

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 11/1/2007 to 11/30/2007

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)	120	89	74	116	97
Deputy V-C (International Affairs)	44	35	80	42	95
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	10	8	80	10	100
Faculty of Arts	111	74	67	105	95
Faculty of Business and Economics	119	80	67	114	96
Faculty of Education	67	43	64	65	97
Faculty of Engineering	37	19	51	34	92
Faculty of Information Technology	28	16	57	24	86
Faculty of Law	39	26	67	37	95
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	86	53	62	79	92
Faculty of Pharmacy	6	3	50	6	100
Faculty of Science	20	10	50	20	100
International Affairs		0		0	
Marketing and Public Affairs	3	3	100	3	100
McPI	12	8	67	10	83
Monash College		0		0	
Monash Southern Africa		0		0	

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Monash Study Groups		0		0	
Monash University English Language Ctr	11	3	27	10	91
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	6	4	67	6	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	720	475	66	682	95