

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/07/2006 to 31/07/2006

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)	48	39	81	47	98
Deputy V-C (International Affairs)	51	42	82	50	98
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	14	14	100	14	100
Faculty of Arts	304	238	78	291	96
Faculty of Business and Economics	478	393	82	458	96
Faculty of Education	124	80	65	114	92
Faculty of Engineering	137	116	85	132	96
Faculty of Information Technology	173	119	69	165	95
Faculty of Law	123	95	77	120	98
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	164	109	66	158	96
Faculty of Pharmacy	14	11	79	13	93
Faculty of Science	112	82	73	109	97
International Affairs		0		0	
Marketing and Public Affairs	12	11	92	12	100
Monash College	19	9	47	19	100
Monash Southern Africa	3	0	0	3	100
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	11	8	73	11	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	1,787	1,366	76	1,716	96