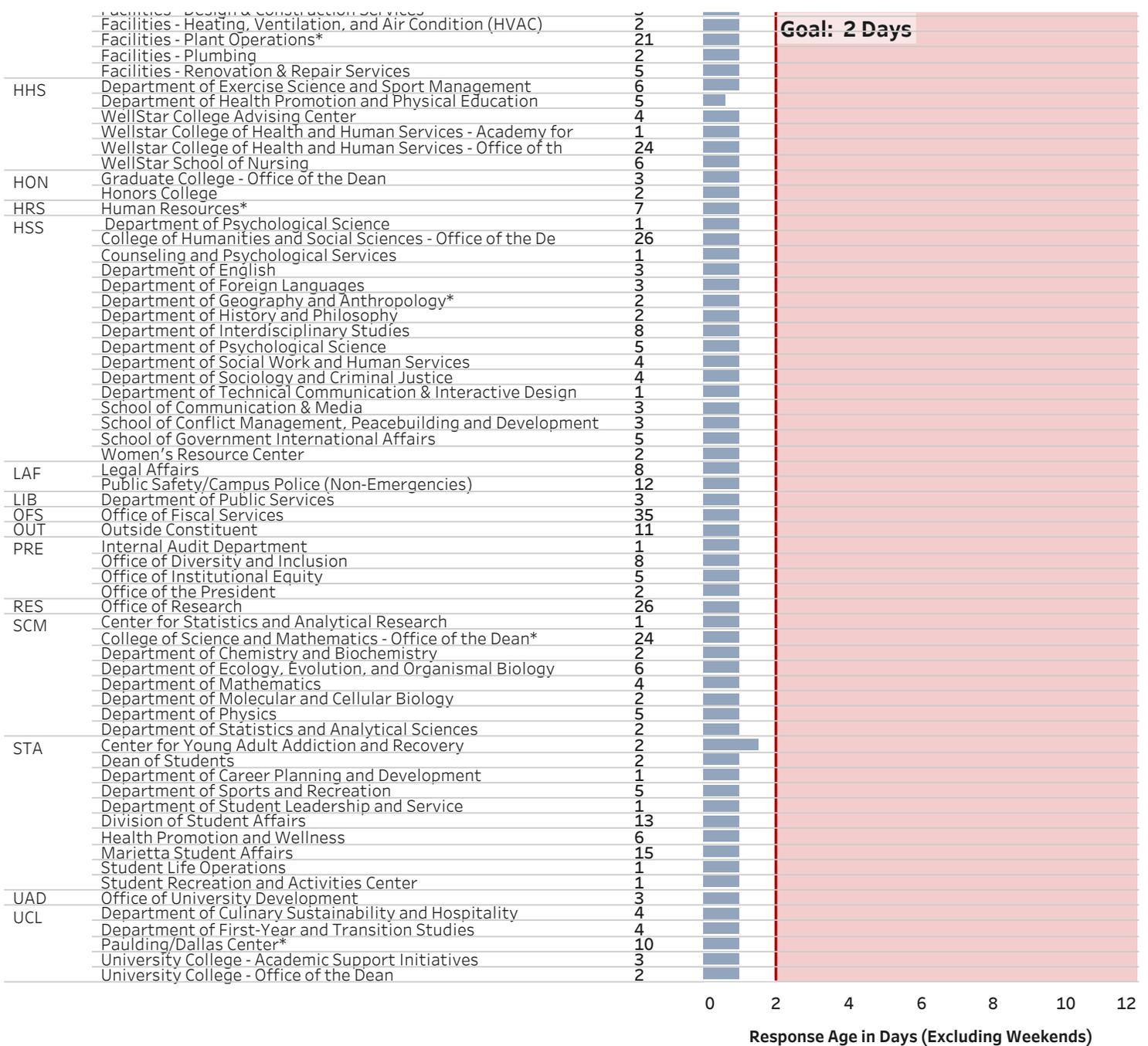




Total Inquiries		Avg. # Days to Response	Avg. # Days Over/Under SLA Goal
Closed	Total	PCard	PCard
813	813	1.0	<span style="color: green;">←</span> -1.0

Closed PCard Inquiries

DIV	Department	Inquiry Count	
AAF	Academic Affairs - Academic Advising	1	<b>Goal: 2 Days</b>
	Center for Excellence in Teaching and Learning (CETL)	2	
	Digital Learning Innovation	5	
	Division of Global Affairs	11	
	Museums, Archives, and Rare Books	9	
ACM	Office of the Provost and Vice President of Academic Affairs	17	
	Architecture	6	
	College of Architecture and Construction Management - Office Construction Management	3	
ART	College of the Arts - Office of the Dean	14	
	Department of Dance	8	
	Department of Theatre and Performance Studies	5	
	Joel A. Katz Music and Entertainment Business Program	2	
	School of Art and Design	1	
ATH	School of Music	7	
	Intercollegiate Athletics	7	
	Intercollegiate Athletics - Compliance	1	
	Intercollegiate Athletics - Football	1	
	Intercollegiate Athletics - Men's Golf	1	
	Intercollegiate Athletics - Softball	1	
	Intercollegiate Athletics - Volleyball	2	
	Intercollegiate Athletics - Women's Basketball	2	
	Intercollegiate Athletics - Women's Cross Country	1	
	Intercollegiate Athletics - Women's Golf	1	
AUX	Intercollegiate Athletics - Women's Soccer	1	
	Intercollegiate Athletics - Women's Tennis	1	
	Campus Services	11	
	Door Access	1	
	Parking and Transportation	4	
	Residence Life	15	
	University Dining	17	
University Housing	12		
BUS	University Stores - Kennesaw	10	
	Coles College of Business - Office of the Dean	8	
	Coles College of Business - Undergraduate Programs	1	
	Cox Family Enterprise Center	1	
	Department of Economics, Finance and Quantitative Analysis	5	
	Department of Information Systems	9	
	Department of Marketing and Professional Sales	1	
	Executive MBA Programs	5	
	Master's in Business Administration Program	1	
	Michael A. Leven School of Management, Entrepreneurship and School of Accountancy	5	
CBO	School of Accountancy	2	
	Card Services Office	3	
CIO	Department of Event and Venue Management	11	
	University Information Technology Services (UITS)	13	
COM	Office of Strategic Communications and Marketing	12	
CPE	College of Professional Education	20	
CSE	College of Computing and Software Engineering - Computer Sci	6	
	College of Computing and Software Engineering - Information	5	
	College of Computing and Software Engineering - Office of th	9	
CUL	College of Computing and Software Engineering - Software Eng	3	
	Center for University Learning	2	
EDU	Bagwell College of Education - Office of the Dean	28	
	Department of Educational Leadership	3	
	Department of Elementary and Early Childhood Education	2	
	Department of Inclusive Education	2	
	Department of Instructional Technology	5	
	Department of Secondary and Middle Grades Education	1	
	iTEACH Center	2	
	Teacher Resource and Activity Center (TRAC)	1	
	EET	Department of Civil and Construction Engineering	3
		Department of Electrical Engineering	5
Department of Engineering Technology		3	
Department of Mechanical Engineering		2	
Department of Mechatronics Engineering		2	
ESE	Southern Polytechnic College of Engineering and Engineering	14	
	Cultural and Community Centers	2	
	Graduate College - Admissions	4	
	Graduate College - Office of the Dean	5	
FAC	Office of the Vice President for Enrollment Services	4	
	Campus Services - Central Receiving & Distribution	1	
	Division of Facilities Services	2	
	Environmental Health and Safety	6	
	Facilities - Automotive Shop	15	
	Facilities - Building Services	1	
	Facilities - Design & Construction Services	3	



**Goal: 2 Days**

Response Age in Days (Excluding Weekends)



# Procurement Service Level Agreement (SLA) Purchasing Inquiry Analysis

Reporting Month: July

Fiscal Year 2021  
Select Month July

Total Inquiries			Avg. # Days to Response		Avg. # Days Over/Under SLA Goal	
Closed	In Progress	Total	Purchasing		Purchasing	
85	3	88	1.2		<span style="color: green;">➔</span>	-0.8

## Closed Purchasing Inquiries

DIV	Department	Inquiry Count	Response Age (Days)	SLA Goal
AAF	Office of the Provost and Vice President of Academic Affairs	5	3	<b>Goal: 2 Days</b>
ACM	Construction Management	2	1	
ART	Department of Dance	1	1	
	Joel A. Katz Music and Entertainment Business Program	1	1	
	School of Music	1	1	
AUX	Campus Services	8	1	
	University Dining	2	1	
	University Housing	4	1	
CIO	University Information Technology Services (UITS)	1	1	
EET	Southern Polytechnic College of Engineering and Engineering	2	1	
ESE	Cultural and Community Centers	1	1	
	Graduate College - Admissions	1	1	
	Office of the Vice President for Enrollment Services	2	1	
FAC	Campus Services - Central Receiving & Distribution	3	1	
	Facilities - Plant Operations*	1	1	
HHS	Wellstar College of Health and Human Services - Office of th	6	1	
HON	Honors College	5	1	
HSS	College of Humanities and Social Sciences - Office of the De	1	1	
	Department of Sociology and Criminal Justice	1	1	
OFS	Office of Fiscal Services	19	1	
OUT	Outside Constituent	5	1	
RES	Office of Research	2	1	
SCM	College of Science and Mathematics - Office of the Dean*	1	1	
	Department of Mathematics	3	1	
STA	Center for Young Adult Addiction and Recovery	2	1	
UAD	Office of University Development	4	1	
UCL	University College - Academic Support Initiatives	1	1	

0

Response Age in Days (Excluding Weekends)

\* The asterisked Departments above had Purchasing Inquiries which were created in the prior month and closed in July and therefore are being reported in both months. This dashboard is inclusive to all inquiries whether In Progress or Closed during the month of July.