

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/08/2006 to 31/08/2006

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)	96	69	72	94	98
Deputy V-C (International Affairs)	3	3	100	3	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	13	9	69	13	100
Faculty of Arts	255	194	76	237	93
Faculty of Business and Economics	369	289	78	351	95
Faculty of Education	125	95	76	121	97
Faculty of Engineering	106	74	70	97	92
Faculty of Information Technology	160	113	71	154	96
Faculty of Law	126	108	86	123	98
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	126	78	62	118	94
Faculty of Pharmacy	16	9	56	16	100
Faculty of Science	94	74	79	92	98
International Affairs		0		0	
Marketing and Public Affairs	3	2	67	3	100
Monash College	15	11	73	15	100
Monash Southern Africa		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	9	8	89	9	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	1,516	1,136	75	1,446	95