KENNESAW STATE UNIVERSITY
OFFICE OF FISCAL SERVICES

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

Reporting Month: June

Select FY: 2019

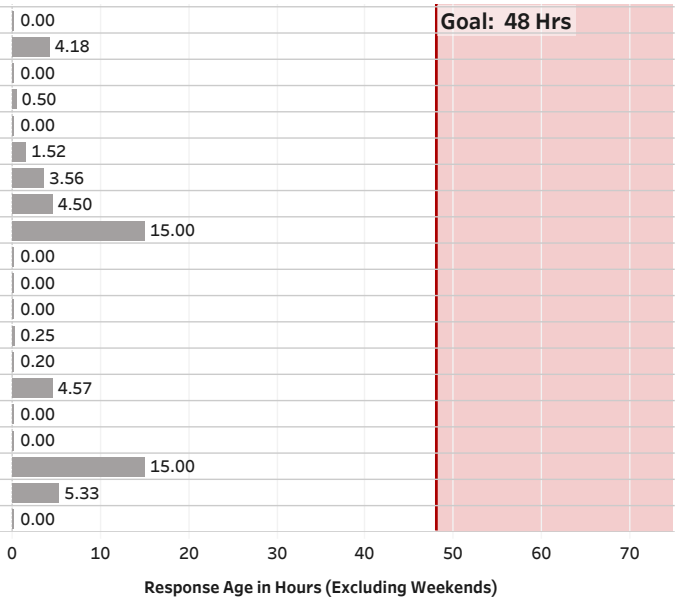
Select Month: June

Total Inquiries		Avg. # Hours to First Response	Avg. # Hours Over/Under SLA Goal
Closed	Total	PCard	PCard
298	298	2.41	-43.33

DIV	Department	Inquiry Count	
AAF	Center for Excellence in Teaching and Learning (CETL)	3	4.33
	Division of Global Affairs	4	6.50
	Museums, Archives, and Rare Books	1	0.00
	Office of the Provost and Vice President of Academic Affairs	8	3.63
ACM	Architecture	2	0.00
	College of Architecture and Construction Management - Office	1	1.00
	Construction Management	2	7.00
ART	College of the Arts - Office of the Dean	6	6.67
	Department of Theatre and Performance Studies	3	5.00
	Joel A. Katz Music and Entertainment Business Program	1	13.00
	School of Art and Design	5	0.20
	School of Music	2	1.00
ATH	Intercollegiate Athletics	5	1.20
	Intercollegiate Athletics - Baseball	2	7.50
	Intercollegiate Athletics - Men's Golf	1	1.00
	Intercollegiate Athletics - Softball	3	8.33
	Intercollegiate Athletics - Volleyball	1	1.00
	Intercollegiate Athletics - Women's Golf	1	0.00
AUX	Campus Services	3	0.33
	Parking and Transportation	3	0.67
	Residence Life	1	14.00
	University Dining	3	4.67
	University Housing	1	0.00
	University Stores	2	7.00
BUS	Coles College of Business - Office of the Dean	5	0.40
	School of Accountancy	1	15.00
CBO	Department of Event and Venue Management	7	4.71
	KSU Sports & Entertainment Park	1	1.00
	Office of the Chief Business Officer	4	3.50
CIO	University Information Technology Services (UITS)	5	0.40
COM	Office of Strategic Communications and Marketing	3	0.67
CPE	College of Continuing & Professional Education	15	2.20
	College of Continuing & Professional Education - CAREing	1	0.00
CSE	College of Computing and Software Engineering - Computer Sci	6	2.50
	College of Computing and Software Engineering - Information	1	0.00
	College of Computing and Software Engineering - Office of th	7	2.43
CUL	Center for University Learning	1	1.00
EDU	Bagwell College of Education - Office of the Dean	9	1.89
	Department of Educational Leadership	1	0.00
	Department of Elementary and Early Childhood Education	1	0.00
	Department of Inclusive Education	3	0.00
	Department of Secondary and Middle Grades Education	2	0.50
	iTEACH Center	3	1.33
EET	Department of Systems and Industrial Engineering	1	2.00
	Southern Polytechnic College of Engineering and Engineering	1	1.00
ESE	Enrollment Services - Admissions	1	1.00
	Enrollment Services - Student Financial Aid	1	14.00
	Graduate College - Office of the Dean	1	0.00
	Office of the Associate Vice President for Enrollment Servic	3	8.00
FAC	Campus Services - Central Receiving & Distribution	1	0.00
	Environmental Health and Safety	6	2.33
	Facilities - Heating, Ventilation, and Air Condition (HVAC)	1	0.00
	Facilities - Plumbing	1	0.00
HHS	Department of Exercise Science and Sport Management	2	0.50
	Wellstar School of Nursing	5	0.40
HON	Honors College	2	0.50
	Honors College - Office of the Dean	3	0.33
HRS	Human Resources	2	0.00
HSS	College of Humanities and Social Sciences - Office of the De	9	0.56
	Department of Foreign Languages	3	0.00
	Department of History and Philosophy	2	0.00
	Department of Psychological Science	2	0.50
	School of Communication & Media	4	3.50
	Writing Center	2	7.00
LAF	Legal Affairs	1	1.00
	Public Safety/Campus Police (Non-Emergencies)	6	0.17

Goal: 48 Hrs

LIB	University Library	3	0.00
OFS	Office of Fiscal Services	11	4.18
OUT	Null	3	0.00
PRE	Internal Audit Department	6	0.50
	Office of the President	1	0.00
RES	Office of Research	25	1.52
SCM	College of Science and Mathematics - Office of the Dean	9	3.56
	Department of Chemistry and Biochemistry	4	4.50
	Department of Ecology, Evolution, and Organismal Biology	1	15.00
STA	Null	2	0.00
	Center for Young Adult Addiction and Recovery	1	0.00
	Department of Sports and Recreation	4	0.00
	Department of Student Leadership and Service	4	0.25
	Division of Student Affairs	10	0.20
	Student Life Operations	7	4.57
	Student Recreation and Activities Center	1	0.00
UAD	Office of University Development	1	0.00
UCL	Department of Culinary Sustainability and Hospitality	1	15.00
	Department of Leadership and Integrative Studies	3	5.33
	University College - Office of the Dean	1	0.00



KENNESAW STATE UNIVERSITY
OFFICE OF FISCAL SERVICES

Procurement Service Level Agreement (SLA) - Purchasing Inquiry Analysis

Reporting Month: June

Select FY: 2019

Select Month: June

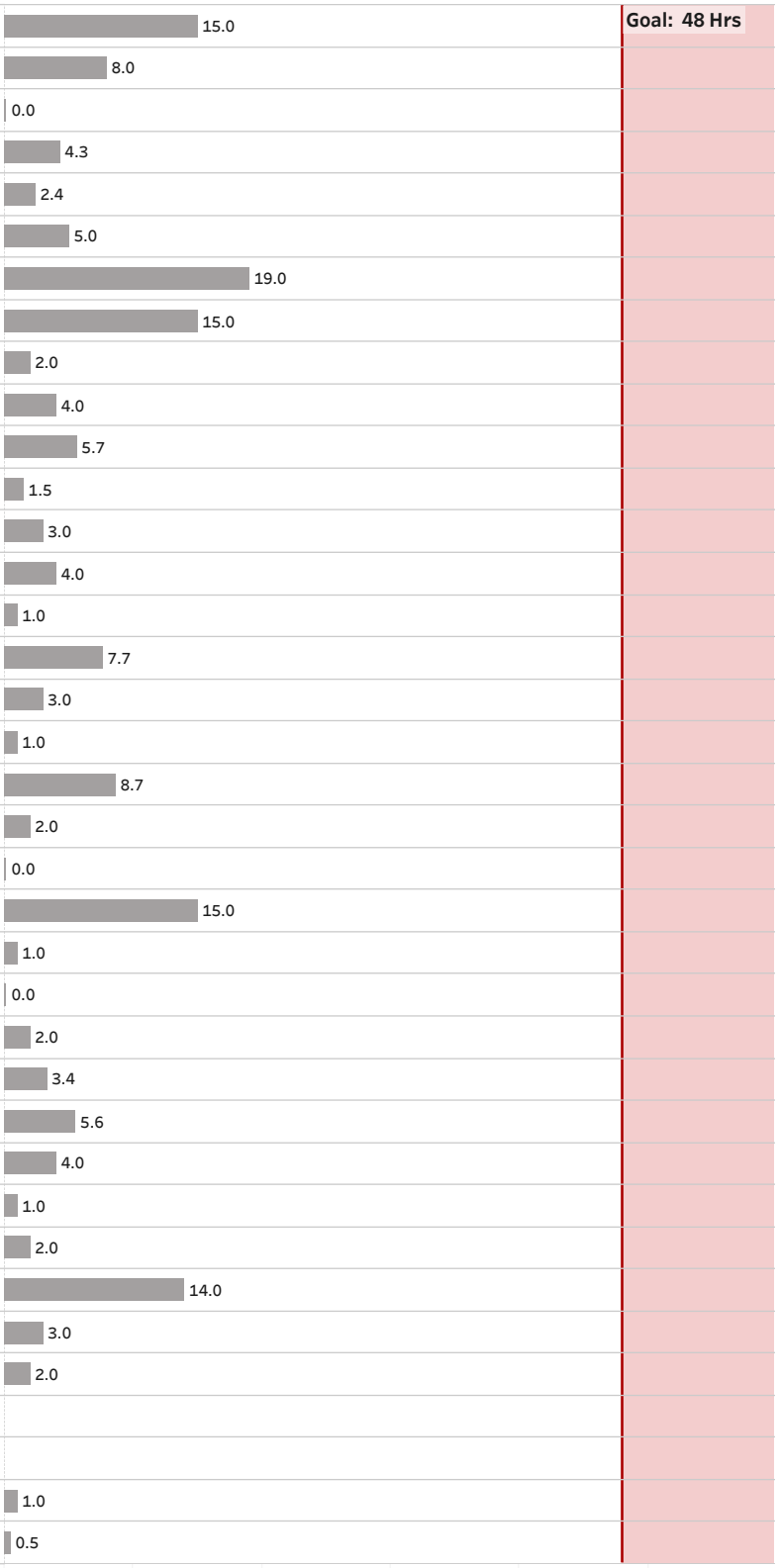
Total Inquiries

Closed	In Progress	Total
106	4	110

Avg. # Hours to First Response

Purchasing
4.100

Avg. # Hours Over/Under SLA Goal

Purchasing
-39.97

DIV	Department	Inquiry Count	Response Age in Hours (Excluding Weekends)
AAF	Division of Global Affairs	1	15.0
	Museums, Archives, and Rare Books	2	8.0
ACM	Construction Management	1	0.0
AUX	Campus Services	6	4.3
	University Dining	7	2.4
	University Housing	6	5.0
BUS	Coles College of Business - Office of the Dean	1	19.0
	School of Accountancy	1	15.0
CBO	Department of Event and Venue Management	1	2.0
	Office of the Chief Business Officer	1	4.0
CIO	University Information Technology Services (UITS)	3	5.7
COM	Office of Strategic Communications and Marketing	2	1.5
CPE	College of Continuing & Professional Education	10	3.0
CSE	College of Computing and Software Engineering - Co..	1	4.0
ESE	Enrollment Services - Admissions	1	1.0
FAC	Division of Facilities Services	3	7.7
	Facilities - Design & Construction Services	1	3.0
	Facilities - Heating, Ventilation, and Air Condition (H..	1	1.0
	Facilities - Plant Operations	3	8.7
GEN	Incentive Award	1	2.0
HON	Honors College	1	0.0
HSS	Null	1	15.0
	Center for Sustainable Journalism	1	1.0
LAF	Legal Affairs	1	0.0
	Public Safety/Campus Police (Non-Emergencies)	1	2.0
OFS	Office of Fiscal Services	25	3.4
OUT	Null	14	5.6
PRE	Office of the President	1	4.0
RES	Office of Research	1	1.0
SCM	College of Science and Mathematics - Office of the De..	1	2.0
	Department of Chemistry and Biochemistry	1	14.0
STA	Dean of Students	1	3.0
	Department of Student Leadership and Service	3	2.0
	Division of Student Affairs - Associate VP Initiatives	1	
	Student Life Operations	1	
UAD	Office of University Development	1	1.0
UCL	University College - Academic Support Initiatives	2	0.5