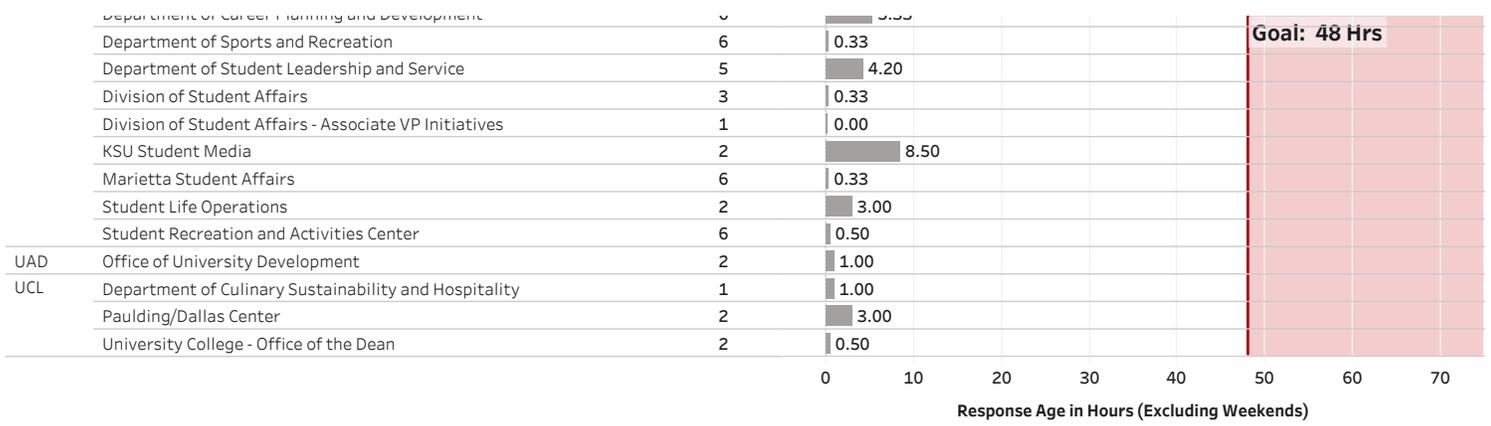


Reporting Month: July

Total Inquiries		Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal	
Closed	Total	PCard		PCard	
261	261	4.75		 -42.51	

DIV	Department	Inquiry Count					
AAF	Center for Excellence in Teaching and Learning (CETL)	7	3.71				Goal: 48 Hrs
	Distance Learning Center (DLC)	1	4.00				
	Division of Global Affairs	3	0.00				
	Museums, Archives, and Rare Books	4	0.75				
	Office of the Provost and Vice President of Academic Affairs	5	4.20				
ACM	College of Architecture and Construction Management - Office	2	0.00				
	Construction Management	11	11.55				
ART	College of the Arts - Office of the Dean	5	0.00				
	Department of Theatre and Performance Studies	3	1.00				
	School of Art and Design	1	1.00				
	School of Music	2	0.50				
ATH	Intercollegiate Athletics - Men's Basketball	1	11.00				
	Intercollegiate Athletics - Women's Cross Country	1	3.00				
	Intercollegiate Athletics - Women's Soccer	1	0.00				
AUX	Campus Services	1	0.00				
	Residence Life	7	1.00				
	University Dining ¹	4	66.50				
	University Stores	3	7.00				
BUS	Coles College of Business - Office of the Dean	2	2.50				
	Coles College of Business - Undergraduate Programs	2	12.00				
	Master's in Business Administration Program	1	2.00				
	Michael A. Leven School of Management, Entrepreneurship and	1	1.00				
	School of Accountancy	2	0.00				
CBO	Department of Event and Venue Management	3	4.67				
CIO	University Information Technology Services (UITS)	10	2.40				
CPE	College of Continuing & Professional Education - CAREing	2	0.00				
	College of Professional Education	3	7.33				
CSE	College of Computing and Software Engineering - Computer Sci	1	0.00				
	College of Computing and Software Engineering - Information	1	0.00				
	College of Computing and Software Engineering - Office of th	1	1.00				
EDU	Bagwell College of Education - Office of the Dean	4	11.00				
	Department of Elementary and Early Childhood Education	1	0.00				
	Department of Secondary and Middle Grades Education	5	4.40				
	Education Technology Training Center	1	0.00				
EET	Southern Polytechnic College of Engineering and Engineering	2	7.00				
ESE	Academic Testing Services - Kennesaw	2	1.00				
	Cultural and Community Centers	1	1.00				
	Graduate College - Office of the Dean	1	0.00				
FAC	Campus Services - Central Receiving & Distribution	4	10.00				
	Division of Facilities Services	1	16.00				
	Environmental Health and Safety	2	2.00				
	Facilities - Automotive Shop	3	0.00				
	Facilities - Design & Construction Services	1	15.00				
	Facilities - Landscape and Grounds	1	2.00				
	Facilities - Plant Operations	3	1.33				
	Facilities - Renovation & Repair Services	2	0.00				
HHS	Wellstar College of Health and Human Services - Office of th	3	0.67				
	WellStar School of Nursing	3	0.00				
HSS	College of Humanities & Social Sciences - Undergraduate Advi	1	0.00				
	School of Communication & Media	1	1.00				
	School of Conflict Management, Peacebuilding and Development	3	8.67				
LAF	Legal Affairs	2	0.00				
	Public Safety/Campus Police (Non-Emergencies)	6	0.50				
LIB	KSU Library System	1	0.00				
	University Library	1	0.00				
OFS	Office of Fiscal Services	10	3.40				
OUT	Outside Constituent	9	5.78				
PRE	Cobb Education Consortium	1	0.00				
	KSU Foundation	1	0.00				
RES	Office of Research	41	5.68				
SCM	Department of Physics	1	4.00				
STA	Center for Young Adult Addiction and Recovery	8	5.13				
	Department of Career Planning and Development	6	5.33				



¹ Upon review of the P-Card monthly statement, a notice was sent from the P-Card inbox to the cardholder on campus asking for more information about an order. The cardholder responded back to the P-Card inbox acknowledging the request, which generated a ChangeGear ticket. The first response in this instance was the Cardholder sending the requested materials to P-Card per the initial request, which resulted in an abnormal response period.

Total Inquiries				Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal			
Closed	In Progress	New	Total	Purchasing		Purchasing			
57	38	1	96	5.323		➔	-41.68		
DIV	Department	Inquiry Count							
AAF	Museums, Archives, and Rare Books	1	1.0			Goal: 48 Hrs			
	Office of the Provost and Vice President of Academic Affairs	3	0.7						
ACM	Construction Management	1	4.0						
AUX	Campus Services	2	2.5						
	University Dining ¹	1	44.0						
	University Housing	10	7.2						
	University Stores - Kennesaw	1	2.0						
BUS	Michael A. Leven School of Management, Entrepreneurship and	1	1.0						
CIO	University Information Technology Services (UITS)	6	4.5						
COM	Office of Strategic Communications and Marketing	3	3.0						
CPE	College of Professional Education	5	8.0						
EET	Department of Engineering Technology	1	6.0						
	Department of Systems and Industrial Engineering	1	17.0						
FAC	Division of Facilities Services	3	2.7						
	Facilities - Design & Construction Services	2	4.5						
	Facilities - Plant Operations	2	4.0						
HHS	Department of Exercise Science and Sport Management	2	4.0						
HSS	Center for Sustainable Journalism	1	2.0						
	College of Humanities and Social Sciences - Office of the De	2	3.5						
	Department of Geography and Anthropology	1	2.0						
	Department of Sociology and Criminal Justice	2	4.5						
	School of Government International Affairs	1	0.0						
LAF	Public Safety/Campus Police (Non-Emergencies)	3	10.3						
OFS	Office of Fiscal Services	22	3.8						
OUT	Outside Constituent	9	4.3						
PRE	KSU Foundation	2	3.0						
RES	Office of Research	3	12.7						
STA	Dean of Students	1	3.0						
	Department of Sports and Recreation	1	8.0						
	Student Life Operations	1	3.0						
UAD	Office of University Development	2	8.5						
				0	10	20	30	40	50

Response Age in Hours (Excluding Weekends)