

QUERY LOG

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

	Apr 19 total	Apr 19 (5 wd)%	May 19 total	May 19 (5 wd) %	Jun 19 total	Jun 19 (5 wd) %	Q2_19 (5 wd) %
Queries from users (email threads, time for response, not FE)	71	100	17	100	52	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	N/A
PhD travel fund applications (time for acknowledgement)	2	100	1	100	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)	1	100	2	100	0	N/A	100.0

Information emails sent by the Facility to full mailing list

April to June 19 total

	April to June 19 total	Q2_19 (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	N/A
<b>Respond to query within 5 working days: 90% and above, &gt;80% but &lt; 90%; &lt;80%</b>		

DOWNTIME

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

	Apr 19 (days)	Apr 19 %	May 19 (days)	May 19 %	Jun 19 (days)	Jun19 %	Q2_19 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	1	3.3	1.00	3.3	0	0.0	5.5
user granted a compensation day	0	0.0	0	0.0	3.0	10.0	3.3
Total	1	3.3	1.00	3.3	3	10.0	2.2

USAGE INFORMATION

meeting on 31st May 2019 for July 2019 - December 2019

number of distinct PIs	25
number of distinct universities	13
department types:	
Chemistry	11
Physics	3
Biochemistry	1
School of Pharmacy	1
Centre for Host-Microbiome Interactions	1
Chemical Engineering and Biotechnology	1
Diamond Light Source	1
School of Earth & Environmental Sciences	1
Materials	2
Life-Sciences	3

COMPLAINTS

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

	Apr 19 (no.)	resp (w3/10d)%	May 19 (no.)	resp (w3/10d)%	Jun 19 (no.)	resp (w3/10d)%	Q2_19 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES

4; 3; 2

	Apr 19 (no.)	Apr 19 (av. sc.)	May 19 (no.)	May 19 (av. sc.)	Jun 19 (no.)	Jun 19 (av. sc.)	average
average score	2	5	2	4.93	1	5	4.97

PI SATISFACTION SCORES (ANNUAL); 2016

2019 (only to be reported annually)

4; 3; 2

average score

TAP	meeting on 31st May 2019 for July 2019 - December 2019
number of applications made	30
number of applications awarded time (incl partial award of time)	26
number of access days requested	238
number of access days awarded	134
% of access requests responded to within 10 wds of TAP	100

DISSEMINATION EVENTS

**Perform a minimum of one dissemination activity per year**

PUBLICATIONS	2019 (only to be reported annually)
15; 12; 10	
RESEARCH OUTPUTS (talks and posters)	2019 (only to be reported annually)
50; 30; 20	