

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/06/2007 to 30/06/2007

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)	141	117	83	139	99
Deputy V-C (International Affairs)	40	29	73	39	98
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	4	2	50	4	100
Faculty of Arts	84	51	61	82	98
Faculty of Business and Economics	162	92	57	151	93
Faculty of Education	45	27	60	42	93
Faculty of Engineering	29	13	45	26	90
Faculty of Information Technology	43	16	37	39	91
Faculty of Law	24	10	42	21	88
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	64	35	55	59	92
Faculty of Pharmacy	6	5	83	6	100
Faculty of Science	19	10	53	18	95
International Affairs		0		0	
Marketing and Public Affairs		0		0	
Monash College	31	21	68	30	97
Monash Southern Africa		0		0	
Monash Study Groups	1	0	0	0	0
Monash University English Language Ctr	3	1	33	3	100

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Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	5	4	80	4	80
Student Systems		0		0	
Test calls		0		0	
Grand Total	701	433	62	663	95