

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/04/2007 to 30/04/2007

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)	55	45	82	54	98
Deputy V-C (International Affairs)	13	10	77	12	92
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	12	8	67	11	92
Faculty of Arts	138	99	72	135	98
Faculty of Business and Economics	223	160	72	215	96
Faculty of Education	94	52	55	86	91
Faculty of Engineering	55	32	58	51	93
Faculty of Information Technology	55	24	44	47	85
Faculty of Law	63	42	67	62	98
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	136	75	55	122	90
Faculty of Pharmacy	8	2	25	7	88
Faculty of Science	63	35	56	57	90
International Affairs		0		0	
Marketing and Public Affairs	7	6	86	6	86
Monash College	15	13	87	15	100
Monash Southern Africa		0		0	
Monash Study Groups		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
Monash University English Language Ctr	7	7	100	7	100
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	3	2	67	2	67
Student Systems		0		0	
Test calls		0		0	
Grand Total	947	612	65	889	94