

QUERY LOG

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

	Oct 17 total	Oct 17 (5 wd)%	Nov 17 total	Nov 17 (5 wd) %	Dec 17 total	Dec 17 (5 wd) %	Q4_17 (5 wd) %
Queries from users (email threads, time for response, not FE)	47	100	40	100	44	100	100.0
Fast-track applications by existing users (time for acknowledgement)	2	100	0	N/A	0	N/A	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)	3	100	0	N/A	1	100	100.0
Information emails sent by the Facility to full mailing list	1						

	Oct to Dec 17 total	Q4_17 (5 wd)%
CREDIT CONTROL CONTACT (email threads from customer)	0	N/A
<b>Respond to query within 5 working days: 90% and above, &gt;80% but &lt; 90%; &lt;80%</b>		
ACCOUNT MANAGER CONTACT (email threads from customer)	0	
<b>Respond to query within 5 working days: 90% and above, &gt;80% but &lt; 90%; &lt;80%</b>		N/A

DOWNTIME

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

	Oct 17 (days)	Oct 17 %	Nov 17 (days)	Nov 17 %	Dec 17 (days)	Dec 17 %	Q4_17 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	1.00	3.3	0	0.0	1.1
user granted a compensation day	0	0.0	0	0.0	0.0	0.0	0.0
Total	0	0.0	1.00	3.3	0	0.0	1.1
Installation new equipment	12				1		

USAGE INFORMATION

meeting on 8<sup>th</sup> December 2017 for January 2018 - June 2018

number of distinct PIs	19
number of distinct universities	10
department types:	
Chemistry	13
Physics	3
Biochemistry	1
Biological Science	1
School of Pharmacy	1

COMPLAINTS

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

	Oct 17 (no.)	resp (w3/10d)%	Nov 17 (no.)	resp (w3/10d)%	Dec 17 (no.)	resp (w3/10d)%	Q4_17 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES								
	4; 3; 2							
average score		Oct 17 (no.)	Oct 17 (av. sc.)	Nov 17 (no.)	Nov 17 (av. sc.)	Dec 17 (no.)	Dec 17 (av. sc.)	average
		3	4.88	2	4.83	1	4.72	4.84

PI SATISFACTION SCORES (ANNUAL); 2017		
		2017 (only to be reported annually)
	4; 3; 2	
average score		2017 (no)      2017 (av)
		11              4.89

TAP	meeting on 8 <sup>th</sup> December 2017 for January 2018 - June 2018
number of applications made	29
number of applications awarded time (incl partial award of time)	29
number of access days requested	213
number of access days awarded	147
% of access requests responded to within 10 wds of TAP	100

**DISSEMINATION EVENTS**  
**Perform a minimum of one dissemination activity per year**

PUBLICATIONS	2017
15; 12; 10	17
RESEARCH OUTPUTS (talks and posters)	2017
50; 30; 20	65