


Service Level Agreements

The KSU HR Team is committed to meeting or exceeding the Service Level Agreements (SLAs) listed and strives to complete all requests in a timely manner. Due to the significant volume of requests, please allow us to process the requests within the SLA time allotted. **Note: All requests received after 3:00 p.m. will be logged as received on the following business day.**

 Indicates steps may happen simultaneously.





Compensation

Request Type	Business Days
Compression Analysis	5
Equity Analysis (single position)	5
Equity Analysis (unit)	10
Internal and External Offer Review	2
Job Description Revisions	5
Job Evaluation (new position or reclassification)	7
Retention Offers	2
Interim Pay	2
Compensation Projects, Ad Hoc Requests (Reorganizations, Restructuring, Salary Studies, HRAPs, Complex Requests, etc.)	Contact your HRBP who will work with Compensation (and Legal, if necessary) to coordinate a timeline

Benefits

Request Type	Business Days
Leave of Absence - response to initial inquiry	1
Retirement – response to initial inquiry	2

Talent Acquisition

Request Type	Business Days
Initial Posting Review	1
Posting	1 (following receipt of fully approved request)
Verbal Offer	1
Written Offer	 1 (following acceptance of verbal offer from candidate)
Background Check Initiation	 1 (following acceptance of verbal offer from candidate)
Background Check	10-14
Background Check Review	 2 (once background check results received)
Onboarding Initiated	 2 (once background check results received)

Long Term Registered Visitor

Visitor requiring access to campus facilities (physical or electronic) for longer than 5 Business Days. These visitors are recognized to be separate entities from KSU such as suppliers, vendors, contractors, subcontractors, or digital visitors (users who need a net ID but not access to physical campus locations). In general, long-term visitors will not have a campus employee who acts as a direct hiring manager. LTVs are working towards agreed upon/contracted deliverables and have the autonomy to set work hours, determine project timelines, and monitor progress towards final deliverables.

Request Type	Business Days
HR receives access request and orders background check	2
Background check completed	10
HR reviews completed background check and sends approval to UITS/Card Services	2
Talon card is produced	2

Non-paid Affiliate

Individuals who need access to campus facilities and system(s) who are not employed by KSU but whose campus functions present publicly as if they are a KSU employee. Examples include adjunct faculty, temporary workers hired through state-wide or agency temporary staffing contracts, or volunteer athletic coaches. In general, non-paid affiliates will have a campus employee who acts as a hiring manager for purposes of setting work hours, assigning work tasks, and monitoring daily/weekly deliverables.

Request Type	Business Days
HR receives access request and orders background check	2
Background check completed	10
HR reviews completed background check and prepares visitor for system entry	2
HRMS enters visitor in OneUSG	2
Talon card is produced	2

Student Employment

Request Type	Business Days
Next step following SEHF receipt	2

HR Operations

Request Type	Business Days
Verifications of Employment – verbal	1
Verifications of Employment – written	2