

QUERY LOG

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

	Apr 17 total	Apr 17 (5 wd)%	May 17 total	May 17 (5 wd) %	Jun 17 total	Jun 17 (5 wd) %	Q2_17 (5 wd) %
Queries from users (email threads, time for response, not FE)	15	100	29	100	35	100	100.0
Fast-track applications by existing users (time for acknowledgement)	1	100	0	N/A	0	N/A	100.0
Fast-track applications by new users (no previous TAP appn, time ack.)	0	N/A	0	N/A	0	N/A	N/A
PhD travel fund applications (time for acknowledgement)	0	N/A	1	100	2	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	0	N/A	0	N/A	100.0
Information emails sent by the Facility to full mailing list	1		1				

	April to June 17 total	Q2_17 (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 17 (days)	Apr 17 %	May 17 (days)	May 17 %	Jun 17 (days)	Jun17 %	Q2_17 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	0.00	0.0	1	3.3	0.0
user granted a compensation day	0	0.0	0	0.0	0.0	0.0	0.0
Total	0	0.0	0.00	0.0	1	3.3	1.1

USAGE INFORMATION

meeting on 17<sup>th</sup> May 2017 for July 2017 - December 2017

number of distinct PIs	15
number of distinct universities	9
department types:	
Chemistry	11
Physics	2
Biochemistry	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 17 (no.)	resp (w3/10d)%	May 17 (no.)	resp (w3/10d)%	Jun 17 (no.)	resp (w3/10d)%	Q2_17 (w3/10d)%
0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES

4; 3; 2

	Apr 17 (no.)	Apr 17 (av. sc.)	May 17 (no.)	May 17 (av. sc.)	Jun 17 (no.)	Jun 17 (av. sc.)	average
average score	4	4.9	0	N/A	4	4.78	4.84

PI SATISFACTION SCORES (ANNUAL); 2016 4; 3; 2	2017 (only to be reported annually)
average score	

TAP	meeting on 17th May 2017 for July 2017 - December 2017
number of applications made	26
number of applications awarded time (incl partial award of time)	23
number of access days requested	188
number of access days awarded	138
% 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 6th 2017 Annual Symposium

PUBLICATIONS	2017 (only to be reported annually)
15; 12; 10	
RESEARCH OUTPUTS (talks and posters)	2017 (only to be reported annually)
50; 30; 20	