



## IT Support for Students (HEAT)

Calls for the Date range 1/06/2005 to 30/06/2005

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)	81	63	78	75	93
Deputy V-C (International Affairs)	109	105	96	107	98
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	25	23	92	24	96
Faculty of Arts	512	478	93	499	97
Faculty of Business and Economics	596	544	91	581	97
Faculty of Education	407	389	96	402	99
Faculty of Engineering	129	111	86	117	91
Faculty of Information Technology	440	406	92	432	98
Faculty of Law	188	156	83	177	94
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	128	111	87	121	95
Faculty of Pharmacy	6	4	67	6	100
Faculty of Science	193	184	95	189	98
International Affairs		0		0	
Marketing and Public Affairs	7	5	71	6	86
Monash College	96	85	89	95	99
Monash Southern Africa	1	0	0	1	100
Monash Study Groups		0		0	
Pearcey Centre		0		0	

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Pharmacy Centre For Continuing Education		0		0	
School of Nursing	305	301	99	303	99
Student	9	7	78	7	78
Student Systems		0		0	
Test calls		0		0	
<b>Grand Total</b>	<b>3,232</b>	<b>2,972</b>	<b>92</b>	<b>3,142</b>	<b>97</b>