

Performance against service standards

Service standards 2013-14	Performance – Jan 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 99.96% 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>60% 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, 100% 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>98.72% of telephone calls to our centralised help line were resolved at first point of contact. On average enquires via Ask Us were answered in 2hr 24mins.</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>