



Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/07/2008 to 31/07/2008

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	0	0	0	0	0
Deputy V-C (Academic and Planning)	64	49	77	63	98
Deputy V-C (International Affairs)	73	64	88	72	99
Deputy V-C (International and Public Affairs)	0	0	0	0	0
ELICOS	0	0	0	0	0
Faculty of Art and Design	33	20	61	32	97
Faculty of Arts	350	220	63	341	97
Faculty of Business and Economics	478	310	65	463	97
Faculty of Education	154	102	66	148	96
Faculty of Engineering	129	60	47	123	95
Faculty of Information Technology	189	97	51	181	96
Faculty of Law	162	124	77	159	98
Faculty of Medicine	0	0	0	0	0
Faculty of Medicine, Nursing and Health Sciences	203	119	59	194	96
Faculty of Pharmacy	21	11	52	21	100
Faculty of Science	120	72	60	117	98
International Affairs	0	0	0	0	0
Marketing and Public Affairs	2	1	50	2	100
McPI	0	0	0	0	0
Monash College	33	17	52	32	97
Monash Southern Africa	2	0	0	1	50
Monash Study Groups	0	0	0	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	6	3	50	6	100
Pearcey Centre	0	0	0	0	0
Pharmacy Centre For Continuing Education	0	0	0	0	0
School of Nursing	0	0	0	0	0
Student	26	15	58	26	100
Student Systems	0	0	0	0	0
Test calls	0	0	0	0	0
Grand Total	2,045	1,284	63	1,981	97