

QUERY LOG							
Respond to query within 5 working days: 99% and above, >90% < 99%; <90%							
	July 15 total	July 15 (5 wd)%	Aug 15 total	Aug 15 (5 wd) %	Sept 15 total	Sept 15 (5 wd) %	Q3_15 (5 wd) %
Queries from users (email threads, time for response, not FE)	35	100	20	100	37	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)	1	100	0	N/A	0	N/A	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				

	July to September 15 total	Q3_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	N/A
Respond to query within 5 working days: 90% and above, >80% but < 90%; <80%		

DOWNTIME							
Percentage downtime: <10%, >10% but < 20%, >20%							
	July15 (days)	July15 %	Aug 15 (days)	Aug 15 %	Sept 15 (days)	Sept 15 %	Q3_15 %
spectrometer not usable	0	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	0	0.0	0.5	1.7	0.5
user granted a compensation day	0	0.0	1	3.2	0	0.0	1.1
Total	0	0.0	1	3.2	1	3.3	2.2

USAGE INFORMATION	
last meeting on 16th June 2015 was reported in Q2	
number of distinct PIs	
number of distinct universities	
department types:	
Chemistry	
Physics	
Biochemistry	
School of Medical Sciences	

COMPLAINTS							
3 working days for first response, 10 working days to resolve the issue: 95% and above; >90% but < 95%; <90%							
	July 15 (no.)	resp (w3/10d)%	Aug 15 (no.)	resp (w3/10d)%	Sept 15 (no.)	resp (w3/10d)%	Q3_15 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES							
4; 3; 2							
	July 15 (no.)	July 15 (av. sc.)	Aug 15 (no.)	Aug 15 (av. sc.)	Sept 15 (no.)	Sept 15 (av. sc.)	average
average score	3	4.56	4	4.72	5	4.71	4.68

TAP	last meeting on 16th June 2015 was reported in Q2
number of applications made	
number of applications awarded time (incl partial award of time)	
number of access days requested	
number of access days awarded	
% of access requests responded to within 10 wds of TAP	

DISSEMINATION EVENTS	
Perform a minimum of one dissemination activity per year	reported in Q1

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