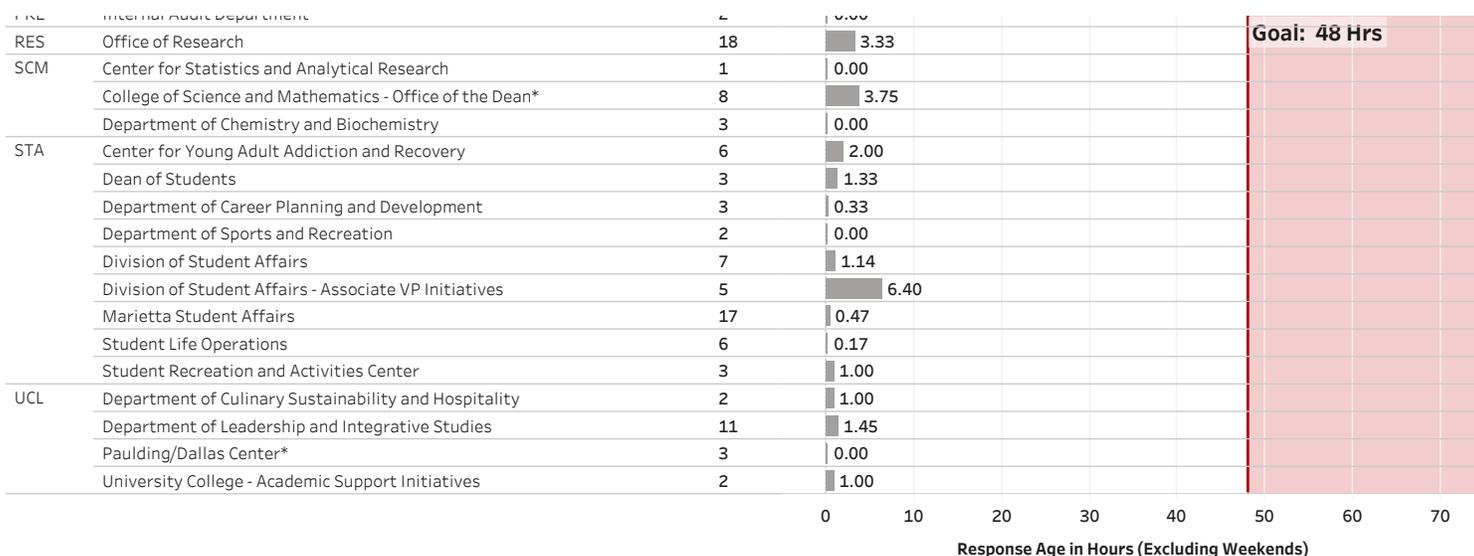


Reporting Month: September

Total Inquiries		Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal	
Closed	Total	PCard		PCard	
348	348	1.78		-45.25	

DIV	Department	Inquiry Count	Avg. # Hours to First Response	Avg. # Hours Over/Under SLA Goal
AAF	Center for Excellence in Teaching and Learning (CETL)	3	0.00	Goal: 48 Hrs
	Division of Global Affairs	9	0.33	
	Museums, Archives, and Rare Books	6	2.50	
	Office of the Provost and Vice President of Academic Affairs	4	0.00	
ACM	Architecture	4	0.25	
	College of Architecture and Construction Management - Office	2	0.00	
	Construction Management	7	2.86	
ART	College of the Arts - Office of the Dean	7	2.00	
	Department of Dance	4	0.25	
	Department of Theatre and Performance Studies	3	0.33	
	School of Art and Design	3	0.00	
	School of Music	4	0.50	
ATH	Intercollegiate Athletics - Volleyball	4	2.50	
	Intercollegiate Athletics - Women's Soccer	2	0.50	
AUX	Campus Services	5	0.60	
	Parking and Transportation	1	0.00	
	Residence Life	6	6.67	
	University Dining	6	0.17	
	University Housing	7	13.29	
BUS	University Stores - Kennesaw	5	0.20	
	Coles College of Business - Office of the Dean	5	2.60	
	Cox Family Enterprise Center	3	5.00	
	Department of Information Systems	1	15.00	
	Department of Marketing and Professional Sales	4	0.25	
CBO	Executive MBA Programs	4	0.00	
	Department of Event and Venue Management	6	2.17	
	Office of the Chief Business Officer	1	0.00	
CIO	University Information Technology Services (UITS)	4	0.50	
CPE	College of Professional Education	1	0.00	
	College of Professional Education - Continuing Education Dep	3	0.00	
CSE	College of Computing and Software Engineering - Information	2	6.50	
	College of Computing and Software Engineering - Office of th	4	0.50	
EDU	Department of Educational Leadership	3	4.67	
	Department of Inclusive Education	3	4.33	
	Department of Secondary and Middle Grades Education	2	8.00	
	Education Technology Training Center	2	1.00	
	iTEACH Center	3	0.00	
EET	Department of Civil and Construction Engineering	1	3.00	
	Southern Polytechnic College of Engineering and Engineering	14	1.14	
ESE	Cultural and Community Centers	5	0.00	
	Graduate College - Admissions	2	1.00	
	Graduate College - Office of the Dean	5	0.20	
	Office of the Vice President for Enrollment Services	1	1.00	
FAC	Environmental Health and Safety	5	1.00	
	Facilities - Heating, Ventilation, and Air Condition (HVAC)	4	0.50	
	Facilities - Plant Operations*	6	1.00	
HHS	Department of Exercise Science and Sport Management	2	0.50	
	Wellstar College of Health and Human Services - Academy for	2	8.50	
	Wellstar College of Health and Human Services - Office of th	3	1.00	
HRS	Human Resources*	1	0.00	
HSS	Department of Foreign Languages	2	0.00	
	Department of Interdisciplinary Studies	4	0.00	
	Department of Psychological Science	2	0.00	
	Department of Sociology and Criminal Justice	2	0.00	
	School of Conflict Management, Peacebuilding and Development	1	1.00	
	School of Government International Affairs	5	0.20	
LAF	Women's Resource Center	1	0.00	
LAF	Legal Affairs	4	0.25	
	Public Safety/Campus Police (Non-Emergencies)	8	0.75	
LIB	KSU Library System	6	3.17	
OFS	Office of Fiscal Services	12	2.25	
OUT	Outside Constituent	5	0.80	
PDF	Internal Audit Department	2	0.00	





Procurement Service Level Agreement (SLA) - Purchasing Inquiry Analysis

Reporting Month: September

Select Month
September

Total Inquiries			Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal	
Closed	In Progress	Total	Purchasing		Purchasing	
98	16	114	28.02		-7.35	

DIV	Department	Inquiry Count	Avg. # Hours to First Response	Response Age in Hours (Excluding Weekends)
AAF	Distance Learning Center (DLC)	1		Goal: 48 Hrs
	Division of Global Affairs	1		
	Museums, Archives, and Rare Books	1		
	Office of the Provost and Vice President of Academic Affairs	5	33.4	
ART	School of Art and Design	1		
AUX	Campus Services	5	21.8	
	University Housing	5	26.4	
BUS	Coles College of Business - Office of the Dean	1		
	Department of Information Systems	1		
	Master's in Business Administration Program	1		
	Small Business Development Center	1		
CIO	University Information Technology Services (UITS)	1		
COM	Office of Strategic Communications and Marketing	2		
CPE	College of Professional Education	5	29.2	
CSE	College of Computing and Software Engineering - Computer Sci	1		
	College of Computing and Software Engineering - Software Eng	1	17.0	
CUL	Center for University Learning	2		
EDU	Department of Elementary and Early Childhood Education	1		
EET	Southern Polytechnic College of Engineering and Engineering	11	35.8	
ESE	Cultural and Community Centers	1		
	Enrollment Services - Admissions	1		
FAC	Facilities - Design & Construction Services	3		
	Facilities - Plant Operations*	6	62.8	
HHS	Department of Health Promotion and Physical Education	1		
	Wellstar College of Health and Human Services - Office of th	4		
	WellStar School of Nursing	3	15.3	
HRS	Human Resources*	1		112.0
HSS	College of Humanities & Social Sciences - Undergraduate Advi	1		
	Department of Geography and Anthropology*	2		71.0
	Department of Social Work and Human Services	1		
OFS	Office of Fiscal Services	17	48.5	
OUT	Outside Constituent	8		
PRE	KSU Foundation	1		
RES	Office of Research	3	21.7	
SCM	Center for Statistics and Analytical Research	1	48.0	
	College of Science and Mathematics - Office of the Dean*	1		143.0
	Department of Chemistry and Biochemistry	1		
	Department of Ecology, Evolution, and Organismal Biology	1		
STA	Department of Sports and Recreation	2	13.0	
	Division of Student Affairs	1	48.0	
	Division of Student Affairs - Associate VP Initiatives	2	43.5	
	Marietta Student Affairs	1		
UAD	Office of University Development	1		
UCL	Department of Culinary Sustainability and Hospitality	1	23.0	
	Paulding/Dallas Center*	1		167.0
	University College - Academic Support Initiatives	1		

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