



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

Select Fiscal Year:  
2019

Select Month:  
March

Total Inquiries		Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal	
Closed	Total	PCard		PCard	
207	207	1.74		-45.57	

Division	Department	Inquiry Count							
AAF	Office of the Provost and Vice President of Academic Affairs	4	0.50						
ACM	Architecture	3	1.00						
	College of Architecture and Construction Management - Office	1	14.00						
	Construction Management	3	5.33						
ART	College of the Arts - Office of the Dean	3	0.33						
	Department of Theatre and Performance Studies	3	7.33						
	School of Art and Design	4	4.50						
ATH	Intercollegiate Athletics	7	2.43						
	Intercollegiate Athletics - Men's Golf	1	0.00						
	Intercollegiate Athletics - Softball	3	5.33						
	Intercollegiate Athletics - Women's Tennis	1	0.00						
AUX	Campus Services	3	0.00						
	Residence Life	13	0.46						
	University Housing	1	0.00						
	University Stores	3	0.33						
BUS	Coles College of Business - Office of the Dean	3	0.33						
	Coles College of Business - Undergraduate Programs	2	7.50						
	Michael A. Leven School of Management, Entrepreneurship and	2	6.50						
CBO	Department of Event and Venue Management	1	0.00						
	KSU Sports & Entertainment Park	1	0.00						
	Office of the Chief Business Officer	3	5.00						
CED	College of Continuing & Professional Education	2	0.50						
	College of Continuing & Professional Education - Center for	6	0.67						
CIO	University Information Technology Services (UITS)	7	0.14						
COM	Office of Strategic Communications and Marketing	3	0.67						
CSE	College of Computing and Software Engineering - Computer Sci	1	0.00						
	College of Computing and Software Engineering - Information	1	0.00						
EDU	Bagwell College of Education - Office of the Dean	4	0.00						
	Department of Educational Leadership	3	0.00						
	Education Technology Training Center	3	0.67						
	iTEACH Center	1	1.00						
EET	Southern Polytechnic College of Engineering and Engineering	5	0.40						
ESE	Enrollment Services - Admissions	2	0.50						
FAC	Environmental Health and Safety	3	0.33						
	Facilities - Automotive Shop	2	0.50						
	Facilities - Plant Operations	1	0.00						
GEN	Incentive Award	4	0.25						
HHS	Wellstar College of Health and Human Services - Office of th	1	1.00						
	WellStar School of Nursing	1	0.00						
HON	Honors College - Office of the Dean	1	0.00						
HRS	Human Resources	1	16.00						
HSS	Department of Foreign Languages	1	2.00						
	Department of Geography and Anthropology	4	0.50						
	Department of History and Philosophy	1	1.00						
	Department of Psychological Science	2	0.50						
	School of Government International Affairs	1	0.00						
LIB	University Library	4	0.50						
OFS	Office of Fiscal Services	3	0.67						
OUT	Outside Constituent	3	0.67						
RES	Office of Research	27	1.93						
SCM	College of Science and Mathematics - Office of the Dean	3	0.33						
	Department of Chemistry and Biochemistry	1	0.00						
	Department of Molecular and Cellular Biology	1	19.00						
STA	Center for Young Adult Addiction and Recovery	2	0.00						
	Department of Career Planning and Development	2	0.50						
	Department of Sports and Recreation	2	0.00						
	Department of Student Leadership and Service	5	3.20						
	Department of Student Life	2	6.50						
	Marietta Student Affairs	10	0.40						
UAD	Office of University Development	5	3.20						
UCL	Department of Culinary Sustainability and Hospitality	5	6.00						
	Department of First-Year and Transition Studies	1	0.00						

Goal: 48 Hrs





## Procurement Service Level Agreement (SLA) Purchasing Inquiry Analysis - March

Select Fiscal Year:  
2019

Select Month  
March

Total Inquiries			Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal	
Closed	In Progress	Total	Purchasing		Purchasing	
110	5	115	16.19		<span style="color: blue;">↓</span> -30.56	

