

QUERY LOG							
Respond to query within 5 working days: 99% and above, >90% < 99%; <90%							
	Jan 18 total	Jan 18 (5 wd)%	Feb 18 total	Feb 18 (5 wd) %	Mar 18 total	Mar 18 (5 wd) %	Q1_18 (5 wd) %
Queries from users (email threads, time for response, not FE)	40	100	30	100	51	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	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	N/A	1	100	100
Information emails sent by the Facility to full mailing list			1		1		2

	January to March 18 total	Q1_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	N/A
Respond to query within 5 working days: 90% and above, >80% but < 90%; <80%		

DOWNTIME							
Percentage downtime: <10%, >10% but < 20%, >20%							
	Jan 18 (days)	Jan 18 %	Feb 18 (days)	Feb 18 %	Mar 18 (days)	Mar 18 %	Q1_18 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	1	3.2	2	7.1	1	3.2	4.4
user granted a compensation day	0	0.0	0	0.0	0	0.0	0.0
Total	1	3.2	2	7.1	1	3.2	4.4
Installation new equipment	0	0.0	0	0.0	0	0.0	0.0

USAGE INFORMATION		Most recent meeting on 08th December 2017 for January 2018 - June 2018 was reported in 2017 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 18 (no.)	resp (w3/10d)%	Feb 18 (no.)	resp (w3/10d)%	Mar 18 (no.)	resp (w3/10d)%	Q1_18 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES							
4; 3; 2							
	Jan 18 (no.)	Jan 18 (av. sc.)	Feb 18 (no.)	Feb 18 (av. sc.)	Mar 18 (no.)	Mar 18 (av. sc.)	average
average score	3	4.75	3	4.81	1	3.58	4.61

PI SATISFACTION SCORES (ANNUAL); 2018		2018 (only to be reported annually)
4; 3; 2		
average score		

TAP		Most recent meeting on 08th December 2017 for January 2018 - June 2018 was reported in 2017 Q4
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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 15; 12; 10	2018 (only to be reported annually)	Will report in Q4 2018
RESEARCH OUTPUTS (talks and posters) 50; 30; 20	2018 (only to be reported annually)	Will report in Q4 2018