

QUERY LOG																													
Respond to query within 5 working days: 95% and above, >90% < 95%; <90%																													
Jan 16 total	Jan 16 (5 wd)%	Feb 16 total	Feb 16 (5 wd) %	Mar 16 total	Mar 16 (5 wd) %	Q1_16 (5 wd) %	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) %	Jul 16 total	Jul 16 (5 wd)%	Aug 16 total	Aug 16 (5 wd) %	Sep 16 total	Sep 16 (5 wd) %	Q3_16 (5 wd) %	Oct 16 total	Oct 16 (5 wd)%	Nov 16 total	Nov 16 (5 wd) %	Dec 16 total	Dec 16 (5 wd) %	Q4_16 (5 wd) %	Q1, Q2, Q3 & Q4 16 (5 wd) %	
Queries from users (email threads, time for response, not FI)																													
27	100	28	100	28	100	100.0	35	100	27	100	39	100	100.0	18	100	27	100	28	100	100.0	31	100	30	100	30	100	100.0	100	
Fast track applications by existing users (time for acknowledgement)																													
1	100	0	N/A	0	100	100.0	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	1	100	100.0	1	100	0	N/A	0	100	100.0	100	
Fast track applications by new users (no previous TAP apps, time ack)																													
0	N/A	0	N/A	1	100	100.0	0	N/A	0	N/A	0	N/A	100.0	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	100	
TRD travel fund applications (time for acknowledgement)																													
0	N/A	0	N/A	0	N/A	N/A	1	100	0	N/A	3	100	100.0	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	100	
conference publicity fund applications (time for acknowledgement)																													
0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	100	
grant application feasibility (time for acknowledgement)																													
0	N/A	0	100	0	N/A	N/A	1	100	1	100	1	100	100.0	1	100	1	100	1	100	100.0	0	N/A	2	100	2	100	100.0	100	
Information emails sent by the Faculty to full mailing list																													
1							1							1							2			2			6		
CREDIT CONTROL CONTACT (email threads from customer)																													
Respond to query within 5 working days: 95% and above, >90% but < 95%; <90%																													
ACCOUNT MANAGER CONTACT (email threads from customer)																													
Respond to query within 5 working days: 95% and above, >90% but < 95%; <90%																													
DOWNTIME																													
Percentage downtime: <10%, >10% but < 20%, >20%																													
Jan 16 (dowl)	Jan 16 %	Feb 16 (days)	Feb 16 %	Mar 16 (days)	Mar 16 %	Q1_16 %	Apr 16 (days)	Apr 16 %	May 16 (days)	May 16 %	Jun 16 (days)	Jun 16 %	Q2_16 %	Jul 16 (days)	Jul 16 %	Aug 16 (days)	Aug 16 %	Sep 16 (days)	Sep 16 %	Q3_16 %	Oct 16 (dowl)	Oct 16 %	Nov 16 (dowl)	Nov 16 %	Dec 16 (days)	Dec 16 %	Q4_16 %	Q1, Q2, Q3 & Q4 16 %	
0.00	0.0	0	0.0	0	0.0	0.0	0.00	0.0	0	0.0	0	0.0	0.0	0.00	0.0	0	0.0	0	0.0	0.0	0.00	0.0	0	0.0	0	0.0	0.0	0	0
0	0.0	0.00	0.0	1.0	3.2	1.1	0	0.0	1.00	3.3	0	0.0	5.5	0	0.0	0.00	0.0	0	0.0	0.0	0	0.0	1.00	3.3	0	0.0	1.1	0.9	
0	0.0	0	0.0	0.0	0.0	0.0	1	3.3	0	0.0	4.0	0.0	13.3	5.5	0	0.0	0	0.0	0.0	0.0	0.0	0	0.0	0	0.0	0.0	0.0	1.4	
0	0.0	0.00	0.0	1	3.2	1.1	1	3.3	1.00	3.3	4	13.3	6.6	0	0.0	0.00	0.0	0	0.0	0.0	0	0.0	0.00	0.0	0	0.0	0.0	1.9	
USAGE INFORMATION																													
number of distinct PIs																													
16							meeting on 10 <sup>th</sup> June 2016 for July 2016 - December 2016							15							meeting on 17 <sup>th</sup> November 2016 for January 2017 - June 2016								
number of distinct universities																													
9							9							11							11								
department types:																													
Chemistry																													
10							10							10							10								
Physics																													
2							2							2							2								
Biochemistry																													
1							1							1							1								
Earth Sciences																													
1							1							1							1								
School of Pharmacy																													
1							1							1							1								
Forensic Sciences																													
1							1							1							1								
Life Sciences and Medicine																													
1							1							1							1								
COMPLAINTS																													
3 working days for first response, 10 working days to resolve the issue: 95% and above, >90% but < 95%; <90%																													
Jan 16 (no.)	Jan 16 (av. sc.)	Feb 16 (no.)	Feb 16 (av. sc.)	Mar 16 (no.)	Mar 16 (av. sc.)	average	Apr 16 (no.)	Apr 16 (av. sc.)	May 16 (no.)	May 16 (av. sc.)	Jun 16 (no.)	Jun 16 (av. sc.)	average	Jul 16 (no.)	Jul 16 (av. sc.)	Aug 16 (no.)	Aug 16 (av. sc.)	Sep 16 (no.)	Sep 16 (av. sc.)	average	Oct 16 (no.)	Oct 16 (av. sc.)	Nov 16 (no.)	Nov 16 (av. sc.)	Dec 16 (no.)	Dec 16 (av. sc.)	average	Q1, Q2, Q3 & Q4 16 average	
3	4.5	3	4.3	3	4.9	4.63	3	4.97	2	4.56	3	4.79	4.79	2	4.73	4	4.95	3	4.74	4.63	3	4.6	3	4.8	0	N/A	4.67	4.7	
USER SATISFACTION SCORES																													
4: 12																													
average score																													
2016 (only to be reported annually)																													
2016 (only to be reported annually)																													
2016 (only to be reported annually)																													
2016 (no.)																													
2016 (av.sc)																													
11																													
4.9																													
TAP																													
number of applications made																													
23							meeting on 10 <sup>th</sup> June 2016 for July 2016 - December 2016							reopened Q2							meeting on 17 <sup>th</sup> November 2016 for January 2017 - June 2016								
number of applications awarded time (incl partial award of time)																													
23							23							22							22								
number of access days requested																													
198							198							175							175								
number of access days awarded																													
148							148							146							146								
% of access requests responded to within 10 wds of TAP																													
100							100							100							100								
DISSEMINATION EVENTS																													
Perform a minimum of one dissemination activity per year																													
April 7 <sup>th</sup> 2016 Annual Symposium																													
PUBLICATIONS																													
2016 (only to be reported annually)																													
2016 (only to be reported annually)							2016 (only to be reported annually)							2016 (only to be reported annually)							2016 (only to be reported annually)								
15: 14																													
RESEARCH OUTPUTS (talks and posters)																													
2016 (only to be reported annually)							2016 (only to be reported annually)							2016 (only to be reported annually)							2016 (only to be reported annually)								
15: 20																													
2016 (only to be reported annually)							2016 (only to be reported annually)							2016 (only to be reported annually)							2016 (only to be reported annually)								
88																													