

QUERY LOG							
<b>Respond to query within 5 working days: 99% and above, &gt;90% &lt; 99%; &lt;90%</b>							
	Jan 17 total	Jan 17 (5 wd)%	Feb 17 total	Feb 17 (5 wd) %	Mar 17 total	Mar 17 (5 wd) %	Q1_17 (5 wd) %
Queries from users (email threads, time for response, not FE)	30	100	33	100	31	100	100.0
Fast-track applications by existing users (time for acknowledgement)	0	N/A	1	100	1	100	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)	1	100	0	N/A	0	N/A	100
Information emails sent by the Facility to full mailing list	1		1				2

January to March 16 total		Q1_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							
<b>Percentage downtime: &lt;10%, &gt;10% but &lt; 20%, &gt;20%</b>							
	Jan 17 (days)	Jan 17 %	Feb 17 (days)	Feb 17 %	Mar 17 (days)	Mar 17 %	Q1_17 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	1.00	3.6	0.0	0.0	1.1
user granted a compensation day	4	0.0	0	0.0	0	0.0	4.4
Total	4	12.9	1.00	3.6	0	0.0	5.6
Installation of new equipment	0	0.0	1	3.6	3	9.7	4.4

USAGE INFORMATION	
Most recent meeting on 17th November 2016 for January 2017- June 2017 was reported in 2016 Q4	
number of distinct PIs	
number of distinct universities	
department types:	
Chemistry	
Physics	
Biochemistry	
Biological Sciences	
School of Pharmacy	
The National Graphene Institute	

COMPLAINTS							
<b>3 working days for first response, 10 working days to resolve the issue: 95% and above; &gt;90% but &lt; 95%; &lt;90%</b>							
	Jan 17 (no.)	resp (w3/10d)%	Feb 17 (no.)	resp (w3/10d)%	Mar 17 (no.)	resp (w3/10d)%	Q1_17 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES
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4; 3; 2								
average score	Jan 17 (no.)	Jan 17 (av. sc.)	Feb 17 (no.)	Feb 17 (av. sc.)	Mar 17 (no.)	Mar 17 (av. sc.)	average	
	2	4.46	3	4.46	2	4.84	4.57	

PI SATISFACTION SCORES (ANNUAL); 2017	Will report in Q4 2017
4; 3; 2	
average score	

TAP	Most recent meeting on 17th November 2016 for January 2017- June 2017 was reported in 2016 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 TAF	

DISSEMINATION EVENTS	Will report in Q2 2017
<b>Perform a minimum of one dissemination activity per year</b>	

PUBLICATIONS	2017 (only to be reported annually)	Will report in Q4 2017
15; 12; 10		
RESEARCH OUTPUTS (talks and posters)	2017 (only to be reported annually)	Will report in Q4 2017
50; 30; 20		