

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/09/2007 to 30/09/2007

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)	135	107	79	130	96
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	6	5	83	5	83
Faculty of Arts	107	81	76	104	97
Faculty of Business and Economics	211	144	68	197	93
Faculty of Education	65	45	69	63	97
Faculty of Engineering	43	21	49	39	91
Faculty of Information Technology	52	32	62	50	96
Faculty of Law	51	36	71	49	96
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	66	44	67	64	97
Faculty of Pharmacy	11	9	82	11	100
Faculty of Science	51	29	57	45	88
International Affairs		0		0	
Marketing and Public Affairs	13	10	77	13	100
Monash College	6	6	100	6	100
Monash Southern Africa	2	0	0	2	100
Monash Study Groups		0		0	

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	4	100	4	100
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	1	1	100	1	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	841	589	70	800	95