

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/12/2008 to 31/12/2008

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	2	1	50	1	50
Deputy V-C (Academic and Planning)	150	126	84	147	98
Deputy V-C (International Affairs)	44	40	91	44	100
Faculty of Art and Design	7	3	43	6	86
Faculty of Arts	68	41	60	64	94
Faculty of Business and Economics	102	67	66	98	96
Faculty of Education	40	23	58	38	95
Faculty of Engineering	16	8	50	14	88
Faculty of Information Technology	22	12	55	21	95
Faculty of Law	27	14	52	25	93
Faculty of Medicine, Nursing and Health Sciences	69	36	52	68	99
Faculty of Pharmacy		0		0	
Faculty of Pharmacy and Pharmaceutical Sciences	8	6	75	8	100
Faculty of Science	18	7	39	16	89
Marketing and Public Affairs	2	2	100	2	100
McPI		0		0	
Monash College	24	18	75	22	92
Monash Southern Africa		0		0	
Monash Study Groups		0		0	
Monash University English Language Ctr	5	4	80	5	100
Student	11	6	55	11	100
Student Systems		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
Grand Total	615	414	67	590	96