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

	Jan 16 total	Jan 16 (5 wd)%	Feb 16 total	Feb 16 (5 wd) %	Mar 16 total	Mar 16 (5 wd) %	Q1_16 (5 wd) %
Queries from users (email threads, time for response, not FE)	27	100	28	100	28	100	100.0
Fast-track applications by existing users (time for acknowledgement)	1	100	0	N/A	0	100	100.0
Fast-track applications by new users (no previous TAP appn, time ack.)	0	N/A	0	N/A	1	100	100.0
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	100	0	N/A	N/A
Information emails sent by the Facility to full mailing list			1				

	Janury to March 16 total						Q1_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%

	Jan 16 (days)	Jan 16 %	Feb 16 (days)	Feb 15 %	Mar 16 (days)	Mar 16 %	Q1_16 %
spectrometer not usuable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	0.00	0.0	1.0	3.2	1.1
user granted a compensation day	0	0.0	0	0.0	0	0.0	0.0
Total	0	0.0	0.00	0.0	1	3.2	1.1

USAGE INFORMATION
most recent meeting on 23rd November 2015 for January 2016 - June 2016 was reported in 2015 Q4

number of distinct PIs

number of distinct universities

department types:

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

	Jan 16 (no.)	resp (w3/10d)%	Feb 16 (no.)	resp (w3/10d)%	Mar 16 (no.)	resp (w3/10d)%	Q1_16 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES
4; 3; 2

	Jan 16 (no.)	Jan 16 (av. sc.)	Feb 16 (no.)	Feb 16 (av. sc.)	Mar 16 (no.)	Mar 16 (av. sc.)	average
average score	1	4.5	3	4.35	3	4.96	4.61

PI SATISFACTION SCORES (ANNUAL); 2016
Will report in Q4 2016

4; 3; 2

average score

TAP	most recent meeting on 23rd November 2015 for January 2016 - June 2016 was reported in 2015 Q4
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)	Will report in Q4 2016
15; 12; 10		
RESEARCH OUTPUTS (talks and posters)	2016 (only to be reported annually)	Will report in Q4 2016
50; 30; 20		