QUERY LOG **Respond to query within 5 working days:** 99% and above, >90% < 99%; **<90%**	Jan15 total	Jan15 (5 wd)%	Feb15 total	Feb15 (5 wd)%	Mar15 total	Mar15 (5 wd)%	Q1_15 (5 wd)%	Apr 15 total	Apr 15 (5 wd)%	May 15 total	May 15 (5 wd) %	un 15 total	Jun 15 (5 wd) %	Q2_15 (5 wd) %	July 15 total	5 (5 wd)%	ug 15 total	5 (5 wd) %	pt 15 total	5 (5 wd) %	Q3_15 (5 wd) %	Oct 15 total	Oct 15 (5 wd)%	Nov 15 total	Nov 15 (5 wd) %	Dec 15 total	Dec 15 (5 wd) %	Q4_15 (5 wd) %	Q1, Q2, Q3 and Q4 15 (5wd) %
Queries from users (email threads, time for response, not FE)	17	94.1	15	100	27	100	98.3	26	100	38	100	15	100	100.0	35	100	20	100	37	100	100.0	37	100	25	100	25	100	100.0	99.6
Fast-track applications by existing users (time for acknowledgement)	0	N/A	2	100	0	N/A	100.0	0	N/A	1	100	0	N/A	100	1	100	0	N/A	0	N/A	100.0	0	N/A	0	N/A	0	N/A	N/A	100.0
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	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	1	100	100.0	100.0
PhD travel fund applications (time for acknowledgement)	1	100	0	N/A	0	N/A	100.0	0	N/A	0	N/A	1	100	100	1	100	0	N/A	0	N/A	100.0	0	N/A	0	N/A	0	N/A	N/A	100.0
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	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	1	100	1	100	100	N/A
Information emails sent by the Facility to full mailing list					1			1		1		1			1							1				1			7

	Jan to Mar 15 total	Q1_15 (5 wd)%	Apr to Jun 15 total	Q2_15 (5 wd)%	July to September 15 total	Q3_15 (5 wd)%	October to December 15 total	Q4_15 (5 wd)%	Q1, Q2, Q3 and Q4 15 (5wd) %
CREDIT CONTROL 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%**									
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%**						N/A		N/A	

DOWNTIME **Percentage downtime:** <10%, >10% but < 20%, **>20%**	Jan15 (days)	Jan15 %	Feb15 (days)	Feb15 %	Mar15 (days)	Mar15 %	Q1_15 %	Apr15 (days)	Apr 15 %	MAY 15 (days)	May 15 %	Jun 15 (da	Jun 15 %	Q2_15 %	July15 (days)	July15 %	Aug 15 (da	Aug 15 %	Sept 15 (da	Sept 15 %	Q3_15 %	Oct 15 (days)	Oct 15 %	Nov 15 (days)	Nov 15 %	Dec 15 (days)	Dec 15 %	Q4_15 %	Q1,Q2, Q3 and Q4 15 (5wd) %
spectrometer not usuable	0	0	0	0	0	0	0.00	0	0.0	0	0.0	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0.0	0.50	1.6	0	0.0	0	0.0	0.5	0.1
maintenance days	0	0	0	0	0	0	0.00	2	6.7	1	3.2	0	0.0	3.3	0	0.0	0	0.0	1	1.7	0.5	1	3.2	0.50	1.6	0.0	0.0	1.6	1.4
user granted a compensation day	0	0	0	0	0	0	0.00	3	10.0	0	0.0	0	0.0	3.3	0	0.0	1	3.2	0	0.0	1.1	3	9.7	1	3.2	0	0.0	4.3	2.2
Total	0	0	0	0	0	0	0.00	5	16.7	1	3.3	0	0.0	6.6	0	0.0	1	3.2	1	3.3	2.2	4.5	14.5	1.50	4.8	0	0.0	6.5	3.8

USAGE INFORMATION	to be reported after each TAP meeting (for meeting on 13th January 2015)	to be reported after each TAP meeting (for meeting on 16th June 2015)		meeting on 23rd November 2015 for January 2016 - June 2016	
number of distinct PIs	19	18		20	
number of distinct universities	11	9		12	
department types:					
Chemistry	10	13		13	
Physics	3	3		2	
Biochemistry	2	1		2	
Biological Sciences	1			1	
Cell and Molecular Biophysics	1				
Earth Sciences	1				
Physical and Geographical Sciences	1				
The National Graphene Institute					
School of Pharmacy				1	
School of Medical Sciences		1		1	

COMPLAINTS **3 working days for first response, 10 working days to resolve the issue:** 95% and above; >90% but < 95%; **<90%**	Jan 15 (no.)	resp (w3/10d)%	Feb15 (no.)	resp (w3/10d)%	Mar 15 (no.)	resp (w3/10d)%	Q1_15 (w3/10d)%	Apr 15 (no.)	resp (w3/10d)%	May 15 (no.)	resp (w3/10d)%	June 15 (n	resp (w3/10d)%	Q2_15 (w3/10d)%	July 15 (no.)	resp (w3/1	Aug 15 (no	resp (w3/1	Sept 15 (nc	resp (w3/1	Q3_15 (w3/10d)	Oct 15 (no.)	resp (w3/10d)%	Nov 15 (no.)	resp (w3/10d)%	Dec 15 (no.)	resp (w3/10d)%	Q4_15 (w3/10d)%	Q1, Q2, Q3 and Q4 15 (5wd) %
	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	Jan15 (no.)	Jan15 (av. sc.)	Feb15 (no.)	Feb15 (av. sc.)	Mar15 (no.)	Mar15 (av. sc.)	average	Apr15 (no.)	Apr15 (av. sc.)	May15 (no.)	May15 (av. sc.)	Jun15 (no.	Jun15 (av. sc.)	average	July 15 (no.)	July 15 (av.	Aug 15 (no	Aug 15 (av.	Sept 15 (nc	Sept 15 (av	average	Oct 15 (no.)	Oct 15 (av. sc.)	Nov 15 (no.)	Nov 15 (av. sc.)	Dec 15 (no.)	Dec 15 (av. sc.)	average	Q1, Q2,Q3 and Q4 15 average
average score	3	4.79	4	4.57	5	4.58	4.63	4	4.46	2	4.48	2	5	4.60	3	4.56	4	4.72	5	4.71	4.68	8	4.65	5	4.69	5	4.96	4.75	4.68

PI SATISFACTION SCORES (ANNUAL); 2015 4; 3; 2	2015 (no.)	2015 (av. sc.)	2015 average
average score	19	4.54	4.54

TAP	(meeting on 13th January 2015 for Feb 1st to July 15th 2015)	(meeting on 16th June 2015 for July 15th to December 31th 2015)		(meeting on 23rd November 2015 for January 2016 - June 2016	
number of applications made	29	24		26	
number of applications awarded time (incl partial award of time)	24	23		24	
number of access days requested	254	177		234	
number of access days awarded	133	137		146	
% of access requests responded to within 10 wds of TAP	100	100		100	

DISSEMINATION EVENTS **Perform a minimum of one dissemination activity per year**	26th March 2015: annual symposium	reported in Q1	reported in Q1	reported in Q1	

PUBLICATIONS 15; 12; **10**	(only to be reported annually)	(only to be reported annually)	(only to be reported annually)	2015 (only to be reported annually) 20	Q1, Q2,Q3 and Q4 15 20
RESEARCH OUTPUTS (talks and posters) 80; 80; **20**	(only to be reported annually)	(only to be reported annually)	(only to be reported annually)	2015 (only to be reported annually) 93	93