

Southampton Solent University Key Performance Indicators (KPI)

KPI 1 - People Experience



Evidence	Sept 2015	Oct 2015	Nov 2015	Annual
1.1 Customers to wait less than 3 minutes at Enquiry Desk ♦	100% (21/21)	94% (38/45)	100% (20/20)	-
1.2 Customers to wait less than 5 minutes for online chat •	81% (17/21)	82% (23/28)	100% (33/33)	-
1.3 Respond to emails within 48 hours •	93% (91/98)	91% (53/58)	91% (63/69)	-
1.4 Respond to suggestions, comments and complaints within 2 working days	100% (4/4)	100% (29/29)	100% (23/23)	-
1.5 Customers to wait no longer than 2 minutes to use a self-service machine ♦	85% (22/26)	84% (38/45)	77% (20/26)	-
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



Evidence	Sept 2015	Oct 2015	Nov 2015	Annual
2.1 Amount of days the library was open for 24 hours	0	0	11	-
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	7190	45,216	54,644	-

KPI 3 - Learning, Teaching and Student Achievement



Evidence	Sept 2015	Oct 2015	Nov 2015	Annual
3.1 Use of learning spaces - headcounts performed in 0C, 1A and 2A ♦	TBC	TBC	TBC	-
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 •	100% (6/6)	50% (2/4)	80% (4/5)	-
3.5 90% of books supplied within 2 weeks •	100% (4/4)	100% (7/7)	66% (2/3)	-

Key

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