Performance against service standards

Service standard	Performance – December 2013
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 9.74 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 will be 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.	Based on sample average 99.22% 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.	98.8% of telephone calls to our centralised help line were resolved at first point of contact. On average enquires via Ask Us were answered in 7hrs 20mins.
Customer feedback received via our comments and suggestions scheme will be responded to within 5 working days.	On average customer feedback via our comments and suggestions scheme were responded to within 1 working day.