

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/03/2007 to 31/03/2007

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)	159	129	81	157	99
Deputy V-C (International Affairs)	7	3	43	6	86
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	28	20	71	27	96
Faculty of Arts	373	281	75	358	96
Faculty of Business and Economics	627	488	78	615	98
Faculty of Education	225	165	73	217	96
Faculty of Engineering	156	109	70	147	94
Faculty of Information Technology	169	102	60	162	96
Faculty of Law	190	145	76	183	96
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	451	339	75	433	96
Faculty of Pharmacy	23	16	70	23	100
Faculty of Science	156	110	71	153	98
International Affairs		0		0	
Marketing and Public Affairs	20	16	80	20	100
Monash College	40	34	85	39	98
Monash Southern Africa	2	0	0	2	100
Monash Study Groups	3	3	100	3	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
Monash University English Language Ctr	4	3	75	3	75
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	11	9	82	11	100
Student Systems	1	1	100	1	100
Test calls		0		0	
Grand Total	2,646	1,974	75	2,561	97