

Performance against service standards

| Service standards 2013-14 | Performance – Dec 2014 |
|---|---|
| <p>The University VLE (Blackboard) will be available 99.9% of the time throughout the year. Planned downtime is undertaken outside of core teaching hours where possible and communicated at least one week in advance.</p> | <p>The University VLE (Blackboard) was available 100% of the time.</p> |
| <p>We will shelve 95% of items within 24 staffed hours of their return.</p> | <p>We shelved 100% of items within 24 hours. On average items have been returned to the shelves in approximately 10 hours.</p> |
| <p>75% of reading list items will be available to loan within 4 weeks of the order being placed on the item.</p> | <p>69.8% of reading list items were available to loan within 4 weeks of the order being placed on the item. This is due to the University being closed over the Christmas period.</p> |
| <p>We will ensure at least 98% of student open access PCs within our buildings are in working order.</p> | <p>Based on a sample average, 99.47% of open access PCs within our buildings were in working order.</p> |
| <p>97% of telephone calls to our centralised help line will be resolved at the first point of contact. Enquires via Ask Us will be answered within 8 working hours.</p> | <p>97.81% of telephone calls to our centralised help line were resolved at first point of contact. On average enquires via Ask Us were answered in 3hr 09mins.</p> |
| <p>Customer feedback received via our comments and suggestions scheme will be responded to within 5 working days.</p> | <p>On average customer feedback via our comments and suggestions scheme were responded to within 1 working day.</p> |