

# Southampton Solent University Key Performance Indicators (KPI)

## KPI 1 - People Experience



Value Statement:

Evidence	Dec 2015	Jan 2016	Feb 2016	Annual
1.1 Customers to wait less than 3 minutes at Enquiry Desk ♦	100% (23/23)	100% (14/14)	100% (24/24)	-
1.2 Customers to wait less than 5 minutes for online chat •	84% (21/25)	76% (13/17)	92% (12/13)	-
1.3 Respond to emails within 48 hours •	93%	100%	100%	-
1.4 Respond to suggestions, comments and complaints within 2 working days	100% (16/16)	100% (15/15)	100% (17/17)	-
1.5 Customers to wait no longer than 2 minutes to use a self-service machine ♦	83% (43/54)	83% (34/41)	100% (77/77)	-
1.6 Satisfaction reported by the National Student Survey ▲	-	-	-	90%
1.7 Library and Learning Services customer satisfaction score ▲	-	-	-	98.5% (68/69)

## KPI 2 - Growth



Value Statement:

Evidence	Dec 2015	Jan 2016	Feb 2016	Annual
2.1 Amount of days the library was open for 24 hours	18	28	29	-
2.2 Number of units with reading lists compiled by the library*	-	-	-	675
2.3 Total number of e-books per year ▲	-	-	-	TBC
2.4 Number of e-books for which the library has paid ▲	-	-	-	TBC
2.5 Number of entries made to the library	13,937	53,104	44,373	-

## KPI 3 - Learning, Teaching and Student Achievement



Value Statement:

Evidence	Dec 2015	Jan 2016	Feb 2016	Annual
3.1 Use of learning spaces - headcounts performed in 0C, 1A and 2A ♦	766	389	515	-
3.2 Discharged books returned to shelves and available for loan within 24 hours ♦	100%	100%	100%	-
3.3 Libraries and LRCs open as per advertised hours	97%	97%	100%	-
3.4 90% of journal articles supplied within 5 working days •	0% (0/0)	100% (5/5)	87% (13/15)	-
3.5 90% of books supplied within 2 weeks •	100% (3/3)	100% (11/11)	100% (5/5)	-
3.6 Usage of online library subject guides*	20,907 (Dec & Jan)	20,907 (Dec & Jan)	23,666 (Feb & Mar)	-

### Key

- ♦ Statistics collected on a specific day
- Statistics collected during a specific week
- ▲ Statistics collected over a specific year
- \* Statistics collected during 15/16
- \* Statistics collected bi-monthly