

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/09/2006 to 30/09/2006

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)	92	76	83	90	98
Deputy V-C (International Affairs)	8	5	63	8	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	6	3	50	5	83
Faculty of Arts	130	92	71	129	99
Faculty of Business and Economics	204	150	74	192	94
Faculty of Education	89	59	66	84	94
Faculty of Engineering	64	46	72	60	94
Faculty of Information Technology	72	38	53	67	93
Faculty of Law	73	55	75	73	100
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	111	72	65	104	94
Faculty of Pharmacy	9	6	67	8	89
Faculty of Science	59	37	63	52	88
International Affairs		0		0	
Marketing and Public Affairs	4	3	75	4	100
Monash College	9	6	67	8	89
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	3	2	67	3	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	933	650	70	887	95