

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/07/2007 to 31/07/2007

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)	83	66	80	83	100
Deputy V-C (International Affairs)	44	42	95	44	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	11	5	45	10	91
Faculty of Arts	244	155	64	233	95
Faculty of Business and Economics	429	300	70	409	95
Faculty of Education	137	93	68	131	96
Faculty of Engineering	117	72	62	110	94
Faculty of Information Technology	159	80	50	145	91
Faculty of Law	109	84	77	106	97
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	141	74	52	134	95
Faculty of Pharmacy	11	5	45	11	100
Faculty of Science	117	82	70	110	94
International Affairs		0		0	
Marketing and Public Affairs	9	8	89	9	100
Monash College	24	18	75	23	96
Monash Southern Africa	5	0	0	1	20
Monash Study Groups	1	1	100	1	100
Monash University English Language Ctr	9	5	56	9	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	7	5	71	5	71
Student Systems		0		0	
Test calls		0		0	
Grand Total	1,657	1,095	66	1,574	95