

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/12/2006 to 31/12/2006

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)	90	75	83	89	99
Deputy V-C (International Affairs)	29	15	52	28	97
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	12	9	75	9	75
Faculty of Arts	108	65	60	91	84
Faculty of Business and Economics	94	61	65	79	84
Faculty of Education	48	26	54	38	79
Faculty of Engineering	54	26	48	41	76
Faculty of Information Technology	48	23	48	38	79
Faculty of Law	34	21	62	26	76
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	91	50	55	78	86
Faculty of Pharmacy	5	3	60	4	80
Faculty of Science	27	15	56	23	85
International Affairs		0		0	
Marketing and Public Affairs	3	1	33	2	67
Monash College	7	4	57	5	71
Monash Southern Africa		0		0	
Monash Study Groups		0		0	
Monash University English Language Ctr	1	1	100	1	100

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
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	23	19	83	23	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	674	414	61	575	85