



Procurement Service Level Agreement (SLA) P-Card Inquiry Analysis- April

Select Fiscal Year:
2019

Select Month:
April

Total Inquiries		Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal	
Closed	Total	PCard		PCard	
322	322	1.69		-45.71	

Division	Department	Inquiry Count							
AAF	Distance Learning Center (DLC)	2	0.000						Goal: 48 Hrs
	Museums, Archives, and Rare Books	1	0.000						
	Office of the Provost and Vice President of Academic Affairs	6	0.500						
ACM	Architecture	3	0.333						
	College of Architecture and Construction Management - Office Construction Management	3	0.000						
		1	0.000						
ART	College of the Arts - Office of the Dean	8	3.750						
	Department of Dance	2	0.500						
	Department of Theatre and Performance Studies	1	0.000						
	School of Art and Design	2	0.000						
	School of Music	4	0.000						
ATH	Intercollegiate Athletics	13	0.231						
	Intercollegiate Athletics - Softball	1	3.000						
	Intercollegiate Athletics - Volleyball	1	1.000						
AUX	Campus Services	7	0.286						
	Residence Life	5	0.200						
	University Dining	2	1.000						
	University Housing	3	5.667						
	University Stores	2	0.000						
BUS	Coles College of Business - Office of the Dean	2	0.500						
	Coles College of Business - Undergraduate Programs	2	9.000						
	Department of Information Systems	1	2.000						
	Michael A. Leven School of Management, Entrepreneurship and	7	1.429						
CBO	Department of Event and Venue Management	7	0.857						
	KSU Sports & Entertainment Park	1	0.000						
	Office of the Chief Business Officer	3	5.333						
CED	College of Continuing & Professional Education	1	6.000						
CIO	University Information Technology Services (UITS)	10	0.800						
COM	Office of Strategic Communications and Marketing	15	1.133						
CSE	College of Computing and Software Engineering - Computer Sci	2	0.000						
	College of Computing and Software Engineering - Office of th	1	2.000						
EDU	Bagwell College of Education - Office of the Dean	4	0.250						
	Education Technology Training Center	5	0.400						
EET	Southern Polytechnic College of Engineering and Engineering	7	0.143						
ESE	Academic Testing Services - Kennesaw	2	0.500						
	Department of Student Engagement	4	0.750						
	Enrollment Services - Admissions	1	0.000						
	Graduate College - Office of the Dean	5	1.200						
FAC	Facilities - Design & Construction Services	1	1.000						
	Facilities - Plant Operations	1	0.000						
GEN	Incentive Award	3	0.000						
HHS	Department of Exercise Science and Sport Management	2	0.500						
	Wellness Center	1	0.000						
	Wellstar College of Health and Human Services - Office of th	7	4.571						
HON	Honors College	3	1.667						
	Honors College - Office of the Dean	1	2.000						
HRS	Human Resources	1	1.000						
HSS	College of Humanities and Social Sciences - Office of the De	2	0.500						
	Department of Foreign Languages	3	0.000						
	Department of Interdisciplinary Studies	4	4.000						
	Department of Psychological Science	1	0.000						
	School of Communication & Media	1	1.000						
LAF	Public Safety/Campus Police (Non-Emergencies)	12	0.583						
LIB	University Library	4	0.250						
OFS	Office of Fiscal Services	18	4.889						
OUT	Outside Constituent	6	1.333						
PRE	Cobb Education Consortium	3	3.333						
RES	Office of Research	36	4.333						
SCM	College of Science and Mathematics - Office of the Dean	5	3.200						
	Department of Chemistry and Biochemistry	2	1.000						
STA	Dean of Students	1	0.000						
	Department of Sports and Recreation	4	0.000						



Procurement Service Level Agreement (SLA) Purchasing Inquiry Analysis - April

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2019

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Total Inquiries			Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal	
Closed	In Progress	Total	Purchasing		Purchasing	
130	7	137	16.00		↓	-28.85

