page and you can access them and use them there.

00:18:05:10 - 00:18:18:10

Kelsey Moon

A Balboa agent will also be able to assist if you have credit to the specific airline like Southwest and it was not purchased through Concur, you're not going to want to use those to purchase in Concur.

00:18:18:10 - 00:18:31:24

Kelsey Moon

You're going to want to use those with the airline directly. Again, we don't want to see you using your personal credits for business travel. All right. Lots of questions coming in now. I knew there'd be a lot, so I allowed a lot of time for questions.

00:18:32:09 - 00:18:45:10

Kelsey Moon

Excellent. Hi, Stephanie. I just spoke to an agent at 2 a.m. who moved my flight from American to Delta and then took care of the American refund without having additional action or follow up. Yeah, our agents are pretty fantastic.

00:18:45:24 - 00:19:06:13

Kelsey Moon

We have been partnered with Balboa Travel for almost 50, five zero years. They know our requirements, they know our travelers, they know the universities mission. So they're pretty dedicated to us. Hi Julia, apologies if I've missed this being mentioned, but can non-employee students book in Concur or is it limited to employees?

00:19:07:16 - 00:19:21:21

Kelsey Moon

It's a long question, and I'll answer it one part at a time. Concur is open to employees only, but as an employee you can book student travel. As a guest traveler, you are able to make guest bookings in Concur. And we highly encourage that.

00:19:21:21 - 00:19:36:11

Kelsey Moon

Any guest you have - a guest is considered anyone who is not a UC San Diego employee - can be booked in Concur as well. That way they get the same benefits as our employee travelers do. Can students book for personal travel the way that employees can?

00:19:37:03 - 00:20:03:22

Kelsey Moon

That one's a little tricky. Students with a ucsd.edu email address can contact Balboa directly to make their personal booking. We are trying to think of ways to open access up to Non-Employees, including students and retirees. It's a little bit of a challenge because Concur holds within it access to specific payment cards we use to pay for airfare and certain hotels.

00:20:03:22 - 00:20:14:23

Kelsey Moon

So opening up to Non-Employees is a bit of a financial risk. So we are trying to think of ways to work around that and give access to traveling populations outside of the employee population.

00:20:15:07 - 00:20:35:19

Kelsey Moon

So sit tight for that one that's going to be coming at some point. Lindsay asks, Does Balboa only work with U.S. airlines when foreign travel is involved? That's a good question. Balboa is well aware of the Fly America Act, which is a requirement that certain funds are required to use American carriers.

00:20:36:23 - 00:20:53:15

Kelsey Moon

If you are not bound by American Act requirements, Balboa is able to book in the airline you like if you need to do Fly America requirements, Balboa can help you find which airlines and which flights are applicable and acceptable.

00:20:54:14 - 00:21:13:00

Kelsey Moon

They are also able to book little local planes like Ryanair out of Ireland, which is kind of like Ireland Southwest. It's not something that we can typically book from Concur, but a Balboa agent will be able to access those smaller airlines or regional airlines and make the booking for you.

00:21:17:01 - 00:21:30:07

Kelsey Moon

John, if travelers report finding a better price for hotels outside of Concur, are they able to use other methods? Do they need an exception to policy? And should we report pricing discrepancies to the travel office? So hotels are different.

00:21:30:08 - 00:21:52:02

Kelsey Moon

Hotels are a little different. The contracts we have with hotels are Marriott, Wyndham and Club Quarters. So those are the chains that we have contracted benefits and discounts with. If your traveler is looking at a hotel that is not one of those chains, and they're finding something cheaper, that may be an issue.

00:21:52:02 - 00:22:03:23

Kelsey Moon

As I said, we want everyone to be booking in Concur, but there are times when that's not appropriate. For example, if your traveler is going to a conference and the conference has set up a room block, that room block will not show up in Concur.

00:22:04:05 - 00:22:18:23

Kelsey Moon

So it's fine to book outside of Concur for your hotel if there's a reason. You can report discrepancies to me if you'd like. Typically, when there's a discrepancy, it has to do with the class of room. It has to do with the hotel chain not being one of our partners.

00:22:19:16 - 00:22:36:04

Kelsey Moon

There's a variety of reasons why there might be a discrepancy. Feel free to submit a Services & Support case, and I will look into that for you. That's a good question. Hi, Kristin. How should I best help the faculty I support navigate the system when they have special accommodation or needs above the current policy?

00:22:37:00 - 00:22:57:17

Kelsey Moon

Yes, there are always, always, always gray areas. There are things like medical needs for a different class of travel. There are requirements that we may not be aware of. The best suggestion I can offer to stay within policy is to work with the travel office to see what might be needed, what accommodation will work.

00:22:58:03 - 00:23:15:23

Kelsey Moon

And then when it comes to something like just an example, people don't take my word. For example, if your traveler has a broken leg, for example, or a backpack, and needs to fly in business class where there's more leg room or a different student requirement, again, it's an example.

00:23:17:20 - 00:23:30:05

Kelsey Moon

You cannot book a business class or first class ticket in Concur. That's part of Concur's built in policy guidance. You'd want to talk to Balboa travel about that, and they'll be able to work with you to get the appropriate seat when you do book, that sort of thing.

00:23:30:12 - 00:23:45:16

Kelsey Moon

We require you to have extensive justification as to why it was booked. Our auditors need to see why you booked something above travel or above standard policy, and they want to know the justification for doing so.

00:23:45:16 - 00:24:01:20

Kelsey Moon

It's Rainey Adams, hi Rainey. When will the departmental budgets have the actual travel costs? I'm going to venture a guess and say never. I don't have a way to answer that. I have no idea. We know that the meal incidental per diem amounts right now are very low.

00:24:02:04 - 00:24:17:07

Kelsey Moon

We know that costs are rising. We know. We know. I don't think there's anything the campus can do about it. Those thresholds come from the state. In some cases, the federal government. In some cases. I wish we could say, yeah, we're going to raise everything, but that's not in our control.

00:24:18:23 - 00:24:34:15

Kelsey Moon

Theresa asks, Can you use it to book for family members and adult children? So yes, you can use Concur's book for a guest feature to book for family or children. However, I would suggest you go to the Connexus portal.

00:24:34:15 - 00:24:49:19

Kelsey Moon

In Connexus, you're able to book Southwest directly. It's a Swabiz website and that is direct with southwest where you can book multiple tickets at a time. United has a special personal travel tile in the Connexus website as well.

00:24:49:19 - 00:25:03:00

Kelsey Moon

You may be able to book family members in the United States. I'd suggest go into the Connexus portal and click it on that personal travel channel. That'll get you all of your personal travel options where you can make bookings for families and groups.

00:25:04:11 - 00:25:18:15

Kelsey Moon

All right. We have 15 questions. 16 and 5 minutes left. Oh, goodness. Hi, Susan. In Concur, can the hotel expenses have some type of confirmation number to help link it to a guest travelers day? Nope. That is a challenge.

00:25:18:21 - 00:25:40:11

Kelsey Moon

Yes. Susan is talking about when a hotel was purchased on our card and it takes forever to see that transaction show up in your profile. That is because there is a lack of information between charging the card and Concur sending that charge back into Concur from U.S. Bank, which is our bank provider.

00:25:41:04 - 00:25:52:10

Kelsey Moon

There is no information included. All the information is the name of the hotel, the date of the stay, and the amount. That's it. There's nothing else. There's no other field to link. There's no other information that is available.

00:25:52:20 - 00:26:15:05

Kelsey Moon

It is quite a challenge. But we are looking at other payment methods that may be more effective and more easy to use, both on your end and online. Christine. We need to complain that comments. Yes. Yes. Christmas saying that you need to make comments at the Board of Regents meetings to get allowances rates to match inflation.

00:26:15:14 - 00:26:33:20

Kelsey Moon

They are well aware the central travel office is well aware they manage all the campus travelers. I think I heard there's 129,000 travelers from the UC system. So we're all in that same position. Yeah. Dylan asks, Are you able to upgrade to a higher class seats if you personally cover the difference in cost?

00:26:33:21 - 00:26:51:18

Kelsey Moon

Yes. Yes. If you were paying for that upgrade yourself, you can upgrade that and not expect reimbursement. That is possible. Yeah. If a traveler himself, if a traveler uses mileage points or other airline status to book a first class flight, what kind of documentation should be attached?

00:26:51:18 - 00:27:05:20

Kelsey Moon

The report to show extra expenses were not charged to the first class upgrade. It's a great question. We just need to know the price that was paid, the actual flight, and then whatever documentation you have that shows the upgrade was at no cost.

00:27:06:20 - 00:27:24:07

Kelsey Moon

That should typically do it. Thank you, Susan. Gald you think the hair looks cute. Excellent. I think I did it. Oh, my gosh. I think I got through all the questions. We have 3 minutes left. You guys are amazing.

00:27:24:17 - 00:27:40:00

Kelsey Moon

This was a really, really good session. Please, please reach out to us via Services & Support or office hours. We're here to support you. I hope that you come to the Camp IPPS wrap up. That is tomorrow. That's where we're going to thank everybody and have our giveaways.

00:27:40:11 - 00:27:53:13

Kelsey Moon

Alison, great job helping. Thank you so much. Couldn't do it without you. And again, we're here for you. Watch out for the slideshow to come to you over the next few days. Feel free to share with your faculty.

00:27:53:13 - 00:28:04:13

Kelsey Moon

Please reach out to us if you need help to wrangle faculty into making the right decisions. That is my job. And I'm here to support you. Do that, doing that. Glad you could join us this morning and enjoy the rest of camp.