

Southampton Solent University Key Performance Indicators (KPI)

KPI 1 - People Experience



Value Statement:

Evidence	Mar 2016	Apr 2016	May 2016	Annual
1.1 Customers to wait less than 3 minutes at Enquiry Desk ♦	100% (25/25)	-	100% (21/21)	-
1.2 Customers to wait less than 5 minutes for online chat •	92% (12/13)	93% (29/31)	100% (7/7)	-
1.3 Respond to emails within 48 hours •	100% (45/45)	100% (32/32)	100% (38/38)	-
1.4 Respond to suggestions, comments and complaints within 2 working days	100% (51/51)	100% (6/6)	100% (5/5)	-
1.5 Customers to wait no longer than 2 minutes to use a self-service machine ♦	74% (28/38)	87% (39/46)	-	-
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	Mar 2016	Apr 2016	May 2016	Annual
2.1 Amount of days the library was open for 24 hours	23	21	19	-
2.2 Number 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	56,806	66,639	53,584	-
2.6 Number of customers engaged during outreach sessions ▲	-	-	-	TBC

KPI 3 - Learning, Teaching and Student Achievement



Value Statement:

Evidence	Mar 2016	Apr 2016	May 2016	Annual
3.1 Use of learning spaces - headcounts performed in 0C, 1A and 2A ♦	613	363	582	-
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	100%	100%	100%	-
3.4 90% of journal articles supplied within 5 working days •	50% (3/6)	100% (5/5)	50% (1/2)	-
3.5 90% of books supplied within 2 weeks •	80% (4/5)	100% (3/3)	100% (1/1)	-
3.6 Number of library hours spent delivering information training	-	-	-	TBC
3.7 Usage of online library subject guides*	23,666 (Feb & Mar)	20,685 (Apr & May)	20,685 (Apr & May)	-

Key

- ♦ Statistics collected on a specific day
- Statistics collected during a specific week
- ▲ Statistics collected over a specific year
- * Statistics collected during 14/15
- * Statistics collected bi-monthly