

QUERY LOG

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

	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) %
Queries from users (email threads, time for response, not FE)	31	100	30	100	30	100	100.0
Fast-track applications by existing users (time for acknowledgement)	1	100	0	N/A	0	100	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	0	N/A	0	N/A	N/A
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	2	100	2	100	100.0
Information emails sent by the Facility to full mailing list	2						2

	Oct to Dec 16 total	Q4_16 (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%**

	Oct 16 (days)	Oct 16 %	Nov 16 (days)	Nov 15 %	Dec 16 (days)	Dec16 %	Q4_16 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	1.00	3.3	0	0.0	1.1
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	0	0.0	0.0

USAGE INFORMATION

meeting on 17th November 2016 for January 2017 - June 2016

number of distinct PIs	15
number of distinct universities	11
department types:	
Chemistry	10
Physics	1
Biochemistry	1
Forensic Sciences	1
School of Pharmacy	1
Life Sciences and Medicine	1

COMPLAINTS

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

	Oct 16 (no.)	resp (w3/10d)%	Nov 16 (no.)	resp (w3/10d)%	Dec 16 (no.)	resp (w3/10d)%	Q4_16 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES								
	4; 3; 2							
average score		Oct 16 (no.)	Oct 16 (av. sc.)	Nov 16 (no.)	Nov 16 (av. sc.)	Dec 16 (no.)	Dec 16 (av. sc.)	average
		6	4.6	3	4.8	0	N/A	4.67

PI SATISFACTION SCORES (ANNUAL); 2016	
	2016 (only to be reported annually)
	4; 3; 2
average score	2016 (no.)      2016 (av.sc)
	13                      4.9

TAP	
	meeting on 17th November 2016 for January 2017 - June 2016
number of applications made	22
number of applications awarded time (incl partial award of time)	22
number of access days requested	175
number of access days awarded	145
% of access requests responded to within 10 wds of TAP	100

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

PUBLICATIONS	2016 (only to be reported annually)
15; 12; 10	15
RESEARCH OUTPUTS (talks and posters)	2016 (only to be reported annually)
50; 30; 20	88