

QUERY LOG																					
Respond to query within 5 working days: 99% and above, >90% < 99%; <90%																					
	Jan 18 total	Jan 18 (5 wd)%	Feb 18 total	Feb 18 (5 wd)%	Mar 18 total	Mar 18 (5 wd)%	Q1_18 (5 wd)%	Apr 18 total	Apr 18 (5 wd)%	May 18 total	May 18 (5 wd)%	Jun 18 total	Jun 18 (5 wd)%	Q2_18 (5 wd)%	Jul 18 total	Jul 18 (5 wd)%	Aug 18 total	Aug 18 (5 wd)%	Sep 18 total	Sep 18 (5 wd)%	Q3_18 (5 wd)%
Queries from users (email threads, time for response, not FE)	40	100	30	100	51	100	100.0	89	100	54	100	55	100	100.0	32	100	28	100	33	100	100.0
Fast-track applications by existing users (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
Fast-track applications by new users (no previous TAP appn, time ack.)	0	N/A	0	N/A	1	100	100.0	1	100	0	N/A	0	N/A	100.0	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	0	N/A	1	100	3	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	1	100	100	0	N/A	1	100	2	100	100.0	1	100	0	N/A	1	100	100.0
Information emails sent by the Facility to full mailing list			1		1		2	1		1				2							

	January to March 18 total	Q1_18 (5 wd)%	April to June 18 total	Q2_18 (5 wd)%	Jul to Sep 18 total	Q3_18 (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%						
ACCOUNT MANAGER CONTACT (email threads from customer)	0		0		0	
Respond to query within 5 working days: 90% and above, >80% but < 90%; <80%		N/A		N/A		N/A

DOWNTIME																					
Percentage downtime: <10%, >10% but < 20%, >20%																					
	Jan 18 (days)	Jan 18 %	Feb 18 (days)	Feb 18 %	Mar 18 (days)	Mar 18 %	Q1_18 %	Apr 18 (days)	Apr 18 %	May 18 (days)	May 18 %	Jun 18 (days)	Jun 18 %	Q2_18 %	Jul 18 (days)	Jul 18 %	Aug 18 (days)	Aug 18 %	Sep 18 (days)	Sep 18 %	Q3_18 %
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	1	3.2	2.00	7.1	1.0	3.2	4.4	0	0.0	0.00	0.0	3	10.0	0.0	1	3.2	0.00	0.0	0	0.0	1.1
user granted a compensation day	0	0.0	0	0.0	0	0.0	0.0	0	0.0	2	6.7	0.0	0.0	2.2	0	0.0	2	6.5	0.0	0.0	2.2
Total	1	3.2	2.00	7.1	1	3.2	4.4	0	0.0	2.00	6.7	3	10.0	5.5	1	3.2	2.00	6.5	0	0.0	3.3

USAGE INFORMATION		
	Most recent meeting on 08th December 2017 for January 2018 - June 2018 was reported	meeting on 8th June 2018 for July 2018 - December 2018 reported Q2
number of distinct PIs	22	
number of distinct universities	13	
department types:		
Chemistry	14	
Physics	3	
Biochemistry	1	
School of Pharmacy	1	
Macromolecular Structure Laboratory	1	
Materials	1	
Life-Sciences	1	

COMPLAINTS																					
3 working days for first response, 10 working days to resolve the issue: 95% and above; >90% but < 95%; <90%																					
	Jan 18 (no.)	Jan 18 (no.) resp (w3/10)	Feb 18 (no.)	Feb 18 (no.) resp (w3/10d)	Mar 18 (no.)	Mar 18 (no.) resp (w3/10)	Q1_18 (no.)	Apr 18 (no.)	Apr 18 (no.) resp (w3/10d)	May 18 (no.)	May 18 (no.) resp (w3/10)	Jun 18 (no.)	Jun 18 (no.) resp (w3/10d)	Q2_18 (no.)	Jul 18 (no.)	Jul 18 (no.) resp (w3/10)	Aug 18 (no.)	Aug 18 (no.) resp (w3/10)	Sep 18 (no.)	Sep 18 (no.) resp (w3/10)	Q3_18 (no.)
	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																					
4; 3; 2																					
	Jan 18 (no.)	Jan 18 (av. score)	Feb 18 (no.)	Feb 18 (av. score)	Mar 18 (no.)	Mar 18 (av. score)	Q1_18 (av. score)	Apr 18 (no.)	Apr 18 (av. score)	May 18 (no.)	May 18 (av. score)	Jun 18 (no.)	Jun 18 (av. score)	Q2_18 (av. score)	Jul 18 (no.)	Jul 18 (av. score)	Aug 18 (no.)	Aug 18 (av. score)	Sep 18 (no.)	Sep 18 (av. score)	Q3_18 (av. score)
average score	3	4.75	3	4.81	1	3.58	4.61	3	4.73	5	4.78	1	5	4.79	3	4.23	3	4.75	2	4.66	4.53

PI SATISFACTION SCORES (ANNUAL)		
4; 3; 2		
	2018 (only to be reported annually)	2018 (only to be reported annually)
average score		

TAP		
	Most recent meeting on 08th December 2017 for January 2018 - June 2018 was reported	meeting on 8th June 2018 for July 2018 - December 2018 reported Q2
number of applications made	28	
number of applications awarded time (incl partial award of time)	26	
number of access days requested	204	
number of access days awarded	130	
% of access requests responded to within 10 wds of TAP	100	

DISSEMINATION EVENTS	
Perform a minimum of one dissemination activity per year	
	April 19th 2018 Annual Symposium

PUBLICATIONS	
2018 (only to be reported annually)	
	15; 12; 10

RESEARCH OUTPUTS (talks and posters)
50; 30; 20

2018 (only to be reported annually)

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