KENNESAW STATE UNIVERSITY
OFFICE OF FISCAL SERVICES

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

Reporting Month: August

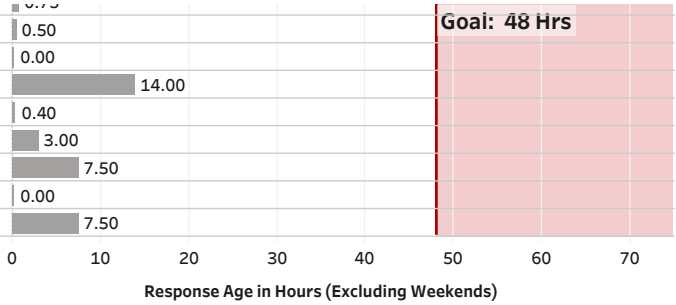
Select Month: August

Total Inquiries		Avg. # Hours to First Response	Avg. # Hours Over/Under SLA Goal
Closed	Total	PCard	PCard
328	328	2.01	-45.26

DIV	Department	Inquiry Count	
AAF	Center for Excellence in Teaching and Learning (CETL)	1	0.00
	Division of Global Affairs	2	0.00
	Museums, Archives, and Rare Books	1	0.00
	Office of the Provost and Vice President of Academic Affairs	9	0.56
ACM	College of Architecture and Construction Management - Office	5	3.00
ART	College of the Arts - Office of the Dean	3	10.00
	Department of Dance	5	3.40
	School of Art and Design	4	0.25
	School of Music	1	25.00
ATH	Intercollegiate Athletics - Men's Basketball	1	11.00
	Intercollegiate Athletics - Women's Soccer	1	1.00
AUX	Campus Services	3	6.00
	Residence Life	5	0.20
	University Dining	2	0.00
	University Housing	7	0.14
	University Stores	6	6.83
	University Stores - Kennesaw	1	1.00
BUS	Coles College of Business - Office of the Dean	2	0.00
	Coles College of Business - Undergraduate Programs	3	5.33
	Cox Family Enterprise Center	3	0.33
	Department of Information Systems	3	5.33
	Department of Marketing and Professional Sales	5	0.20
	Master's in Business Administration Program	2	4.00
	Michael A. Leven School of Management, Entrepreneurship and	11	1.64
CBO	Department of Event and Venue Management	5	0.00
CIO	University Information Technology Services (UITS)	13	0.38
CPE	College of Continuing & Professional Education - CAREing	4	0.00
	College of Professional Education	3	9.67
	College of Professional Education - Continuing Education Dep	1	1.00
CSE	College of Computing and Software Engineering - Computer Sci	6	2.67
	College of Computing and Software Engineering - Office of th	2	1.00
EDU	Bagwell College of Education - Office of the Dean	10	1.50
	Department of Inclusive Education	3	5.67
	Education Technology Training Center	1	1.00
	iTEACH Center	2	0.00
EET	Southern Polytechnic College of Engineering and Engineering	15	1.47
ESE	Academic Testing Services - Kennesaw	1	1.00
	Cultural and Community Centers	3	0.67
FAC	Environmental Health and Safety	7	4.29
	Facilities - Automotive Shop	2	1.00
	Facilities - Design & Construction Services	2	15.00
	Facilities - Heating, Ventilation, and Air Condition (HVAC)	1	0.00
	Facilities - Plant Operations	5	3.40
HHS	Wellstar College of Health and Human Services - Office of th	6	4.83
	WellStar School of Nursing	3	0.33
HRS	Human Resources	6	0.17
HSS	College of Humanities and Social Sciences - Office of the De	1	0.00
	Department of Geography and Anthropology	4	0.00
	Department of Interdisciplinary Studies	5	0.20
	Department of Social Work and Human Services	8	0.75
	School of Communication & Media	1	1.00
	School of Conflict Management, Peacebuilding and Development	1	1.00
	School of Government International Affairs	1	0.00
LAF	Public Safety/Campus Police (Non-Emergencies)	2	0.50
LIB	KSU Library System	2	1.00
OFS	Office of Fiscal Services	20	1.90
OUT	Outside Constituent	11	1.64
PRE	Internal Audit Department	1	0.00
RES	Office of Research	45	1.67
SCM	Department of Chemistry and Biochemistry	2	1.00
	Department of Physics	1	0.00
STA	Center for Young Adult Addiction and Recovery	5	0.00
	Department of Career Planning and Development	4	0.75

Goal: 48 Hrs

	Department of Career Planning and Development	4	0.75
	Division of Student Affairs	2	0.50
	Division of Student Affairs - Associate VP Initiatives	3	0.00
	Health Promotion and Wellness	1	14.00
	Marietta Student Affairs	10	0.40
	Student Life Operations	5	3.00
	Student Recreation and Activities Center	2	7.50
UCL	Paulding/Dallas Center	2	0.00
	University College - Academic Support Initiatives	2	7.50



KENNESAW STATE UNIVERSITY
OFFICE OF FISCAL SERVICES

Procurement Service Level Agreement (SLA) - Purchasing Inquiry Analysis

Reporting Month: August

Select Month
August

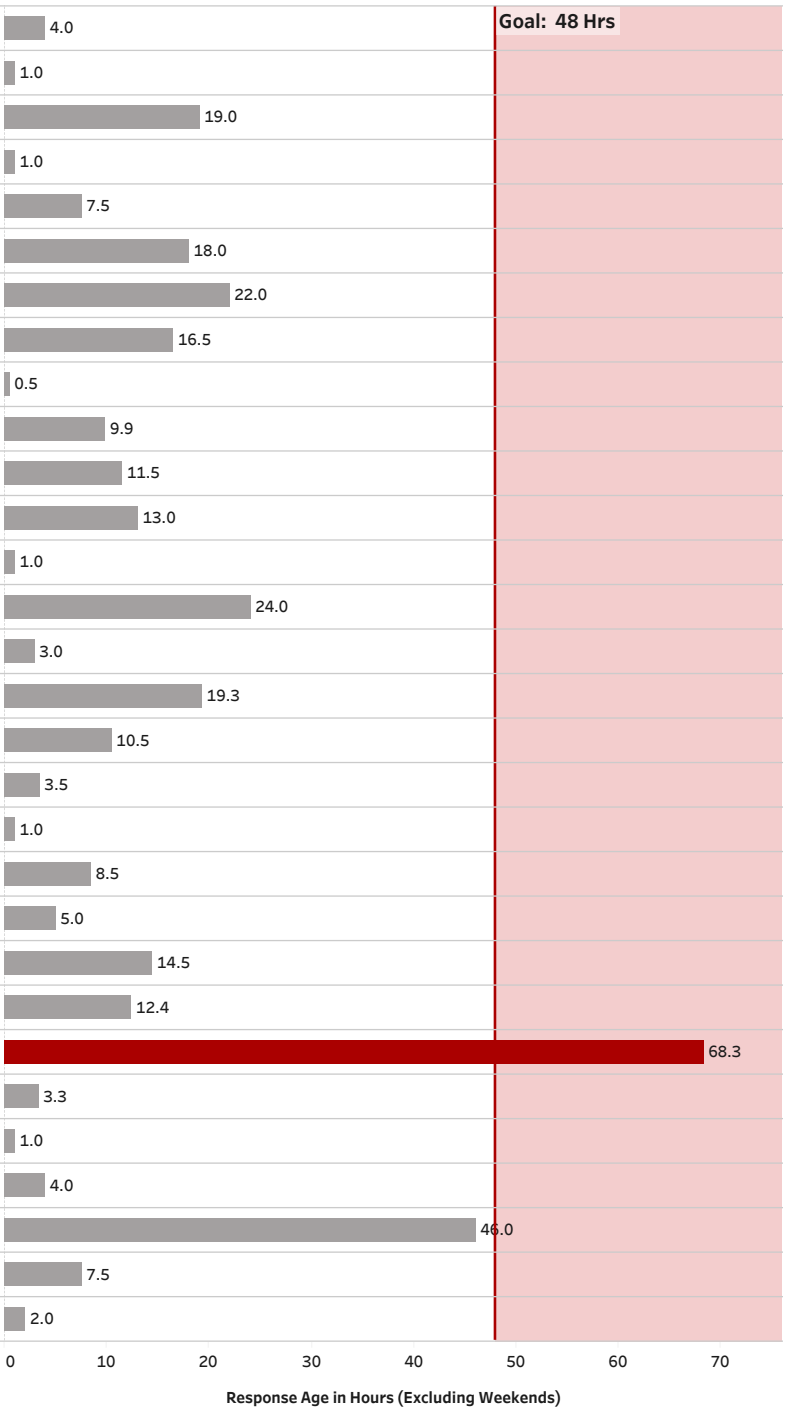
Total Inquiries

Closed	In Progress	New	Total
69	18	1	88

Avg. # Hours to First Response

Purchasing
12.11

Avg. # Hours Over/Under SLA Goal

Purchasing
-33.70

DIV	Department	Inquiry Count
AAF	Office of the Provost and Vice President of Academic Affairs	1
ACM	Construction Management	1
ART	Department of Dance	1
AUX	Campus Services	7
	University Housing	4
BUS	Coles College of Business - Office of the Dean	1
	Michael A. Leven School of Management, Entrepreneurship and	1
CIO	University Information Technology Services (UITS)	2
COM	Office of Strategic Communications and Marketing	2
CPE	College of Professional Education	8
	College of Professional Education - Continuing Education Dep	2
CSE	College of Computing and Software Engineering - Computer Sci	1
	College of Computing and Software Engineering - Information	1
EDU	Department of Educational Leadership	1
	iTEACH Center	2
EET	Southern Polytechnic College of Engineering and Engineering	6
ESE	Office of the Associate Vice President for Enrollment Servic	2
FAC	Facilities - Design & Construction Services	2
	Facilities - Plant Operations	1
HSS	Department of Geography and Anthropology	2
	School of Communication & Media	1
OFS	Office of Fiscal Services	10
OUT	Outside Constituent	14
PRE	KSU Foundation	3
RES	Office of Research	3
STA	Department of Sports and Recreation	2
	Division of Student Affairs	1
	Division of Student Affairs - Associate VP Initiatives	1
UAD	Office of University Development	4
UCL	Smart Center	1