

QUERY LOG

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

	Jul 19 total	Jul 19 (5 wd)%	Aug 19 total	Aug 19 (5 wd) %	Sep 19 total	Sep 19 (5 wd) %	Q3_19 (5 wd) %
Queries from users (email threads, time for response, not FE)	20	100	38	100	48	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)	0	N/A	0	N/A	1	100	100.0
Information emails sent by the Facility to full mailing list	1						1

	Jul to Sep 19 total	Q3_19 (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	N/A
<b>Respond to query within 5 working days: 90% and above, &gt;80% but &lt; 90%; &lt;80%</b>		

DOWNTIME

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

	Jul 19 (days)	Jul 19 %	Aug 19 (days)	Aug 19 %	Sep 19 (days)	Sep19 %	Q3_19 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	0.00	0.0	2	6.7	2.2
user granted a compensation day	0	0.0	0	0.0	1.0	3.3	1.1
Total	0	0.0	0.00	0.0	3	10.0	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 19 (no.)	resp (w3/10d)%	Aug 19 (no.)	resp (w3/10d)%	Sep 19 (no.)	resp (w3/10d)%	Q3_19 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES							
4; 3; 2							
average score	Jul 19 (no.)	Jul 19 (av. sc.)	Aug 19 (no.)	Aug 19 (av. sc.)	Sep 19 (no.)	Sep 19 (av. sc.)	average
	3	4.62	3	4.71	4	4.65	4.66

PI SATISFACTION SCORES (ANNUAL); 2016	
4; 3; 2	2019 (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
<b>Perform a minimum of one dissemination activity per year</b>

PUBLICATIONS	2019 (only to be reported annually)
15; 12; 10	
RESEARCH OUTPUTS (talks and posters)	2019 (only to be reported annually)
50; 30; 20	