

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

Select Month: March

	Total Inqui	Avg	. # Hours to F	irst Respons	e-	Avg. # Hours Over/Under SLA Goal					
	Closed	Total	PCard			PCard					
	207	207	1.74			O	-45.57				
			Inquir								
Division	Department		Count	-							
AF ACM		d Vice President of Academic Affairs	4	0.50			Goal: 48 Hrs				
	Architecture	and Construction Management - Office	3	1.00	14.00						
	Construction Managem		3	5.33	14.00						
ART	College of the Arts - Off		3	0.33							
		and Performance Studies	3	7.33							
	School of Art and Desig		4	4.50							
ATH	Intercollegiate Athletic		7	2.43							
	Intercollegiate Athletic		1	0.00							
	Intercollegiate Athletic		3	5.33							
	Intercollegiate Athletic	s - 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 Busines		3	0.33							
		ss - Undergraduate Programs	2	7.50							
		of Management, Entrepreneurship and	2	6.50							
CBO	Department of Event ar		1	0.00							
	KSU Sports & Entertain		1	0.00							
	Office of the Chief Busin		3	5.00							
CED	College of Continuing &		2	0.50							
C10		Professional Education - Center for	6	0.67							
		Technology Services (UITS)	7	0.14			_				
COM CSE		nunications and Marketing	3	0.67							
CSE		nd Software Engineering - Computer Sci nd Software Engineering - Information	1	0.00							
EDU		ation - Office of the Dean	4	0.00							
200	Department of Education		3	0.00							
	Education Technology T		3	0.67							
	iTEACH Center		1	1.00							
EET		ollege of Engineering and Engineering	5	0.40							
ESE	Enrollment Services - A		2	0.50							
FAC	Environmental Health a	nd Safety	3	0.33							
	Facilities - Automotive S	Shop	2	0.50							
	Facilities - Plant Operat	ions	1	0.00							
GEN	Incentive Award		4	0.25							
HHS	Wellstar College of Hea	Ith and Human Services - Office of th	1	1.00							
	WellStar School of Nurs	ing	1	0.00							
HON	Honors College - Office	of the Dean	1	0.00							
HRS	Human Resources		1		16.00						
HSS	Department of Foreign		1	2.00							
	Department of Geograp		4	0.50							
	Department of History		1	1.00							
	Department of Psycholo	•	2	0.50							
	School of Government I	nternational Attairs	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	Nathematics - Office of the Dean	27	0.33							
SCM	Department of Chemist		1	0.33							
	Department of Molecula		1	0.00	19.00						
STA	Center for Young Adult		2	0.00	10.00						
		lanning and Development	2	0.50							
	Department of Sports a		2	0.00							
	Department of Student		5	3.20							
	Department of Student		2	6.50							
	Marietta Student Affair		10	0.40							
UAD	Office of University Dev		5	3.20							
0/10		Sustainability and Hospitality	5	6.00							

		Response Age in Hours (Excluding Weekends)									
		0	10	20	30	40	50	60	70		
University College - Office of the Dean	2	0.50									
University College - Academic Support Initiatives	1	0.00									
Paulding/Dallas Center	1	0.00									
Department of Leadership and Integrative Studies	1	1.00									



Procurement Service Level Agreement (SLA) Purchasing Inquiry Analysis - March Select Fiscal Year: 2019 Select Month March

Clos	Closed In Progress Total		Total	Purchasing						Purchasing					
11	0	5	115		16.19						O	-30.5	56		
Division	Department			Inquiry Count											
\AF	•	st and Vice P	resident of Academic Affairs	1	1.0					Goal	48 Hrs				
ART	School of Music			1	1.0										
AUX	Campus Services			9	1	11.1									
	University Dining			7	2.7										
SUS	Coles College of Bu	siness - Offic	e of the Dean	1							55.0				
	Coles College of Bu	siness - Unde	ergraduate Programs	2	1.0						_				
	Cox Family Enterpr	rise Center		1	3.0										
	Executive MBA Pro	grams		1				3	33.0						
во	Office of the Chief	Business Off	icer	1	2.0										
ED	College of Continui	ng & Profess	ional Education	11		1	8.5								
0	University Informa	tion Technol	ogy Services (UITS)	1				3	2.0						
OM	Office of Strategic	Communicat	ions and Marketing	6		12.5									
DU	Bagwell College of	Education - (Office of the Dean	1			2	6.0							
	iTEACH Center			3					33.7						
ET	Southern Polytech	nic College of	f Engineering and Engineering	2	2.5										
SE	Academic Testing	Services - Ker	inesaw	1								68.0			
	Department of Stu	dent Engage	ment	1	1.0										
	Enrollment Service	s - Admissio	าร	1					37.0						
	Graduate College -	Office of the	Dean	3					38.0						
IHS	Wellstar College o	f Health and I	Human Services - Office of th	3					38.0						
	WellStar School of	Nursing		1						46.0					
ION	Honors College - O	fice of the D	ean	1					36.0						
RS	Human Resources			2		12.0									
ISS	Center for Sustain	able Journali	sm	1	0.0										
	College of Humanit	ies & Social S	Sciences - Office of Distance	1	1.0										
	Department of For	eign Languag	jes	1	0.0										
	School of Commun	ication & Med	dia	2		17	.5								
	School of Conflict I	//anagement	, Peacebuilding and Development	1		13.0									
IB	University Library			1	2.0										
FS	Office of Fiscal Ser	vices		20		17	.8								
UT	Outside Constituer	nt		10			22.7								
ES	Office of Research			2	2.5										
CM	College of Science	and Mathem	atics - Office of the Dean	1	4.0										
STA	Department of Spo	orts and Recr	eation	2		9.5									
	Department of Stu	dent Leaders	hip and Service	4	1.5										
	Marietta Student A	Affairs		5	8	.0									
AD	Office of Universit	y Developme	nt	2			21.5								
CL	Department of Lea	dership and	Integrative Studies	1		14.0									
					0 1	0 20		30	40	50	60	70	80	90	