



## IT Support for Students (HEAT)

Calls for the Date range 1/12/2005 to 31/12/2005

Faculties	Total Calls Logged	Calls Resolved on the spot	% for Calls Resolved on the spot	Calls Resolved on the spot & Calls Resolved within 5 working days	% for Calls Resolved on the spot and Calls Resolved within 5 working days
Accident Research Centre		0		0	
Deputy V-C (Academic and Planning)	79	59	75	73	92
Deputy V-C (International Affairs)	55	49	89	52	95
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	12	12	100	12	100
Faculty of Arts	106	80	75	101	95
Faculty of Business and Economics	213	173	81	207	97
Faculty of Education	73	60	82	70	96
Faculty of Engineering	48	36	75	44	92
Faculty of Information Technology	49	33	67	45	92
Faculty of Law	28	19	68	26	93
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	108	73	68	98	91
Faculty of Pharmacy	4	3	75	4	100
Faculty of Science	45	28	62	41	91
International Affairs		0		0	
Marketing and Public Affairs	4	4	100	4	100
Monash College	79	75	95	79	100
Monash Southern Africa		0		0	
Monash Study Groups		0		0	
Pearcey Centre		0		0	

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Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	26	14	54	21	81
Student Systems		0		0	
Test calls		0		0	
<b>Grand Total</b>	<b>929</b>	<b>718</b>	<b>77</b>	<b>877</b>	<b>94</b>