

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/06/2008 to 30/06/2008

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	1	0	0	1	100
Deputy V-C (Academic and Planning)	130	77	59	127	98
Deputy V-C (International Affairs)	97	63	65	97	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	4	1	25	4	100
Faculty of Arts	83	41	49	73	88
Faculty of Business and Economics	133	70	53	125	94
Faculty of Education	30	13	43	28	93
Faculty of Engineering	45	12	27	44	98
Faculty of Information Technology	40	8	20	34	85
Faculty of Law	25	11	44	24	96
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	61	25	41	56	92
Faculty of Pharmacy	4	2	50	3	75
Faculty of Science	25	8	32	22	88
International Affairs		0		0	
Marketing and Public Affairs	3	3	100	3	100
McPI		0		0	
Monash College	42	20	48	42	100
Monash Southern Africa		0		0	
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	1	1	100	1	100
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	10	6	60	10	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	734	361	49	694	95