

CALLS HANDLED FOR STUDENT AFFAIRS BY : 'ICT SERVICES GARANKUWA','ICT SERVICES SOSHANGUVE','ICT SERVICES PRETORIA'

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2006	13	13	0	100.00%	13	0	100.00%
FEBRUARY 2006	8	7	1	87.50%	8	0	100.00%
MARCH 2006	4	4	0	100.00%	4	0	100.00%
APRIL 2006	3	3	0	100.00%	3	0	100.00%
MAY 2006	3	2	1	66.67%	3	0	100.00%
JUNE 2006	1	1	0	100.00%	1	0	100.00%
JULY 2006	1	1	0	100.00%	1	0	100.00%
AUGUST 2006	3	3	0	100.00%	3	0	100.00%
SEPTEMBER 2006	2	2	0	100.00%	2	0	100.00%
OCTOBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	39	37	2	94.87%	39	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	84	80	4	95.24%	83	1	98.81%
FEBRUARY 2006	59	54	5	91.53%	58	1	98.31%
MARCH 2006	62	59	3	95.16%	61	1	98.39%
APRIL 2006	28	25	3	89.29%	28	0	100.00%
MAY 2006	57	56	1	98.25%	57	0	100.00%
JUNE 2006	50	46	4	92.00%	50	0	100.00%
JULY 2006	46	40	6	86.96%	45	1	97.83%
AUGUST 2006	37	36	1	97.30%	37	0	100.00%
SEPTEMBER 2006	16	14	2	87.50%	16	0	100.00%
OCTOBER 2006	25	24	1	96.00%	25	0	100.00%
NOVEMBER 2006	29	28	1	96.55%	29	0	100.00%
DECEMBER 2006	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	496	465	31	93.75%	492	4	99.19%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JULY 2006	2	2	0	100.00%	2	0	100.00%
AUGUST 2006	5	5	0	100.00%	5	0	100.00%
SEPTEMBER 2006	2	2	0	100.00%	2	0	100.00%
OCTOBER 2006	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	11	11	0	100.00 %	11	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	546	513	33	93.96%	542	4	99.27%