Procurement Service Level Agreement (SLA)
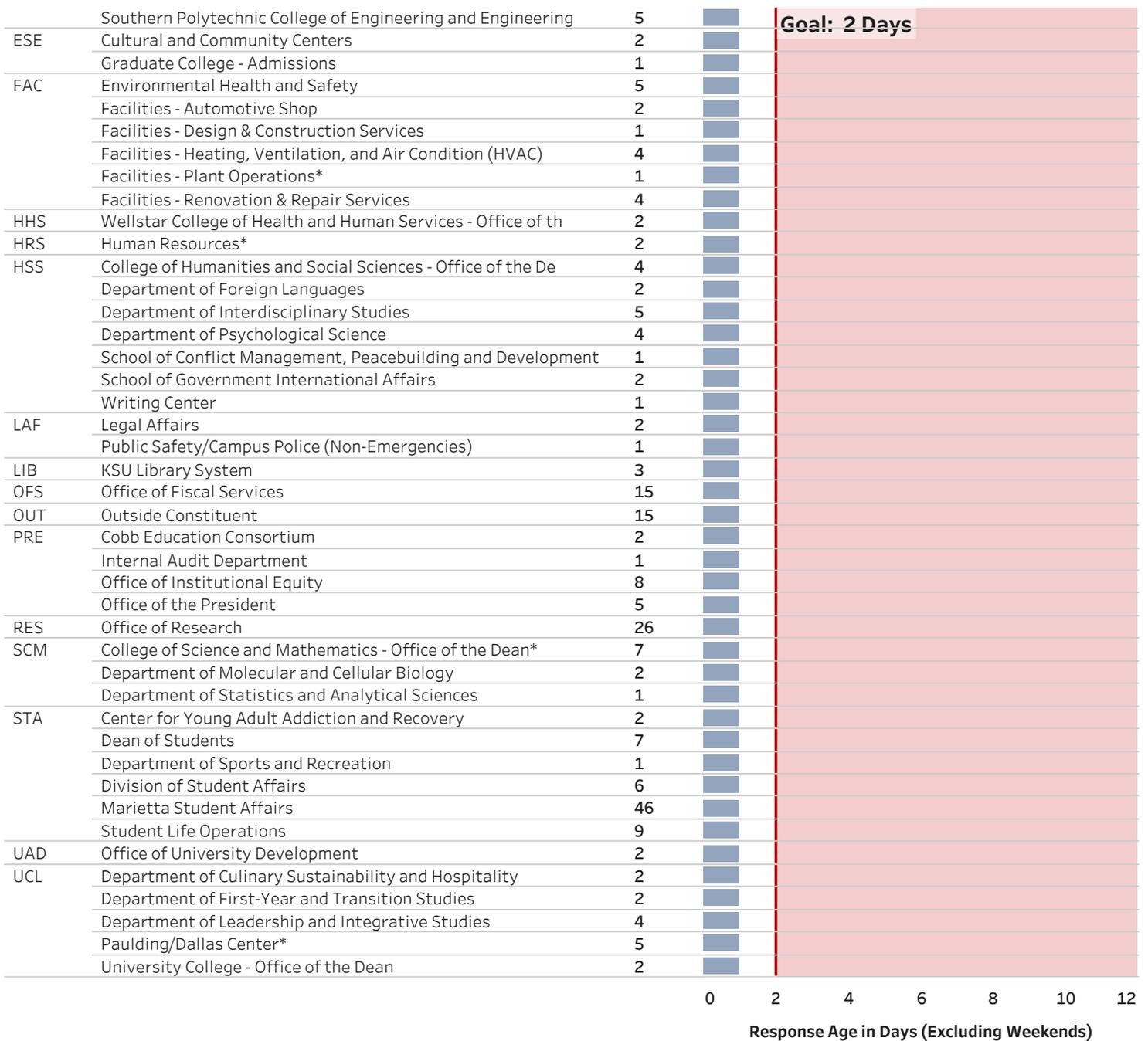## P-Card Inquiry Analysis
Reporting Month: October

Total Inquiries		Avg. # Days to Response	Avg. # Days Over/Under SLA Goal
Closed	**Total**	**PCard**	**PCard**
458	**458**	1.00	-1.00

Closed PCard Inquiries

DIV	Department	Inquiry Count		
AAF	Center for Excellence in Teaching and Learning (CETL)	1		**Goal: 2 Days**
	Distance Learning Center (DLC)	17		
	Division of Global Affairs	6		
	Museums, Archives, and Rare Books	2		
	Office of the Provost and Vice President of Academic Affairs	5		
ACM	College of Architecture and Construction Management - Office	1		
	Construction Management	2		
ART	College of the Arts - Office of the Dean	15		
	Department of Dance	6		
	Department of Theatre and Performance Studies	4		
	School of Art and Design	10		
	School of Music	6		
ATH	Intercollegiate Athletics	5		
	Intercollegiate Athletics - Baseball	2		
	Intercollegiate Athletics - Softball	1		
	Intercollegiate Athletics - Women's Basketball	2		
	Intercollegiate Athletics - Women's Lacrosse	1		
	Intercollegiate Athletics - Women's Soccer	5		
AUX	Campus Services	3		
	Parking and Transportation	1		
	Residence Life	6		
	University Dining	5		
	University Housing	7		
	University Stores - Kennesaw	11		
BUS	Coles College of Business - Office of the Dean	7		
	Coles College of Business - Undergraduate Programs	1		
	Department of Economics, Finance and Quantitative Analysis	3		
	Department of Information Systems	1		
	Department of Marketing and Professional Sales	1		
	Executive MBA Programs	4		
	Master's in Business Administration Program	2		
	Michael A. Leven School of Management, Entrepreneurship and	8		
CBO	Department of Event and Venue Management	14		
	Office of the Chief Business Officer	2		
CIO	University Information Technology Services (UITS)	12		
COM	Office of Strategic Communications and Marketing	1		
CPE	College of Professional Education	10		
	College of Professional Education - Continuing Education Dep	1		
CSE	College of Computing and Software Engineering - Computer Sci	1		
	College of Computing and Software Engineering - Office of th	5		
CUL	Center for University Learning	1		
EDU	Bagwell College of Education - Office of the Dean	7		
	Department of Elementary and Early Childhood Education	4		
	Department of Inclusive Education	1		
	Department of Instructional Technology	1		
EET	Department of Civil and Construction Engineering	6		
	Department of Computer Engineering	4		
	Department of Electrical Engineering	1		
	Department of Engineering Technology	1		
	Department of Mechanical Engineering	3		
	Department of Mechatronics Engineering	3		
	Department of Systems and Industrial Engineering	5		

Code	Department	Count		Goal: 2 Days
	Southern Polytechnic College of Engineering and Engineering	5		
ESE	Cultural and Community Centers	2		
	Graduate College - Admissions	1		
FAC	Environmental Health and Safety	5		
	Facilities - Automotive Shop	2		
	Facilities - Design & Construction Services	1		
	Facilities - Heating, Ventilation, and Air Condition (HVAC)	4		
	Facilities - Plant Operations*	1		
	Facilities - Renovation & Repair Services	4		
HHS	Wellstar College of Health and Human Services - Office of th	2		
HRS	Human Resources*	2		
HSS	College of Humanities and Social Sciences - Office of the De	4		
	Department of Foreign Languages	2		
	Department of Interdisciplinary Studies	5		
	Department of Psychological Science	4		
	School of Conflict Management, Peacebuilding and Development	1		
	School of Government International Affairs	2		
	Writing Center	1		
LAF	Legal Affairs	2		
	Public Safety/Campus Police (Non-Emergencies)	1		
LIB	KSU Library System	3		
OFS	Office of Fiscal Services	15		
OUT	Outside Constituent	15		
PRE	Cobb Education Consortium	2		
	Internal Audit Department	1		
	Office of Institutional Equity	8		
	Office of the President	5		
RES	Office of Research	26		
SCM	College of Science and Mathematics - Office of the Dean*	7		
	Department of Molecular and Cellular Biology	2		
	Department of Statistics and Analytical Sciences	1		
STA	Center for Young Adult Addiction and Recovery	2		
	Dean of Students	7		
	Department of Sports and Recreation	1		
	Division of Student Affairs	6		
	Marietta Student Affairs	46		
	Student Life Operations	9		
UAD	Office of University Development	2		
UCL	Department of Culinary Sustainability and Hospitality	2		
	Department of First-Year and Transition Studies	2		
	Department of Leadership and Integrative Studies	4		
	Paulding/Dallas Center*	5		
	University College - Office of the Dean	2		

0 2 4 6 8 10 12

Response Age in Days (Excluding Weekends)

KENNESAW STATE UNIVERSITY
OFFICE OF FISCAL SERVICES

Procurement Service Level Agreement (SLA)
Purchasing Inquiry Analysis
Reporting Month: October

Fiscal Year 2020   **Select Month** October

Total Inquiries			Avg. # Days to Response	Avg. # Days Over/Under SLA Goal
Closed	In Progress	Total	Purchasing	Purchasing
92	6	98	5.51	➡ 3.51

Closed Purchasing Inquiries

DIV	Department	Inquiry Count	Response Age (Days)
AAF	Division of Global Affairs	1	Goal: 2 Days
	Museums, Archives, and Rare Books	1	2
	Office of the Provost and Vice President of Academic Affairs	2	1
ACM	Construction Management	3	1
ART	Department of Dance	1	1
AUX	Campus Services	8	6
	University Dining	4	4
	University Housing	3	10
BUS	Department of Information Systems	2	13
	Michael A. Leven School of Management, Entrepreneurship and	1	5
COM	Office of Strategic Communications and Marketing	3	7
CPE	College of Professional Education	4	5
	College of Professional Education - Continuing Education Dep	1	31
CSE	College of Computing and Software Engineering - Computer Sci	1	4
	College of Computing and Software Engineering - Information	1	36
	College of Computing and Software Engineering - Software Eng	1	2
CUL	Center for University Learning	1	14
EET	Department of Engineering Technology	1	5
	Southern Polytechnic College of Engineering and Engineering	4	2
ESE	Enrollment Services - Admissions	3	3
	Office of the Vice President for Enrollment Services	1	4
FAC	Campus Services - Central Receiving & Distribution	1	3
	Facilities - Design & Construction Services	6	11
	Facilities - Plant Operations*	3	2
HHS	Wellstar College of Health and Human Services - Office of th	3	9
	WellStar School of Nursing	1	4
HSS	Burruss Institute of Public Service	1	1
	College of Humanities & Social Sciences - Undergraduate Advi	1	14
	Department of Geography and Anthropology*	1	27
	Department of Sociology and Criminal Justice	1	1
	School of Conflict Management, Peacebuilding and Development	1	1
	School of Government International Affairs	1	1
OFS	Office of Fiscal Services	16	3
OUT	Outside Constituent	2	3
PRE	KSU Foundation	1	1
RES	Office of Research	1	1
SCM	Department of Chemistry and Biochemistry	1	3
STA	Marietta Student Affairs	1	3
	Student Life Operations	1	1
UCL	Department of Culinary Sustainability and Hospitality	1	1
	University College - Academic Support Initiatives	1	1

0 5 10 15 20 25 30 35 40

Response Age in Days (Excluding Weeke..

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