

QUERY LOG

Respond to query within 5 working days: 99% and above, >90% < 99%; <90%

	Jul 16 total	Jul 16 (5 wd)%	Aug 16 total	Aug 16 (5 wd) %	Sep 16 total	Sep 16 (5 wd) %	Q3_16 (5 wd) %
Queries from users (email threads, time for response, not FE)	18	100	27	100	28	100	100.0
Fast-track applications by existing users (time for acknowledgement)	0	N/A	0	N/A	1	100	100.0
Fast-track applications by new users (no previous TAP appn, time ack.)	0	N/A	0	N/A	0	N/A	N/A
PhD travel fund applications (time for acknowledgement)	0	N/A	0	N/A	0	N/A	N/A
conference publicity fund applications (time for acknowledgement)	0	N/A	0	N/A	0	N/A	N/A
grant application feasibility (time for acknowledgement)	1	100	1	100	1	100	100.0
Information emails sent by the Facility to full mailing list			1		1		2

	Jul to Sep 16 total	Q3_16 (5 wd)%
CREDIT CONTROL CONTACT (email threads from customer)	0	N/A
Respond to query within 5 working days: 90% and above, >80% but < 90%; <80%		
ACCOUNT MANAGER CONTACT (email threads from customer)	0	
Respond to query within 5 working days: 90% and above, >80% but < 90%; <80%		N/A

DOWNTIME

Percentage downtime: <10%, >10% but < 20%, >20%

	Jul 16 (days)	Jul 16 %	Aug 16 (days)	Aug 15 %	Sep 16 (days)	Sep16 %	Q3_16 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	0.00	0.0	0	0.0	0.0
user granted a compensation day	0	0.0	0	0.0	0.0	0.0	0.0
Total	0	0.0	0.00	0.0	0	0.0	0.0

USAGE INFORMATION

reported Q2

number of distinct PIs
 number of distinct universities
 department types:
 Chemistry
 Physics
 Biochemistry
 Earth Sciences
 School of Pharmacy

COMPLAINTS

3 working days for first response, 10 working days to resolve the issue: 95% and above; >90% but < 95%; <90%

	Jul 16 (no.)	resp (w3/10d)%	Aug 16 (no.)	resp (w3/10d)%	Sep 16 (no.)	resp (w3/10d)%	Q3_16 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES							
	4	3	2				
average score	Jul 16 (no.)	Jul 16 (av. sc.)	Aug 16 (no.)	Aug 16 (av. sc.)	Sep 16 (no.)	Sep 16 (av. sc.)	average
	2	4.73	4	4.54	3	4.74	4.65

PI SATISFACTION SCORES (ANNUAL); 2016	2016 (only to be reported annually)
4; 3; 2	
average score	

TAP	reported Q2
number of applications made	
number of applications awarded time (incl partial award of time)	
number of access days requested	
number of access days awarded	
% of access requests responded to within 10 wds of TAP	

DISSEMINATION EVENTS
Perform a minimum of one dissemination activity per year

PUBLICATIONS	2016 (only to be reported annually)
15; 12; 10	
RESEARCH OUTPUTS (talks and posters)	2016 (only to be reported annually)
50; 30; 20	