

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/02/2006 to 28/02/2006

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)	80	47	59	65	81
Deputy V-C (International Affairs)	35	29	83	35	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	44	38	86	42	95
Faculty of Arts	326	253	78	311	95
Faculty of Business and Economics	528	429	81	512	97
Faculty of Education	189	146	77	183	97
Faculty of Engineering	102	77	75	100	98
Faculty of Information Technology	177	131	74	173	98
Faculty of Law	108	74	69	100	93
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	293	204	70	269	92
Faculty of Pharmacy	22	9	41	16	73
Faculty of Science	123	86	70	112	91
International Affairs		0		0	
Marketing and Public Affairs	76	69	91	75	99
Monash College	37	27	73	35	95
Monash Southern Africa	4	0	0	3	75
Monash Study Groups	14	14	100	14	100
Pearcey Centre		0		0	

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Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	13	13	100	13	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	2,171	1,646	76	2,058	95