

QUERY LOG																							
Respond to query within 5 working days:99% and above, >90% < 99%, <90%																							
	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) %	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) %	Jul 19 total	Jul 19 (5 wd)%	Aug 19 total	Aug 19 (5 wd) %	Sep 19 total	Sep 19 (5 wd) %	Q3_19 (5 wd) %		
Queries from users (email threads, time for response, not FE)	45	100	31	100	44	100	100.0	71	100	17	100	52	100	100.0	20	100	38	100	48	100	100.0		
Fast-track applications by existing users (time for acknowledgement)	0	N/A	1	100	0	N/A	100.0	0	N/A	0	N/A	0	N/A	N/A	0	N/A	0	N/A	0	N/A	N/A		
Fast-track applications by new users (no previous TAP app, time ack)	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	N/A		
PhD travel fund applications (time for acknowledgement)	0	N/A	0	N/A	1	100	100.0	2	100	1	100	1	100	100.0	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	0	N/A	0	N/A	0	N/A	N/A	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	1	100	2	100	0	N/A	100.0	0	N/A	0	N/A	1	100	100.0		
Information emails sent by the Facility to full mailing list	1				1		2								1						1		
January to March 19 total							Q1_19 (5 wd)%	April to June 19 total							Q2_19 (5 wd)%	Jul to Sep 19 total						Q3_19 (5 wd)%	
CREDIT CONTROL CONTACT (email threads from customer)	0							N/A	0							N/A	0						N/A
Respond to query within 5 working days:90% and above, >80% but < 90%, <80%	0							N/A	0							N/A	0						N/A
ACCOUNT MANAGER CONTACT (email threads from customer)	0							N/A	0							N/A	0						N/A
Respond to query within 5 working days:90% and above, >80% but < 90%, <80%	0							N/A	0							N/A	0						N/A
DOWNTIME																							
Percentage downtime: <10%, >10% but < 20%, >20%																							
	Jan 19 (days)	Jan 19 %	Feb 19 (days)	Feb 19 %	Mar 19 (days)	Mar 19 %	Q1_19 %	Apr 19 (days)	Apr 19 %	May 19 (days)	May 19 %	Jun 19 (days)	Jun 19 %	Q2_19 %	Jul 19 (days)	Jul 19 %	Aug 19 (days)	Aug 19 %	Sep 19 (days)	Sep 19 %	Q3_19 %		
spectrometer not usable	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		
maintenance days	0	0.0	2.00	7.1	3.0	9.7	5.6	1	3.3	1.00	3.3	0	0.0	5.5	0	0.0	0.00	0.0	2	6.7	2.2		
user granted a compensation day	0	0.0	0	0.0	0	0.0	0.0	0	0.0	0	0.0	3.0	10.0	3.3	0	0.0	0	0.0	1.0	3.3	1.1		
Total	0	0.0	2.00	7.1	3	9.7	5.6	1	3.3	1.00	3.3	3	10.0	2.2	0	0.0	0.00	0.0	3	10.0	3.3		
USAGE INFORMATION																							
Most recent meeting on 27th November 2018 for January 2019 - June 2019 was reported in 2018 Q4								meeting on 31st May 2019 for July 2019 - December 2019								reported Q2							
number of distinct PIs	25							13															
number of distinct universities	11							3															
department types:	1							1															
Chemistry	1							1															
Physics	1							1															
Biochemistry	1							1															
School of Pharmacy	1							1															
Centre for Host-Microbiome Interactions	1							1															
Chemical Engineering and Biotechnology	1							1															
Diamond Light Source	1							1															
School of Earth & Environmental Sciences	1							1															
Materials	2							2															
Life-Sciences	3							3															
COMPLAINTS																							
3 working days for first response, 10 working days to resolve the issue:95%																							
	Jan 19 (no.)	resp (w3/10d)%	Feb 19 (no.)	resp (w3/10d)%	Mar 19 (no.)	resp (w3/10d)%	Q1_19 (w3/10d)%	Apr 19 (no.)	resp (w3/10d)%	May 19 (no.)	resp (w3/10d)%	Jun 19 (no.)	resp (w3/10d)%	Q2_19 (w3/10d)%	Jul 19 (no.)	resp (w3/10d)%	Aug 19 (no.)	resp (w3/10d)%	Sep 19 (no.)	resp (w3/10d)%	Q3_19 (w3/10d)%		
	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	N/A		
USER SATISFACTION SCORES																							
; ; 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	Apr 19 (no.)	Apr 19 (av. sc.)	May 19 (no.)	May 19 (av. sc.)	Jun 19 (no.)	Jun 19 (av. sc.)	average	Jul 19 (no.)	Jul 19 (av. sc.)	Aug 19 (no.)	Aug 19 (av. sc.)	Sep 19 (no.)	Sep 19 (av. sc.)	average		
	3	4.82	2	4.44	3	4.91	4.75	2	4.62	5	4.93	1	4.97	4.97	3	4.62	3	4.71	4	4.65	4.66		
PI SATISFACTION SCORES (ANNUAL), 2016																							
2019 (only to be reported annually)																							
; ; 2																							
average score																							
TAP																							
Most recent meeting on 27th November 2018 for January 2019 - June 2019 was reported in 2018 Q4								meeting on 31st May 2019 for July 2019 - December 2019								reported Q2							
number of applications made	30							26															
number of applications awarded time (incl partial award of time)	238							134															
number of access days requested	100																						
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	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																							