

Performance against service standards

| Service standard | Performance – November 2013 |
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| 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. | The University's VLE (Blackboard) was available 100% of the time. |
| We will shelve 95% of items within 24 staffed hours of their return. | On average items have been returned to the shelves in 13 hours. |
| 75% of reading list items will be available to loan within 3 weeks of the order being placed on the item. | 81% of reading list items were available to loan within 3 weeks of the order being placed on the item. |
| We will ensure at least 98% of student open access PCs within our buildings are in working order. | On average 99.85% of open access PCs within our buildings were in working order. |
| 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 12 working hours. | 99.64% of telephone calls to our centralised help line were resolved at first point of contact. On average enquires via Ask Us were answered in 4hrs 13min. |
| Customer feedback received via our comments and suggestions scheme will be responded to within 5 working days. | On average customer suggestions via our comments and suggestions scheme were responded to within 2 working days. |