

QUERY LOG							
<b>Respond to query within 5 working days: 99% and above, &gt;90% &lt; 99%; &lt;90%</b>							
	Jan 19 total	Jan 19 (5 wd)%	Feb 19 total	Feb 19 (5 wd) %	Mar 19 total	Mar 19 (5 wd) %	Q1_19 (5 wd) %
Queries from users (email threads, time for response, not FE)	45	100	31	100	44	100	100.0
Fast-track applications by existing users (time for acknowledgement)	0	N/A	1	100	0	N/A	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	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)	0	N/A	0	N/A	0	N/A	N/A
Information emails sent by the Facility to full mailing list	1				1		2

	January to March 19 total	Q1_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	
<b>Respond to query within 5 working days: 90% and above, &gt;80% but &lt; 90%; &lt;80%</b>		N/A

DOWNTIME							
<b>Percentage downtime: &lt;10%, &gt;10% but &lt; 20%, &gt;20%</b>							
	Jan 19 (days)	Jan 19 %	Feb 19 (days)	Feb 19 %	Mar 19 (days)	Mar 19 %	Q1_19 %
spectrometer not usable	0.00	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	2.00	7.1	3.0	9.7	5.6
user granted a compensation day	0	0.0	0	0.0	0	0.0	0.0
Total	0	0.0	2.00	7.1	3	9.7	5.6
Installation new equipment	0	0.0	0	0.0	0	0.0	0.0

USAGE INFORMATION	
Most recent meeting on 27th November 2018 for January 2019- June 2019 was reported in 2018 Q4	
number of distinct PIs	
number of distinct universities	
department types:	
Chemistry	
Physics	
Biochemistry	
Biological Sciences	
School of Pharmacy	
The National Graphene Institute	

COMPLAINTS							
<b>3 working days for first response, 10 working days to resolve the issue: 95% and above; &gt;90% but &lt; 95%; &lt;90%</b>							
	Jan 19 (no.)	resp (w3/10d)%	Feb 19 (no.)	resp (w3/10d)%	Mar 19 (no.)	resp (w3/10d)%	Q1_19 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES
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4; 3; 2								
average score	Jan 19 (no.)	Jan 19 (av. sc.)	Feb 19 (no.)	Feb 19 (av. sc.)	Mar 19 (no.)	Mar 19 (av. sc.)	average	
	3	4.82	2	4.44	3	4.91	4.76	

PI SATISFACTION SCORES (ANNUAL); 2016	2019 (only to be reported annually)
4; 3; 2	
average score	

TAP	Most recent meeting on 27th November 2018 for January 2019- June 2019 was reported in 2018 Q4
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 TAF	

DISSEMINATION EVENTS	
<b>Perform a minimum of one dissemination activity per year</b>	28th of March 2019 Annual symposium

PUBLICATIONS	2019 (only to be reported annually)	Will report in Q4 2019
15; 12; 10		
RESEARCH OUTPUTS (talks and posters)	2019 (only to be reported annually)	Will report in Q4 2019
50; 30; 20		