

QUERY LOG Respond to query within 5 working days: 95% and above, >90% < 95%, <90%																														
Queries from users (email threads, time for response, not FE)	Jan 17 total	Jan 17 (\$ wd)%	Feb 17 total	Feb 17 (\$ wd)%	Mar 17 total	Mar 17 (\$ wd)%	Q1_17 (\$ wd)%	Apr 17 total	Apr 17 (\$ wd)%	May 17 total	May 17 (\$ wd)%	Jun 17 total	Jun 17 (\$ wd)%	Q2_17 (\$ wd)%	Jul 17 total	Jul 17 (\$ wd)%	Aug 17 total	Aug 17 (\$ wd)%	Sep 17 total	Sep 17 (\$ wd)%	Q3_17 (\$ wd)%	Oct 17 total	Oct 17 (\$ wd)%	Nov 17 total	Nov 17 (\$ wd)%	Dec 17 total	Dec 17 (\$ wd)%	Q4_17 (\$ wd)%	Q1 & Q2 & Q3 & Q4_17 (\$ wd)%	
Fast-track applications by existing users (time for acknowledgement)	30	100	33	100	31	100	100.0	15	100	29	100	35	100	100.0	21	100	12	100	32	100	100.0	47	100	40	100	44	100	100.0	100	
Fast-track applications by new users (no previous TAP apps, time ack.)	0	N/A	1	100	1	100	100.0	1	100	0	N/A	0	N/A	100.0	0	N/A	0	N/A	1	100	100.0	2	100	0	N/A	0	N/A	100.0	100	
PHD travel 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	0	N/A	0	N/A	0	N/A	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	0	N/A	0	N/A	0	N/A	N/A	N/A	
grant application feasibility (time for acknowledgement)	1	100	0	N/A	0	N/A	100	1	100	0	N/A	0	N/A	100.0	2	100	1	100	2	100	100.0	3	100	0	N/A	0	N/A	100.0	100	
Information emails sent by the Facility to full mailing list	1		1		2		2	1		1		1		2	1		1		1		1	1		1		1		1	6	
CREDIT CONTROL CONTACT (email threads from customer) Respond to query within 5 working days: 90% and above, >80% but < 90%, <80%																														
ACCOUNT MANAGER CONTACT (email threads from customer)	0		0		0		0	0		0		0		0	0		0		0		0	0		0		0		0	N/A	
Respond to query within 5 working days: 90% and above, >80% but < 90%, <80%							N/A							N/A							N/A							N/A	N/A	
DOWNTIME Percentage downtime: <10%, >10% but < 20%, >20%																														
spectrometer not usable	Jan 17 (days)	Jan 17 %	Feb 17 (days)	Feb 17 %	Mar 17 (days)	Mar 17 %	Q1_17 %	Apr 17 (days)	Apr 17 %	May 17 (days)	May 17 %	Jun 17 (days)	Jun 17 %	Q2_17 %	Jul 17 (days)	Jul 17 %	Aug 17 (days)	Aug 17 %	Sep 17 (days)	Sep 17 %	Q3_17 %	Oct 17 (days)	Oct 17 %	Nov 17 (days)	Nov 17 %	Dec 17 (days)	Dec 17 %	Q4_17 %	Q1 & Q2 & Q3 & Q4_17 %	
maintenance days	0	0.0	1.00	3.6	0.0	0.0	1.1	0	0.0	0.00	0.0	1	3.3	0.0	0	0.0	0.00	0.0	0	0.0	0.0	0	0.0	0	0.0	3.3	0	0.0	1.1	0.4
user granted a compensation day	4	0.0	0	0.0	4.4	0	4.4	0	0.0	0	0.0	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0.0	0	0.0	0	0.0	0	0.0	0.0	1.1	1.1
Total	4	12.9	1.00	3.6	0	0.0	5.6	0	0.0	0.00	0.0	1	3.3	1.1	0	0.0	0.00	0.0	0	0.0	0.0	0	0.0	0	0.0	3.3	0	0.0	1.1	1.3
Installation new equipment	0	0.0	1	3.6	2	6.7	4.4	0	0.0	0	0	0	0	0	0	0	0	0	0	0	0	0	22	86.7	0.00	0.0	1	3.2	14.3	4.6
USAGE INFORMATION																														
number of distinct PCs	meeting on 17 th May 2017 for July 2017 - December 2017											reported Q2				meeting on 8 th December 2017 for January 2018 - June 2018														
number of distinct universities	15											9				10														
Department types:																														
Chemistry	11															13														
Physics	2															3														
Biochemistry	1															1														
Biological Sciences	1															1														
School of Pharmacy																1														
COMPLAINTS 5 working days for first response, 10 working days to resolve the issue: 95% and above, >90% but < 95%, <90%																														
Jan 17 (no.)	Jan 17 (no.)	Feb 17 (no.)	Mar 17 (no.)	Q1_17 (no.)	Apr 17 (no.)	May 17 (no.)	Jun 17 (no.)	Q2_17 (no.)	Jul 17 (no.)	Aug 17 (no.)	Sep 17 (no.)	Q3_17 (no.)	Oct 17 (no.)	Nov 17 (no.)	Dec 17 (no.)	Q4_17 (no.)	Q1 & Q2 & Q3 & Q4_17 (no.)													
0	N/A	0	N/A	0	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0													
USER SATISFACTION SCORES 1-5 Average score																														
Jan 17 (no.)	Jan 17 (av. sc.)	Feb 17 (no.)	Feb 17 (av. sc.)	Mar 17 (no.)	Mar 17 (av. sc.)	average	Apr 17 (no.)	Apr 17 (av. sc.)	May 17 (no.)	May 17 (av. sc.)	Jun 17 (no.)	Jun 17 (av. sc.)	average	Jul 17 (no.)	Jul 17 (av. sc.)	Aug 17 (no.)	Aug 17 (av. sc.)	Sep 17 (no.)	Sep 17 (av. sc.)	average	Oct 17 (no.)	Oct 17 (av. sc.)	Nov 17 (no.)	Nov 17 (av. sc.)	Dec 17 (no.)	Dec 17 (av. sc.)	average	Q1 & Q2 & Q3 & Q4 average		
2	4.86	3	4.46	2	4.84	4.57	4	4	4.9	0	N/A	4	4.78	4.84	3	4.63	1	4.75	1	4.73	4.46	3	4.88	2	4.83	1	4.72	4.84	4.71	
USER SATISFACTION SCORES (ANNUAL): 2017 1-5 Average score																														
											2017 (only to be reported annually)																			
											2017 (no.)				2017 (av)															
											11				4.59															
TAP																														
number of applications made	meeting on 17 th May 2017 for July 2017 - December 2017															meeting on 8 th December 2017 for January 2018 - June 2018														
number of applications awarded time (incl partial award of time)	26											23				29														
number of access days requested	188											138				147														
% of access requests responded to within 10 wds of TAP	100															100														
DISSEMINATION EVENTS Perform a minimum of one dissemination activity per year																														
April 6 th 2017 Annual Symposium																														
PUBLICATIONS R5: 1-10 RESEARCH OUTPUTS (talks and posters)																														
															2017															
															17															
															2017															
															65															