

# 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	Sept 2016	Oct 2016	Nov 2016	Annual
1.1 Customers to wait less than 3 minutes at Enquiry Desk ♦	88% (15/17)	97% (18/19)	78% (14/18)	-
1.2 Customers to wait less than 5 minutes for online chat •	96% (24/25)	89% (17/19)	95% (20/21)	-
1.3 Respond to emails within 48 hours •	83% (30/35)	100% (32/32)	100% (22/22)	-
1.4 Respond to suggestions, comments and complaints within 2 working days	100% (2/2)	86% (12/14)	100% (11/11)	-
1.5 Customers to wait no longer than 2 minutes to use a self-service machine ♦	75% (15/20)	88% (30/34)	87% (20/23)	-
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	Sept 2016	Oct 2016	Nov 2016	Annual
2.1 Amount of days the library was open for 24 hours	0	0	8	-
2.2 Number of reading lists compiled by the library ▲	-	-	-	TBC
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	4368	45,479	62,697	-
2.6 Number of customers engaged during outreach sessions ▲	-	-	-	TBC

## KPI 3 - Learning, Teaching and Student Achievement



Value Statement: Committed to providing excellent learning opportunities

Evidence	Sept 2016	Oct 2016	Nov 2016	Annual
3.1 Use of learning spaces - headcounts performed in 0C, 1A and 2A ♦	125	313	600	-
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	93%	100%	100%	-
3.4 90% of journal articles supplied within 5 working days •	100% (4/4)	100% (6/6)	100% (12/12)	-
3.5 90% of books supplied within 2 weeks •	83% (5/6)	83% (5/6)	100% (13/13)	-
3.6 Number of library hours spent delivering information training	-	-	-	TBC
3.7 Usage of online library subject guides*	24,876 (Aug-Sep)	41,211 (Oct-Nov)	41,211 (Oct-Nov)	-

### 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