

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/02/2008 to 29/02/2008

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	0	0	2	100
Deputy V-C (Academic and Planning)	84	69	82	84	100
Deputy V-C (International Affairs)	53	32	60	52	98
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	32	26	81	32	100
Faculty of Arts	270	206	76	261	97
Faculty of Business and Economics	423	328	78	408	96
Faculty of Education	130	89	68	124	95
Faculty of Engineering	125	84	67	121	97
Faculty of Information Technology	97	62	64	90	93
Faculty of Law	118	91	77	115	97
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	261	173	66	253	97
Faculty of Pharmacy	26	17	65	24	92
Faculty of Science	163	112	69	158	97
International Affairs		0		0	
Marketing and Public Affairs	41	38	93	41	100
McPI	4	4	100	4	100
Monash College	36	25	69	36	100
Monash Southern Africa	2	0	0	2	100
Monash Study Groups		0		0	

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Monash University English Language Ctr	10	7	70	10	100
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	3	1	33	3	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	1,880	1,364	73	1,820	97