

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/04/2006 to 30/04/2006

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)	49	38	78	44	90
Deputy V-C (International Affairs)	6	2	33	6	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	15	12	80	14	93
Faculty of Arts	220	164	75	207	94
Faculty of Business and Economics	445	365	82	424	95
Faculty of Education	106	71	67	102	96
Faculty of Engineering	72	41	57	69	96
Faculty of Information Technology	161	114	71	158	98
Faculty of Law	87	62	71	83	95
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	138	87	63	127	92
Faculty of Pharmacy	8	4	50	8	100
Faculty of Science	89	58	65	84	94
International Affairs		0		0	
Marketing and Public Affairs	2	2	100	2	100
Monash College	14	10	71	12	86
Monash Southern Africa	1	0	0	0	0
Monash Study Groups		0		0	
Pearcey Centre		0		0	

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
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	4	4	100	4	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	1,417	1,034	73	1,344	95