

QUERY LOG																																	
Respond to query within 5 working days:99% and above, >90% < 99%; <90%																																	
	Jan 18	Jan 18 (5 total wd)%	Feb 18	Feb 18 (5 total wd)%	Mar 18	Mar 18 (5 total wd)%	Q1_18 (5 wd)%	Apr 18	Apr 18 (5 total wd)%	May 18	May 18 (5 total wd)%	Jun 18	Jun 18 (5 total wd)%	Q2_18 (5 wd)%	Jul 18	Jul 18 (5 total wd)%	Aug 18	Aug 18 (5 total wd)%	Sep 18	Sep 18 (5 total wd)%	Q3_18 (5 wd)%	Oct 18	Oct 18 (5 total wd)%	Nov 18	Nov 18 (5 total wd)%	Dec 18	Dec 18 (5 total wd)%	Q4_18 (5 wd)%	Q1 & Q2 & Q3 & Q4_18 (5 wd)%				
Queries from users (email threads, time for response, not FE)	40	100	30	100	51	100	100.0	89	100	54	100	55	100	100.0	32	100	28	100	33	100	100.0	50	100	45	100	39	100	100.0	100				
Fast-track applications by existing users (time for acknowledgement)	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A	1	100	0	N/A	0	N/A	100.0	100				
Fast-track applications by new users (no previous TAP appn, time ack)	0	N/A	0	N/A	1	100	100.0	1	100	0	N/A	0	N/A	100.0	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A	N/A				
PHD travel fund applications (time for acknowledgement)	0	N/A	0	N/A	0	N/A	N/A	0	N/A	1	100	3	100	100.0	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A	100				
conference publicity fund applications (time for acknowledgement)	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A	N/A				
grant application feasibility (time for acknowledgement)	0	N/A	0	N/A	1	100	100.0	0	N/A	1	100	2	100	100.0	1	100	0	N/A	1	100	100.0	0	N/A	0	N/A	0	N/A	N/A	100				
Information emails sent by the Facility to full mailing list			1		1		2	1		1		2		2					1		1	1						6					
CREDIT CONTROL CONTACT (email threads from customer)																																	
January to March 18 total						Q1_18 (5 wd)%	April to June 18 total					Q2_18 (5 wd)%	Jul to Sep 18 total					Q3_18 (5 wd)%	Oct to Dec 18 total					Q4_18 (5 wd)%	Q1 & Q2 & Q3 & Q4_18 (5 wd)%								
0						N/A	0					N/A	0					N/A	0					N/A	N/A								
Respond to query within 5 working days:90% and above, >80% but < 90%; <80%																																	
0						N/A	0					N/A	0					N/A	0					N/A	N/A								
ACCOUNT MANAGER CONTACT (email threads from customer)																																	
0						N/A	0					N/A	0					N/A	0					N/A	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	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Q1 & Q2 & Q3 & Q4_18																				
	(days)	Jan 18 % (days)	Feb 18 % (days)	Apr 18 % (days)	May 18 % (days)	Jun 18 % (days)	Jul 18 % (days)	Aug 18 % (days)	Sep 18 % (days)	Oct 18 % (days)	Nov 18 % (days)	Dec 18 % (days)	Q1 & Q2 & Q3 & Q4_18 %																				
spectrometer not usable	0.00	0.0	0	0.00	0	0.0	0.00	0	0.0	0.00	0	0	0.0																				
maintenance days	1	3.2	2.00	7.1	1.0	3.2	4.4	0	0.0	0.00	0.0	3	10.0																				
user granted a compensation day	0	0.0	0	0.0	0	0.0	0.0	2	6.7	0.0	0.0	2.2	0																				
Total	1	3.2	2.00	7.1	1	3.2	4.4	0	0.0	2.00	6.7	3	10.0																				
USAGE INFORMATION																																	
Most recent meeting on 08th December 2017 for January 2018 - June 2018 was re-meeting on 8th June 2018 for July 2018 - December 2018																																	
number of distinct PIs						22	reported Q2					meeting on 27th November 2018 for January 2019 - June 2019																					
number of distinct universities						13																											
department types:						8																											
Chemistry						14																											
Physics						3																											
Biochemistry						1																											
School of Pharmacy						1																											
Macromolecular Structure Laboratory						1																											
Materials						1																											
School of Earth and Environmental Sciences						1																											
Diamond						1																											
Life-Sciences						1																											
COMPLAINTS																																	
3 working days for first response, 10 working days to resolve the issue:85% and above, >90% but < 95%; <90%																																	
Jan 18 (no.)	resp (w/3/10)	Feb 18 (no.)	resp (w/3/10)	Mar 18 (no.)	resp (w/3/10)	Q1_18 (w/3/10)	Apr 18 (no.)	resp (w/3/10)	May 18 (no.)	resp (w/3/10)	Jun 18 (no.)	resp (w/3/10)	Q2_18 (w/3/10)	Jul 18 (no.)	resp (w/3/10)	Aug 18 (no.)	resp (w/3/10)	Sep 18 (no.)	resp (w/3/10)	Q3_18 (w/3/10)	Oct 18 (no.)	resp (w/3/10)	Nov 18 (no.)	resp (w/3/10)	Dec 18 (no.)	resp (w/3/10)	Q4_18 (w/3/10)	Q1 & Q2 & Q3 & Q4_18 (w/3/10)					
0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A	N/A					
USER SATISFACTION SCORES																																	
4; 3; 2																																	
average score	Jan 18 (no.)	Jan 18 (av. score)	Feb 18 (no.)	Feb 18 (av. score)	Mar 18 (no.)	Mar 18 (av. score)	Q1_18 (no.)	Q1_18 (av. score)	Apr 18 (no.)	Apr 18 (av. score)	May 18 (no.)	May 18 (av. score)	Jun 18 (no.)	Jun 18 (av. score)	Q2_18 (no.)	Q2_18 (av. score)	Jul 18 (no.)	Jul 18 (av. score)	Aug 18 (no.)	Aug 18 (av. score)	Sep 18 (no.)	Sep 18 (av. score)	Q3_18 (no.)	Q3_18 (av. score)	Oct 18 (no.)	Oct 18 (av. score)	Nov 18 (no.)	Nov 18 (av. score)	Dec 18 (no.)	Dec 18 (av. score)	Q4_18 (no.)	Q4_18 (av. score)	Q1 & Q2 & Q3 & Q4 average
	3	4.75	3	4.81	1	3.58	4.61	3	4.73	5	4.78	1	5	4.79	3	4.23	3	4.75	2	4.66	4.53	1	4.83	4	4.55	3	4.67	4.63	4.85	4.85			
PI SATISFACTION SCORES (ANNUAL); 2016																																	
2018 (only to be reported annually)																																	
average score						2018 (only to be reported annually)					2018 (only to be reported annually)					2018 (only to be reported annually)					Q1 & Q2 & Q3 & Q4 average												
																2018 (no.)					2018 (av)	4.83											
																14					4.83	4.83											
TAP																																	
Most recent meeting on 08th December 2017 for January 2018 - June 2018 was re-meeting on 8th June 2018 for July 2018 - December 2018																																	
number of applications made						28	reported Q2					meeting on 27th November 2018 for January 2019 - June 2019																					
number of applications awarded time (incl partial award of time)						26																											
number of access days requested						204																											
number of access days awarded						130																											
% of access requests responded to within 10 wds of TAP						100																											
DISSEMINATION EVENTS																																	
Perform a minimum of one dissemination activity per year																																	
April 19th 2018 Annual Symposium																																	
PUBLICATIONS																																	
2018 (only to be reported annually)																																	
15; 12; 10																2018																	
RESEARCH OUTPUTS (talks and posters)																16																	
5; 3; 20																2018																	
																62																	