

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/05/2008 to 31/05/2008

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)	32	21	66	32	100
Deputy V-C (International Affairs)	36	26	72	35	97
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	21	18	86	21	100
Faculty of Arts	197	157	80	189	96
Faculty of Business and Economics	325	246	76	310	95
Faculty of Education	101	64	63	91	90
Faculty of Engineering	64	35	55	63	98
Faculty of Information Technology	55	25	45	53	96
Faculty of Law	81	56	69	73	90
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	156	107	69	145	93
Faculty of Pharmacy	8	3	38	8	100
Faculty of Science	69	42	61	66	96
International Affairs		0		0	
Marketing and Public Affairs	4	4	100	4	100
McPI		0		0	
Monash College	11	9	82	11	100
Monash Southern Africa	4	0	0	3	75
Monash Study Groups	9	9	100	9	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	6	5	83	6	100
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	14	7	50	13	93
Student Systems		0		0	
Test calls		0		0	
Grand Total	1,193	834	70	1,132	95