

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/01/2007 to 31/01/2007

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)	101	87	86	96	95
Deputy V-C (International Affairs)	36	23	64	34	94
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	29	23	79	28	97
Faculty of Arts	238	164	69	229	96
Faculty of Business and Economics	224	147	66	220	98
Faculty of Education	162	117	72	160	99
Faculty of Engineering	55	28	51	54	98
Faculty of Information Technology	60	31	52	55	92
Faculty of Law	80	57	71	77	96
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	171	97	57	160	94
Faculty of Pharmacy	23	12	52	23	100
Faculty of Science	72	45	63	70	97
International Affairs		0		0	
Marketing and Public Affairs	11	9	82	11	100
Monash College	16	10	63	15	94
Monash Southern Africa	2	0	0	2	100
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	4	1	25	3	75
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	21	18	86	21	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	1,305	869	67	1,258	96