

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/11/2006 to 30/11/2006

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)	78	63	81	77	99
Deputy V-C (International Affairs)	16	8	50	16	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	15	14	93	15	100
Faculty of Arts	99	72	73	97	98
Faculty of Business and Economics	88	52	59	84	95
Faculty of Education	56	38	68	55	98
Faculty of Engineering	37	24	65	35	95
Faculty of Information Technology	42	30	71	39	93
Faculty of Law	33	21	64	32	97
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	71	44	62	66	93
Faculty of Pharmacy	3	3	100	3	100
Faculty of Science	25	16	64	24	96
International Affairs		0		0	
Marketing and Public Affairs	1	1	100	1	100
Monash College	7	3	43	6	86
Monash Southern Africa		0		0	
Monash Study Groups		0		0	
Monash University English Language Ctr	4	4	100	4	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	9	8	89	9	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	584	401	69	563	96