

Performance against service standards

Service standards 2013-14	Performance – Sept 2014
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 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 34 minutes.
75% of reading list items will be available to loan within 4 weeks of the order being placed on the item.	90% 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.	Based on a sample average, 99.89% 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 8 working hours.	98.9% of telephone calls to our centralised help line were resolved at first point of contact. On average enquires via Ask Us were answered in 1hr 34mins.
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.