

QUERY LOG

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

	Oct 15 total	Oct 15 (5 wd)%	Nov 15 total	Nov 15 (5 wd) %	Dec 15 total	Dec 15 (5 wd) %	Q4_15 (5 wd) %
Queries from users (email threads, time for response, not FE)	37	100	25	100	25	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.)	0	N/A	0	N/A	1	100	100.0
PhD travel fund applications (time for acknowledgement)	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
grant application feasibility (time for acknowledgement)	0	N/A	1	100	1	100	100
Information emails sent by the Facility to full mailing list	1				1		

	October to December 15 total	Q4_15 (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%

	Oct 15 (days)	Oct 15 %	Nov 15 (days)	Nov 15 %	Dec 15 (days)	Dec 15 %	Q4_15 %
spectrometer not usable	0.50	1.6	0	0.0	0	0.0	0.5
maintenance days	1	3.2	0.50	1.6	0.0	0.0	1.6
user granted a compensation day	3	9.7	1	3.2	0	0.0	4.3
Total	4.5	14.5	1.50	4.8	0	0.0	6.5

USAGE INFORMATION

meeting on 23rd November 2015 for January 2016 - June 2016

number of distinct Pls	20
number of distinct universities	12
department types:	
Chemistry	13
Physics	2
Biochemistry	2
Biological Sciences	1
School of Pharmacy	1
The National Graphene Institute	1

COMPLAINTS

3 working days for first response, 10 working days to resolve the issue: 95% and above; >90% but < 95%; <90%

	Oct 15 (no.)	resp (w3/10d)%	Nov 15 (no.)	resp (w3/10d)%	Dec 15 (no.)	resp (w3/10d)%	Q4_15 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES

4; 3; 2

	Oct 15 (no.)	Oct 15 (av. sc.)	Nov 15 (no.)	Nov 15 (av. sc.)	Dec 15 (no.)	Dec 15 (av. sc.)	average
average score	8	4.65	5	4.69	5	4.96	4.75

PI SATISFACTION SCORES (ANNUAL); 2015

4; 3; 2

	2015 (no.)	2015 (av. sc.)
average score	19	4.54

TAP (meeting on 23rd November 2015 for January 2016 - June 2016)

number of applications made	26
number of applications awarded time (incl partial award of time)	24
number of access days requested	234
number of access days awarded	146
% of access requests responded to within 10 wds of TAP	100

DISSEMINATION EVENTS

Perform a minimum of one dissemination activity per year reported in Q1

PUBLICATIONS

15; 12; 10

2015 (only to be reported annually)

20

RESEARCH OUTPUTS (talks and posters)

50; 30; 20

2015 (only to be reported annually)

93