

QUERY LOG

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

	Jul 17 total	Jul 17 (5 wd)%	Aug 17 total	Aug 17 (5 wd) %	Sep 17 total	Sep 17 (5 wd) %	Q3_17 (5 wd) %
Queries from users (email threads, time for response, not FE)	21	100	12	100	32	100	100.0
Fast-track applications by existing users (time for acknowledgement)	0	N/A	0	N/A	1	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)	2	100	1	100	2	100	100.0
Information emails sent by the Facility to full mailing list	1						1

	Jul to Sep 17 total	Q3_17 (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%

	Jul 17 (days)	Jul 17 %	Aug 17 (days)	Aug 17 %	Sep 17 (days)	Sep17 %	Q3_17 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	0.00	0.0	0	0.0	0.0
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

reported Q2

number of distinct PIs
 number of distinct universities
 department types:
 Chemistry
 Physics
 Biochemistry
 Earth Sciences
 School of Pharmacy

COMPLAINTS

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

	Jul 17 (no.)	resp (w3/10d)%	Aug 17 (no.)	resp (w3/10d)%	Sep 17 (no.)	resp (w3/10d)%	Q3_17 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES							
4; 3; 2							
average score	Jul 17 (no.)	Jul 17 (av. sc.)	Aug 17 (no.)	Aug 17 (av. sc.)	Sep 17 (no.)	Sep 17 (av. sc.)	average
	3	4.61	1	4.75	1	4.73	4.66

PI SATISFACTION SCORES (ANNUAL); 2016	
4; 3; 2	2017 (only to be reported annually)
average score	

TAP	
	reported 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	

PUBLICATIONS	2017 (only to be reported annually)
15; 12; 10	
RESEARCH OUTPUTS (talks and posters)	2017 (only to be reported annually)
50; 30; 20	