

| QUERY LOG | | | | | | | |
|---|--------------|----------------|--------------|-----------------|--------------|-----------------|----------------|
| Respond to query within 5 working days: 99% and above, >90% < 99%; <90% | | | | | | | |
| | Jul 18 total | Jul 18 (5 wd)% | Aug 18 total | Aug 18 (5 wd) % | Sep 18 total | Sep 18 (5 wd) % | Q3_18 (5 wd) % |
| Queries from users (email threads, time for response, not FE) | 32 | 100 | 28 | 100 | 33 | 100 | 100.0 |
| Fast-track applications by existing users (time for acknowledgement) | 0 | N/A | 0 | N/A | 0 | N/A | N/A |
| 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 | 0 | N/A | 1 | 100 | 100.0 |
| Information emails sent by the Facility to full mailing list | | | | | | | |

| | Jul to Sep 18 total | Q3_18 (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 18 (days) | Jul 18 % | Aug 18 (days) | Aug 18 % | Sep 18 (days) | Sep18 % | Q3_18 % |
| spectrometer not usable | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0.0 |
| maintenance days | 1 | 3.2 | 0 | 0.0 | 0 | 0.0 | 1.1 |
| user granted a compensation day | 0 | 0.0 | 2 | 6.5 | 0 | 0.0 | 2.2 |
| Total | 1 | 3.2 | 2 | 6.5 | 0 | 0.0 | 3.3 |

| 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 18 (no.) | resp (w3/10d)% | Aug 18 (no.) | resp (w3/10d)% | Sep 18 (no.) | resp (w3/10d)% | Q3_18 (w3/10d)% |
| | 0 | N/A | 0 | N/A | 0 | N/A | N/A |

| USER SATISFACTION SCORES | | | | | | | |
|--------------------------|--------------|------------------|--------------|------------------|--------------|------------------|---------|
| | | | | | | | |
| | | | | | | | |
| 4; 3; 2 | | | | | | | |
| average score | Jul 18 (no.) | Jul 18 (av. sc.) | Aug 18 (no.) | Aug 18 (av. sc.) | Sep 18 (no.) | Sep 18 (av. sc.) | average |
| | 3 | 4.23 | 3 | 4.75 | 2 | 4.66 | 4.53 |

| PI SATISFACTION SCORES (ANNUAL) | |
|---------------------------------|-------------------------------------|
| 4; 3; 2 | 2018 (only to be reported annually) |
| 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 | 2018 (only to be reported annually) |
|--------------------------------------|-------------------------------------|
| 15; 12; 10 | |
| RESEARCH OUTPUTS (talks and posters) | 2018 (only to be reported annually) |
| 50; 30; 20 | |