Fast-track applications by new users (no previous TAP appn, time ack.)	QUERY LOG							
Fast-track applications by existing users (time for acknowledgement)		Jan15 total	Jan15 (5 wd)%	Feb15 total	Feb15 (5 wd)%	Mar15 total	Mar15 (5 wd)%	Q1_15 (5 wd)%
Fast-track applications by new users (no previous TAP appn, time ack.) ### Dit Travel fund applications (time for acknowledgement) ### Dit Travel fund ap	Queries from users (email threads, time for response, not FE)	17	94.1	15	5 10	0 27	7 100	98.3
PND Travel fund applications (time for acknowledgement) conference publicity fund applications (time for acknowledgement) 0 N/A 0 N/A 0 N/A 0 N/A	Fast-track applications by existing users (time for acknowledgement)	0	N/A	2	2 10	0 0) N/A	100
Conference publicity fund applications (time for acknowledgement)	Fast-track applications by new users (no previous TAP appn, time ack.)	0	N/A	C) N/.	A 1	100	100
grant application feasibility (time for acknowledgement)	PhD travel fund applications (time for acknowledgement)	1	100	C) N/.	A C) N/A	100
Information emails sent by the Facility to full mailing list	conference publicity fund applications (time for acknowledgement)	0	N/A	C) N/.	A C) N/A	N/A
Jan to Mar 15 total Q1_15 (5 wd)%	grant application feasibility (time for acknowledgement)	0	N/A	C) N/	Α 0) N/A	N/A
CREDIT CONTROL CONTACT (email threads from customer)	Information emails sent by the Facility to full mailing list	0		C)	1	L	
ACCOUNT MANAGER CONTACT (email threads from customer) DOWNTIME Jan15 (days) Jan15 % Feb15 (days) Feb15 (days) Feb15 (days) Mar15 (days) Mar15 % Q1_15 %		Jan to Mar 15	total					Q1_15 (5 wd)%
DOWNTIME	CREDIT CONTROL CONTACT (email threads from customer)	0						N/A
Spectrometer not usuable Spectrometer not us	ACCOUNT MANAGER CONTACT (email threads from customer)	0						N/A
Spectrometer not usuable 0 0 0 0 0 0 0 0 0	DOWNTIME							
maintenance days user granted a compensation day USAGE INFORMATION number of distinct PIs number of distinct universities department types: Chemistry 10 Physics 3 Biochemistry 10 Physics 11 COMPLAINTS Jan 15 (no.) resp (w3/10d)% Feb15 (no.) resp (w3/10d)% Mar 15 (no.) resp (w3/10d)% Q1_15 (w3/10d)% N/A USER SATISFACTION SCORES Jan15 (no.) Jan15 (av. sc.) Feb15 (no.) Feb15 (av. sc.) Mar15 (no.) Mar15 (av. sc.) average		Jan15 (days)	Jan15 %	Feb15 (days)	Feb15 %	Mar15 (days)	Mar15 %	Q1_15 %
USAGE INFORMATION to be reported after each TAP meeting (for meeting on 13th January 2015) number of distinct PIS 19 number of distinct universities 11 department types: Chemistry 10 10 Physics 3 Biochemistry 2 Biological Sciences 1 Cell and Molecular Biophysics 1 Earth Sciences 1 Physical and Geographical Sciences 1 COMPLAINTS Jan 15 (no.) resp (w3/10d)% Feb15 (no.) resp (w3/10d)% Mar 15 (no.) resp (w3/10d)% Q1_15 (w3/10d)% N/A USER SATISFACTION SCORES Jan 15 (no.) Jan 15 (av. sc.) Feb15 (no.) Feb15 (av. sc.) Mar 15 (no.) Mar 15 (no.) average	spectrometer not usuable	0	0	C)	0 0) (0
USAGE INFORMATION number of distinct PIs number of distinct universities department types: Chemistry 10 Physics 3 Biochemistry 2 Biological Sciences Cell and Molecular Biophysics 11 COMPLAINTS Jan 15 (no.) resp (w3/10d)% Feb15 (no.) resp (w3/10d)% Mar 15 (no.) resp (w3/10d)% Q1_15 (w3/10d)% N/A USER SATISFACTION SCORES Jan15 (no.) Jan15 (av. sc.) Feb15 (no.) Feb15 (av. sc.) Mar15 (no.) Mar15 (av. sc.) average	maintenance days	0	0	C)	0 0) (0
number of distinct PIs 19 number of distinct universities 11 department types: Chemistry 10 Physics 3 Biochemistry 2 Biological Sciences 1 Cell and Molecular Biophysics 1 Earth Sciences 1 Physical and Geographical Sciences 1 COMPLAINTS 1 Jan 15 (no.) resp (w3/10d)% Feb15 (no.) resp (w3/10d)% Mar 15 (no.) resp (w3/10d)% Only And Onl	user granted a compensation day	0	0	C)	0 0) (0
number of distinct universities 11 department types: 10 Chemistry 10 Physics 3 Biochemistry 2 Biological Sciences 1 Cell and Molecular Biophysics 1 Earth Sciences 1 Physical and Geographical Sciences 1 COMPLAINTS Jan 15 (no.) resp (w3/10d)% Feb15 (no.) resp (w3/10d)% Mar 15 (no.) resp (w3/10d)% Q1_15 (w3/10d)% N/A USER SATISFACTION SCORES Jan 15 (no.) Jan 15 (av. sc.) Feb15 (no.) Feb15 (av. sc.) Mar 15 (no.) Mar 15 (av. sc.) average	USAGE INFORMATION	to be reported	d after each TAP m	eeting (for mee	eting on 13th Janu	iary 2015)		
department types: Chemistry	number of distinct PIs	19						
Chemistry	number of distinct universities	11						
Physics 3 8 8 8 9 9 9 9 9 9 9	department types:							
Biochemistry 2	Chemistry	10						
Biological Sciences	Physics	3						
Cell and Molecular Biophysics 1 Earth Sciences 1 Physical and Geographical Sciences 1 COMPLAINTS Jan 15 (no.) resp (w3/10d)% Feb15 (no.) resp (w3/10d)% Mar 15 (no.) resp (w3/10d)% Q1_15 (w3/10d)% Q1_0 USER SATISFACTION SCORES Jan15 (no.) Jan15 (av. sc.) Feb15 (no.) Feb15 (av. sc.) Mar15 (no.) Mar15 (av. sc.) average	Biochemistry	2						
Earth Sciences 1 Physical and Geographical Sciences 1 COMPLAINTS Jan 15 (no.) resp (w3/10d)% Feb15 (no.) resp (w3/10d)% Mar 15 (no.) resp (w3/10d)% Q1_15 (w3/10d)% O N/A O N/A	Biological Sciences	1						
Physical and Geographical Sciences 1	Cell and Molecular Biophysics	1						
COMPLAINTS Jan 15 (no.) resp (w3/10d)% Feb15 (no.) resp (w3/10d)% Mar 15 (no.) resp (w3/10d)% Q1_15 (w3/	Earth Sciences	1						
Jan 15 (no.) resp (w3/10d)% Feb15 (no.) resp (w3/10d)% Mar 15 (no.) resp (w3/10d)% Q1_15 (w3/10d)% O N/A O N/A O N/A N/A USER SATISFACTION SCORES Jan15 (no.) Jan15 (av. sc.) Feb15 (no.) Feb15 (av. sc.) Mar15 (no.) Mar15 (av. sc.) average	Physical and Geographical Sciences	1						
0 N/A 0 N/A 0 N/A N/ USER SATISFACTION SCORES Jan15 (no.) Jan15 (av. sc.) Feb15 (no.) Feb15 (av. sc.) Mar15 (no.) Mar15 (av. sc.) average	COMPLAINTS							
Jan15 (no.) Jan15 (av. sc.) Feb15 (no.) Feb15 (av. sc.) Mar15 (no.) Mar15 (av. sc.) average			• • • • • •		• • • • • •			
Jan15 (no.) Jan15 (av. sc.) Feb15 (no.) Feb15 (av. sc.) Mar15 (no.) Mar15 (av. sc.) average	USER SATISFACTION SCORES							
		Jan15 (no.)	Jan15 (av. sc.)	Feb15 (no.)	Feb15 (av. sc.)	Mar15 (no.)	Mar15 (av. sc.)	average
javelage stule 5 4.75 4 4.57 5 4.58 4.7	average score	3	4.79					

TAP	(meeting on 13th January 2015 for Feb 1st to July 15th 2015)		
number of applications made	29		
number of applications awarded time (incl partial award of time)	24		
number of access days requested	254		
number of access days awarded	133		
% of access requests responded to within 10 wds of TAP	100		
DISSEMINATION EVENTS	26th March 2015: annual symposium		
PUBLICATIONS	(only to be reported annually)		
RESEARCH OUTPUTS (talks and posters)	(only to be reported annually)		