

QUERY LOG

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

	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) %
Queries from users (email threads, time for response, not FE)	89	100	54	100	55	100	100.0
Fast-track applications by existing users (time for acknowledgement)	0	N/A	0	N/A	0	N/A	N/A
Fast-track applications by new users (no previous TAP appn, time ack.)	1	100	0	N/A	0	N/A	100.0
PhD travel fund applications (time for acknowledgement)	0	N/A	1	100	3	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	1	100	2	100	100.0
Information emails sent by the Facility to full mailing list	1		1				

	April to June 18 total	Q2_18 (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%

	Apr 18 (days)	Apr 18 %	May 18 (days)	May 18 %	Jun 18 (days)	Jun18 %	Q2_18 %
spectrometer not usable	0	0.0	0	0.0	0	0.0	0.0
maintenance days	0	0.0	0	0.0	3	10.0	0.0
user granted a compensation day	0	0.0	2	6.7	0	0.0	2.2
Total	0	0.0	2	6.7	3	10.0	5.5

USAGE INFORMATION

meeting on 8th June 2018 for July 2018 - December 2018

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%

	Apr 18 (no.)	resp (w3/10d)%	May 18 (no.)	resp (w3/10d)%	Jun 18 (no.)	resp (w3/10d)%	Q2_18 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES							
	Apr 18 (no.)	Apr 18 (av. sc.)	May 18 (no.)	May 18 (av. sc.)	Jun 18 (no.)	Jun 18 (av. sc.)	average
4; 3; 2							
average score	3	4.73	5	4.78	1	5	4.79

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

TAP	meeting on 8th June 2018 for July 2018 - December 2018
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	April 19th 2018 Annual Symposium
Perform a minimum of one dissemination activity per year	

PUBLICATIONS	2018 (only to be reported annually)
15; 12; 10	
RESEARCH OUTPUTS (talks and posters)	2018 (only to be reported annually)
50; 30; 20	