

QUERY LOG								
	Jan15 total	Jan15 (5 wd)%	Feb15 total	Feb15 (5 wd)%	Mar15 total	Mar15 (5 wd)%	Q1_15 (5 wd)%	
Queries from users (email threads, time for response, not FE)	17	94.1	15	100	27	100	98.3	
Fast-track applications by existing users (time for acknowledgement)	0	N/A	2	100	0	N/A	100	
Fast-track applications by new users (no previous TAP appn, time ack.)	0	N/A	0	N/A	1	100	100	
PhD travel fund applications (time for acknowledgement)	1	100	0	N/A	0	N/A	100	
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	0	N/A	0	N/A	N/A	
Information emails sent by the Facility to full mailing list	0		0		1			

	Jan to Mar 15 total	Q1_15 (5 wd)%
CREDIT CONTROL CONTACT (email threads from customer)	0	N/A
ACCOUNT MANAGER CONTACT (email threads from customer)	0	N/A

DOWNTIME								
	Jan15 (days)	Jan15 %	Feb15 (days)	Feb15 %	Mar15 (days)	Mar15 %	Q1_15 %	
spectrometer not usable	0		0		0		0	0
maintenance days	0		0		0		0	0
user granted a compensation day	0		0		0		0	0

USAGE INFORMATION		to be reported after each TAP meeting (for meeting on 13th January 2015)
number of distinct PIs	19	
number of distinct universities	11	
department types:		
Chemistry	10	
Physics	3	
Biochemistry	2	
Biological Sciences	1	
Cell and Molecular Biophysics	1	
Earth Sciences	1	
Physical and Geographical Sciences	1	

COMPLAINTS							
	Jan 15 (no.)	resp (w3/10d)%	Feb15 (no.)	resp (w3/10d)%	Mar 15 (no.)	resp (w3/10d)%	Q1_15 (w3/10d)%
	0	N/A	0	N/A	0	N/A	N/A

USER SATISFACTION SCORES							
	Jan15 (no.)	Jan15 (av. sc.)	Feb15 (no.)	Feb15 (av. sc.)	Mar15 (no.)	Mar15 (av. sc.)	average
average score	3	4.79	4	4.57	5	4.58	4.63

TAP	(meeting on 13th January 2015 for Feb 1st to July 15th 2015)
number of applications made	29
number of applications awarded time (incl partial award of time)	24
number of access days requested	254
number of access days awarded	133
% of access requests responded to within 10 wds of TAP	100

DISSEMINATION EVENTS	26th March 2015: annual symposium
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PUBLICATIONS	(only to be reported annually)
RESEARCH OUTPUTS (talks and posters)	(only to be reported annually)