

QUERY LOG							
Respond to query within 5 working days: 99% and above, >90% < 99%; <90%							
	Oct 18 total	Oct 18 (5 wd)%	Nov 18 total	Nov 18 (5 wd) %	Dec 18 total	Dec 18 (5 wd) %	Q4_18 (5 wd) %
Queries from users (email threads, time for response, not FE)	50	100	45	100	39	100	100.0
Fast-track applications by existing users (time for acknowledgement)	1	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)	0	N/A	0	N/A	0	N/A	N/A
Information emails sent by the Facility to full mailing list	1						

	Oct to Dec 18 total	Q4_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%							
	Oct 18 (days)	Oct 18 %	Nov 18 (days)	Nov 18 %	Dec 18 (days)	Dec 18 %	Q4_18 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	2	6.5	1	3.3	5	16.1	8.8
user granted a compensation day	0	0.0	0	0.0	0	0.0	0.0
Total	2	6.5	1	3.3	5	16.1	8.8

USAGE INFORMATION		meeting on 27th November 2018 for January 2019 - June 2019
number of distinct PIs	19	
number of distinct universities	11	
department types:	8	
Chemistry	10	
Physics	2	
Biochemistry	2	
Biological Science	1	
School of Pharmacy	1	
School of Earth and Environmental Sciences	1	
Macromolecular Structure Laboratory	1	
Diamond	1	

COMPLAINTS							
3 working days for first response, 10 working days to resolve the issue: 95% and above; >90% but < 95%; <90%							
	Oct 18 (no.)	resp (w3/10d)%	Nov 18 (no.)	resp (w3/10d)%	Dec 18 (no.)	resp (w3/10d)%	Q4_18 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES	
	4; 3; 2

	Oct 18 (no.)	Oct 18 (av. sc.)	Nov 18 (no.)	Nov 18 (av. sc.)	Dec 18 (no.)	Dec 18 (av. sc.)	average
average score	1	4.83	4	4.55	3	4.67	4.63

PI SATISFACTION SCORES (ANNUAL); 2016	2018 (only to be reported annually)	
4; 3; 2	2018 (no)	2018 (av)
average score	14	4.83

TAP	meeting on 27th November 2018 for January 2019 - June 2019
number of applications made	25
number of applications awarded time (incl partial award of time)	25
number of access days requested	198
number of access days awarded	140
% of access requests responded to within 10 wds of TAP	100

DISSEMINATION EVENTS
Perform a minimum of one dissemination activity per year

PUBLICATIONS	2018
15; 12; 10	16
RESEARCH OUTPUTS (talks and posters)	2018
50; 30; 20	62