

QUERY LOG

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

	Apr 16 total	Apr 16 (5 wd)%	May 16 total	May 16 (5 wd) %	Jun 16 total	Jun 16 (5 wd) %	Q2_16 (5 wd) %
Queries from users (email threads, time for response, not FE)	35	100	27	100	39	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	0	N/A	100.0
PhD travel fund applications (time for acknowledgement)	1	100	0	N/A	3	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)	1	100	1	100	1	100	100.0
Information emails sent by the Facility to full mailing list	1						

	April to June 16 total	Q2_16 (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

**Percentage downtime: <10%, >10% but < 20%, >20%**

	Apr 16 (days)	Apr 16 %	May 16 (days)	May 15 %	Jun 16 (days)	Jun16 %	Q2_16 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	1.00	3.3	0	0.0	5.5
user granted a compensation day	1	3.3	0	0.0	4.0	13.3	5.5
Total	1	3.3	1.00	3.3	4	13.3	6.6

USAGE INFORMATION

meeting on 10<sup>th</sup> June 2016 for July 2016 - December 2016

number of distinct PIs	16
number of distinct universities	9
department types:	
Chemistry	10
Physics	2
Biochemistry	2
Earth Sciences	1
School of Pharmacy	1

COMPLAINTS

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

	Apr 16 (no.)	resp (w3/10d)%	May 16 (no.)	resp (w3/10d)%	Jun 16 (no.)	resp (w3/10d)%	Q2_16 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES							
	Apr 16 (no.)	Apr 16 (av. sc.)	May 16 (no.)	May 16 (av. sc.)	Jun 16 (no.)	Jun 16 (av. sc.)	average
4; 3; 2							
average score	3	4.87	2	4.56	1	5	4.79

PI SATISFACTION SCORES (ANNUAL); 2016	
4; 3; 2	2016 (only to be reported annually)
average score	

TAP	
	meeting on 10 <sup>th</sup> June 2016 for July 2016 - December 2016
number of applications made	23
number of applications awarded time (incl partial award of time)	23
number of access days requested	198
number of access days awarded	148
% of access requests responded to within 10 wds of TAP	100

DISSEMINATION EVENTS	
<b>Perform a minimum of one dissemination activity per year</b>	April 7th 2016 Annual Symposium

PUBLICATIONS	
15; 12; 10	2016 (only to be reported annually)
RESEARCH OUTPUTS (talks and posters)	2016 (only to be reported annually)
50; 30; 20	