

QUERY LOG

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

	Apr 15 total	Apr 15 (5 wd)%	May 15 total	May 15 (5 wd) %	Jun 15 total	Jun 15 (5 wd) %	Q2_15 (5 wd) %
Queries from users (email threads, time for response, not FE)	26	100	38	100	15	100	100.0
Fast-track applications by existing users (time for acknowledgement)	0	N/A	1	100	0	N/A	100.0
Fast-track applications by new users (no previous TAP appn, time ack.)	1	100	0	N/A	0	N/A	100.0
PhD travel fund applications (time for acknowledgement)	0	N/A	0	N/A	1	100	100.0
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	0	N/A	N/A
Information emails sent by the Facility to full mailing list	1		1		1		

	Apr to Jun 15 total	Q2_15 (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%

	Apr15 (days)	Apr 15 %	MAY 15 (days)	May 15 %	Jun 15 (days)	Jun 15 %	Q2_15 %
spectrometer not usable	0	0.0	0	0.0	0	0.0	0.0
maintenance days	2	6.7	1	3.2	0	0.0	3.3
user granted a compensation day	3	10.0	0	0.0	0	0.0	3.3
Total	5	16.7	1	3.2	0	0.0	6.6

USAGE INFORMATION

to be reported after each TAP meeting (for meeting on 16th June 2015)

number of distinct PIs	18
number of distinct universities	9
department types:	
Chemistry	13
Physics	3
Biochemistry	1
School of Medical Sciences	1

COMPLAINTS

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

Apr 15 (no.)	resp (w3/10d)%	May 15 (no.)	resp (w3/10d)%	June 15 (no.)	resp (w3/10d)%	Q2_15 (w3/10d)%
0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES							
4; 3; 2							
	Apr15 (no.)	Apr15 (av. sc.)	May15 (no.)	May15 (av. sc.)	Jun15 (no.)	Jun15 (av. sc.)	average
average score	4	4.46	2	4.48	2	5	4.65

TAP		(meeting on 16th June 2015 for July 15th to December 31th 2015)
number of applications made		24
number of applications awarded time (incl partial award of time)		23
number of access days requested		177
number of access days awarded		137
% of access requests responded to within 10 wds of TAP		100

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

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