

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/02/2007 to 28/02/2007

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	1	1	100	1	100
Deputy V-C (Academic and Planning)	95	80	84	92	97
Deputy V-C (International Affairs)	25	21	84	25	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	32	29	91	31	97
Faculty of Arts	258	181	70	248	96
Faculty of Business and Economics	423	320	76	413	98
Faculty of Education	135	85	63	130	96
Faculty of Engineering	131	70	53	128	98
Faculty of Information Technology	115	61	53	106	92
Faculty of Law	98	54	55	94	96
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	271	178	66	259	96
Faculty of Pharmacy	19	15	79	19	100
Faculty of Science	128	82	64	122	95
International Affairs		0		0	
Marketing and Public Affairs	104	99	95	104	100
Monash College	38	29	76	38	100
Monash Southern Africa	1	0	0	1	100
Monash Study Groups		0		0	

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Monash University English Language Ctr	5	5	100	5	100
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	14	11	79	14	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	1,893	1,321	70	1,830	97