

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

Calls for the Date range 1/10/2008 to 31/10/2008

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)	28	18	64	25	89
Deputy V-C (International Affairs)	39	32	82	39	100
Faculty of Art and Design	17	12	71	15	88
Faculty of Arts	150	114	76	147	98
Faculty of Business and Economics	223	168	75	218	98
Faculty of Education	80	44	55	79	99
Faculty of Engineering	60	29	48	57	95
Faculty of Information Technology	45	17	38	40	89
Faculty of Law	57	37	65	53	93
Faculty of Medicine, Nursing and Health Sciences	80	54	68	78	98
Faculty of Pharmacy		0		0	
Faculty of Pharmacy and Pharmaceutical Sciences	14	10	71	13	93
Faculty of Science	49	27	55	44	90
Marketing and Public Affairs	4	3	75	4	100
McPI		0		0	
Monash College	41	25	61	41	100
Monash Southern Africa	2	0	0	1	50
Monash Study Groups		0		0	
Monash University English Language Ctr	8	7	88	8	100
Student	6	3	50	6	100
Student Systems		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
Grand Total	903	600	66	868	96