

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/03/2008 to 31/03/2008

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	
Deputy V-C (Academic and Planning)	217	186	86	215	99
Deputy V-C (International Affairs)	22	21	95	22	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	32	25	78	31	97
Faculty of Arts	325	253	78	315	97
Faculty of Business and Economics	389	291	75	381	98
Faculty of Education	134	105	78	133	99
Faculty of Engineering	95	66	69	94	99
Faculty of Information Technology	120	68	57	114	95
Faculty of Law	151	116	77	147	97
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	305	221	72	292	96
Faculty of Pharmacy	13	9	69	12	92
Faculty of Science	130	92	71	127	98
International Affairs		0		0	
Marketing and Public Affairs	29	29	100	29	100
McPI	1	1	100	1	100
Monash College	26	23	88	26	100
Monash Southern Africa		0		0	
Monash Study Groups	1	1	100	1	100

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	11	8	73	11	100
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	17	15	88	17	100
Student Systems		0		0	
Test calls		0		0	
Grand Total	2,018	1,530	76	1,968	98