

Southampton Solent University Key Performance Indicators (KPI)

KPI 1 - People Experience

Value Statement: Deliver an excellent experience for all who work and study at the university



Evidence	Dec 2016	Jan 2017	Feb 2017	Annual
1.1 Customers to wait less than 3 minutes at Enquiry Desk ♦	90% (25/28)	82% (9/11)	79% (23/29)	-
1.2 Customers to wait less than 5 minutes for online chat ♦	96% (24/25)	83% (15/18)	100% (15/15)	-
1.3 Respond to emails within 48 hours ♦	100% (27/27)	100% (42/42)	100% (26/26)	-
1.4 Respond to suggestions, comments and complaints within 2 working days	95% (18/19)	95% (21/22)	100% (17/17)	-
1.5 Customers to wait no longer than 2 minutes to use a self-service machine ♦	93% (26/28)	82% (14/17)	86% (19/22)	-
1.6 Satisfaction reported by the National Student Survey ▲	-	-	-	91%
1.7 Library and Learning Services customer satisfaction score ▲	-	-	-	98.5% (68/69)

KPI 2 - Growth

Value Statement: Enable as many customers as possible to benefit from the resources the Library and Learning Services has to offer



Evidence	Dec 2016	Jan 2017	Feb 2017	Annual
2.1 Amount of days the library was open for 24 hours	19	16	2	-
2.2 Number of reading lists compiled by the library*	-	-	-	644
2.3 85% of print books available within 21 working days of being ordered	68%	95%	TBC	-
2.5 Number of entries made to the library	11,507	TBC	TBC	-
2.6 Number of customers engaged during outreach sessions*	142	155	141	-

KPI 3 - Learning, Teaching and Student Achievement

Value Statement: Committed to providing excellent learning opportunities



Evidence	Dec 2016	Jan 2017	Feb 2017	Annual
3.1 Use of learning spaces - headcounts performed in 0C, 1A and 2A ♦	728	245	491	-
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	95%	100%	96%	-
3.4 90% of journal articles supplied within 5 working days ♦	66% (2/3)	60% (3/5)	43% (3/7)	-
3.5 90% of books supplied within 2 weeks ♦	100% (10/10)	100% (4/4)	100% (4/4)	-
3.6 Number of library hours spent delivering information training	TBC	TBC	TBC	-
3.7 Usage of online library subject guides*	2755 (Dec)	61,089 (Jan-Feb)	61,089 (Jan-Feb)	-

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