

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/05/2007 to 31/05/2007

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)	156	124	79	154	99
Deputy V-C (International Affairs)	17	15	88	17	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	16	9	56	15	94
Faculty of Arts	163	114	70	156	96
Faculty of Business and Economics	237	175	74	226	95
Faculty of Education	79	43	54	75	95
Faculty of Engineering	72	35	49	66	92
Faculty of Information Technology	73	29	40	70	96
Faculty of Law	73	54	74	71	97
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	110	64	58	106	96
Faculty of Pharmacy	8	3	38	7	88
Faculty of Science	48	36	75	48	100
International Affairs		0		0	
Marketing and Public Affairs	2	1	50	2	100
Monash College	19	11	58	17	89
Monash Southern Africa		0		0	
Monash Study Groups	1	1	100	1	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	0	0	3	75
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	5	4	80	5	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	1,083	718	66	1,039	96